VIDEO CONNECT

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Industry leading telephony

Surgery Connect brings you a cost effective and intuitive solution to meeting the April 2021 deadline to provide your patients the option of video consultations. Integrating seamlessly with Surgery Connect, Video Connect provides video on demand with minimal change to your current triage processes.

Simply by adding additional or upgrading existing Extensions the Yealink T58V offers secure video communication over the dedicated Surgery Connect data connection with no reliance or impact on the NHS network.

Any voice call can be converted to a video call via a few quick steps, and with no app required on the patient's device and no pre-booked video appointment needed, Video Connect gives clinicians and patients ultimate flexibility.

Bandwidth and Resolution

Although a Video Connect call does not require masses of data bandwidth, a successful video call is reliant on both parties meeting the minimum requirements. When supplied as part of the Surgery Connect solution the dedicated broadband connection will easily allow multiple video calls, the patient would ideally be using 4G or home WiFi. Key call information, including bandwidth, is outlined below.

Type	Parameter	Recv (808 kb/s)	Send (807 kb/s)
Video	Resolution	480 x 640	1280 x 720
	Codec	VP8	VP8
	Bandwidth	744 kb/s	743 kb/s
	Frame Rate	15fps	28 fps
Audio	Codec	G722	G722
	Bandwidth	64 kb/s	64 kb/s

Device Compatibility

Video Connect is compatible with both iOS (Version 11 upwards) and Android (Version 7 upwards), as the communication occurs through the device web browser, there are no other software requirements.

To aid the process, a "heads up" SMS can be sent to the patient's phone, this will establish the make and model of the phone as well as their bandwidth availability. This information will be reported back to allow you to make an informed decision on whether a video call is possible.
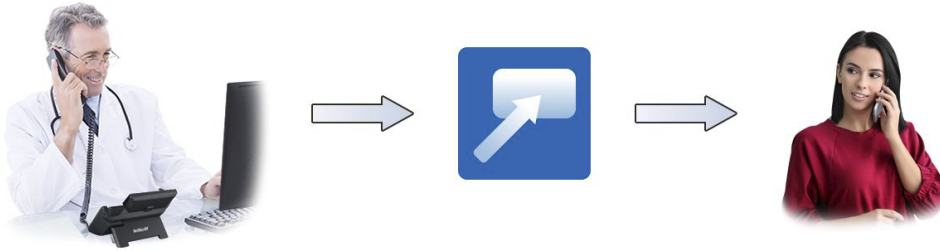
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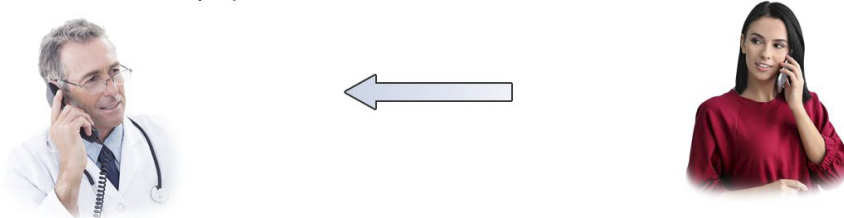www.switchmedical.co.uk

SURGERY CONNECT

Video Connect Process Flow
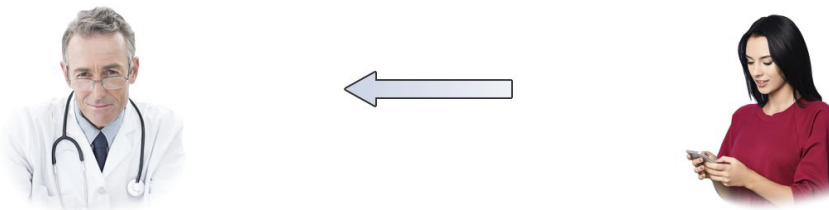
Clinician uses handset click-to-call to dial patient mobile

Patient describes their symptoms

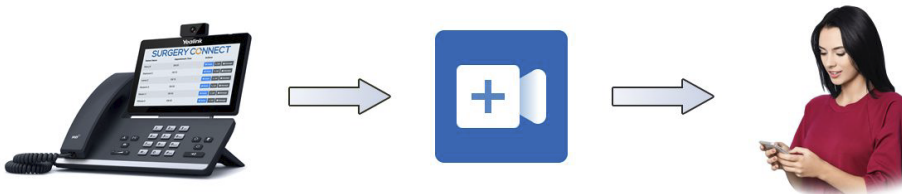Clinician sends text message to patient by pressing a button on the handset, while talking to the patient

Please click on this link to connect with the Clinician by video now.

The patient clicks on the text message which opens up a secure video link

The clinician receives an inbound video call which he answers by pressing a button on his handset

The clinician and patient can now see each other and the patient can use the camera on their mobile phone to describe their symptoms to the doctor

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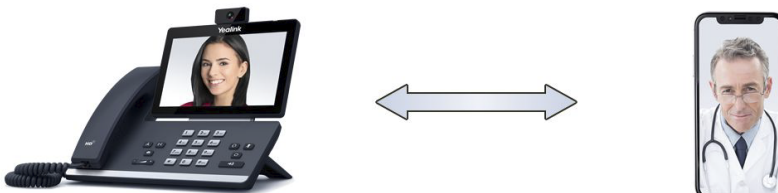
Frequently Asked Questions

Can the patient request a video call or does it have to come from the clinician?

