

Ref no: 263151220
From: Public
Date: 15/12/20
Subject: Video consultations at hospitals

REQUEST & RESPONSE

Attending appointments by video consultations at hospitals

1. Do you provide patients the option to attend appointments by video consultation?

Yes No (please circle)

2. How many video consultations has your organisation carried out in the past 6 months?

1235 (mid-June to mid-December 2020)

3. What is the name of the supplier that provides the video consultation platform?

Refero

4. Does your video consultation platform enable multiple attendees?

YES NO

Functionality in development, scheduled deployment Q4 20/21

If Yes, how many can attend an appointment session at the same time?

5. Does the patient need to download an app to attend the appointment?

YES NO

Refero App required for Smart devices (tablets/phones)

6. Does your video consultation platform have multi-language translation functionality?

YES

NO

7. How much does it cost for a translator to assist and attend an appointment virtually?

(this could be charged per minute or per session, please note this)

The Trust considers your request to be exempt from disclosure in accordance with section 43.2 of the Freedom of Information Act as to release this information would, or would be likely to, prejudice the commercial interests of the Trust. The trust has applied the public interest test to this request and feels that the public interest in maintaining the exemption outweighs the public interest in disclosure.

8. How much does it cost per hour for a translator to attend in person?

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9. Does your video platform have a virtual waiting room for patients?

YES

10. Does your video platform enable Single Sign On (SSO)?

NO