

USER MANUAL (IN)FORMAL CAREGIVERS

Teleconsultation (EN)



Roessingh
Research and Development



Introduction

The Teleconsultation module gives caregivers the opportunity to have video calls with their clients. With Teleconsultation, caregivers can do less visitations and have less work pressure. Besides the social function of the program, it also has a medical function. The intake of medication can be checked for example. This manual will give you insight into all functions of Teleconsultation.



Caution! This program is not compatible with Apple products or Internet Explorer

Start a conversation

1

Open your browser and go to:
portal.rrdweb.nl/inlife-teleconsult/

2

In your browser you will find the login screen of the Teleconsultation.

Log in with your credentials.

Gebruikersnaam:
Wachtwoord:

3

You will now see the client list. Behind each client is a **call** button. Look for the client you want to call and click on the **call** button. Your client will receive a notification of your request. Your call will start when the client accepts.

It is important to click on **Accept** when the computer asks for your permission to use the webcam and microphone.

Client Beeldbellen
Bellen met mevr. C. de Vries
Er is een contactbericht gestuurd.
Wacht a.u.b. tot de wederpartij reageert.

4

During the call you have two options: set the call to full screen or end the call. If your client misses the call, he/she will be notified when starting the program.



Caution! Make an appointment with your client for Teleconsultation, so that your client logs in on time. Your call request will not appear to the client if he/she has not started the program.

History

On the home screen you will find the tab **Video call** below the green TMZ logo. In this tab you will find your call history.

You can filter the list per client, or you can select **Accepted** or **Missed** to see the calls that were completed or missed.

tmz Cliëntenoverzicht

Beeldbellen

Beeldbellen overzicht

Van: alle cliënten

Oproepen voor alle cliënten

Toon: **Alle** Gedaan Gemist

Gebeld	Beller	Tijd oproep	Status	Starttijd	Duur
demopatient01	demoarts01	2016-09-13 12:50:34	Beëindigd	2016-09-13 12:50:55	1383
demopatient01	demoarts01	2016-09-13 12:45:09	Beëindigd	2016-09-13 12:46:26	243
demopatient01	demoarts01	2016-09-13 12:43:52	Geen antwoord	2016-09-13 12:44:14	51
demopatient01	demoarts01	2016-09-13 12:30:51	Beëindigd	2016-09-13 12:30:51	215

View client data

Clicking on **Client overview** in the top bar will bring you back to the home screen. There you have the option to select a client and view their records.

tmz Cliëntenoverzicht mevr. Jasmin (F) Bakker welkom, dhr. B. Jansen uitloggen

Cliënt Beeldbellen

Gegevens cliënt	
Naam	mevr. Jasmin (F) Bakker
Inlognaam	demopatient04
Afdeling	default
Geboortedatum	2014-02-05
Telefoon	
Mobiel	
BSN	
Email	patient04@patient.nl
Info	
Doelen	
Actief	1

Behandelaar A. de Jong	
Naam	mevr. A. de Jong
Inlognaam	demotherapeut01
Rol	therapeut
Afdeling	default
Geboortedatum	
Telefoon	
Mobiel	
BSN	05
Email	a.dejong@therapeut.nl
Info	fysio- en manuele therapie

Aantal paginaviews van cliënt		
Datum	Totaal	Oefeningen
2016-10-04	0	0
2016-10-05	0	0
2016-10-06	0	0
2016-10-07	0	0
2016-10-08	0	0
2016-10-09	0	0

When clicking on **Video call** you can directly call the client by pressing the button:

Bellen