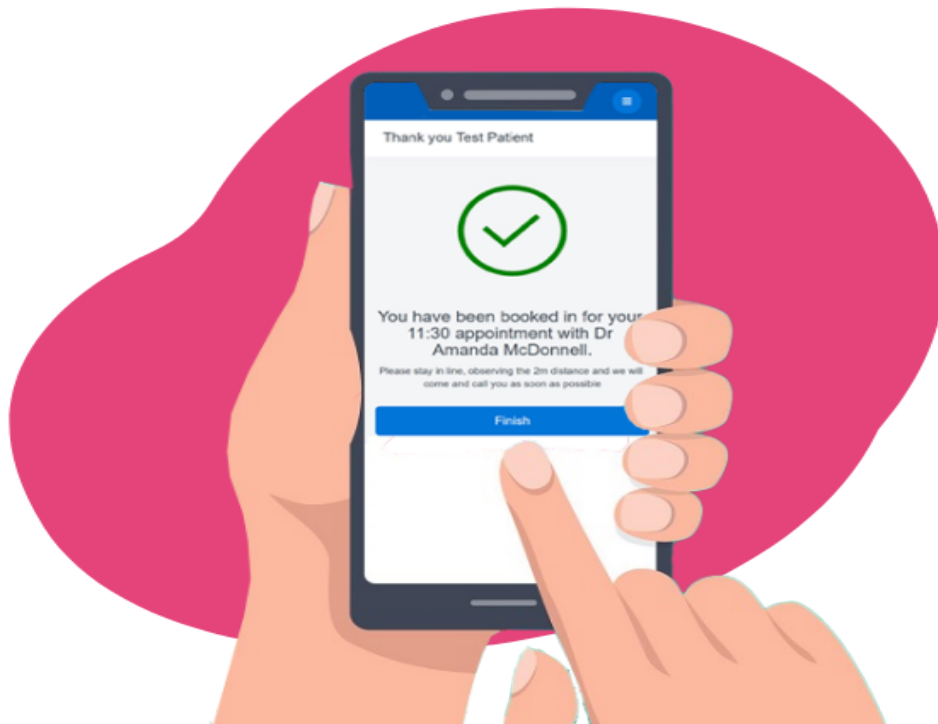




FREE ENGAGE
TOUCH
MOBILE CHECK IN
SERVICE



Have you enabled Engage Touch mobile completely free of charge?



If you're a customer for our touchscreen software, you will be able to use our Mobile check-in module, free of charge!

Our innovative mobile check-in solution can help services to streamline the process and manage patient flow more effectively at busy times. Engage Touch Mobile can help to minimise missed appointments and late arrivals, improving patient satisfaction and giving patients greater control over their experience of your service.

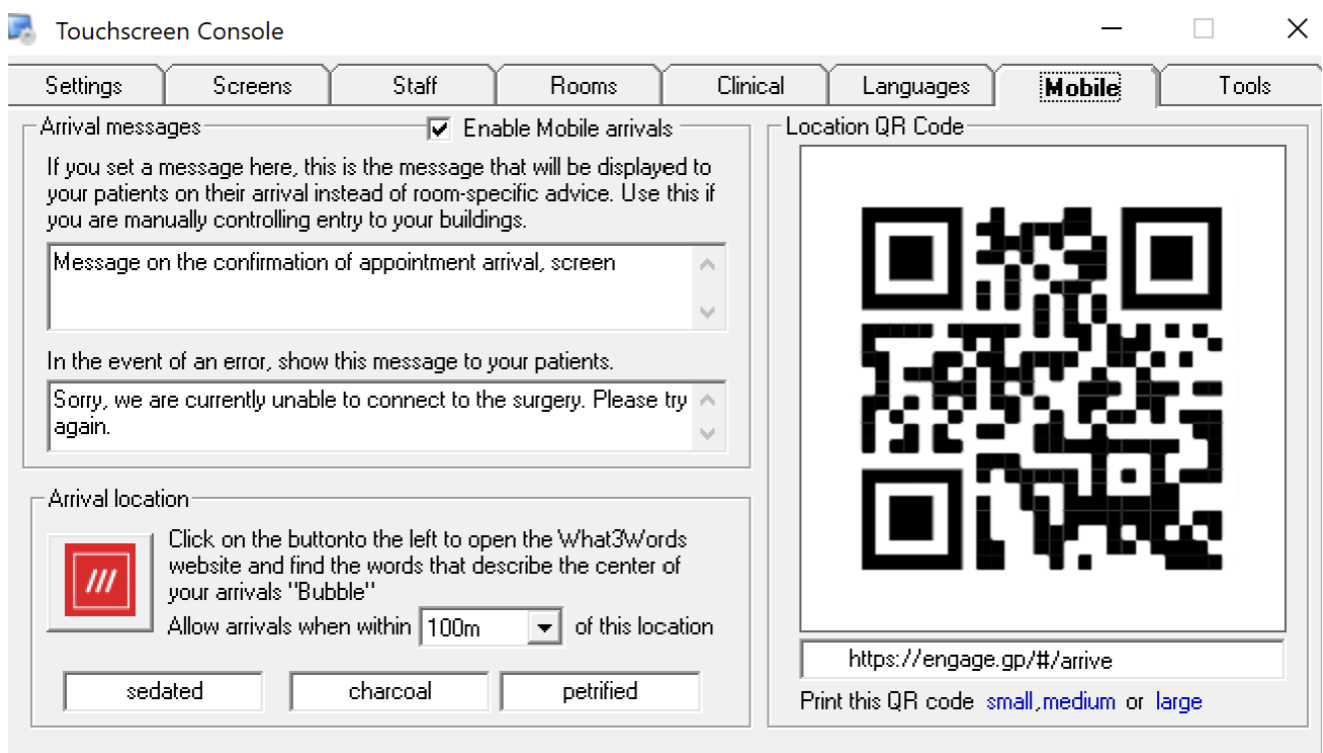
Engage Touch Mobile is a module included by subscription with an Engage Health Systems Patient Check In Screen. and is available for customers that have a Windows 10 touchscreen using the EMIS Web, SystmOne and Vision clinical. all you need to do is to enable follow the below easy steps

