



Video Consultations Platform

Customisable Video Communications

Portals on Web and Mobile



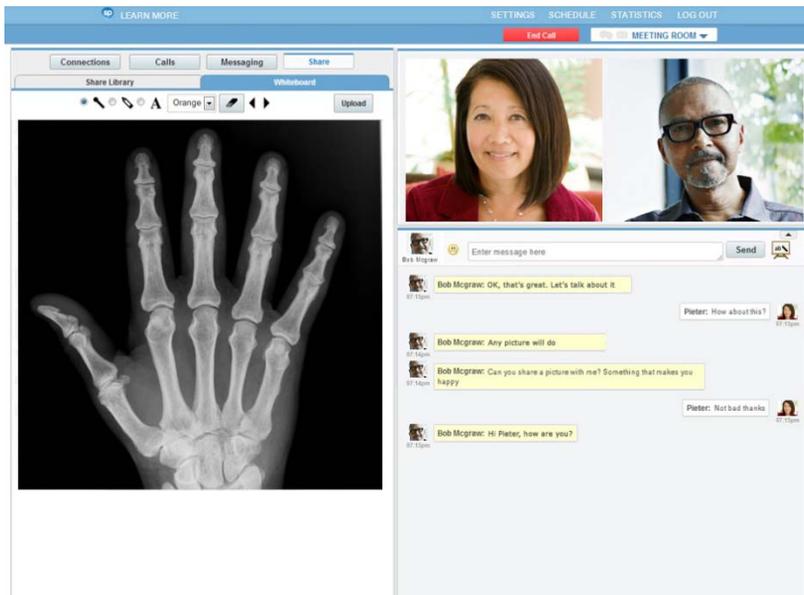
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Introduction to Saypage

- **We are a UK-based company with HQ in London**
- **We specialise in Video Conferencing on web and mobile**
- **Software background in SMS and telecoms since 2002**
- **We provide 24/7 telephone and email support**
- **Our platform is unique insofar as it does not require additional software download to a user's computer, can be fully customised according to customer requirements and is available across web and mobile**



What does Saypage offer Healthcare?



- **Secure, branded online video communication portals**
- **Available within secure networks and via public internet**
- **An appointment management & reminders system**
- **Real-time service monitoring and reporting**
- **Integration with patient records**
- **Accessible in regular web browsers with no download required**
- **Available on smartphones and tablets via apps**

Saypage is available as a Managed 'Software as a Service' (SaaS), as well as being licensable and installable on 3rd party servers within a customer's own network or cloud.

Customisable Communication Portals

Northamptonshire Healthcare **NHS**
NHS Foundation Trust

ABOUT CLINICIANS LOG IN

Welcome to NHFT Live

Video connecting Clinicians with users at home in Northamptonshire



Learn More
Click here for more information about NHFT Live

Make Contact
Call now or book an appointment with one of our clinicians

CREATE PROFILE TERMS & CONDITIONS PRIVACY CONTACT US Powered by **saypage**

Saypage provides a fully flexible and customisable interface on both web and mobile, with both clinician and service users never having to leave a suitably branded environment

The Profile

Typically, communications are launched via the profile. A profile contains buttons to:

- Launch a Call
- Book an Appointment
- Join a Group Session

Bob McGraw Online

Call Now

Book An Appointment

Share Profile

Information Wall Pictures Videos Reviews **Events**

Country United Kingdom

Languages English

Availability	Feb 25 Mon	Feb 26 Tue	Feb 27 Wed	Feb 28 Thu	Mar 1 Fri	Mar 2 Sat	Mar 3 Sun
AM							Unavailable
PM							Available

Description

I have over 20 years experience as a clinical psychologist. I specialize in child psychology and am a published author in the field child development.

