# Example communications plan – OneConsultation upgrade to v2

## Introduction

This document contains suggested communications to share OneConsultation change messaging across key areas of your organisation; including:

* what is changing
* why the change is happening
* when the change will take place
* any actions that users will need to take

These communication templates are examples only, and should be adapted to fit your own upgrade timelines, the culture and tone of your organisation, and your intended recipient groups.

You may want to consider the most effective delivery method for these communications; email is commonly used, but the templates below can be easily adapted to suit other formats including intranet posts / enterprise social networks.

## Clinicians

### Initial Upgrade Announcement: 1 months’ notice

**Send to:** All clinicians

**Send From:** IT / Project Team / Leadership team

**Timing:** 1 month before upgrade

**Subject line:** OneConsultation Upgrade – 1 month to go

**Body:**

If you are a clinician who regularly uses OneConsultation, please be aware that next month we will be upgrading to the latest version of the service.

***What will change for me?***

Once we have upgraded, all consultations will take place within Microsoft Teams. If you have been using adminweb.oneconsultation.net to access OneConsultation, this will no longer be available after the upgrade; you’ll need to use admin.oneconsultation.net instead.

You’ll still use the Admin Portal to view/join/remove your consultations. Once you click to join a consultation, you’ll be placed into a Microsoft Teams meeting and admit the patient.

As a result of the upgrade, you’ll benefit from existing Microsoft Teams meeting functionality within your consultations, including:

* Screen sharing so you can refer to images, documents, or replay video to your patient
* Blurred background, protecting your privacy
* Chat, so you can exchange links or messages with your patient during the consultation, or send notes to other Teams users within your organisation

***What will change for my patients?***

Aside from a new look, the patient portals will remain the same. The patient will still use a simple browser to access the consultation without the need to download a special app or remember a login. The patient will also benefit from the chat functionality within the Microsoft Teams meeting.

***Key dates***

Training sessions for the upgraded OneConsultation service will take place on the following dates:

<insert dates / meeting join links>

Please make every effort to attend one of these sessions. Recordings of the training will be made available for anyone who cannot attend.

The upgrade will take place on <insert date> / between <insert dates>. [Optional] From <insert date> onwards, you will no longer use adminweb.oneconsultation.net.

In the meantime, please take a look at our updated training guides here <insert link>.

***Help***

If you have any queries on the upgrade, please reach out to <insert email address>.

For any standard, day-to-day issues with OneConsultation, please raise a ticket / contact the helpdesk (delete as appropriate)

If your service is not currently using OneConsultation but you’d like to begin using it after the upgrade to take advantage of the new features, please contact <insert email address>.

### Upgrade: 2 weeks’ notice

**Send to:** All clinicians

**Send From:** IT / Project Team / Leadership team

**Timing:** 2 weeks before upgrade

**Subject line:** OneConsultation Upgrade – 2 weeks to go

**Body:**

A reminder for all clinicians using OneConsultation; we will be upgrading to the latest version of the service on <insert date>.

***What will change for me?***

Once we have upgraded, all consultations will take place within Microsoft Teams.

You’ll still use the Admin Portal to view/join/remove your consultations. Once you click to join a consultation, you’ll be placed into a Microsoft Teams meeting and admit the patient.

As a result of the upgrade, you’ll benefit from existing Microsoft Teams meeting functionality within your consultations, including:

* Screen sharing so you can refer to images, documents, or replay video to your patient
* Blurred background, protecting your privacy
* Chat, so you can exchange links or messages with your patient during the consultation, or send notes to other Teams users within your organisation

If you have been using adminweb.oneconsultation.net to access OneConsultation, this will no longer be available after the upgrade; you’ll need to use admin.oneconsultation.net instead.

***What will change for my patients?***

Aside from a new look, the patient portals will remain the same. The patient will still use a simple browser to access the consultation without the need to download a special app or remember a login. The patient will also benefit from the chat functionality within the Microsoft Teams meeting.

***Key dates***

Training sessions for the upgraded OneConsultation service will take place on the following dates:

<insert dates / meeting join links>

Please make every effort to attend one of these sessions.

The upgrade will take place on <insert date> / between <insert dates>. [Optional] From <insert date> you will no longer use adminweb.oneconsultation.net.

***How to prepare for the upgrade***

Please attend one of the training sessions if you can.

