# How Jayex Connect the unique cloud-based check-in and patient calling solution can deliver for your practice

## 14th February 2024 Webinar Q&A

Q1: What is the status of lead time for the PMS in managing appointments when the system goes down?

A1: This is in development and updates are expected in months, with significant resource allocation to address the needs of practices.

Q2: What does the hardware cost cover?

A2: All hardware is a one-time cost, with a simplified licensing structure for software and support.

Q3: What practical benefits do patients see from a cloud-based solution?

A3: Patients get quicker access to updates which may include any new features, improved system robustness, and better monitoring of services.

Q4: Can Enlighten still be used as a check-in solution?

A4: Yes, there will be a Connect on-premise solution with all existing Enlighten features available. We will also be providing continued support for all existing Enlighten customers.

Q5: Do patients need both check-in and calling services, and what are there benefits to having them together?

A5: They can be used separately, but there are cost benefits and helpful features currently in development when used together. One example is our ticketing system which will highlight wait times for patients on the calling screen.

Q6: How does the QR code check-in work?

A6: Patients will scan the QR code on a poster we provide, which directs them to a web page for check-in, providing flexibility and quick access, especially useful during busy clinics. They will be able to complete any surveys or questions you have made available for mobile check-in.

Q7: Where do the patient responses to any health questions filter to?

A7: Any questions enabled or asked through the Connect system filters back into the portal area for practices to manage and then update to the patient record. Where third-party links may have been used, the responses will filter back to the third-party system.

Q8: Are there additional opportunities when purchasing as a PCN or ICB?

A8: There are cost benefits when purchasing our solutions as a PCN or ICB group, and as our systems are cloud-based, PCN or ICB members can be provided with Connect user logins to securely view any practice data. We are also looking at creating dashboards for GP federations, PCN's, ICB's and so forth, to view collective practice data, in the future.

Q9: Are there practices in NHS Tayside using the system?

A9: Yes, there are practices in NHS Tayside already using the system, most of whom we supported through the migration from EMIS to Vision, as our systems work will all the leading clinical systems.

We are happy to assist any PMS transitions as are team are well experienced in handling migrations.