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

	NH
Login	Single Sign On
Sign in to your account	Sign in using an authorised applica
요 Username	
Username	Liberty Converse
A Password	
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	

Clinic Page:

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

O On site	Clinic									
My elinies To	oday Tomorrow									
Eve arrived	All 🔵 No 🧿	Yes Clinics		Sta	art typing				Search	eset
Hospital number	NHS number	Patient name	Date of birth	Site	Specialty ©	Clinic ©	Appointment 0	Eve arrived	Contactable ©	
C003429		Amanda Smith	21/06/1973	(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	06/02/1995	(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	19/05/1959	(TR)	Orthopaedic (111)	REGMW6CT	09:15	Not sent	No	
C039134		Samantha Young	22/12/1978	(TR)	Orthopaedic (111)	REGMW6CT	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

NHS		Clinic -			9
On sit	•				
My clinic	Today	Tomorrow			
l've arrive	d All	No OYes	Clinics	Start typing	Search Reset

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

NHS	Clinic -					
On site						
My clinics	Today Tomorrow					
Site		Previous Results 1-25 of 118 found	Next > >>			
	① You can use name or code	All Site □ ÷	Specialty ≑	Clinic ≑	l've arrived threshold $\hfill \Leftrightarrow$	
Specialty	① You can use name or code	Royal Cornwall Hospital (RCHT)	General Surgery (100)	WIDAL/3CC	60	Assign
Clinic		Royal Cornwall Hospital (RCHT)	Ophthalmology (130)	WILNJ/0CC	0	Assign
I've arrived	All No Yes	Royal Cornwall Hospital (RCHT)	Ophthalmology (130)	WILNJ/3CC	60	Unassign
	Search Peret	Royal Cornwall Hospital (RCHT)	Rheumatology (410)	DAVMJ/1T	0	Assign
	Search	Royal Cornwall Hospital (RCHT)	General Surgery (100)	TWAIT/ACT	30	Assign

- 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 righthand 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.

NHS		Cli	nic -									
On site												
My clinics	Today	Tomor	row									
I've arrived	All	No	O Yes	Clinics			TR) - Orthopaedic (111) -	REGMW/6CT ×			Search	Reset
Hospital numb	er NH:	S number	Patient ⊜	name	Date of birth	Site ⊜	Specialty ⊜	Clinic e	Appointment ⊖	l've arrived ⊜	Contactable ⊖	
C003429			Aman	da Smith	21/06/1973	(TR)	Orthopaedic (111)	REGMW/6CT	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	- Notification threshold not	If the patient arrives at
Not sent	met	reception you will need to
	- Patient does not want to be	'Record Outpatient Arrival' on
	contacted by SMS	PAS – this will remove the
	- Patient does not have any	patient from the clinic list on
	digital data	I've Arrived.
Not Arrived	Patient has not confirmed they	If the patient arrives at
Not arrived	have arrived, but the text	reception you will need to
	message has been sent	'Record Outpatient Arrival' on
		PAS – this will remove the
		patient from the clinic list on
		I've Arrived
Arrived	Patient has confirmed they	When it is safe to do so you
Arrived	have arrived and are waiting	can 'Invite' the patient in.
	outside	(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

	NHS
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