I am based in London, and work for both the NHS and privately. I am available on Wednesday and Friday evenings for online advice and look forward to being able to assist. YZt

Files

My CV.jpg

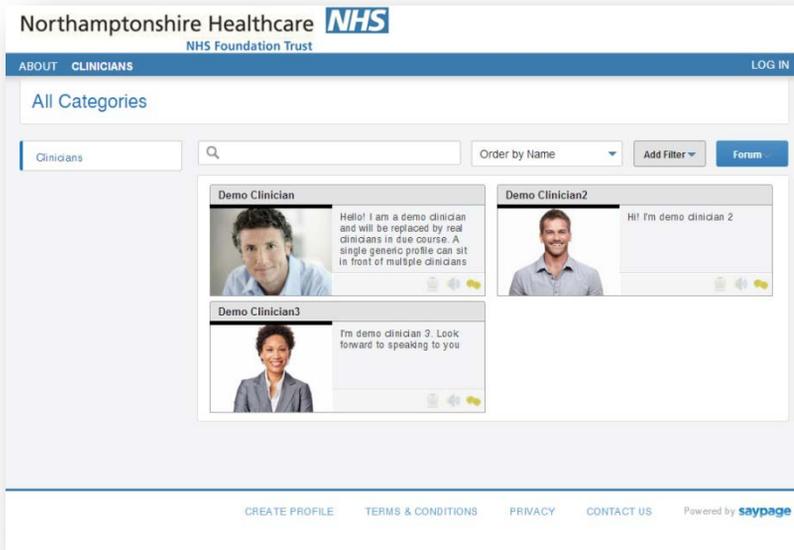
A profile can also contain:

- General information about a clinician
- A representation of his/her availability
- Additional wall posts/images/videos/reviews

A profile can be made as specific or generic as required

Portal Configuration

Clinicians can be displayed via a grid of profiles, potentially grouped in separate categories, or via a generic profile serviced by multiple clinicians with non-customer facing profiles:



