

MONTHLY NEWS

Welcome!

A warm welcome to our new-look newsletter! Each month, we'll bring you the latest news, updates, and developments from the team at Engage Health Systems.

In this month's issue, discover more about our new mobile check-in functionality, learn how you can encourage patients to use online consultations, and find out how to use your touchscreen(s) to promote seasonal messages. Plus, find out which member of our team has a penchant for jumping out of planes! So, grab a cuppa and read on to find out more.

We'd love to hear your thoughts about our newsletter if you have any feedback or comments, email marketing@engagehealth.uk.

Share Your Experiences

We love hearing from our customers and users about how our products have helped their staff and patients to achieve a productive and happier working environment, by being better connected, better supported, and better engaged.

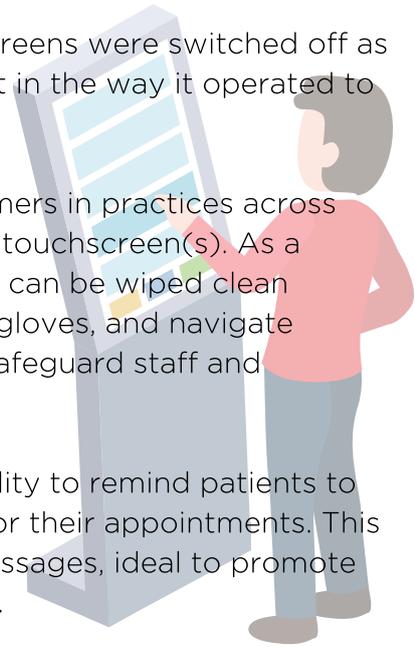
We're always on the lookout for practices and patients who want to share their stories. If you would like to share your experiences, then please email marketing@engagehealth.uk.

Patient Check-in Screens and Flu Jab Reminders

Back in March, many patient check-in screens were switched off as Primary Care underwent a dramatic shift in the way it operated to combat the spread of Coronavirus.

We've heard from Engage Touch customers in practices across the UK who have continued to use their touchscreen(s). As a reminder, our patient check-in screen(s) can be wiped clean for infection control, be used with latex gloves, and navigate patients away from reception areas to safeguard staff and patients.

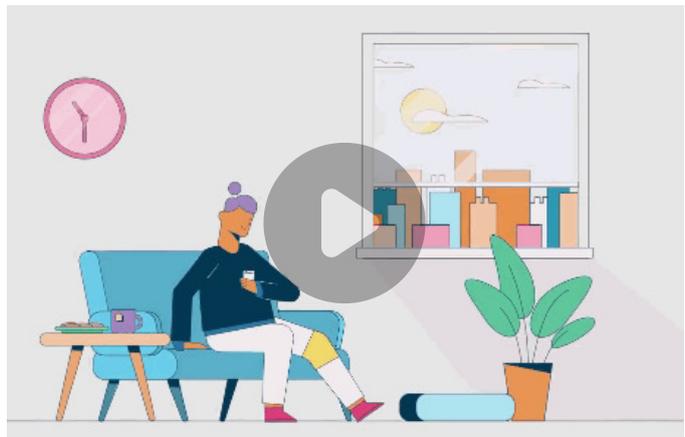
Engage Touch software also has the ability to remind patients to book their flu jabs when they check-in for their appointments. This functionality allows for customisable messages, ideal to promote seasonal patient and practice reminders.



Did you know... there's now a pop-up banner for your website?

One of the questions we're often asked is how practices can encourage patients to use online consultations? Our top three tips are:

1. Tell patients about it when you're speaking to them.
2. Include information about online consultations on your phone messages.
3. Put our new [Engage Consult promotional video](#) on your home page. We've just released a pop-up banner which you can use rather than having a static banner on your home page.



Check out our [step-by-step guide](#) to help set up the pop-up banner on your website. If you need any help, our friendly team can help contact us on 01263 834648 or consult@engagehealth.uk.

STAY CONNECTED

Don't forget to connect with us on social media too!



Reminder about Windows 10 Update for Touchscreens

If you're an Engage Touch user, you'll probably be aware that earlier this year, Microsoft withdrew their support and security updates for patient check-in screen(s) running Windows 7. Practices have been advised to ensure that their touchscreen(s) are running the latest software and operating system by upgrading their devices to Windows 10 or replacing their equipment by the end of November 2020.

While some providers require practices to purchase a new touchscreen(s), we can provide you with an upgraded factory-refurbished replacement screen at a highly reduced cost. Not only does our software fully integrate with clinical systems including Emis, Vision and SystemOne, but we are proud that our touchscreens come with a lifetime guarantee, which is included within our annual hardware and software support subscription.

