



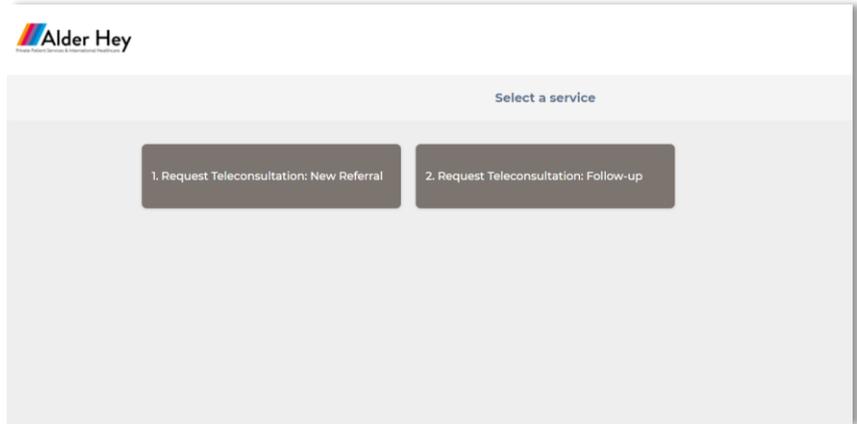
Scheduling a virtual visit with an Alder Hey Consultant

The following document provides step-by-step instructions on how to submit an initial request and schedule an appointment with an Alder Hey consultant.

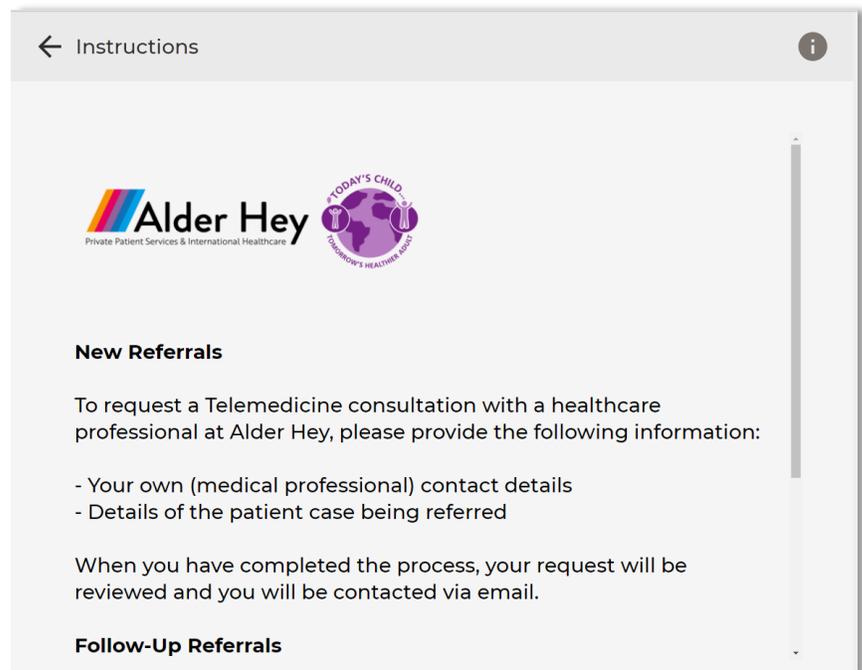
Submitting Initial Request

1. Go to the Alder Hey website and click on the **Select-a-Service** page.
2. Choose **New Referral** or **Follow-Up** visit.