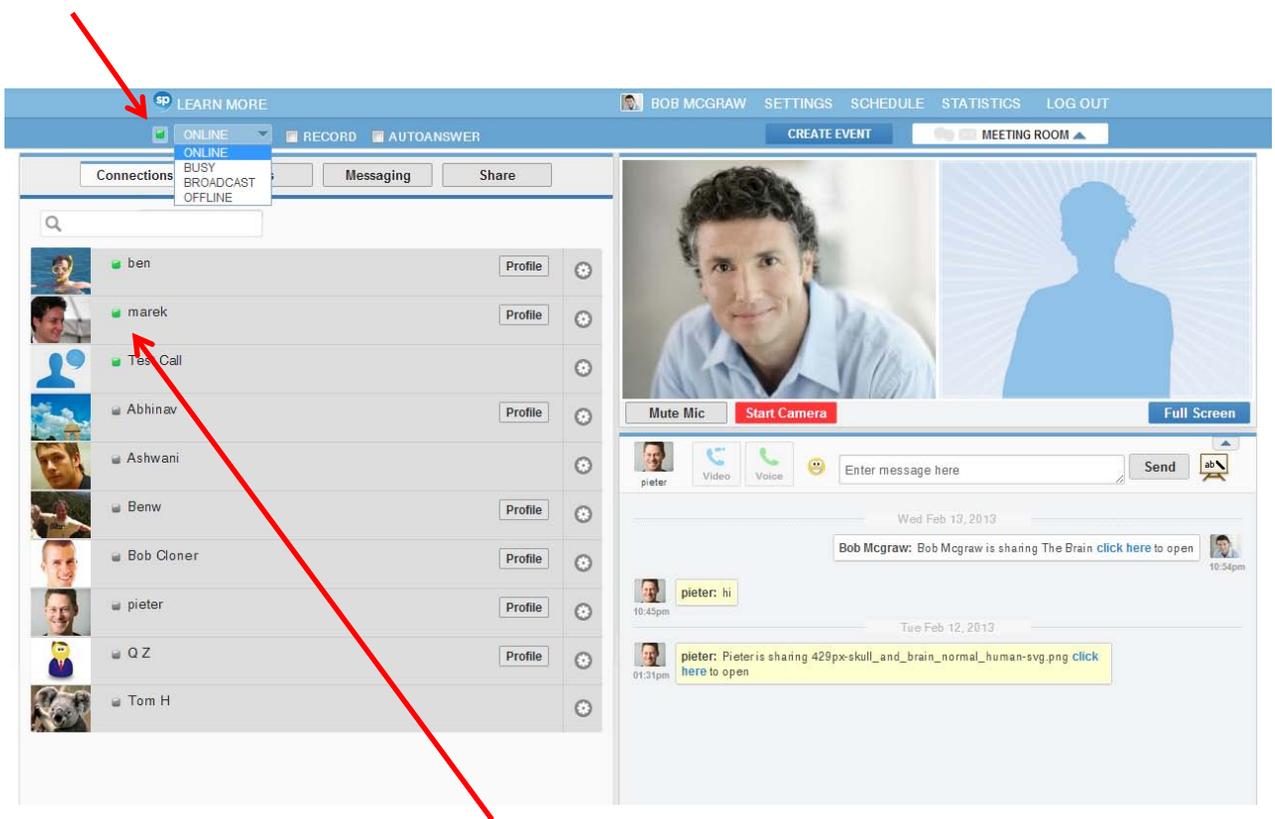
VS



Address Book & Real-time Presence

Clinicians and service users that have spoken before appear in each others' Connections List and get to see each others' real-time Presence Status

Clinician or Service Presence Status



Presence Status of Connections

Appointments & Messaging

- It is possible to set general appointment availability via *Settings*.
- To minimise DNAs, appointment reminders are sent by email and SMS
- Messages can be sent to clinicians on a personal basis or into a *service* to be handled by an administrator. These can be sent 24/7 regardless of whether calls are being accepted at the time of sending.

The screenshot shows a user interface for booking an appointment with a clinician named Bob McGraw. The interface includes a profile picture, contact options (Video Call, Voice Call, Send Message, Book An Appointment), and a calendar selection tool. The calendar shows February 2013 and March 2013, with specific dates highlighted in green and yellow. Below the calendar, there are sections for 'Morning' and 'Afternoon' appointment slots. The 'Afternoon' section shows a list of 15-minute slots from 12:30 to 15:00, with the first two slots (12:30-12:45 and 12:45-13:00) checked. There is also a 'Message (optional)' field, a 'Communication Type' dropdown set to 'Video', and a 'Number of Consecutive Weeks' dropdown set to '1'. A 'Confirm Appointment' button is at the bottom.

Bob McGraw Offline Connected

[Back To Profile](#)

Please select date & time Time Zone: GMT +0

February 2013

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

March 2013

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Appointment slots are 15 mins, but you can select consecutive slots if you would like to book a longer appointment

Morning No slots available. **Afternoon**

- 12:30 to 12:45
- 12:45 to 13:00
- 13:00 to 13:15
- 13:15 to 13:30
- 13:30 to 13:45
- 13:45 to 14:00
- 14:00 to 14:15
- 14:15 to 14:30
- 14:30 to 14:45
- 14:45 to 15:00

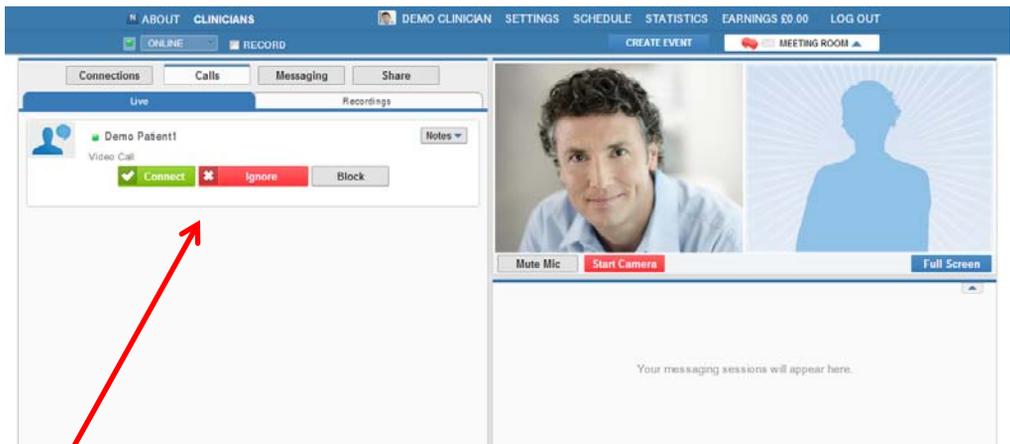
Message (optional)

