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**NECS Clinical Systems Specialist Team**

# SystemOne - Video Consultations Using Airmid UK Mini Guide



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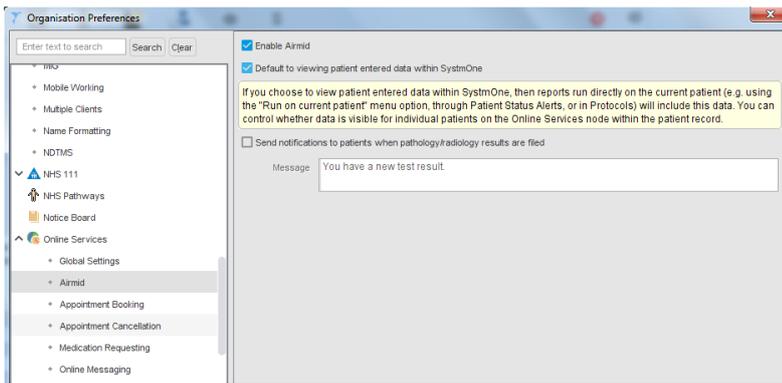
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## Configuration – Enabling Airmid

1. Click **Organisation Preferences – Setup – Users & Policy**
2. Click **Online Services** menu, select **Airmid**

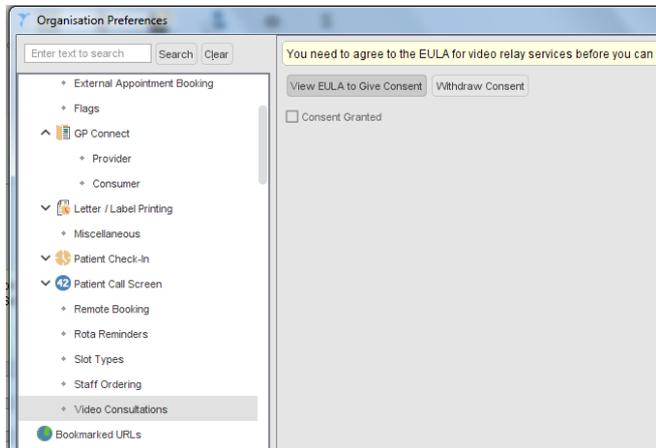


3. Click the box to **Enable Airmid**
4. There is also a tick box to default to viewing patient entered data into SystemOne. You will want to tick this so you see data the patient has added via Airmid

The settings for online appointment booking, medication requesting and record viewing will now work for SystemOnline and Airmid. Please review to make sure you are happy with these being used across both platforms.

**Note:** There is an additional setting in the Tasks folder in Organisation Preferences for Airmid Messaging. This is to enable patients sending message tasks direct to clinicians, and you can choose which clinicians from here, or disable the functionality.

5. Click the **Appointments** folder, **Video Consultations**



6. Click **View EULA to Give Consent**, click **Agree**
7. **Consent Granted** will now be pre-populated,
8. Click **Ok** to save and close Organisation Preferences

## Patient using Airmid UK

1. The patient needs to download Airmid UK to their smartphone or tablet. This is possible for Android and Apple devices. Try searching for **Airmid UK** to find the correct App, or search for **TPP products**

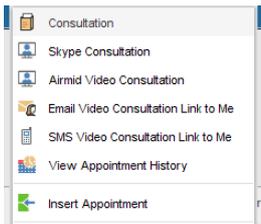


2. The patient can login using their SystemOnline **Username** and **Password**, or can use their **NHS APP** login credentials if this is used
3. They can view their booked appointments from their menu and join the video consultation from here. They will receive notifications when the clinician has started the video consultation as long as they haven't deactivated them

## Video Consultations

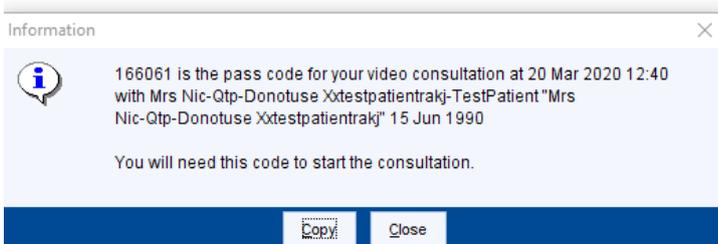
SystemOne has created a default **Video slot type**, you need to amend any existing slots to this slot type for ones you want to become video consultations.

1. The clinician must right click on a booked video consultation slot



2. Select either:
  - a. **Airmid Video Consultation** – in order for this to work you'd need a working webcam and microphone on your PC
  - b. **Email or SMS video consultation link to me**, in order to use a smartphone or tablet that has an inbuilt webcam
3. A pop up will appear with a code, you will need click **Copy**

**Note:** If you're getting the link sent to you, make sure you make a note of this code so you can add it to your device before you press close.



4. A separate window should now open – automatically if you are working through the PC, or by clicking on the link if you're using a smartphone or tablet. Paste the code into this window
5. Your video should now be displayed, when the patient joins the call their video will appear as well
6. You should be able to use SystemOne and the video consultation at the same time, if you have two screens you can have them both open, or you can switch between the windows on one screen using **Alt+ Tab**
7. When the video consultation has finished, you can close the internet window and **save the consultation**