You can find recordings of previous training sessions here <insert link>. You can also access updated training guides here <insert link>.

Please reach out to <insert email address> if you have any questions or concerns regarding the upgrade.

Once the upgrade has taken place, we strongly recommend trying out the new version with a colleague before using it during live patient services. If you can, schedule some time for this as soon as possible after the upgrade date <insert date>.

In the meantime, please raise a ticket / contact the helpdesk (delete as appropriate) for any issues with OneConsultation as normal.

If your service is not currently using OneConsultation but you’d like to begin using it after the upgrade to take advantage of the new features, please contact <insert email address>.

### Upgrade: 1 week’s notice

**Send to:** All clinicians

**Send From:** IT / Project Team / Leadership team

**Timing:** 1 week before upgrade

**Subject line:** OneConsultation Upgrade – 1 week to go

**Body:**

A reminder that <insert trust> will be upgrading to the latest version of OneConsultation on <insert date>.

***What will change for me?***

After the upgrade, all consultations will take place within Microsoft Teams.

You’ll still use the Admin Portal to manage your consultations. Once you click to join a consultation, you’ll be placed into a Microsoft Teams meeting and admit the patient.

Once the upgrade is completed, you’ll immediately be able to use the following Microsoft Teams meeting functionality within your individual and group consultations:

* Screen sharing
* Blurred background
* Chat

Optional: If you have been using adminweb.oneconsultation.net to access OneConsultation, this will no longer be available after the upgrade; you’ll need to use admin.oneconsultation.net instead.

***What will change for my patients?***

Aside from a new look, the patient portals will remain the same.

***Key dates***

The upgrade will take place on <insert date> / between <insert dates>. [Optional] From <insert date> you will no longer use adminweb.oneconsultation.net.

***How to prepare***

If you haven’t been able to attend any of the live training sessions, you can find a recorded session here <insert link>. Please also read through our updated training guides here <insert link>.

Please reach out to <insert email address> **ASAP** if you have any questions or concerns regarding the upgrade.

Once the upgrade has taken place, we strongly recommend trying out the new version with a colleague before using it during live patient services. If you can, schedule some time for this as soon as possible after the upgrade date <insert date>.

In the meantime, please raise a ticket / contact the helpdesk (delete as appropriate) for any issues with OneConsultation as normal.

If your service is not currently using OneConsultation but you’d like to begin using it after the upgrade to take advantage of the new features, please contact <insert email address>.

### Day of Upgrade

**Send to:** All clinicians

**Send From:** IT / Project Team / Leadership team

**Timing:** Day of upgrade

**Subject line:** New OneConsultation features now available

**Body:**

[Optional] All OneConsultation services have now been upgraded. Please note that from today, adminweb.oneconsultation.net will no longer work and you’ll need to use admin.oneconsultation.net to view your waiting rooms and patients.

OR

[Optional] Our OneConsultation upgrade is underway and should be complete by <insert date>. Please note that from today, adminweb.oneconsultation.net will no longer work and you’ll need to use admin.oneconsultation.net to view your waiting rooms and patients.

***What’s changed for me?***

All OneConsultation consultations will now take place within Microsoft Teams. For all of your individual and group sessions, you’ll now be able to take advantage of the following features:

* Screen sharing
* Blurred background
* Chat

***What’s changed for my patients?***

The patient portals now have a new look, but the process for patients to log in to OneConsultation remains the same.

***Be prepared***

Before you use the new version of OneConsultation with live patient services, we strongly recommend trying it out with a colleague. Please schedule some time for this asap.

You can find recorded training sessions here <insert link> and detailed user guides here <insert link>.

In the meantime, please raise a ticket / contact the helpdesk (delete as appropriate) for any issues with OneConsultation as normal.

If your service is not currently using OneConsultation but you’d like to begin using it to take advantage of all the new features, please contact <insert email address>.

### Upgrade: Feedback

**Send to:** All clinicians

**Send From:** IT / Project Team / Leadership team

**Timing:** 3 days after upgrade is complete

**Subject line:** Please give us your feedback on OneConsultation

**Body:**

Since we have upgraded OneConsultation, all consultations are now taking place in Microsoft Teams. We’d love to hear your feedback on the upgrade process and how you’re finding the new version of OneConsultation.

***How to have your say***

Please complete our feedback questionnaire here <insert link>. This should take you approximately 5 minutes to complete.