Communication Type: Number of Consecutive Weeks:

[Confirm Appointment](#)

Call Answering and Note Taking

These screenshots show answering a call and where private/shared notes can be taken regarding the call or the user more generally:

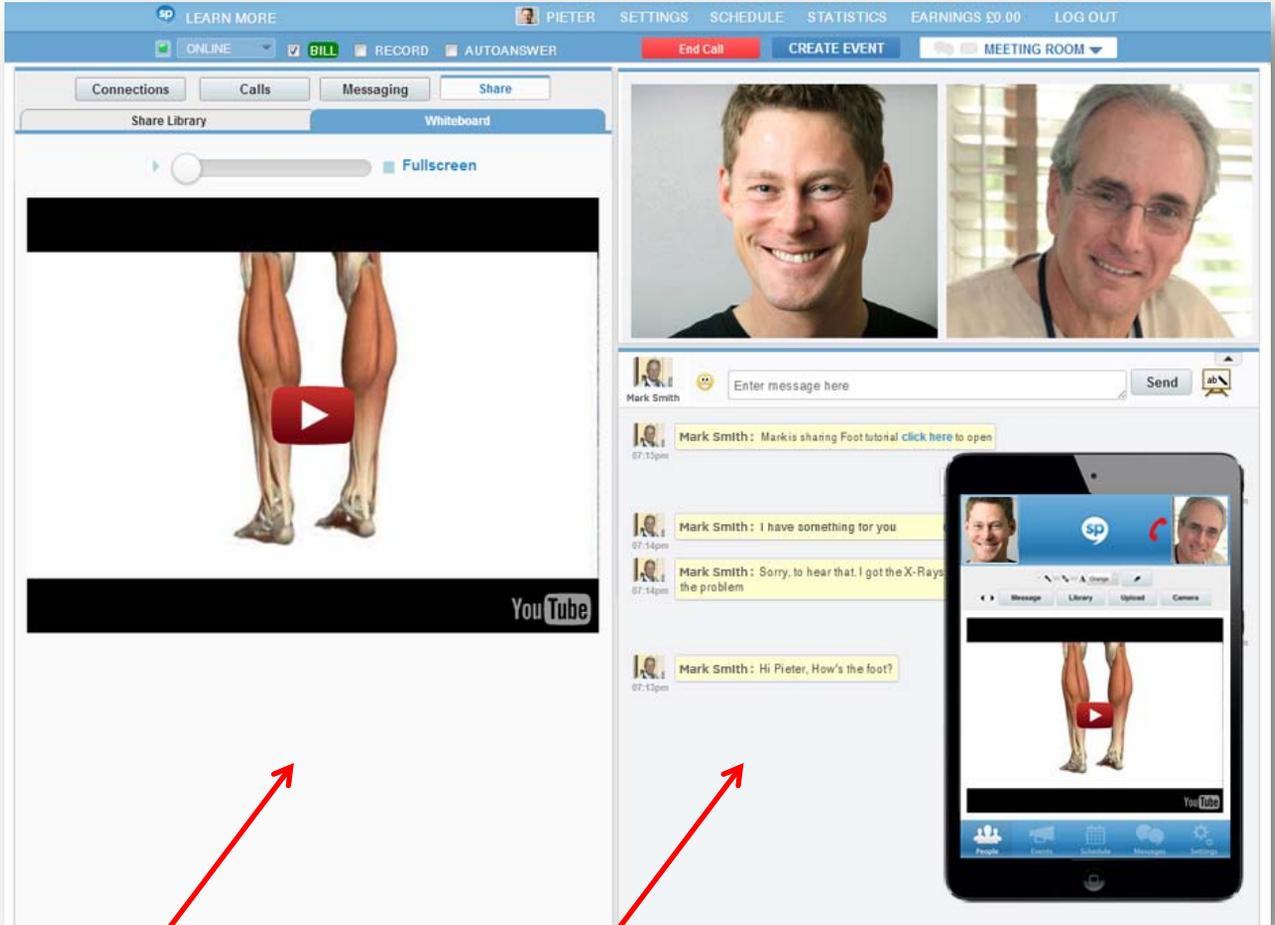


Call answer/ignore/block



Note taking

The Online Meeting Room During A 1-2-1 Call



Virtual Whiteboard
(for sharing images,
videos, and docs)

