

Patient Hub - I've Arrived



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What is I've Arrived?

I've Arrived is a module from Netcall's Patient Hub system. It is a virtual queuing system which queues patients outside and/or car parks until they are required to attend their appointment, removing the risk of overcrowded waiting areas to support and maintain social distancing.

Logging into I've Arrived:

- Double click the 'Patient Hub' icon on your desktop

Note if the icon is not there it can be download from the App Catalogue'

- Enter your username and password and click login

NHS

Login

Sign in to your account

Username

Password

Login →

[Password reset](#)

Notice: This application uses cookies to ensure essential services work as intended. You are agreeing to this by signing in. Without cookies, this application will not function properly.

[Minimum requirements](#)

Single Sign On

Sign in using an authorised application

Liberty Converse

Clinic Page:

- The clinics page will list all patients booked onto a PAS Outpatient clinic

NHS Clinic

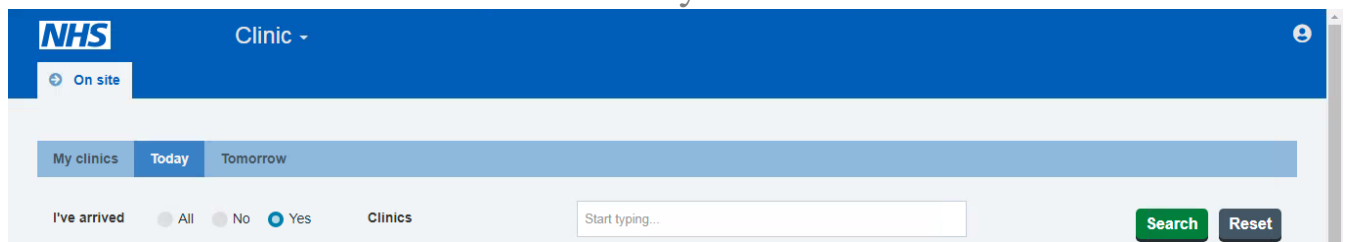
On site

My clinics Today Tomorrow

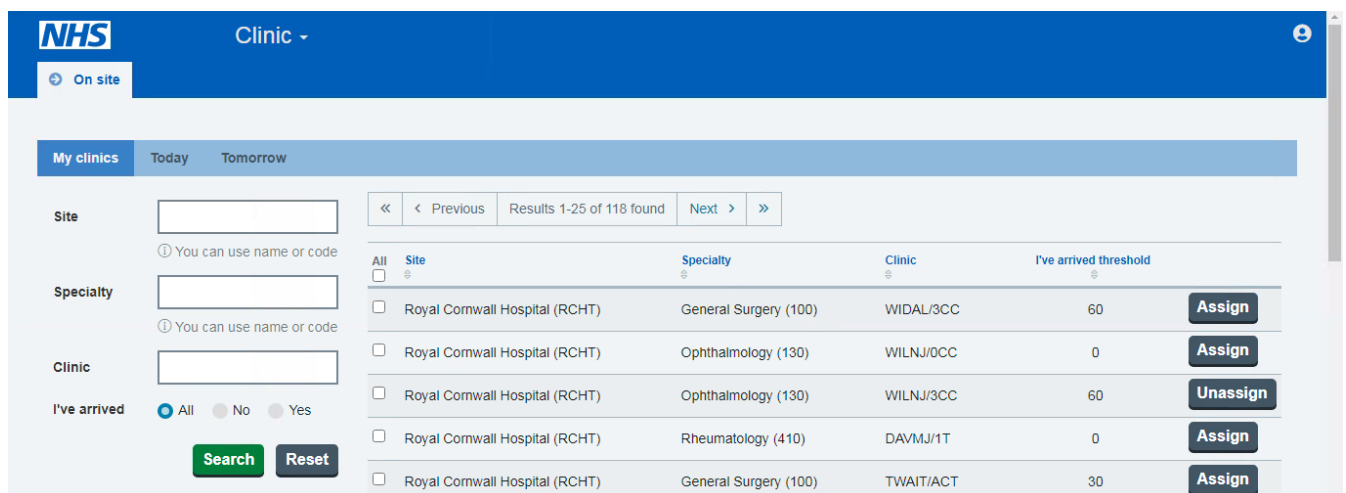
I've arrived All No Yes Clinics **Search** **Reset**

