

Familiarising your Staff with the Engage Consult Patient Journey

To help your staff get familiar and confident with the patient's journey using Engage Consult we've created a test site where they can send as many online consultations as they want to. Please let your staff know they can use it as often as they want to get comfortable with understanding how the system works for a patient, it doesn't matter how many consultations are sent, or of what type they are.

The advantage of doing this is your staff can understand what the patient journey is and feel confident talking to patients about it. Used in conjunction with the "Key Messages for Patients" document we hope this will help your staff speak to patients about using the system at opportune moments.

Staff should use the test site as a guest user. If they have any questions that you can't answer we'd encourage you to ask us.

Using this test site means that you won't have to check your live system for test consultations and your statistics won't be skewed by them either.

A couple of things to note:

- This test site is provided for staff to see what the patient journey is, so only shows this element of the system.
- These consultations aren't reviewed by anyone so please don't expect an answer. **Most importantly don't give the link for this test site to patients.**

We've setup a couple of dummy links; one goes to a dummy site for a physio self referral service and the other goes to a charity that provides help for people with eating disorders. They're there simply to show you how the system can be used to signpost patients to other services.

To use the test system click on this link <https://wsp.psf-live.co.uk/69962/#/portal>