The patient can request a video call when talking to the receptionist, however the clinician is the only one who can send the SMS video link to commence the video consultation.

Can the video consultation go ahead if the patient lives in a poor signal area?

Potentially yes, however there are minimum requirements to support the call. The suitability of a patient to partake in a video call can be analysed prior to the call with the 'heads up' message process which analyses smart phone make and model as well the patients current bandwidth availability.

Can a video consultation take place using a tablet or PC?

Currently no, however this function is on the development roadmap.

Does the patient need to download an app to receive a video call?

No apps or downloads required. Video Connect uses browser to browser technology.

Is my video consultation recorded?

Only the audio of a video consultation is recorded, anything shown to the clinician is only seen by the clinician at the time.

What are the benefits of a video consultation?

There are numerous benefits:

- No need to travel to the surgery
- Less time spent in a waiting room
- Less time spent with surgery admin staff
- Can be conducted anytime, anywhere

What are the costs involved?

The patient will need a data connection, either from their mobile phone package or from WiFi. There may be cost implication for the patient if they do not use an inclusive data package.

For the surgery it is still a one monthly, all inclusive bill with no call costs. The cost of the video handset rental is slightly higher than a regular phone handset.

Is this service secure?

Extremely. X-on maintains accreditations with ISO 9001 (Quality Management of Systems requirements), ISO 27001 (Information Security Standards), ICO (Data Protection Act Compliance), DSP Toolkit (NHS data security standards).

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Video Connect Technical Specification

The Yealink SIP - T58V handset - Key Features

The Yealink T58V is a simple to use smart video phone with HD audio, HD 720P video and a 7" (1024 x 600) touch screen making it the ideal tool for video consultations. It has a two megapixel HD camera, which can be adjusted to your preferred angle. HD audio means you can use a headset or speaker, and is hearing aid compatible; you can also bluetooth to a headset or use a USB headset. It is based on Android 5.1.1 operating system with built-in WiFi (802.1 b/g/n).

Audio Features

- HD voice: HD handset, HD speaker
- Hearing aid compatible (HAC) handset
- Audio codec: Opus, G.722, G.722.1, G.722.1C, G.711 (A/μ), G.723, G.726, G.729AB, iLBC
- DTMF: In-band, Out-of-band (RFC 2833) and SIP INFO
- Full-duplex hands-free speakerphone with AEC
- VAD, CNG, AEC, PLC, AJB, AGC

Physical Features

- Power consumption (PSU): 1.9W-5.7W
- Power consumption (PoE): 2.6W-7.4W
- Operating humidity: 10~95%
- Operating temperature: -10~40ºC (+14~104ºF)

Networking and Security

- IPv4/IPv6
- SIP v1 (RFC2543), v2 (RFC3261)
- Call server redundancy supported
- NAT traversal: STUN mode
- Proxy mode and peer-to-peer SIP link mode
- IP assignment: static/DHCP/PPPoE HTTP/HTTPS web server
- Time and date synchronization using SNTP
- UDP/TCP/DNS-SRV (RFC 3263)
- QoS: 802.1p/Q tagging (VLAN), Layer 3 ToS DSCP
- SRTP
- Transport Layer Security (TLS)
- HTTPS certificate manager
- AES encryption for configuration file
- Adb encryption authenticated
- Digest authentication using MD5/MD5-sess
- OpenVPN, IEEE802.1X

Video Features

- 720p@30fps HD video call
- Video codec: H.264 High Profile, H.264, VP8
- Yealink CAM50 camera: 2 mega-pixel, plug and play, adjustable, with privacy shutter and LED indicator
- Vertical tilt angle adjustable: 50º
- Field of view (FOV): 70.2º
- Self view (local video preview)

Display Features

- LCD screen: - 7" 1024 x 600 capacitive adjustable touch screen - Vertical tilt angle adjustable: 48º
- 5 points multi-touch surface
- Screensaver and Wallpaper
- LED for call and message waiting indication
- Intuitive user interface with icons and soft keys
- Multilingual user interface
- Caller ID with name, number and photo

Interface

- Dual-port Gigabit Ethernet
- Power
- Power over Ethernet (IEEE 802.3af), class 3
- Built-in WiFi (2.4GHz, 802.11b/g/n)
- Built-in Bluetooth 4.0+ EDR for Bluetooth headsets, pairing mobile devices
  1 x USB 2.0 port (on top of the phone) for: Yealink
- Cam50 camera
- 1 x USB 2.0 port (on the rear of the phone) for : USB flash drive, Wired/wireless USB headset, colour screen expansion modules
- 1 x Security lock port
- 1 x RJ9 (4P4C) handset port
- 1 x RJ9 (4P4C) headset port
- Supports up to 3 colour screen expansion modules

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