Hospital number	NHS number	Patient name	Date of birth	Site	Specialty	Clinic	Appointment	I've arrived	Contactable
C003429		Amanda Smith	21/05/1973	(TR)	Orthopaedic (111)	REGMW/6CT	09:45	Not sent	Yes
C004111		Caroline Knowles	23/10/1949	(TR)	Orthopaedic (111)	REGMW/6CT	10:45	Not sent	Yes
C009177		Ian Walter	06/02/1955	(TR)	Orthopaedic (111)	REGMW/6CT	10:30	Not sent	Yes
C003291		Mary Young	10/10/1965	(TR)	Orthopaedic (111)	REGMW/6CT	10:00	Not sent	Yes
C003330	645 027 2287	Alison Fisher	19/05/1960	(TR)	Orthopaedic (111)	REGMW/6CT	09:15	Not sent	No
C039134		Samantha Young	22/12/1978	(TR)	Orthopaedic (111)	REGMW/6CT	09:30	Not sent	Yes
C039134		Samantha Young	22/12/1978	(TR)	Orthopaedic (111)	REGMW/6CT	10:15	Not sent	Yes

Tabs within the clinic screen will allow you to search or filter clinics



The 'My Clinics' tab will allow you to assign or unassign the clinics scheduled for today or tomorrow:



- Enter the clinic code into the 'Clinic field' and click 'Search' to find the clinic you require access to.
- Once you have found the clinic Click Assign or Unassign on the right-hand side.

Note – If the "I've Arrived threshold" for the clinic is set as 0 the clinic is not switched-on in Patient Hub. A call will need to be logged with the CITS Service desk to switch it on.

- The search field within the 'Today' tab will allow you to filter to a specific clinic.

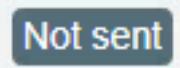


Note – If the clinic has not been assigned to you, you will not see the patients booked onto that clinic.

The screenshot shows the NHS 'I've Arrived' interface. At the top, there's a blue header with the NHS logo and 'Clinic' dropdown. Below it, a navigation bar has 'My clinics', 'Today', and 'Tomorrow' tabs. A filter section shows 'I've arrived' with radio buttons for 'All', 'No', and 'Yes' (selected). A search box contains '(TR) - Orthopaedic (111) - REGMW/ECT' with 'Search' and 'Reset' buttons. Below is a table with columns: Hospital number, NHS number, Patient name, Date of birth, Site, Specialty, Clinic, Appointment, I've arrived, and Contactable. The table shows one entry for Amanda Smith with a 'Not arrived' status.

Hospital number	NHS number	Patient name	Date of birth	Site	Specialty	Clinic	Appointment	I've arrived	Contactable
C003429		Amanda Smith	21/06/1973	(TR)	Orthopaedic (111)	REGMW/ECT	09:45	Not arrived	Yes

Note: I've Arrived is configured to send a SMS and/or email to a patient 60 minutes prior to their appointment time. For a patient to receive the text message, their mobile number must be entered into the mobile field on the PAS RI Demographics screen and text consent marked as Yes.

I've Arrived Statuses:

Status	Meaning	Action
Not Sent 	<ul style="list-style-type: none"> - Notification threshold not met - Patient does not want to be contacted by SMS - Patient does not have any digital data 	If the patient arrives at reception you will need to 'Record Outpatient Arrival' on PAS – this will remove the patient from the clinic list on I've Arrived.
Not Arrived 	Patient has not confirmed they have arrived, but the text message has been sent	If the patient arrives at reception you will need to 'Record Outpatient Arrival' on PAS – this will remove the patient from the clinic list on I've Arrived
Arrived 	Patient has confirmed they have arrived and are waiting outside	When it is safe to do so you can 'Invite' the patient in. (Another SMS is sent to the patient)
Invited In	Patient has been sent a SMS to	If the patient does not arrive