Instant Messaging

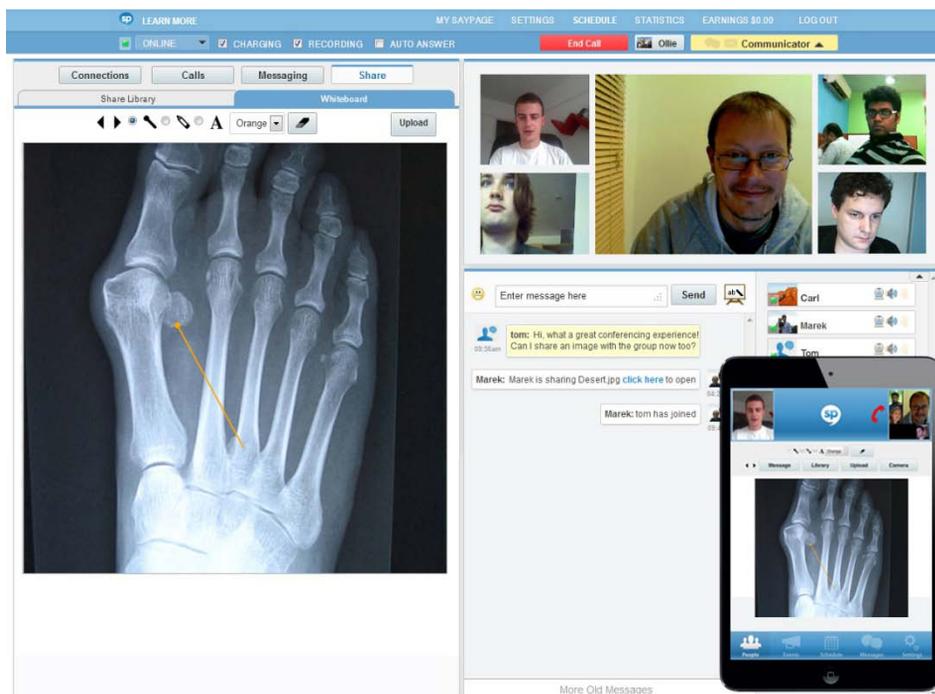
The Online Meeting Room Continued

Live video communication is at the heart of a meeting room experience, although video need not be active if not required for whatever reason. Regular (IVR) telephone access to clinicians is also available via the platform for users without access to a PC or smart-phone/tablet.

Other tools available in an online meeting room are:

- Virtual Whiteboard for sharing images, documents and videos
- Instant Messaging
- Note taking where notes can be shared or kept private

Group meetings with up to 100 video-enabled participants with 5 visible at any one time can also take place in the meeting room.



The Management Interface (MI)

Platform Report [shh]
Created: 2013/02/27 11:00:45

Start Date: 01 February 2013 00:00:00 Download to csv
End Date: 27 February 2013 23:59:59 Unfiltered Report GO

Summary:

- Total number of calls: 11
- Total number of voice calls: 0
- Total duration (mins): 71.08
- Total cost of interactions (GBP): 0.00
- Total cost of interactions (USD): 0.00
- Total cost of interactions (EUR): 0.00
- Total discounts/cancellations (GBP): 0.00
- Total discounts/cancellations (USD): 0.00
- Total discounts/cancellations (EUR): 0.00
- Total refunds (GBP): 0.00
- Total refunds (USD): 0.00
- Total refunds (EUR): 0.00
- Total Saypage fee (GBP): 0.00
- Total Saypage fee (USD): 0.00
- Total Saypage fee (EUR): 0.00
- Total Agent payout (GBP): 0.00
- Total Agent payout (USD): 0.00
- Total Agent payout (EUR): 0.00
- Total Portal Owner payout (GBP): 0.00
- Total Portal Owner payout (USD): 0.00
- Total Portal Owner payout (EUR): 0.00
- Total Agent Owner payout (GBP): 0.00
- Total Agent Owner payout (USD): 0.00
- Total Agent Owner payout (EUR): 0.00