privatepatienthealthcare@alderhey.nhs.uk

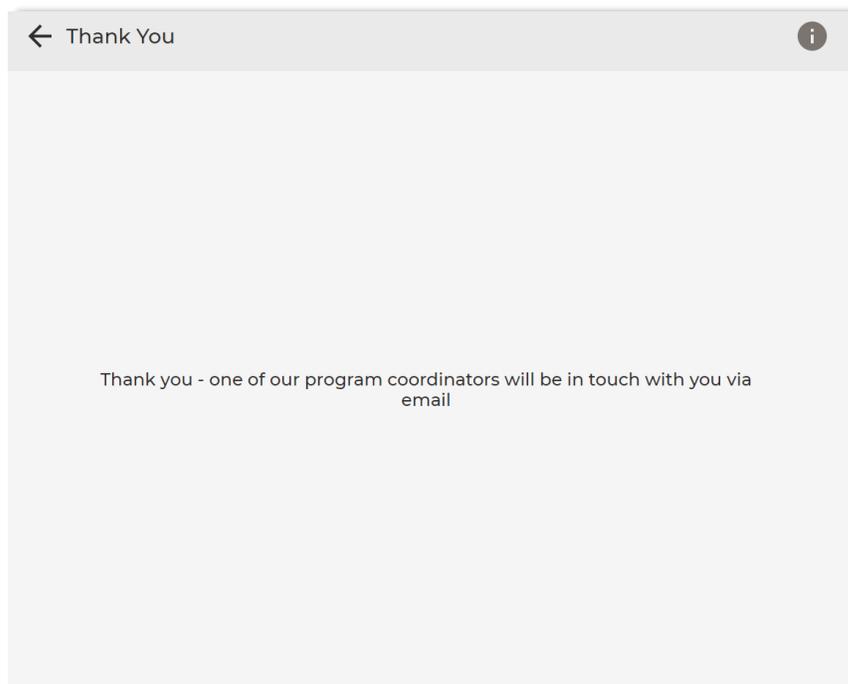


3. Once you have chosen the visit type, you will complete an intake process that captures the following:
 - a. Instructions
 - b. Requesting Consultant Details
 - c. Patient Demographics
 - d. Requesting Service/Specialty
 - e. Referral Information
 - f. Urgency Type



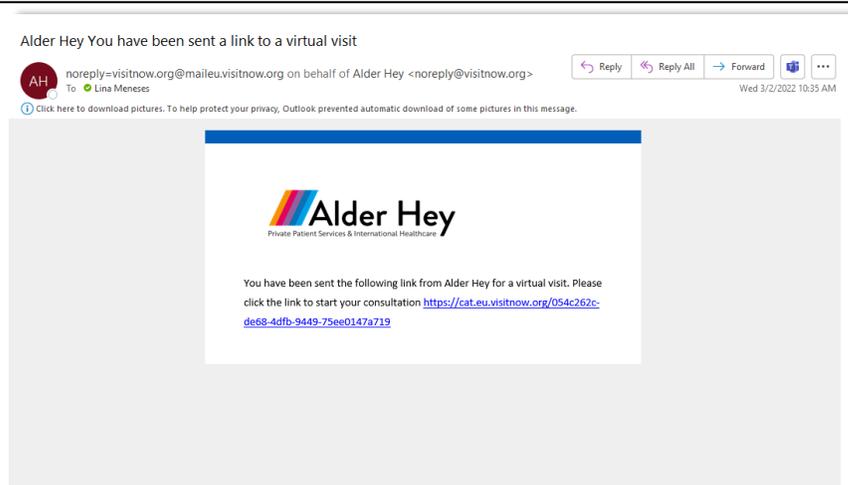
- Once completed the intake form, you will be re-directed to the following **Thank You** screen.

Please note that an Alder Hey coordinator will review your initial request and will contact you via email.

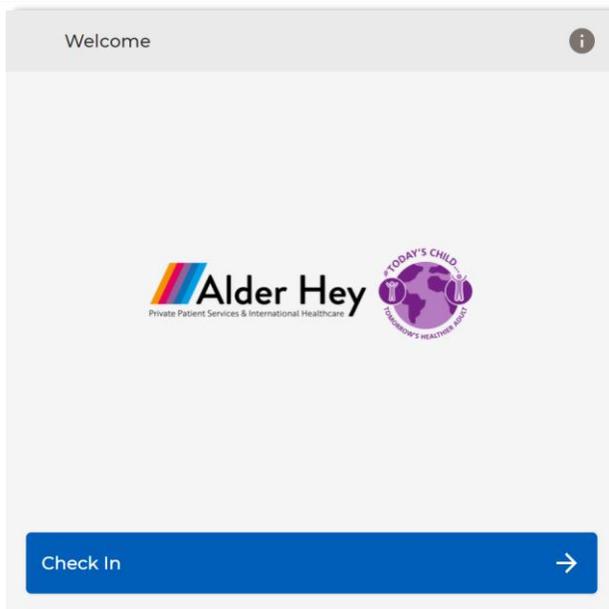


Scheduling an Appointment with an Alder Hey Consultant

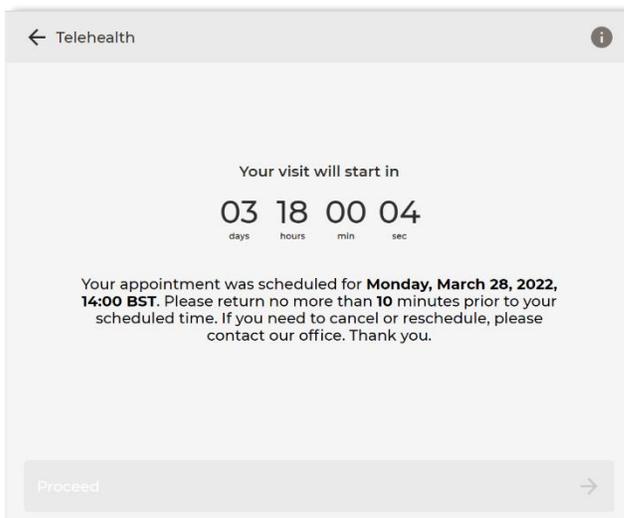
- Once your initial request has been reviewed, an Alder Hey coordinator will send you a link to schedule an appointment.



