

# How it works

Upstreams Engage solution provides patients with the opportunity to connect to their care team from the comfort of their own home.

Care teams can either book on the patients behalf, or make available bookable 'slots' for patients to book themselves.

At the allotted time patients log in to a virtual waiting room to be seen. Either through the Engage app or just in their mobile or laptop browser via the 'Quick join' link.

Clinicians use the Collaborate mobile application or clinical portal, to start the video consultation and record the consultation notes in real time.



## Option 1 : Quick join



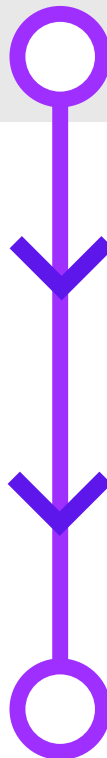
Care team book appointment



Engage Quick Join invite sent



Patient joins from any device, directly from link



## Option 2: Enhanced



Care team publish availability



Patient books appointment



Enhanced support and video through Engage App