How To Enable Mobile Check In?

Engage Touch Mobile is a module included by subscription with an Engage Health Systems Patient Check In Screen, and is available for customers that have a Windows 10 touchscreen using the EMIS Web or SystmOne clinical. Support for Vision coming soon. all you need to do is enable following the below easy steps

Before making changes, you will need to ensure the Touchscreen is **turned on** and the Engage Touch **software is running**.

Locate the below on the management console



The screenshot shows the 'Touchscreen Console' window with the 'Mobile' tab selected. The interface includes a top navigation bar with tabs: Settings, Screens, Staff, Rooms, Clinical, Languages, **Mobile**, and Tools. The main content area is divided into two sections. The left section, titled 'Arrival messages', contains a checkbox labeled 'Enable Mobile arrivals' which is checked. Below this, there are two text input fields for messages. The first field is labeled 'Message on the confirmation of appointment arrival, screen' and contains the text 'Message on the confirmation of appointment arrival, screen'. The second field is labeled 'In the event of an error, show this message to your patients.' and contains the text 'Sorry, we are currently unable to connect to the surgery. Please try again.' The right section, titled 'Arrival location', features a red square icon with three white diagonal lines. To its right, there is a text box with the instruction 'Click on the button to the left to open the What3Words website and find the words that describe the center of your arrivals "Bubble"'. Below this, there is a dropdown menu set to '100m' and the text 'Allow arrivals when within'. At the bottom of this section are three buttons: 'sedated', 'charcoal', and 'petrified'. On the right side of the console, there is a large QR code labeled 'Location QR Code'. Below the QR code is a text input field containing the URL 'https://engage.gp/#/arrive'. At the bottom right, there is a link that says 'Print this QR code' followed by 'small', 'medium', and 'large' in blue text.

1) Enable/Disable Mobile check-in

Tick the box to Enable Mobile check-in functionality.




A close-up of the 'Enable Mobile arrivals' checkbox. The checkbox is checked, showing a black checkmark inside a white box. The text 'Enable Mobile arrivals' is displayed to the right of the checkbox.

2) Arrival Location

'What is 'what 3 words'

As patients will be using a mobile device to arrive for their appointment, we need to ensure they're in close proximity to the practice building. To do this, we're using location based on 'What 3 words' which means, each 3 metre squared area of land in the world is assigned 3 words. Those 3 words together pinpoint the 3 metre squared area of land. You'll need to find the 3 words for your practice building with the instructions below.