Your feedback is really valuable, as will be used to help us with future IT projects. We’ll also share your thoughts/input with the OneConsultation product team, so they can ensure OneConsultation continues to provide the best level of service.

If you have any questions, please contact <insert email address>.

## IT Support / Help Desk

### Initial Upgrade Announcement

**Send to:** IT Support team

**Send From:** IT / Project Team / Leadership team

**Timing:** As soon as possible ahead of the upgrade

**Subject line:** Important OneConsultation Upgrade coming soon

**Body:**

As you know, many of our clinicians use our OneConsultation service for their video consultations with patients. Please be aware that on <insert date or ETA> we will be upgrading to the latest version of the service.

***What will change?***

Once OneConsultation has been upgraded, all consultations will take place within our own Microsoft Teams tenant. Clinicians will continue to use the Admin Portal to view/join/remove consultations. Once a clinician joins a consultation, they’ll be placed into a Microsoft Teams meeting and admit the waiting patient. The patient experience of joining via a web browser remains the same.

As a result of the upgrade, clinicians will benefit from the following Microsoft Teams meeting functionality:

* Screen sharing (including video playback with audio)
* Blurred background
* Chat

***What does this mean for me?***

Once the upgrade is completed, all consultations will take place in our own Microsoft Teams tenant. This means that you will have access to more information about the consultations to address any tickets raised on issues such as call quality.

You will still be able to raise 3rd line support tickets with Modality for:

* Creation / deletion of waiting rooms
* Error messages

And any other OneConsultation issue that does not relate to our own Microsoft Teams infrastructure.

***Key dates***

Training sessions for the upgraded OneConsultation service will take place on the following dates:

<insert dates / meeting join links>

These are being offered to all clinicians but please join if you can. Recordings of the training will be made available for anyone who cannot attend.

The upgrade will take place on <insert date> / between <insert dates>. [Optional] From <insert date> clinicians will no longer use the browser-based adminweb.oneconsultation.net.

In the meantime, please take a look at our updated training guides here <insert link>.

If you have any queries on the upgrade, please reach out to <insert email address>.

Our advice to clinicians before the upgrade will be to continue to raise any tickets for issues with the service as they normally would.

Thanks as ever for your support.

### Upgrade: 2 weeks’ notice

**Send to:** IT Support team

**Send From:** IT / Project Team / Leadership team

**Timing:** 2 weeks before upgrade

**Subject line:** OneConsultation Upgrade – 2 weeks to go

**Body:**

A reminder that on <insert date> we will be upgrading to the latest version of OneConsultation at <insert organisation name>.

***What will change?***

Once OneConsultation has been upgraded, all consultations will take place within our own Microsoft Teams tenant. Clinicians will continue to use the Admin Portal to view/join/remove consultations. Once a clinician joins a consultation, they’ll be placed into a Microsoft Teams meeting and admit the waiting patient. The patient experience of joining via a web browser remains the same.

As a result of the upgrade, clinicians will benefit from the following Microsoft Teams meeting functionality:

* Screen sharing (including video playback with audio)
* Blurred background
* Chat

***What does this mean for me?***

Once the upgrade is completed, all consultations will take place in our own Microsoft Teams tenant. This means that you will be able to address most clinician support tickets in the same way that you would with a normal Microsoft Teams meeting.

You will still be able to raise 3rd line support tickets with Modality for:

* Creation / deletion / amendments of waiting rooms
* Error messages

And any other OneConsultation issue that does not relate to our own Microsoft Teams infrastructure.

***Key dates***

Training sessions for the upgraded OneConsultation service will take place on the following dates:

<insert dates / meeting join links>

These are being offered to all clinicians but please join if you can. Recordings of the training will be made available for anyone who cannot attend.

The upgrade will take place on <insert date> / between <insert dates>. [Optional] From <insert date> clinicians will no longer use the browser-based adminweb.oneconsultation.net.

In the meantime, please take a look at our updated training guides here <insert link>.

If you have any queries on the upgrade, please reach out to <insert email address>.

Our advice to clinicians before the upgrade will be to continue to raise any tickets for issues with the service as they normally would.

Thanks again for your continued support.