Invited in

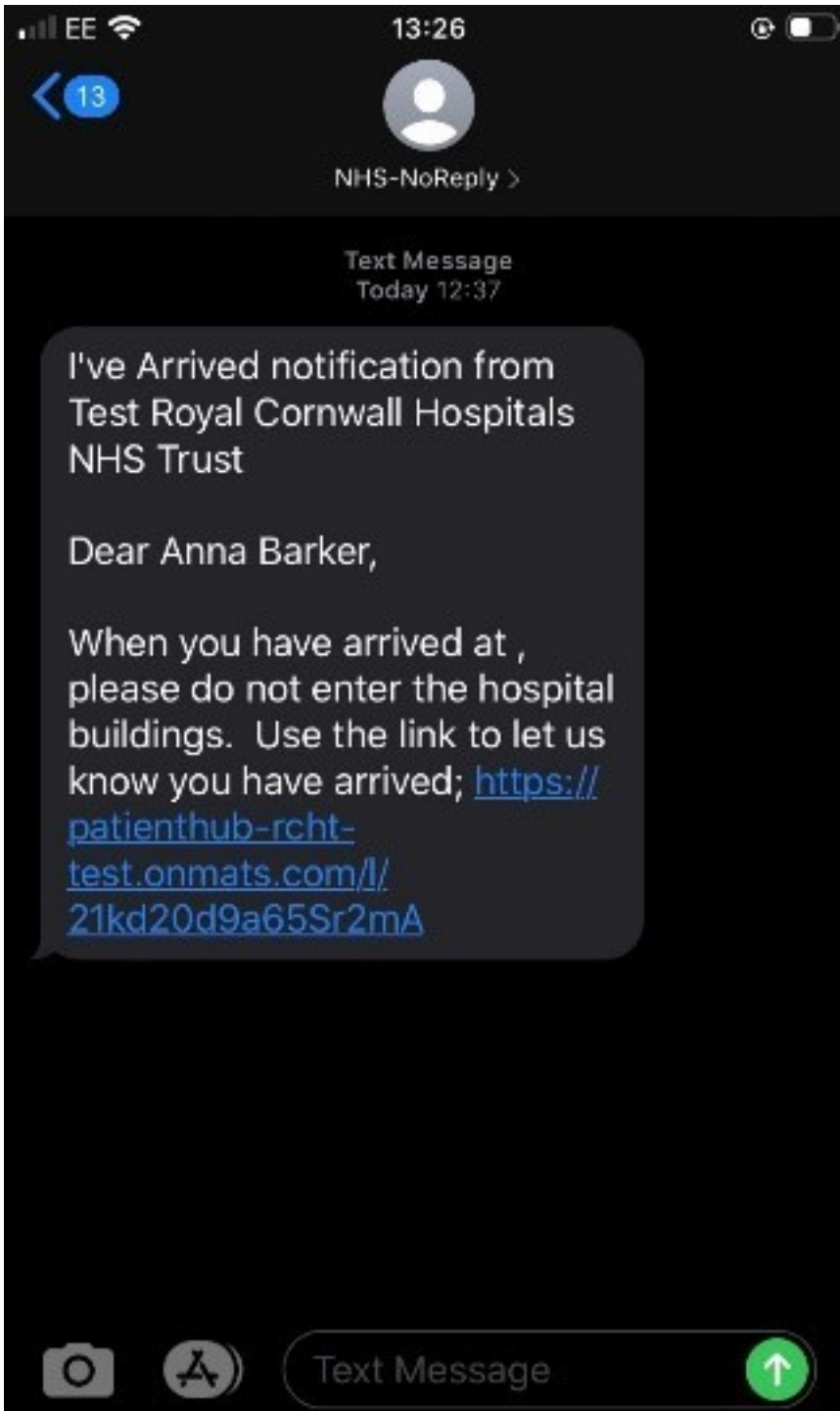
invite them into the department

you can 'Reinvite' them by sending another SMS message

When the patient arrives at reception you will need to 'Record Outpatient Arrival' on PAS – this will remove the patient from the clinic list on I've Arrived.

What does the patient receive?

