

# Livi Booking Tool

Presented by the Practice Engagement Team.

**livi**

## Who we are and what we do

Livi is a remote consulting digital service for eligible patients above the age of 1. We partner with NHS practices and Urgent Care Centres and are an extension of that Service.

**Please note: The Livi booking tool is for patients 16+ and the person booking the appointment must be the person in attendance. Patients wishing to book an appointment for a child age 1 to 15 can do so via the Livi app**



**kry** Sweden  
Norway  
Germany

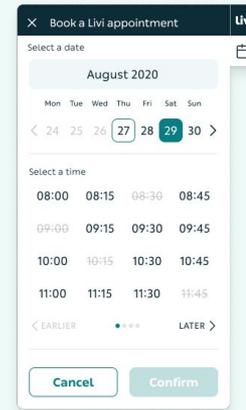
**livi** France  
United Kingdom

## What is the Livi booking tool?

The booking tool is an easy to use widget that allows you to book a livi GP consult for your patients. Once installed, it sits on your desktop and is easily accessible when needed.

The booking tool enables practice staff (receptionists, duty doctors, etc) who have determined a patient is suitable for digital care the ability to book the patient in for an appointment with Livi.

The patient will receive an SMS asking them to download the app, complete their profile and confirm the appointment



Book a Livi appointment

Select a date

August 2020

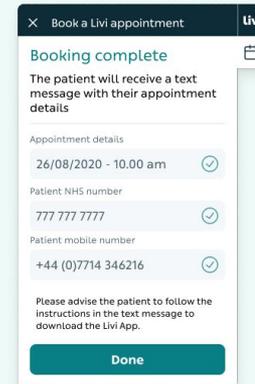
| Mon | Tue | Wed | Thu | Fri | Sat | Sun |    |   |
|-----|-----|-----|-----|-----|-----|-----|----|---|
| <   | 24  | 25  | 26  | 27  | 28  | 29  | 30 | > |

Select a time

|       |       |       |       |
|-------|-------|-------|-------|
| 08:00 | 08:15 | 08:30 | 08:45 |
| 09:00 | 09:15 | 09:30 | 09:45 |
| 10:00 | 10:15 | 10:30 | 10:45 |
| 11:00 | 11:15 | 11:30 | 11:45 |

< EARLIER    •••    LATER >

Cancel    Confirm



Book a Livi appointment

Booking complete

The patient will receive a text message with their appointment details

Appointment details

26/08/2020 - 10.00 am ✓

Patient NHS number

777 777 7777 ✓

Patient mobile number

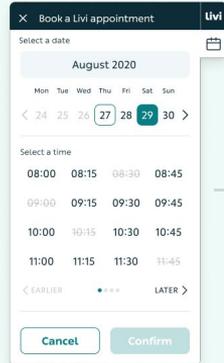
+44 (0)7714 346216 ✓

Please advise the patient to follow the instructions in the text message to download the Livi App.

Done

# Practice Initiated Booking Flow

Practice select appointment via Desktop Widget



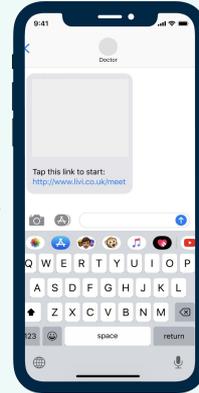
Booking confirmation at practice

A form titled "Book a Livi appointment" with the Livi logo. It shows the "Selected appointment" as "26/08/2020 - 10:00 am". A green checkmark indicates "The patient is at least 16 years old". There are input fields for "Patient NHS number" and "Patient mobile number", and a text area for "Reason for appointment (optional)". A "Book" button is at the bottom.

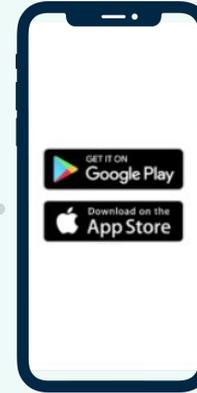
Confirm patients details

A confirmation screen titled "Book a Livi appointment" with the Livi logo. It says "Booking complete" and "The patient will receive a text message with their appointment details". It lists "Appointment details" as "26/08/2020 - 10.00 am" with a checkmark. It also shows "Patient NHS number" as "777 777 7777" and "Patient mobile number" as "+44 (0)7714 346216", both with checkmarks. A note at the bottom says "Please advise the patient to follow the instructions in the text message to download the Livi App." A "Done" button is at the bottom.