### Upgrade: 1 week’s notice

**Send to:** IT Support team

**Send From:** IT / Project Team / Leadership team

**Timing:** 1 week before upgrade

**Subject line:** OneConsultation Upgrade – 1 week to go

**Body:**

Don’t forget that OneConsultation will be upgraded on <insert date> .

***What will change?***

Once OneConsultation has been upgraded, all consultations will take place **within our own Microsoft Teams tenant**. Clinicians will continue to use admin.oneconsultation.net to administer their consultations, but the consultations themselves will take place via Microsoft Teams. The patient experience of joining via a web browser will remain the same.

As a result of the upgrade, clinicians will benefit from the following Microsoft Teams meeting functionality:

* Screen sharing (including video playback with audio)
* Blurred background
* Chat

***What does this mean for me?***

Once the upgrade is completed, all consultations will take place in our own Microsoft Teams tenant. This means that you will be able to address most clinician support tickets in the same way that you would with a normal Microsoft Teams meeting.

You will still be able to raise 3rd line support tickets with Modality for:

* Creation / deletion / amendments of waiting rooms
* Error messages

And any other OneConsultation issue that does not relate to our own Microsoft Teams infrastructure.

***Key dates***

If you were unable to attend any of the training sessions, you can find recordings of these sessions here: <insert link>

The upgrade will take place on <insert date> / between <insert dates>. [Optional] From <insert date> clinicians will no longer use the browser-based adminweb.oneconsultation.net.

In the meantime, please take a look at our updated training guides here <insert link>.

If you have any queries on the upgrade, please reach out to <insert email address> as soon as possible.

We are advising clinicians to set aside some time to test out the upgraded OneConsultation with a colleague once the upgrade is complete, before commencing real patient sessions. Please could you also set some time aside to try out the new version shortly after the upgrade is complete.

Thanks again for your continued support.

### Day of Upgrade

**Send to:** IT Support team

**Send From:** IT / Project Team / Leadership team

**Timing:** Day of upgrade

**Subject line:** OneConsultation Upgrade Complete

**Body:**

[Optional] All OneConsultation services have now been upgraded. Please note that from today, adminweb.oneconsultation.net will no longer work and clinicians will need to use admin.oneconsultation.net to view their waiting rooms and patients.

OR

[Optional] Our OneConsultation upgrade is underway and should be complete by <insert date/time>. Please note that from today, adminweb.oneconsultation.net will no longer work and clinicians will need to use admin.oneconsultation.net to view their waiting rooms and patients.

***What has changed?***

All OneConsultation consultations are now Microsoft Teams meetings hosted in our own tenant. Clinicians will continue to use admin.oneconsultation.net to administer their consultations, and the patient web browser remains the same.

As a result of the upgrade, clinicians will benefit from the following Microsoft Teams meeting functionality:

* Screen sharing (including video playback with audio)
* Blurred background
* Chat

***What does this mean for me?***

Now that all OneConsultation consultations are effectively Microsoft Teams meetings hosted in our own tenant, you will be able to address most clinician support tickets in the same way that you would with a normal Microsoft Teams meeting.

You will still be able to raise 3rd line support tickets with Modality for:

* Creation / deletion / amendments of waiting rooms
* Error messages

And any other OneConsultation issue that does not relate to our own Microsoft Teams infrastructure.

***Resources***

If you were unable to attend any of the training sessions, you can find recordings of these sessions here: <insert link>

Our updated training guides are here <insert link>.

If you have any queries on the upgrade, please reach out to <insert email address> as soon as possible.

We are advising clinicians to set aside some time to test out the upgraded OneConsultation with a colleague, before commencing real patient sessions. Please could you also set some time aside to try out the new version asap.

Thanks again for your continued support.

### Upgrade: Feedback

**Send to:** IT Support team

**Send From:** IT / Project Team / Leadership team

**Timing:** 3 days after upgrade complete

**Subject line:** Please give us your feedback on OneConsultation

**Body:**

Since we have upgraded OneConsultation, all consultations are now taking place in Microsoft Teams. We’d love to hear your feedback on the upgrade process and how you’re finding the new version of OneConsultation.

***How to have your say***

Please complete our feedback questionnaire here <insert link>. This should take you approximately 5 minutes to complete.

Your feedback is really valuable, as will be used to help us with future IT projects. We’ll also share your thoughts/input with the OneConsultation product team, so they can ensure OneConsultation continues to provide the best level of service. If you have any questions, please contact <insert email address>.