- The patient will receive an initial I've Arrived notification SMS 60 minutes prior to their appointment



- They will need to click on the link to inform the department they have arrived

I confirm I have arrived *



Send

- Once they have sent the confirmation, they will be able to see where they are in the virtual queue

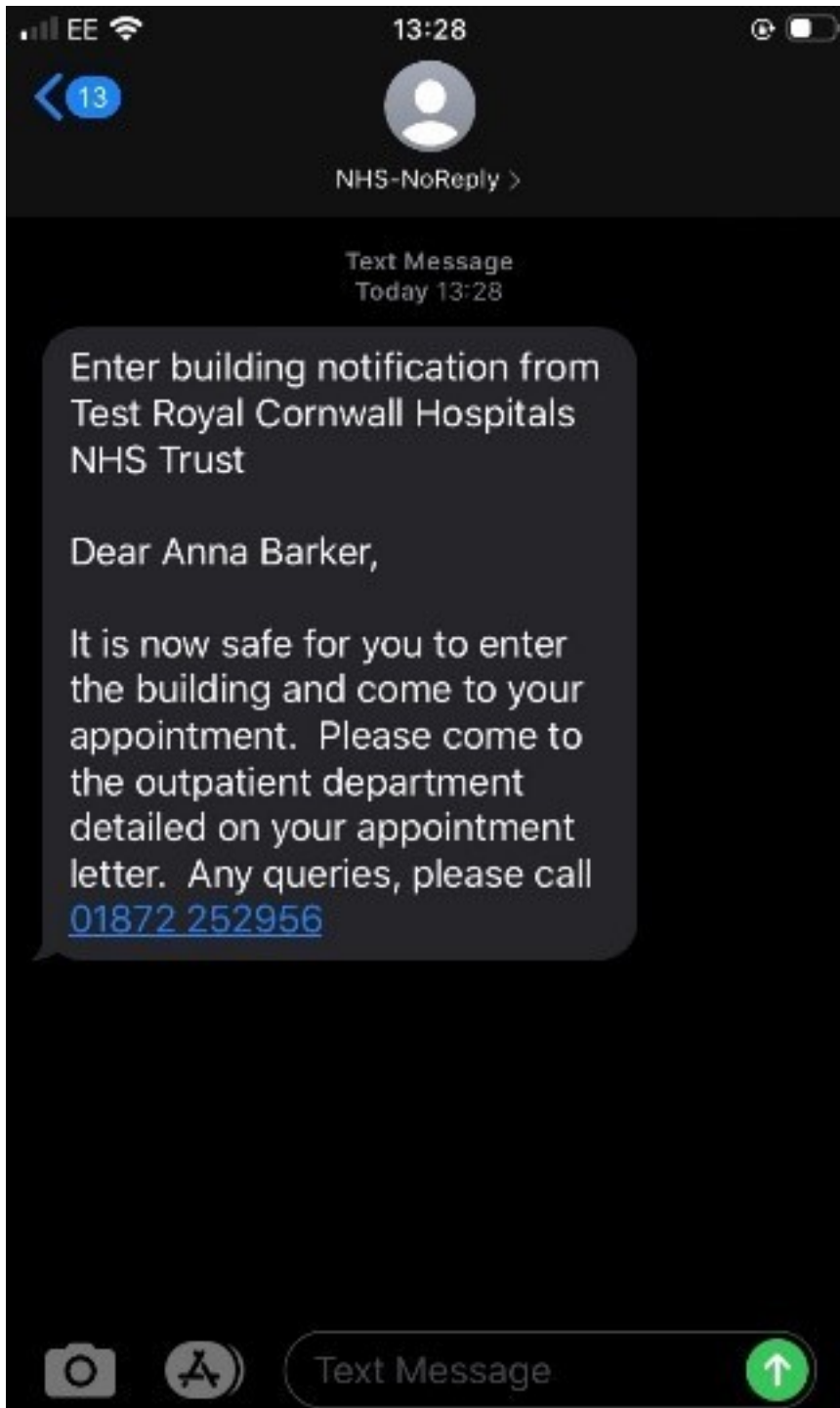
Thank you, we have marked you as arrived. Please wait where you are until we send you another message to invite you in.

Position in the queue

2



- When it is safe for them to enter the department, they will be sent another SMS inviting them in



Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=82>