

# Superuser Guides

V2.3

# Contents

<b>How to create an appointment</b>	-----	<b>3</b>
<b>Appointment manager</b>	-----	<b>4</b>
<b>How to join an appointment</b>	-----	<b>5</b>
<b>Live clinic explained</b>	-----	<b>6</b>
<b>Clinic statistics and logs</b>	-----	<b>7</b>
<b>How to get help in clinic</b>	-----	<b>11</b>

# Visionable Consultation Platform

## How to create a new appointment

### 1 Open 'Appointment manager'

Then click [New appointment](#)

### 2 Add the appointment details

Including the time, date, and patient information.

### 3 Select group size

Choose from the dropdown 'up to 6' or 'drop-in'

### 4 For multiple appointments...

Hit [Add another](#). Recurring appointments can have different times and dates.

### 5 Save the appointment

You'll then be asked if you want to message the patient. You can also do this later by clicking these icons next to the patient's name...

[SMS](#) [Email](#) [Copy Link](#)

#### New Appointment

**Clinic \***  

Select Clinic... | v

**Appointment**  

Appointment Name (Optional)

**Description**  

Description (Optional)

**Clinician**  

Clinician Name (Optional)

**Lead Clinician**  

Select Clinician... | v

**Group Size**  

Groups up to 6 v Patients join using desktop or mobile browsers

**Date and Time**  

27/04/2021 10 : 00 v

Add another

Save Cancel

☐ Show advanced fields



The appointment has been created.

Would you like to notify any patients?

[Send SMS](#) [Send Email](#) [Copy](#)

[No, I do not want to notify any patients](#)

# Virtual Consultation Platform

## Appointment Manager

**Appointment Manager** schedules the use of the virtual clinics created in the Clinic Manager.

**Clinic Manager** contains additional options for clinics such as waiting messages.

### Clear filters

After input in field click Clear Filter to clear

### Select and Search

Use Select Clinics and Search to filter what is displayed.

### Save Filters

Save your commonly used filters for faster access

**Appointment Manager**

Clinics  Search   Today & upcoming

INVITES		Clinic	Appointment	Description	Clinician	Date and Time	
SMS	Copy Link	Nurse Practitioners - Dro...	845 823 3481	Nurse Practitioners Dro...	Nurse Faulkner	Drop-in	<input type="button" value="edit"/> <input type="button" value="delete"/>
SMS	Copy Link	Nurse Practitioners - Dro...	938 750 6481	Nurse Practitioners Dro...	Nurse Faulkner	Drop-in	<input type="button" value="edit"/> <input type="button" value="delete"/>
SMS	Copy Link	Nurse Practitioners - Dro...	126 445 2472	Nurse Practitioners Dro...	Nurse Faulkner	Drop-in	<input type="button" value="edit"/> <input type="button" value="delete"/>
SMS	Copy Link	Nurse Practitioners - Dro...	275 789 6333	Nurse Practitioners Dro...	Nurse Faulkner	Drop-in	<input type="button" value="edit"/> <input type="button" value="delete"/>

**New Appointment**

**Clinic \***


**Appointment**

**Description**

**Clinician**

**Date and Time** ☐ Drop-In  
  :

☐ Show advanced fields

  
**The appointment has been created.**

Would you like to notify any patients?

When you have sent a notification to a patient via SMS or Email, the button on the appointment list changes color. You can still click the button to send another reminder.

# Virtual Consultation Platform

## How join an appointment

### 1 Head to Live clinic

You should be able to see who's your next patient

LIVE SESSION (1)	Attendees	Description	Clinician	Date and Time ▾	Waiting	
Cardiology Clinic	123 414 5668	No Description	Dr Becca	Today at 10:40	1 minute	<a href="#">App</a> <a href="#">Web</a>

### 2 Choose how you want to join

You can join the appointment in the Visionable app or with the browser.

[App](#)[Web](#)

#### Joining in app

This will open the call in the Visionable main app.

This means that you can:

- Chat
- Upload files
- Share your screen with the patient
- Fix the patient's audio and video remotely

#### Joining in browser

This will open Visionable in your web browser. You might need to accept permissions when you do this.

With the browser you can:

- Chat
- Upload files
- Share your screen with the patient

Currently remote troubleshooting is not available in the web browser.

