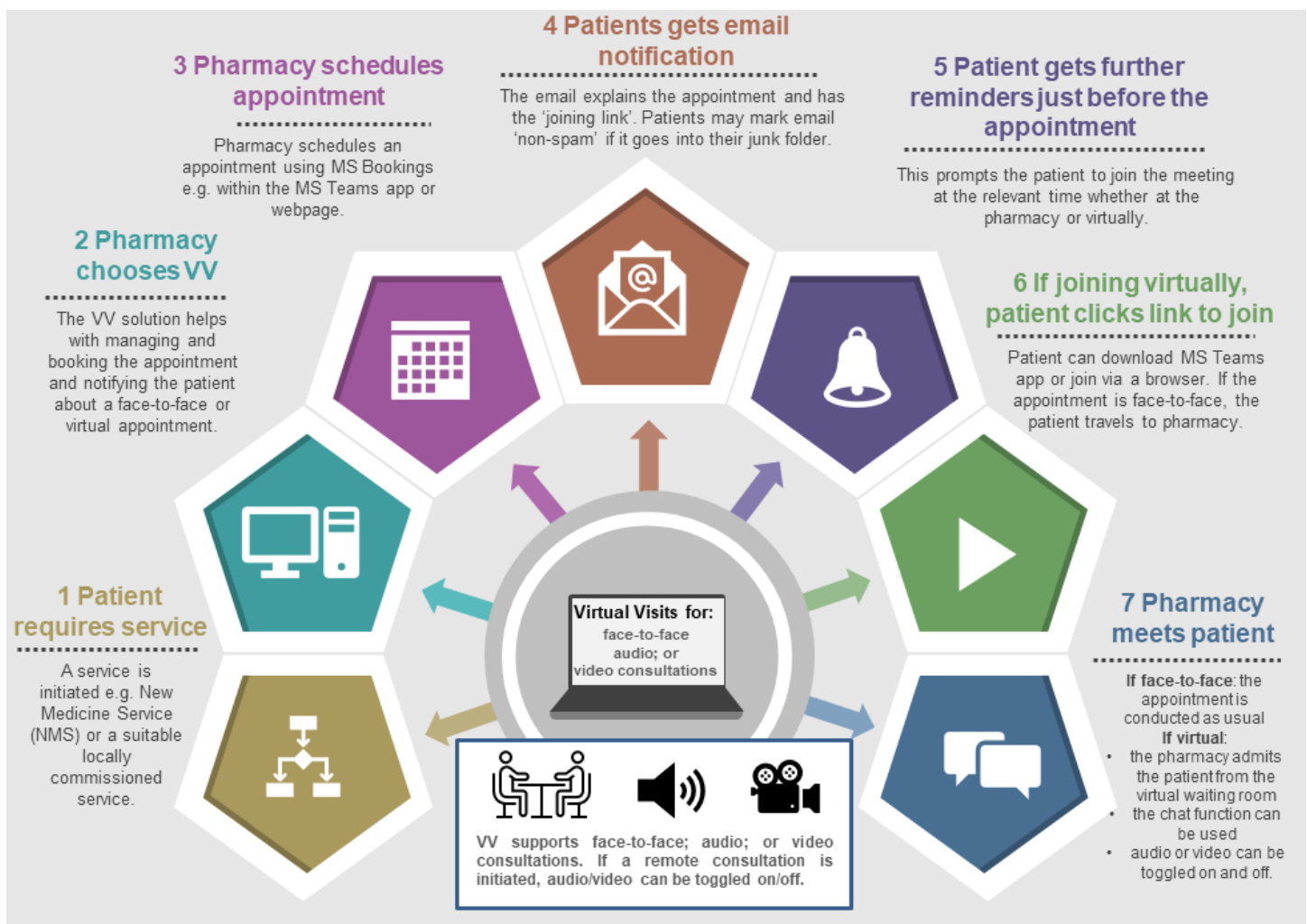


How does Virtual Visits work?

This factsheet provides a summary of virtual visits features and how it works in pharmacies.

Appointments & face-to-face consultations: Virtual Visits can be used solely as an appointments system, for example as an alternative to a paper appointments. You can book and manage face-to-face appointments, and notify patients about their upcoming appointment. The solution is integrated with the *Microsoft Bookings* appointments system.

Remote consultations: Virtual Visits also enables pharmacy pilot NHSmail users to conduct remote consultations (audio or video) because of its integration with Microsoft Teams.



Key points:

- Virtual Visits bookings automatically appear in pharmacy team member's Outlook calendars.
- Once a Bookings calendar is set up, a new email address is created for the calendar. Appointment and reminder emails are sent to the patient via the Bookings app from the calendar email address, keeping the pharmacy team's contact details (e.g. personal NHSmail address) secure.
- The pharmacy team can see the availability and bookings within the single calendar view on Microsoft Bookings.

Further information at the 'Virtual Visits' section of [NHSmail](#) and [Pharmacy remote consultations](#).