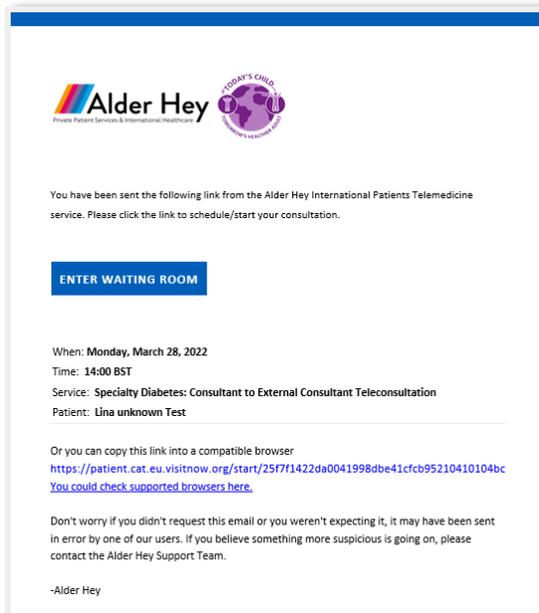
2. Once you click on the link, you will complete an intake process that captures the following:
 - a. Email Address – Consultant
 - b. Authorization Code – Sent via Email
 - c. Patient Name
 - d. Appointment Date/Time
 - e. Appointment Summary
 - f. Reasons – Teleconsultation



3. Once you complete the intake process, you will be re-directed to this screen.

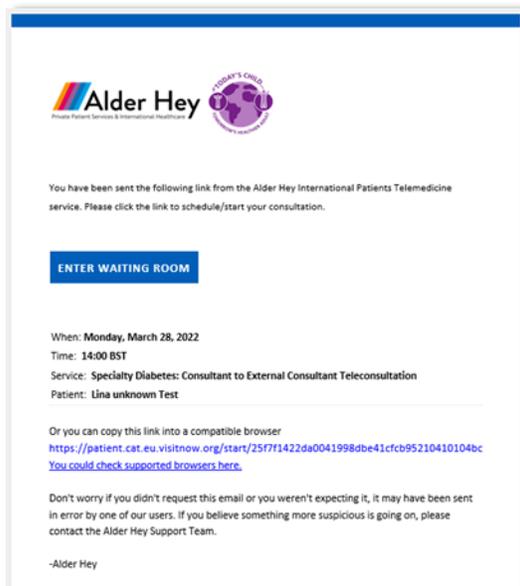


4. You will also receive an appointment reminder via email that contains the following:
 - a. Appointment Date/Time
 - b. Specialty Service
 - c. Patient Name



Day of Appointment

1. On the day of the appointment, you will receive an appointment reminder via email.
2. Click on **Enter Waiting Room** or copy/paste the URL in a browser, such as Chrome.



3. Once you click on the link, you will need to provide the following:
 - a. Patient Date of Birth

The screenshot shows a 'Sign In' form. At the top right is an information icon. The form has a section for 'Date of birth' with a text input field containing 'DD/MM/YYYY' and a calendar icon on the right. At the bottom of the form is a 'Continue' button with a right-pointing arrow.

- Once completed, you will be re-directed to the appointment summary page.
- Click on **Proceed** to test your A/V connection and enter the waiting room.

Please note that an Alder Hey consultant will be notified that you are ready to be seen and will connect to you soon.

Appointment Summary

Scheduled time 12:50 GMT Thursday, March 24, 2022

Reason for visit Teleconsultation

Your visit will start in
0 days 0 hours 0 min 0 sec

URL for Visit

SMS

Email

Url

→

During your Virtual Visit

- Once an Alder Hey consultant initiates the visit, you will be re-directed to this screen.
- Here you will be able to use the following features:
 - Mute Microphone
 - Turn Off Camera
 - Chat with Alder Hey Consultant



Troubleshooting

For help with any issues/questions, please contact Teladoc Support:

- a. 24/7 Live Phone Support **+448000318276**
- b. Patient Resource Center <https://intouchhealth.com/support>

Provider & Patient Resource Center

Access best practices, helpful guides, and other useful information to deliver or receive best-in-class virtual care.



The image contains three small square icons arranged horizontally. The first icon shows a person in a white lab coat talking on a phone, with the text 'Admin & Provider Resources' overlaid. The second icon shows a person in a white lab coat looking at a tablet, with the text 'Patient Resources' overlaid. The third icon shows a person in a white lab coat looking at a tablet, with the text 'Device Resources' overlaid.