DATA SHEET

ONECONSULTATION

Embrace a fully supported and customisable virtual consultation service to improve accessibility with your existing Microsoft Teams or Skype for Business deployment

The growth of the virtual consultation

While security and cost-efficiencies are strong motivators for organisations to implement virtual consultation services, their real value remains in how they can better service the customer. The Health sector is a prime example; just think of the benefits if the average two-week waiting time to see a GP in the UK could reduce to a matter of hours?

Adding a digital option for healthcare consultations can bring existing services to more patients, breaking down the physical barriers preventing some patients from getting the care they need.

SECURE ONLINE CONSULTATION SERVICES

Based on Microsoft Office 365 technology, Nasstar's OneConsultation is a fully managed and fully customisable virtual consultation service that leverages existing Microsoft Teams or Skype for Business deployments. The solution is a highly secure and scalable Azure-based application that can be accessed by the patient via one-click from any browser, smartphone, tablet, or PC, enabling users to seek professional support from the comfort of their surroundings.

WHAT'S IN IT FOR ME?

IMPROVES ACCESSIBILITY
Provide access to healthcare professionals for those who struggle to attend in-person appointments

TIME EFFICIENCIES
Virtual consultations can take place from any location, at any time

ADAPTABLE AND SCALABLE
Easily customisable, with the ability to create multiple separate waiting areas for different services
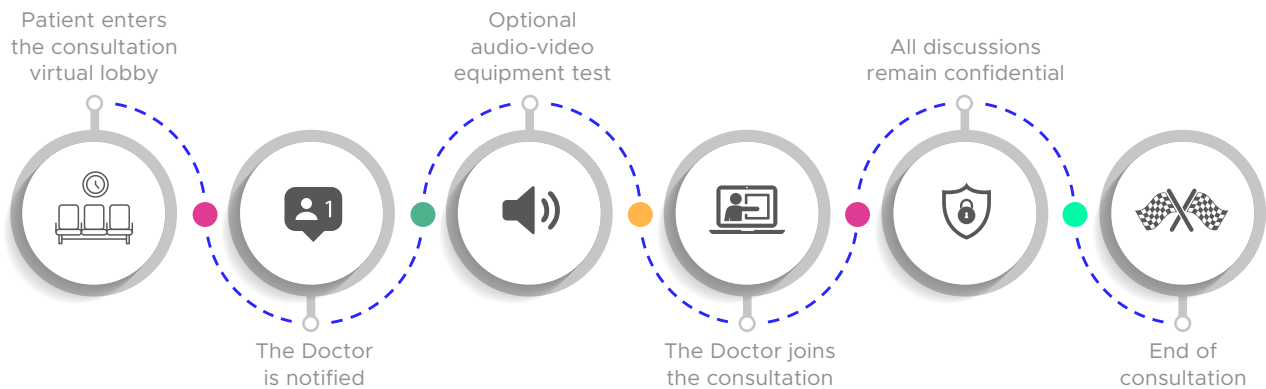
SECURE AND GDPR COMPLIANT
Hosted in Azure, patients and doctors can be assured that confidential information is secure

SEAMLESS EXPERIENCE
Set-up and usage are easy and familiar with no additional software beyond existing Microsoft Teams or Skype for Business required

NO HIDDEN COSTS
Fixed-monthly cost model, all charges are established upfront

HOW IT WORKS

\\ **Patient enters the consultation virtual lobby:** this process simply requires access to any web browser. No lengthy registration, setup of login details or previously downloaded App is required

\\ **The Doctor is notified:** once the patient has accessed the lobby, the Doctor receives a pop-up notification that the patient is waiting

\\ **Optional audio-video equipment test:** to ensure the smooth running of the virtual consultation, the patient has the option to perform a quick test to confirm that their microphone and speaker functionality is working

\\ **The Doctor joins the consultation:** using their existing Microsoft Teams or Skype for Business system, the doctor is easily able to connect to the waiting patient and begin the consultation

\\ **All discussions remain confidential:** the Azure hosting model of OneConsultation means that any information exchanged during the consultation is kept secure

\\ **End of consultation:** once the consultation is complete, the patient can be directed to customisable wrap-up questions, such as a satisfaction survey

Patient enters the consultation virtual lobby

Optional audio-video equipment test

All discussions remain confidential

The Doctor is notified

The Doctor joins the consultation

End of consultation

WHY NASSTAR?

When it comes to security and compliance, you need an experienced partner. As a cloud-first, leading Microsoft partner, we help thousands of Public and Private Sector organisations globally to optimise their business with Microsoft technology. Enhanced by world-class consulting, in-house developed software, and Managed Services, we provide outstanding customer experiences and ongoing success. We don't just deliver Microsoft services, we prescribe a unique Secure By Design and data driven approach ensuring that adoption, security and compliance can be measured and, crucially, reported on to track ROI.

Wherever you are on your Microsoft journey, we'd love to hear from you.

REQUEST A FREE CONSULTATION

If you would like to book a complimentary consultation or find out more, please contact **enquiries@nasstar.com** or call **0345 003 0000**

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