

Attend Anywhere – Briefing Note

- Attend Anywhere was developed in Australia to provide remote access to Healthcare services.
- The Scottish Centre for Telehealth is funding a pilot across Scotland during 2017/18.
- It is a web-based platform that allows video consultations with health care providers/services as part of their 'business as usual', day-to-day operations. Instead of travelling to an appointment, the patient enters the clinic's waiting area online from their own mobile device or computer. The health service is notified when the patient arrives and the clinician joins when ready.
- Required: internet access and the use of Google Chrome web browser on a computer or Android mobile device, or an app on Apple iPads or iPhones. Computer users will also need a web camera.
- Attend Anywhere video consultation connections are secure; the users privacy is protected. The user has their own private video 'room' that only authorised clinicians can enter.
- The video call is free (except for the cost of internet usage).
- A video consultation uses less than half of the data expended while watching a YouTube video in High Definition - (About 230 MB on a mobile device, and 450 MB on a PC for a 20 minute call, which is similar to a Skype or FaceTime call.)
- Service users don't use any data whilst waiting for a clinician to join them.
- Data use is less on lower-speed internet connections, or if using a less powerful computer, tablet, or smartphone. These factors can also reduce the overall quality of the call.
- Data use increases when there are more than two participants in the call.
- **Benefits**

Avoid patient and/or clinician travel

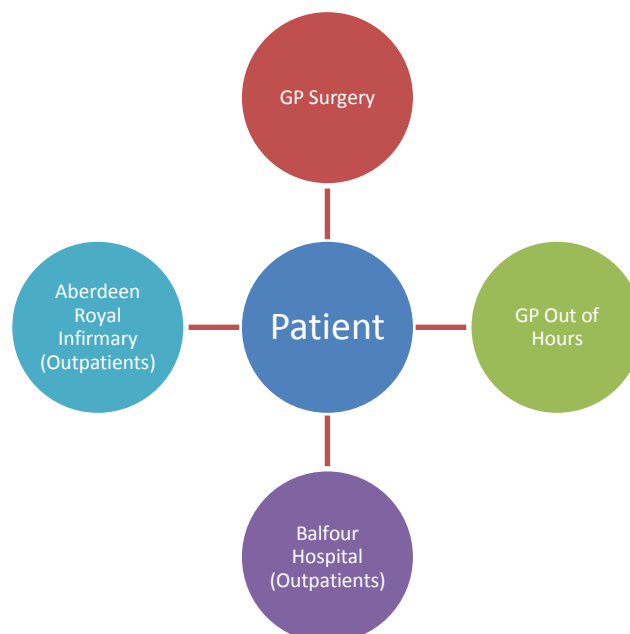
Flexibility around patient and clinician location

Multi-party calls (translation, family, colleague)

Drop in clinics

Triage / real time referral

- Licensing covers all NHS Scotland Boards, IJB's and approved 3rd sector organisations
- Ongoing licensing costs are likely to be approximately £ 200 – £ 400 per waiting area depending on volume.



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