Date	Portal Owner	Agent Owner	Billing Method	Call Status	Call Type	Interaction Mode	Account Number	User	User Session ID	Agent	Reception	Dialled FNR	Campaign	Keyword
2013-02-26 10:10:35	home	shh	Credit Card	Video	Web call	Ad-hoc	10564	Demo Patient	MAC15650480141262614826772292187	Demo Clinician			na	na
2013-02-26 10:00:16	home	shh	Credit Card	Ringin	Web call	Ad-hoc	10564	Demo Patient	MAC15650480141262614826772292187	Demo Clinician			na	na
2013-02-21 09:06:10	home	shh	Credit Card	Video	Web call	Ad-hoc	10564	Demo Patient	MAC39810570224196161008961730778	Demo Clinician			na	na
2013-02-21 09:56:47	home	shh	Credit Card	Ringin	Web call	Ad-hoc	10564	Demo Patient	MAC39810570224196161008961730778	Demo Clinician			na	na
2013-02-21 09:50:08	home	shh	Credit Card	Video	Web call	Ad-hoc	10564	Demo Patient	MAC39810570224196161008961730778	Demo Clinician			na	na
2013-02-21 09:46:10	home	shh	Credit Card	Ringin	Web call	Ad-hoc	10564	Demo Patient	MAC39810570224196161008961730778	Demo Clinician			na	na
2013-02-20 18:22:43	home	shh	Credit Card	Video	Web call	Ad-hoc	10564	Demo Patient	MAC11809382703641268993917192269	Demo Clinician			na	na
2013-02-20 18:19:37	home	shh	Credit Card	Ringin	Web call	Ad-hoc	10564	Demo Patient	MAC11809382703641268993917192269	Demo Clinician			na	na
2013-02-20 18:16:45	home	shh	Credit Card	Video	Web call	Ad-hoc	10564	Demo Patient	MAC320619248164448945399724604	Demo Clinician			na	na
2013-02-20 18:12:44	home	shh	Credit Card	Ringin	Web call	Ad-hoc	10564	Demo Patient	MAC320619248164448945399724604	Demo Clinician			na	na
2013-02-16 18:17:24	home	shh	Credit Card	Video	Web call	Ad-hoc	1502	Thom	MAC916289926202058161635329712	Demo Clinician			na	na
2013-02-16 17:42:50	home	shh	Credit Card	Ringin	Web call	Ad-hoc	1502	Thom	MAC916289926202058161635329712	Demo Clinician			na	na
2013-02-16 14:36:24	shh	shh	Credit Card	Video	Web + Telephone	Ad-hoc	1502	Thom	MAC9142342348222144826306920569	Demo Clinician	448448247445	campaign01	default	
2013-02-16 14:35:16	shh	shh	Credit Card	Ringin	Web + Telephone	Ad-hoc	1502	Thom	MAC9142342348222144826306920569	Demo Clinician	448448247445	campaign01	default	

- Detailed statistical reporting
- Ability to provision users and clinicians onto the service
- Check meeting room recordings (if enabled)

Reports can easily be added to the MI if bespoke reporting is required

	Saypage	Skype	Webex
No software download required; works in all web browsers	✓	✗	✗
N3 and Public Internet Access	✓	✗	✓
Information Governance (IG) Compliant	✓	✗	✗
Integration with Clinician and Patient Records	✓	✗	✗
Fully customisable Video Communications Portal generator	✓	✗	✗
Address Book with Presence	✓	✓	✗
Outbound Initiated Calling	✓	✓	✗
Appointments Manager with email & SMS reminders	✓	✗	✗
Full-featured apps for smart-phones and tablets	✓	✗	✗
Up to 100 video-enabled meeting room participants	✓	✗	✓
In-sync video file sharing	✓	✗	✗
Virtual Whiteboard and document sharing	✓	✓	✓
24/7 UK-based email and telephone support	✓	✗	✗
UK Headquarters and Data Centre	✓	✗	✗

Open Standards Technology Employed

- HTML5
- WebRTC
- Java / Javascript
- Native iOS and Android Code
- Session Initiation Protocol (SIP)
- MP3
- MP4
- Secure SSL / AES

