

## **DrDoctor Video Consultations**

## How to: Access Clinical Portal to launch a video consultation (remotely)

If you are not set up on TrueVPN (Forticlient/PulseSecure), you can still access video consultations remotely via Citrix (VPN). To do this, you will need to copy & paste the URL link from Clinical Portal into a separate browser. A step by step guide is detailed below:

[1] Open and log into ClinicalPortal using Citrix (e.g. from home)

Users can access this via the Desktop Icon or through Intranet pages:

<u>Systems > Clinical Portal</u>

[2] Review your clinic list and view patients to be seen as **video** appointment.

Please enter your Username and Password and click the Login button
Username
Password
Log In Clear

			portal@Mnm
Consultant		Specialty: NEOCAB	
Clinic	Ale Cónice Selected	Group:	
		Search Redu	
		5	reshed at: 07/09/2020 15:33:23
Time	Status Primary Contact Number. (myHealth) Mode	Action	Medium Launch Copy
0000	0	View Call Seen Not Seen	
0000	0	View Call Seen Not Seen	
0005	0	View Call Seen Not Seen	Lavnch DrDoctor
0010	0	View Call Seen Not Seen	Launch DrDoctor
0015	0	View Call Soon Not Seen	
0020	0	View Call Soon Not Soon	
0025	0	View Call Sten	<b>*</b>
0030	0	View Call Seen Not Seen	<b>*</b>
0035	0	View Call Seen Not Seen	
0040	0	View Call Seen	Launch DrDoctor
0045	0	View Call Seen Not Seen	
0050	0	View Call Soon Not Seen	
	0		

[3] Any video appointments will have the icon for video.



## DrDoctor

## University Hospitals Birmingham

[4] Click on the 'Copy' icon

This will copy the video URL link ready for you to use.

Note: at this stage of copying the URL, you are within your VPN environment on Citrix

If you have logged onto the Citrix environment using your laptop at home or a work laptop, please minimize your Citrix session by clicking on **Home.** This will take you to your local desktop view with its own browser icon e.g. Chrome/Edge/Safari.

[5] Open a browser window on your local laptop desktop and **copy & paste** the video URL link into a browser.

**Handy hint:** If you right click in the browser bar you can choose the 'paste & go' option.

Please remember that **IE11 is not supported** and you will need to use Google Chrome, Edge or Safari.

Medium	Launch	Copy
	Launch DrDoctor Video	e







University Hospitals Birmingham

[6] Enter your name and click join.



[7] Conduct the consultation as usual. You will have an improved quality of sound and video with this method where you are working remotely.

