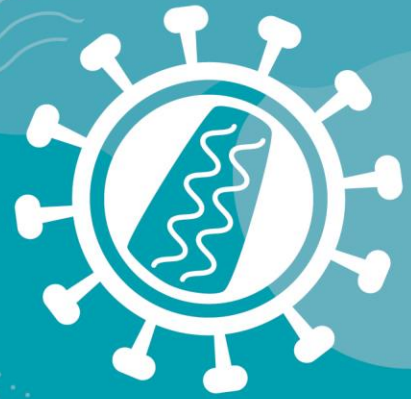


Patient evaluation of Klick, a technology enabled, nurse delivered HIV outpatient pathway

Caroline Rae

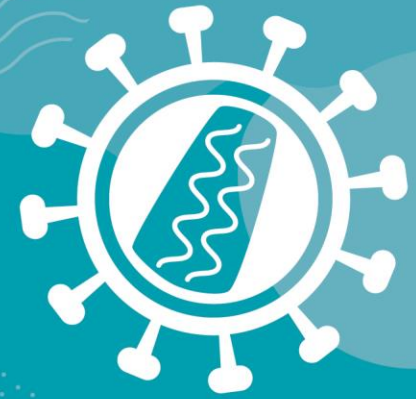
Chelsea and Westminster Hospital, UK



Patient evaluation of Klick: a technology enabled, nurse delivered HIV outpatient pathway

Caroline Rae, Chelsea and Westminster Hospital NHS Foundation Trust

On behalf of all colleagues providing the Klick service and our patients who use Klick



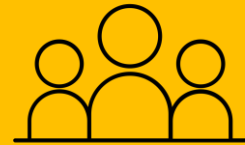
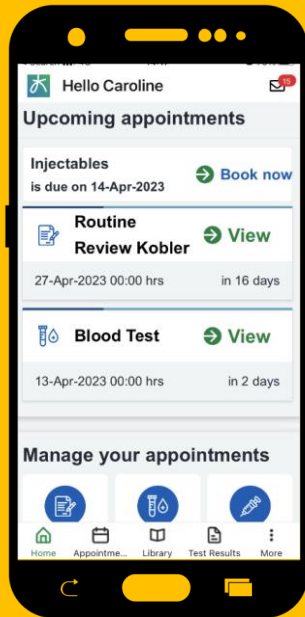
Conflict of Interest

In relation to this presentation, I declare that I have no conflict of interest

Speakers are required by the Federation of the Royal Colleges of Physicians to disclose conflicts of interest at the beginning of their presentation, with sufficient time for the information to be read by the audience. They should disclose financial relationships with manufacturers of any commercial product and/or providers of commercial services used on or produced for patients relating to the 36 months prior to the event. These include speaker fees, research grants, fees for other educational activities such as training of health professionals and consultation fees. Where a speaker owns shares or stocks directly in a company producing products or services for healthcare this should also be declared.



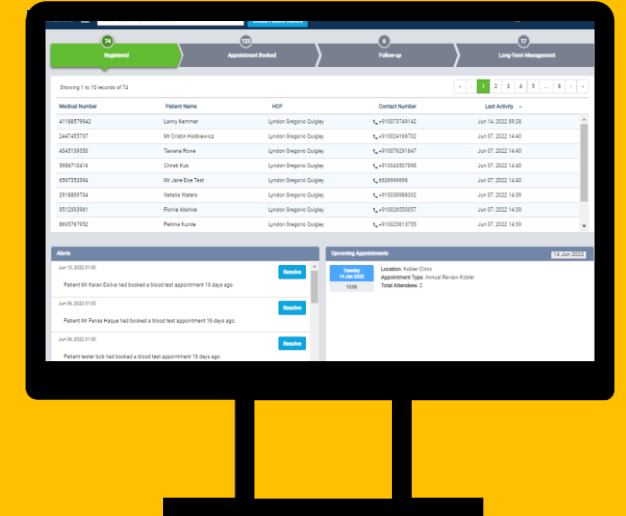
What is Klick?



Patients attending
HIV outpatient
services



Band 6/7 Nurses
leading a stable HIV
outpatient pathway



Patient-facing Klick app:

- Patients can manage their Klick appointment bookings
- Submit pre-visit questionnaires
- View routine blood test results
- Request emergency supplies of ARV medication
- Receive secure care notifications from their clinical team via Push notifications

Clinician-facing HealthMachine desktop portal:

- Review pre-visit questionnaires
- Guide review consultation by nurses using medical pro-forma
- Review and release routine blood test results to the app
- Worklists and alerts to ensure results are released on time
- Send secure care notifications via Push notifications