Arrival location




Click on the button to the left to open the 'What3Words' website and find the words that describe the center of your arrivals "Bubble"

Allow arrivals when within of this location

sedated

charcoal


petrified




Configuring what 3 words

Click the red square icon, which will open up the following website:
<https://what3words.com/>

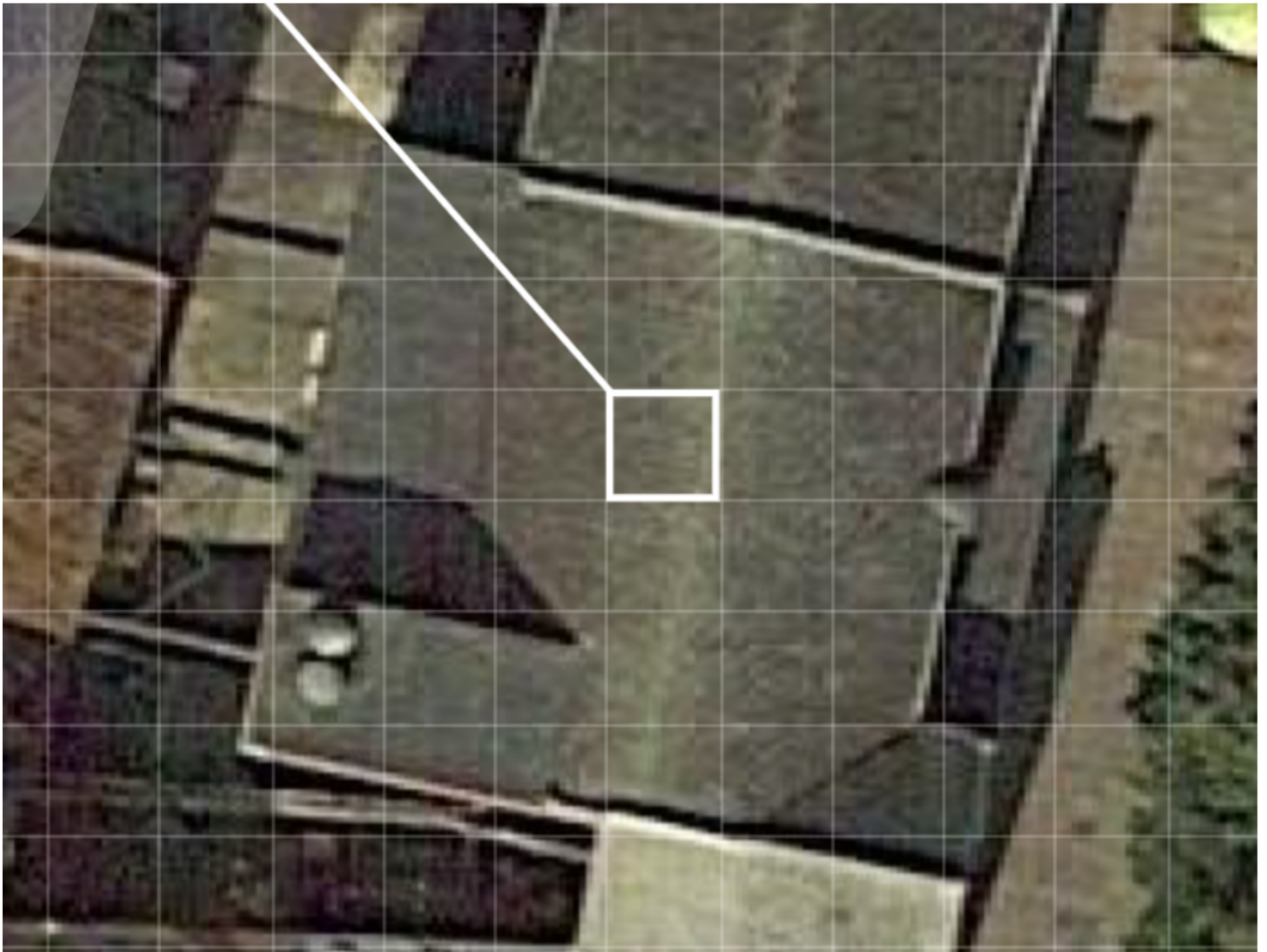
In the Search bar, type your practice name and postcode.
Click on the correct location displayed.

 what3words



Engage Health Systems
North Walsham NR28 9BY, UK

If the map has not found the exact right location, you can manually click on the map on your GP practice building



The three words to represent that 3 metre squared area will now display.

///sedated.charcoal.petrified



Share




Navigate



Save

Type those 3 words into your Touchscreen Console

Arrival location

 Click on the button to the left to open the What3Words website and find the words that describe the center of your arrivals "Bubble"