# Visionable Consultation Platform

## Live clinic explained

- 1

**Open 'Live clinic'**  
This is a list of all the day's appointments.

- 2

**Add the appointment details**  
Including the time, date, and patient information.

Clinics

Cardiology

Save

All Appointment Types

All Appointments

Diabetes

GP Clinic

Cardiology

Clear Filter

LIVE SESSION (0)

Attendees

Description

Clinician

Date and Time

Waiting

Sorry no patients right now

LIVE QUEUE (0)

Appointment

Description

Clinician

Date and Time

Waiting

Sorry no patients right now

UPCOMING (16)

Appointment

Description

Clinician

Date and Time

Cardiology Clinic	553 045 0424	Cardiology referral ...	Dr Arnold	Tomorrow at 09:30
Cardiology Clinic	199 157 9712	Cardiology referral ...	Dr Avery	Tomorrow at 09:30
Cardiology Clinic	815 019 3617	Cardiology referral ...	Dr Arnold	Tomorrow at 10:00
Cardiology Clinic	276 754 4108	Cardiology referral ...	Dr Avery	Tomorrow at 10:00
Cardiology Clinic	329 527 5708	Cardiology referral ...	Dr Arnold	Tomorrow at 10:30

### What does everything mean?

Let's start at the bottom.

- 1

**Upcoming appointments**  
This shows all the appointments that you've got for the day. When a patient is waiting on the call, they'll join the Live Queue.

- 2

**Live queue**  
This is a list of patients who are waiting to speak to a clinician. You can see how long they've been waiting in the far column.

- 3

**Next patient**  
When you're ready for your next call, Visionable Clinic will automatically load the next patient for you.

Log in

Enter email

test@visionable.com

Enter password

.....

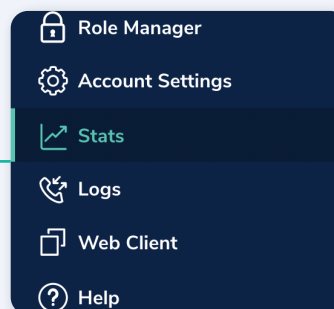
# Virtual Consultation Platform

## Clinic statistics and logs

### Statistics

To access the statistics area, click on "Clinic" to expand the Clinic menu, then Click on "Stats"

If "Stats" is missing from the menu, please contact your system administrator for access.



### Clinics & Rooms

An overview of the total amount of existing clinics and total used rooms in all clinics.

Statistic	Value
Configured Clinics	26
Licensed Rooms	0
Used Rooms	26

## Clinic Usage Reports

Report: Appointment Statist ▼ Date From: 27/04/2021 Date To: 27/04/2021 Clinic: Clinic Clinician: Email Address

Reconnects: - Select an Option - Network Issues: - Select an Option - Failed / Completed: - Select an Option - Export CSV Show Report

### Statistics duration filter

The statistics can be filtered by day, number of days, monthly, last 6 months & 1 year.

### Failed / Completed filter

Select between failed and completed calls.

### Exporting statistics

Tick "Export CSV" and then click "show report" this will download your statistics to a CSV file.

### Reconnects filter

Choose from reconnection filters including patient or clinician reconnected.

### Network issues filter

Choose from network issue filters including patient or clinician reconnected.

### Show statistics

Clicking on show report will show the statistics with your required filters.

# Virtual Consultation Platform

## Clinic statistics and logs

### Appointments Statistics

This statistics view will show all clinics and total amount of appointments each clinics has had. The statistics can also be exported to a CSV file.

Clinic	Scheduled	Completed	Total Minutes	Total Wait	Average Minutes	Average Wait	Patient Chats Sent	Clinician Chats Sent	Failed ?	Patient Missed	Clinician Missed	Patient Reconnects	Clinician Reconnects	Patient Network Issues ?	Clinician Network Issues ?	Patient Rating	Clinician Rating
Asthma Clinic	3	0								3	0						
COPD Clinic	5	0								5	0						
Cardiac Rehabilitation Clinic	3	0								3	0						
Cardiology Clinic	3	0								3	0						
Diabetes Clinic	196	0								196	0						

### Appointments details

This statistics view will show all appointments and the associated meeting detail. The detail can also be exported to a CSV file.

Clinic	Appointment ID	Description	Patient Name	Clinician Name	Appointment Time	Patient Join Time	Clinician Join Time	Clinician ID	Queue Minutes	Patient Wait Time	Completed Time	Appointment Duration	Patient Chats Sent	Clinician Chats Sent	Patient Reconnects	Clinician Reconnects	Patient Network Issues ?	Clinician Network Issues ?	Patient Rating	Clinician Rating	Audio Rating	Video Rating
Asthma Clinic	8f2e0724-4007-410a-ae61-33c3d686395c	Asthma Clinic (for review of condition, treatment and plan) : GP (216)	347 058 3181	Dr Quintero	28/04/2021 13:30																	
Asthma Clinic	bde06d78-5469-42ac-b346-29b454151608	Asthma Clinic (for review of condition, treatment and plan) : GP (231)	612 795 7808	Dr Rios	28/04/2021 13:30																	
Asthma Clinic	f1425cba-59b7-4999-b2b6-f77082260ba6	Asthma Clinic (for review of condition, treatment and plan) : GP (224)	838 820 1250	Dr Quintero	28/04/2021 18:30																	



# Virtual Consultation Platform

## Clinic statistics and logs

### Clinician Statistics

The clinician view will show the last login date of each clinician along with their meeting minutes and the number of appointments held. The detail can also be exported to a CSV file.

