



Attending your appointment via video



Where appropriate, your patients can attend your consultation online via BlueEye video calling.

With video calling, you can see your patients from anywhere. It also leads to cost savings via higher outpatient clinic efficiency.

What is BlueEye Clinic

BlueEye Clinic is a virtual clinic for healthcare professionals with an online experience of real-life consultations. It can be used for any clinic situation where a clinician or therapist speaks to a patient or client using video.

Key features

- **Appointments** can be set up from a minimum of 10 minutes from the current time to any future time and date.
- **Waiting room** feature holds a participant or patient until the healthcare professional is ready to join the call.
- **Multiparty feature** enables a healthcare professional to see up to 5 participants at a time.
- **Secure** video calls as minimal data is used for account and call set up and the calls are not recorded anywhere.
- **Private chat rooms** for the healthcare professionals and patients.
- **Easy to use** as the patients don't need to create an account or download an app for video calls.

What do I need to make a video call?

- A laptop with web camera, microphone and speakers or a headset (usually built into laptops)
- Up to date version of Google chrome, Mozilla Firefox or Safari web browser
- Good speed, reliable internet connection
- No firewall blocks
- A private area for uninterrupted video call

How much internet data is used in the video calls?

The video calls use the similar amount of data as in the case of Skype, WhatsApp video calls and FaceTime.

How do I get a BlueEye Clinic account?

BlueEye Direct Clinic is a HSE recommended video conferencing consultation solution as part of HSE telehealth readiness and complies with HSE IT policy and standards.

For provisioning on the BlueEye Clinic video, please email BlueEye Telehealth lead, Andrew Lynch, Programme Manager at Andrew.lynch@hse.ie.

How do I set up a video call with a patient?

An overview of the video calling process is given in the image below. For detailed explanation along with the actual snapshots, you can refer 'How to use - for healthcare professionals' document.