Allow arrivals when within of this location

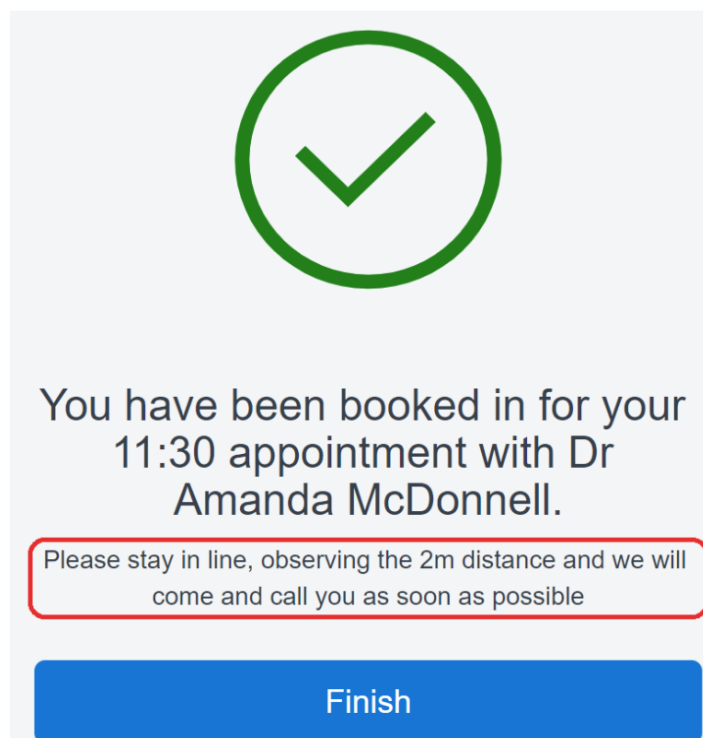
3) Arrival distance

You can change the distance at which patients are able to arrive for their appointment, as required. The options range from 20m to 250m e.g if you want people to arrive from the car park, you may have a bigger distance.

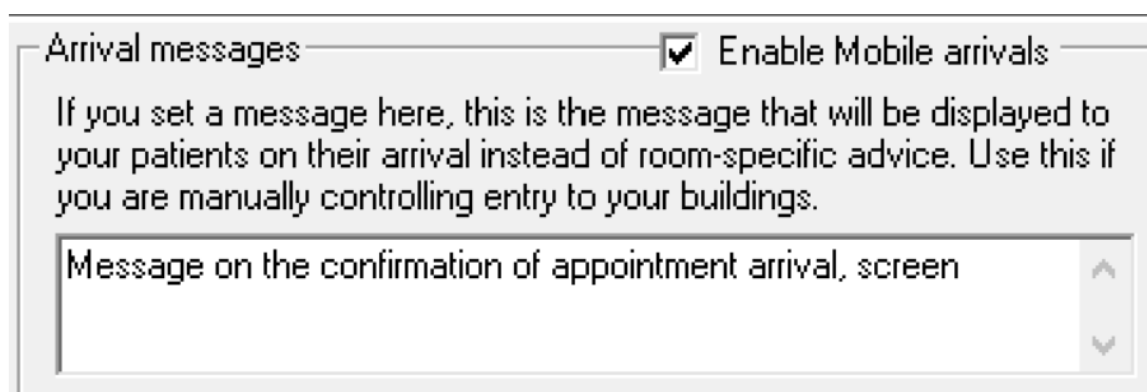
Allow arrivals when within of this location

- 20m
- 30m
- 40m
- 50m
- 100m
- 200m
- 250m

4) Arrival Messages

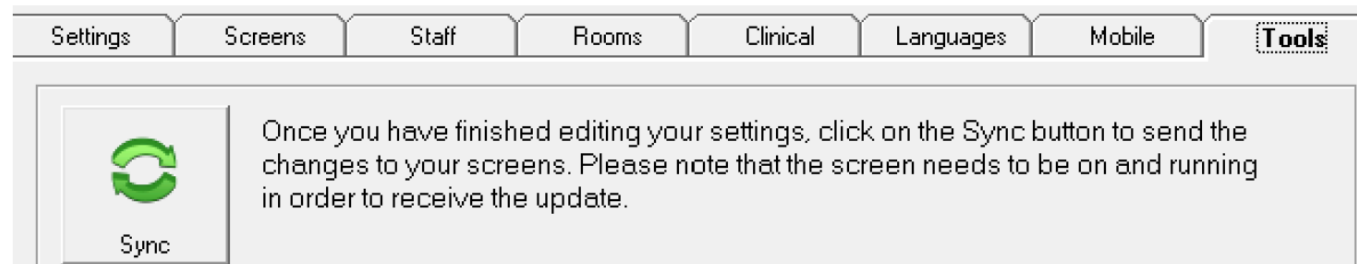


You can configure the message within this box



4) Finally to complete the full set up ensure you SYNC

Go to Tools and click Sync.



If the Sync does not work, double check the touchscreen is turned on and the check-in software is running.

If you need help with any aspect of this guide, please contact our support desk on **01263 834648 opt 1.**