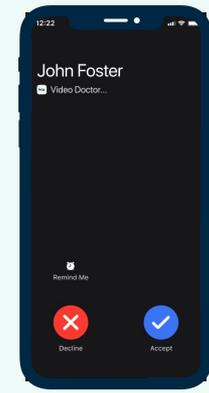
Patient receives SMS confirmation and link to download



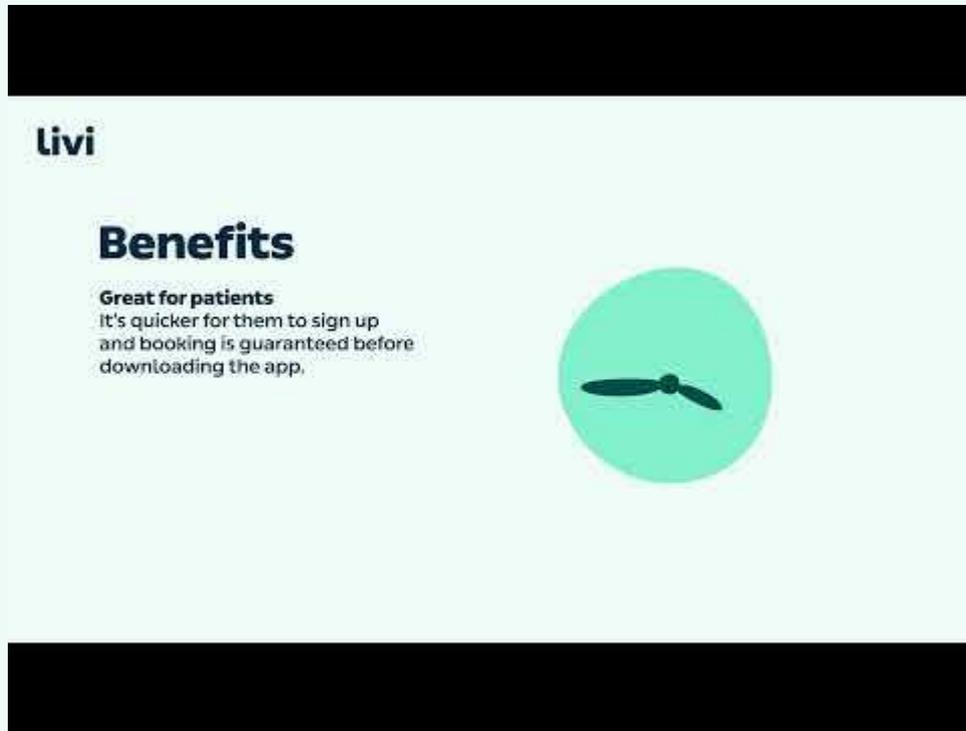
Download the Livi- App



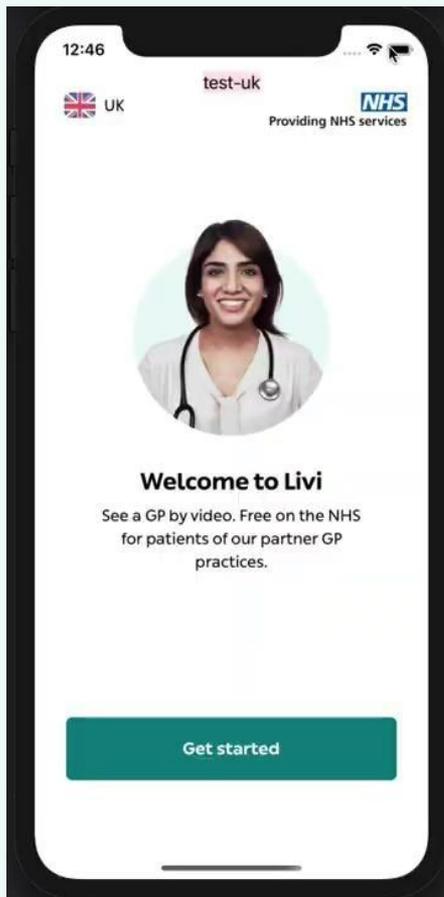
Video consultation with GP



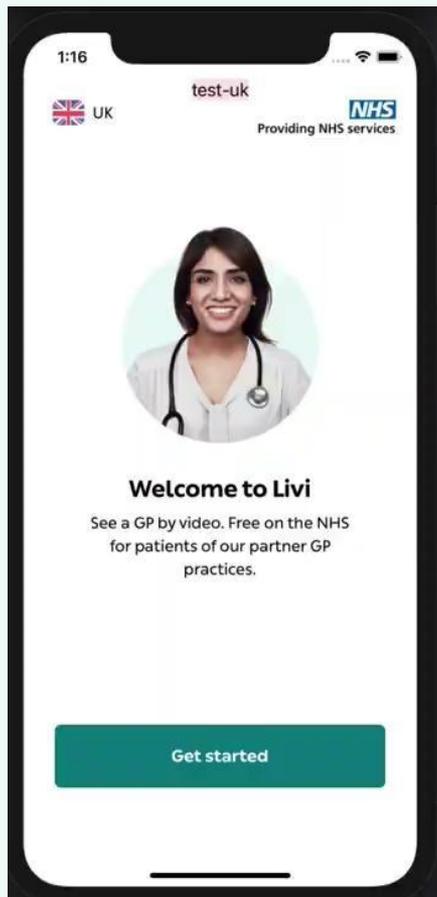
# Booking tool video



# Unregistered patient



# Registered patient



## Things to remember

- Only ages 16+ can be booked using the booking tool at the practice.
- Patients will need to download the Livi app, register and confirm booking.
- You can schedule patients up to 4 days in advance if needed.
- Patients must have a smartphone/wifi as it is a video call.
- Patient information (Name, DOB, NHS number) must match what is on record.

# Benefits

## Good for NHS Partners

- It allows the practice to fulfil some of the requirements of total triage.
- You can easily direct patients to digital care and reduce demand on physical space.
- It's quicker for your patients to sign up and booking is guaranteed before downloading the app.
- There's greater trust, as their introduction to Livi comes from a known NHS partner.

# Livi GPs can help with a wide range of health concerns

- Acne
- Allergies
- Anxiety and depression
- Asthma (mild to moderate)
- Cold, cough & flu-like symptoms
- Cold sores
- Constipation
- Diarrhoea or being sick
- Eye inflammation
- Fever
- Headache
- Indigestion & heartburn
- Insects bites
- Insomnia or difficulty sleeping
- Nail problems
- Sinus problems
- Skin rashes & eczema
- Sore throat
- Stomach pain
- Urinary tract infection
- other health queries

## **You can also refer patients who:**

- Can't make it into the surgery (eg due to time or accessibility issues)
- Are anxious and want to speak to a GP quickly
- Are unable to get an appointment for days, or even weeks
- Prefer to see a GP by video rather than face-to-face

