



An Introduction to Jayex Connect and QView

22nd May 2024 Webinar Q&A

Q1: When can QView be activated?

If you have our core package (Connect Patient Calling and Check-in), we can activate this for you in a few days. If you don't have our core package, we may have to install new software and/or hardware, which we can discuss installing this at a convenient time for your practice.

Q2: Is there a separate queue for each clinician as we have many clinicians in our practice?

We are exploring this idea with our development team. If you would like queue's for each clinician to show on screen, or have any other feedback, please get in touch.

Q3: What is the cost of QView?

QView functionality is included in the cost of our core Connect Patient Check-in and Calling package. Upgrade costs to this package will depend on your existing hardware and software.

Q4: Is there a free trial available?

If you already have Connect Patient Calling and Connect Patient Check-in, we can show you how to enable the feature and trial it out.

Alternatively, we can walk through this feature with you over a Team's call which you can book [here](#).

Q5: When will QView come into effect for larger surgeries? We have 16+ clinicians - I like the idea of the patients seeing they are checked in and where they are but not sure for bigger surgeries?





Larger surgeries can use QView now. Our solutions would benefit even more from QView and help manage patient experience on a wider scale. If you discuss your requirements with our sales team, we can suggest how our solutions may work best in your practice or health centre.

Q6: I'm on Enlighten. How do I get QView?

If you are using Enlighten check-in or WebMedia patient calling, you will have to upgrade to our Connect software to use QView. We may be able to install this on your existing hardware, reducing the overall costs for you.

Q7: Do we need another display for QView or will it display in the current display we have?

QView will show on your existing display if you have the Connect Patient Calling software installed. You will still be able to show your videos and images as normal on screen.

Q8: My PCN has 3 different waiting areas. How can I set this up across all sites?

If you would like to use QView, our Patient Check-in or Patient Calling solution, we can set this up for you at multiple practice sites, across your PCN, Cluster, Health Board or ICS. You can choose to display the same content, different content, or a mix, on your patient calling screen across these multiple sites.

Q9: We regularly experience errors with our current Jayex system, would a free trial be available so we could see if this system would work better?

If you have experienced errors with your previous Jayex system, please get in touch and we can look at why this may have happened and help you make the best of our new systems.

We are aware of the fact we have had problems in the past which we have actively worked on addressing over the last year.

Please contact us at sales@jayex.com to discuss.

