



Southern Health and Social Care Trust

This United Kingdom based trust is using the Eceptionist SaaS to manage their dermatology [econsult service](#) that has been inserted in front of the traditional referral process. With all dermatology referrals that are received by the trust, Eceptionist is used to provide an econsult service to the referring providers and patients that have a dermatology need. The eConsultCX service is used to determine which patients need to see the dermatologists in person as well as a tool to provide recommendations and treatment plans to the referring providers in the event the patient does not need to be seen in person.

With the eConsultCX service, Eceptionist is used to capture the relevant patient information (including patient history and images) along with the dermatology questions of both the primary care doctor and the patient. On the dermatologist side, the dermatologists report and document the treatment/care and plan/recommendation, answer questions, and create customized reports for the different people involved in the patient's care. The Eceptionist tool is used from the referral through to the diagnosis and provides a time and date stamped tracking of the patient through their entire journey within the trust. The management of this service via Eceptionist gives the Trust the ability to see more patients than before with the same amount of resources. The eConsultCX service eliminates the need for many of the patients to see the dermatologists in person as well as provide the primary care doctors with a better understanding of dermatology. The service also allows patients to be seen sooner at a more convenient location for them with a very high quality of patient care. Southern Health and Social Care Trust has been using Eceptionist since 2008.



ECEPTIONIST SERVICE USED

eConsult **CX**
eceptionist®

“Eceptionist worked with us to understand our workflow processes and where we wanted to go with the service in the future. We worked together to configure our custom workflow into Eceptionist. This was all done over a short period especially when compared to other IT projects. Now that Eceptionist is up and running, we are able to ultimately provide patients with better service while ensuring that patients that need to be seen quickly are”

—Jeanette Collins, Senior Dermatology Nurse

To get a free demo of this service or more information on eConsultCX please visit
eceptionist.com/services