

# Scheduling System – HCP Functions

## Raising an alert

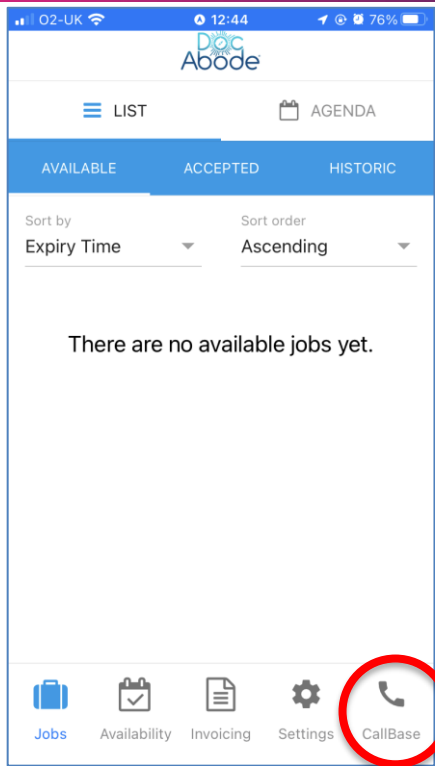
This document describes how to raise an HCP alert from the Doc Abode app.

Please note that the HCP application is developed for Android and Apple phones only.

1. Select the app from the smartphone. When the app was installed the username and password will have been stored so there is no need for any login credentials to be entered in day-to-day use



2. Once loaded, the following screen will be displayed



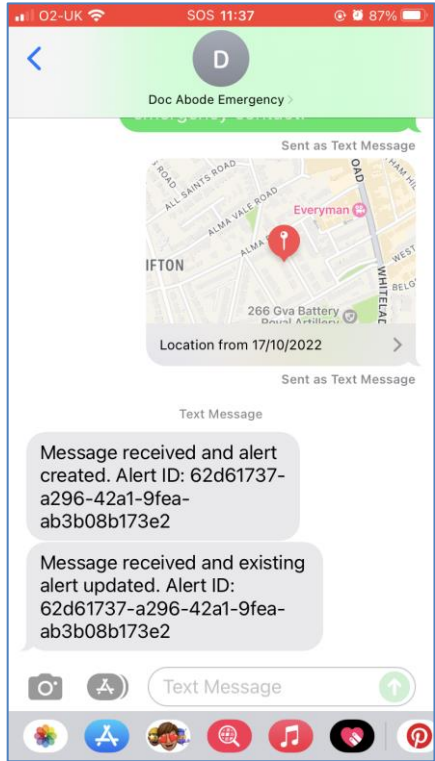
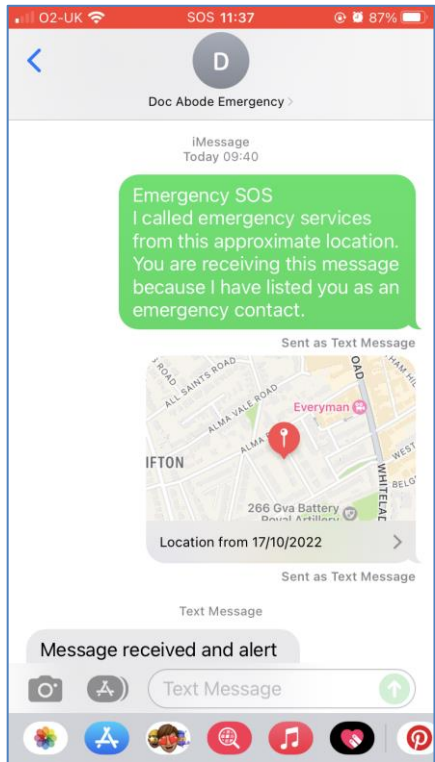
A patient alert is raised from within a visit, which is described in other guides.

Additionally, at the base of the app, when not viewing a patient visit, there is a *CallBase* option to enable easy access to the appropriate team controller.

**When the HCP needs to make a 999 call**, the alert is raised using the functionality provided by the handset. For example, for iPhones an alert can be raised by pressing the volume and power keys simultaneously. The advantage of doing this with the Doc Abode app open is that the controller is also notified: the web page is turned red for that HCP, as described in the controller user guide. So, both the 999 service and controllers are informed to assist the HCP.

Additionally, a text message is sent to the HCP's Emergency contact numbers, which should be set up to include the HCP's base number.

The text message shows the location of the HCP's phone, which can help to locate the HCP.



The alert can be cancelled using capability provided on the phone. In the Doc Abode system, the HCP alert can only be cancelled by the controller.