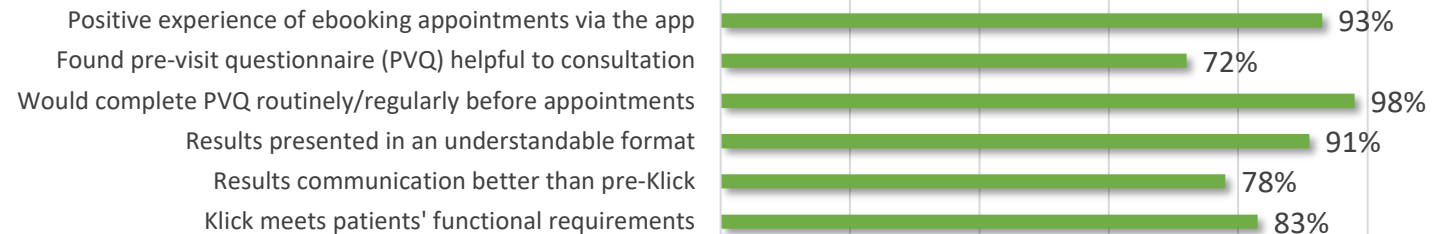
Results of the Klick Patient Survey - positive responses



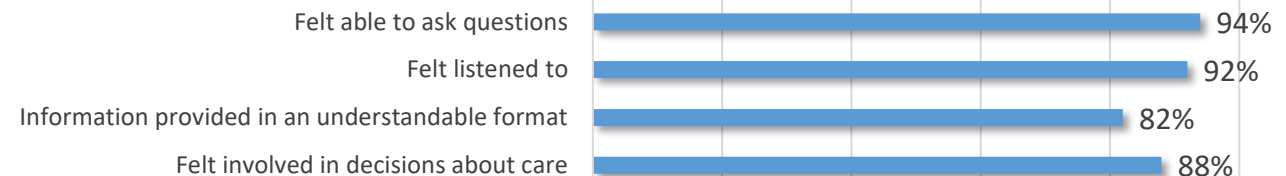
What is important to patients about the Klick app?



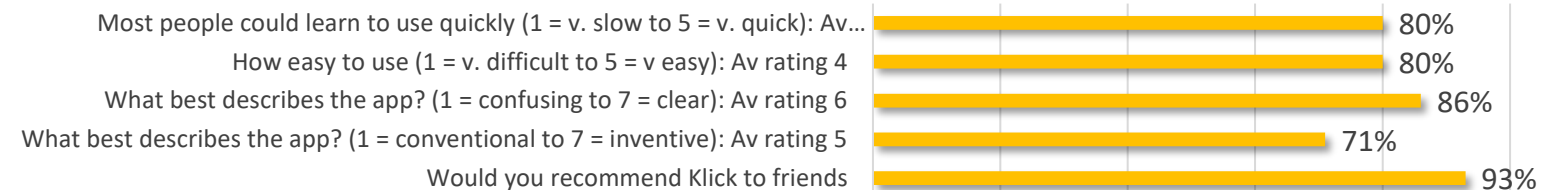
Patient experience of the Klick app



Patient satisfaction with Klick clinical consultations



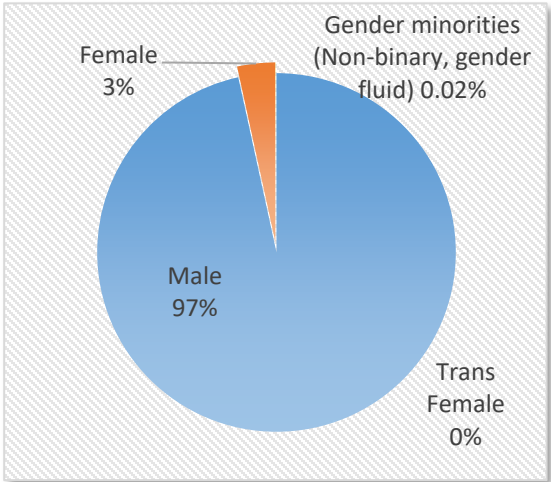
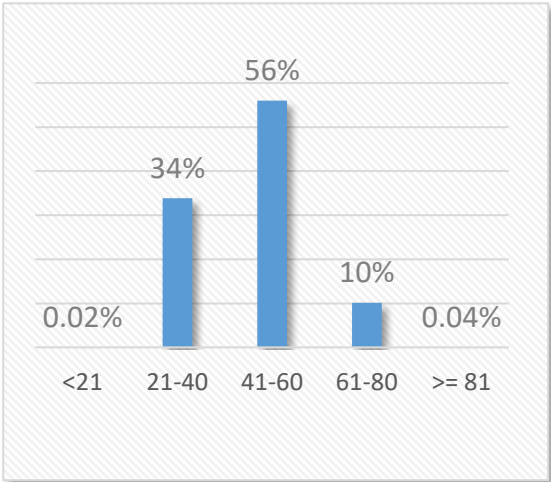
Measures of app usability



Comparison of Klick patient demographics – are the Klick survey results representative?



Patients registered on Klick



Patients completing Klick survey