## **Important things to consider when booking patients for an appointment**

- The remote appointment will be with a Livi GP who is not an employee of the local GP surgery
- The Livi GP will only offer help for one health concern per appointment (unless there are clinical safety concerns)
- The patient must have a working smartphone with good internet connectivity at the time of the appointment

# Exclusions

Please **do not** book patients with the following symptoms (these patients require immediate medical assessment and local procedures should be followed):

- Chest pain or signs of a heart attack
- Signs of a stroke
- Severe difficulty breathing
- Severe injuries or heavy bleeding
- Ongoing seizures
- Sudden or rapid swelling of the eyes, lips, mouth or tongue
- Signs of sepsis
- Severe abdominal pain

## Exclusions Continued

Please **do not** book patients who most likely need a face-to-face appointment,

for example:

- Children showing symptoms of a UTI
- Any patient requiring wound care
- Patients with acute testicular pain
- Patients reporting a lump in any area of the body
- Elderly and/or frail patients with complex medical needs
- Patients who specifically request a face-to-face appointment

# Exclusions

Please note that we are **unable** to offer the following services:

- Interpreter services
- Prescribing certain medications, which include, but are not limited to:
  - Antipsychotic medication
  - Nicotine replacement therapy
  - Anticoagulants
  - DMARDS (for example methotrexate)
  - Sodium valproate
  - All immunosuppressants
  - Cytotoxic drugs
  - Fertility medication
  - Controlled drug prescriptions, benzodiazepines and sleeping tablets\*

**\*Livi GPs can issue these medications in exceptional circumstances and where clinically appropriate. However, patients should be offered a local GP appointment first for better monitoring and long-term prescribing.**

# Thank you.

Click [here](#) for resources or to find out more about the booking tool!

**livi**