If you're thinking about replacing or upgrading your existing touchscreen(s), our expert and friendly team are on hand to help. Call us on 01263 888330 for more details.

Engage Client & Chromium Browser

Engage Health Systems (EHS) has a long track record of delivering enhanced integration capabilities with your clinical systems. To make this possible the Product Development team has created software which when installed on the practice's Windows PCs securely connects to your clinical system's API and offers key integration points to the rest of the EHS application suite. Until recently, that layout engine was the one used by Internet Explorer (IE). IE's user base has declined dramatically, although usage remains higher within the NHS.

Specialised Questionnaires for Online Consultations

Engage Consult includes well over 180 peer-reviewed scales and standard instruments, for example, PHQ-9, GAD-7, International Prostate Symptom Score, and Start Back Tool (recommended by NICE). These are scored as a routine part of individual clinical questionnaires but can also be used individually by typing their name into the problem box in Engage Consult.

The SBAR questionnaire has been built to facilitate structured communication from Care Homes. Just ask the Care Home staff to use "SBAR" as the problem.

We'll shortly have the functionality to allow you to send links to specific questionnaires with the responses being coded directly into the clinical system. If you want to ask your patients to use any of these scales, please message them and ask them to send in a request and type in the appropriate text - e.g. "International Prostate Symptom Score".

Please contact us on 01263 834648 for further information on available scales and any suggestions that you may have.

Continuing to develop and test the EHS application suite to support both IE and other browsers is increasingly time-consuming and error prone. Microsoft recently announced the end of life for all versions and is phasing out support for IE from its various products. Over the past few months, we have evolved Engage Client to use the Chromium browser. Chromium is a browser in its own right but also the engine underneath Google's Chrome and Microsoft's Edge. Switching over to Chromium promises faster load times and smoother browsing experience for Engage Consult customers.

New Feature: Using Engage Consult with other organisations to improve patient care

The next release of inter-organisational working is currently in development with an anticipated release in November. This release will enhance this feature so organisations can share and cover colleagues and groups in the same way they do for groups and colleagues at their own organisation. This feature will considerably increase the potential value of Engage Consult within networks of practices, and with other service providers such as extended access and out of hours. To find out more information, read our [latest blog post](#).



September's Practice User Group

Last month, we held our first-ever Engage Consult Practice User Group – thanks to everyone who joined us! We kicked things off with a 'Meet the Team' presentation and then gave a few sneak peeks into some exciting developments we've been working on. Our lovely customers enjoyed the format of the meeting, got a chance to collaborate and gave us some brilliant ideas and feedback. Here's what some of our attendees told us:

"It was good to hear what other surgeries think about the system."

"It was great hearing about the upcoming developments!"

We're excited for the next meeting which takes place on Wednesday 11 November at 12.30pm. There's still time to register to be a member of the Practice User Group, [sign up here](#).

Chronic Disease Management

We're pleased to share that our development team is working to enable questionnaires to be sent out to patients with Chronic Diseases via our 2-way messaging system. Patients will be able to submit the required health data via the questionnaire, and the associated SNOMED codes will be automatically added to the GP clinical record, where appropriate.

This functionality will support you in achieving QOF targets, help you to adhere to chronic disease management pathways and will provide improved access to health care for your vulnerable patients in the "Shielding Cohort". We are conscious that many patients will have increased anxiety about attending face to face appointments in these difficult times, using the digital channel should help to minimise visits to the surgery.

Service Desk Support Portal

If you need technical assistance with any of our products, head over to the [support portal on our website](#).

Easy to navigate and simple to use, you can submit a support ticket, check the service status, as well as find helpful articles, how-to guides, FAQs, and release notes.

Coming Soon – Engage Touch Mobile Functionality

With a tough winter ahead of us, and with recent announcements of the new three-tier local lockdown rules and tighter restrictions across certain parts of the UK, there has never been a more important time to support our primary care services and local communities.

Over the past few months, the Engage Touch team has been developing the functionality for patients to check-in for their appointments using their mobile phone.

With patients using their own devices, check-in is made safer, quicker and more convenient for patients, to provide ongoing support to practices and continue to safeguard patients throughout the COVID-19 crisis.

By using the mobile check-in functionality, practices will be able to customise messages for patients, such as signposting to useful information and reminders. They will also be able to set the location in which a patient can check-in for their appointment.

This exciting new feature will aid the efficiency of practices by helping to reduce wait times in reception areas and improve the overall patient experience.

Make sure to keep an eye on our social channels and newsletters for more details about this exciting new functionality!



Guess Who?

Our very own CEO, Jon Witte, counts jumping out of planes as one of his many hobbies!

Learn more about our team in our next issue, out on Thursday 12 November 2020.