Clinician ID	Clinician Name	Last Login	Total Minutes	Appointments	Average Minutes	Clinician Chats Sent	Failed ?	Clinician Reconnects	Clinician Network Issues ?	Patient Rating	Clinician Rating	Audio Rating	Video Rating
khowarth@visionable.com	Kate Hopper	28/04/2021 10:29	8	4	2	4	1	0	0	0.0	0.0	0.0	0.0
tbox@visionable.com	Toby Brooks	26/04/2021 18:25	3	1	3	0	0	0	0	0.0	0.0	0.0	0.0
tjackson@visionable.com	Tom Jennings	22/04/2021 11:30	91	5	18	0	1	2	0				

# Virtual Consultation Platform

## Clinic statistics and logs

### Clinic API Logs

1 Day

Enter any part of the ITEM or DATA fields

Search

Account Settings

Stats

Logs

Web Client

### Logs duration filter

The logs can be filtered by 1 Day, 7 Days, 30 Days, Monthly & All periods. Select the desired filter and click "Search"

### Search logs

You can search the logs for matching items and data. e.g Created, deleted or username.

### Clinic API Logs

To access logs area click on "Clinic" to expand the Clinic menu, then Click on "Logs".

### Type

The area that the API Request related to.

### User

The username of the user who made the change.

### Item

Appointment/clinic unique reference ID or user permissions change.

All Records over the past 1 day(s)

User	Time	Type	Item	Data
automationdatamaster	11/24/20 10:08:30	appointment	8bec7a0c-0b79-4989-9343-f7485455490c	Created
automationdatamaster	11/24/20 10:08:29	appointment	49347c95-ba06-475d-9582-4058ed93e36c	Created
automationdatamaster	11/24/20 10:08:29	appointment	4ca5f23e-a1dd-47a4-a1d5-e6619513d167	Created
automationdatamaster	11/24/20 10:08:28	appointment	30e0fa4f-be76-43de-b3f1-bec6838eac9b	Created
automationdatamaster	11/24/20 10:08:27	appointment	1eac32d1-dcd0-48f3-a814-524e634fcb0c	Created
automationdatamaster	11/24/20 10:08:27	appointment	89125f0b-a899-445f-9be6-c8017e3f069f	Created
automationdatamaster	11/24/20 10:08:26	appointment	399b552a-0c80-4a23-80a7-ed757521fb0f	Created

### Data

The action that was performed. e.g Created, edited or deleted.

# Virtual Consultation Platform

## How to get help in clinic

### 1 Head to the left of the screen

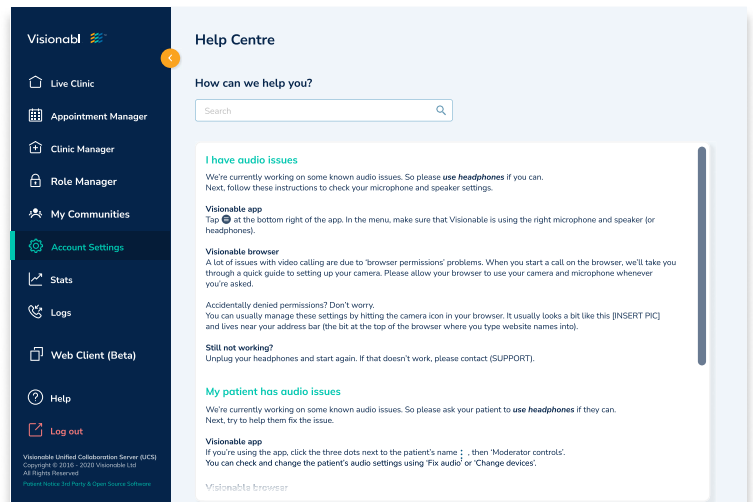
Then click .

### 2 Use the search bar

Type your problem here to find an answer. Or, simply scroll down the page to find the information you're looking for.

### 3 Not found the answer?

Scroll right to the bottom of the screen to contact support or report a problem.



Need some help?  
Email: [support@visionable.com](mailto:support@visionable.com)  
[www.visionable.com](http://www.visionable.com)

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