

## Appendix D- Technical support for electronic video and file transfer via AccuRx.

### Video Consultation (via AccuRx)

Ensure AccuRx is installed and configured for the user. It should look like below (if it does not see install and setup guide separately)

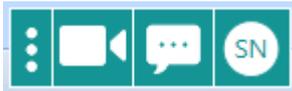


How does AccuRx Video work?

*AccuRx sends a unique link to the patient's mobile number (and one to the GP number/PC). It can operate on any PC with a webcam (preferred) or any GP smartphone (without sharing the GP phone number).*

How to start a video session?

**Load the patient in EMIS**  
**Click on the video image on Accurx**



Ensure the patients mobile number is displayed at the top

Consent the patient and explain the process

1. I will send you a text message
2. Click on the link
3. No need to install any app
4. Give permission
5. Join meeting

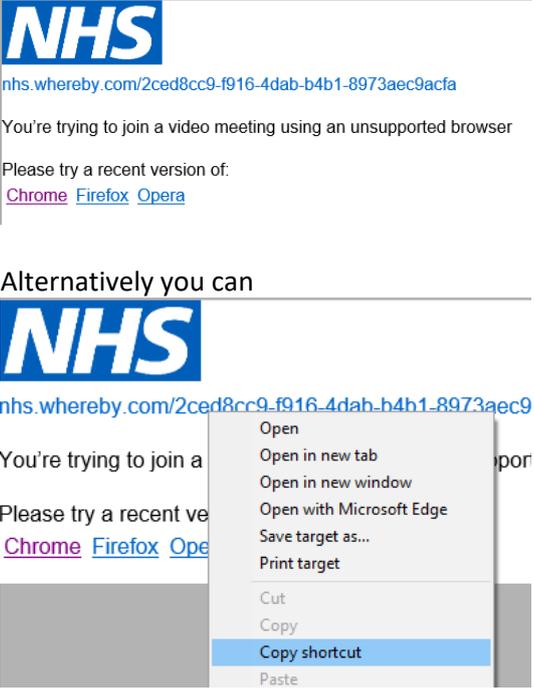
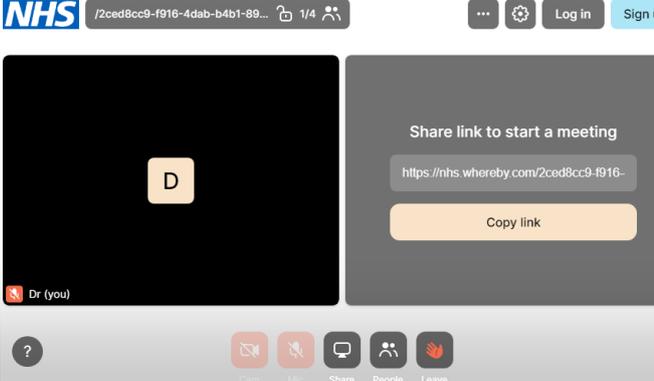
If you have webcam enter n/a in the your mobile number box or enter your actual mobile number in this box

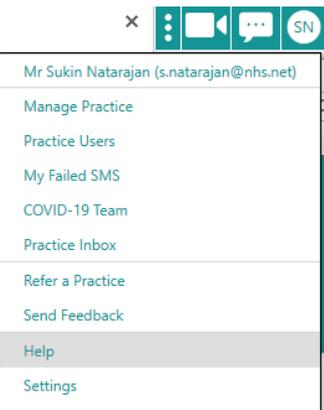
**Click Send and save**

A text message will be sent to the patient (and your mobile if you have provided it)

It is best to stay on the phone until the patient completes their steps.

The screenshot shows the 'Message Patient' interface in EMIS. At the top, it displays the patient's name 'TEST, Docman (Mr)', NHS number '999-999-9999', date of birth '01-Dec-1950 (69y)', and gender 'Male'. Below this, there is a dropdown menu for 'Patient (SMS)' and a green checkmark indicating 'This patient has not opted out of receiving SMS messages'. A text input field for 'Docman's number' contains '07984416080'. There are tabs for 'Template', 'Pathway', 'Florey', and 'Video'. A green notification box states: 'Both you and the patient will be sent a link for the consultation. This will allow you to use the webcam and microphone on your smartphone. Your mobile number will not be shared with the patient.' Below this is a text input field for 'Your mobile number' containing 'n/a'. A 'Message text' box contains a pre-written message: 'Dear Mr Test, I'm ready to start our consultation via video. Please enable audio and video. Click the link below to join and wait for me to connect. Thanks, Mr Sukin Natarajan. Please click the link to begin: (link will autogenerate here) Heathrow Medical Centre'. A character count '292 characters remaining' is shown at the bottom right of the message box. At the bottom of the form is a blue 'Send and save' button.

<p>AccuRx displays a copy of the message it has just sent to the patient.</p> <p>If you have webcam  <a href="#">Click this link on your PC/laptop</a></p> <p>If you only have a mobile  <a href="#">Click the link on your phone text message</a></p>	
<p>ONLY WORKS WITH GOOGLE CHROME              If you see the message opposite it means internet explorer is set as your default browser</p> <p>Open Google Chrome (on your desktop)</p>  <p><b>Right click</b> on the unique link above and select <b>copy shortcut</b></p> <p>Paste in to address bar into google chrome</p> <p>You may wish to set google chrome as a default browser but this may not work for eRS referrals.  <a href="https://www.laptopmag.com/articles/make-chrome-firefox-default-browser-windows-10">https://www.laptopmag.com/articles/make-chrome-firefox-default-browser-windows-10</a></p>	
<p>Click Continue or Join Meeting              You will then be able to see yourself (if you have webcam/phone) and the patient when they also join the meeting.</p>	

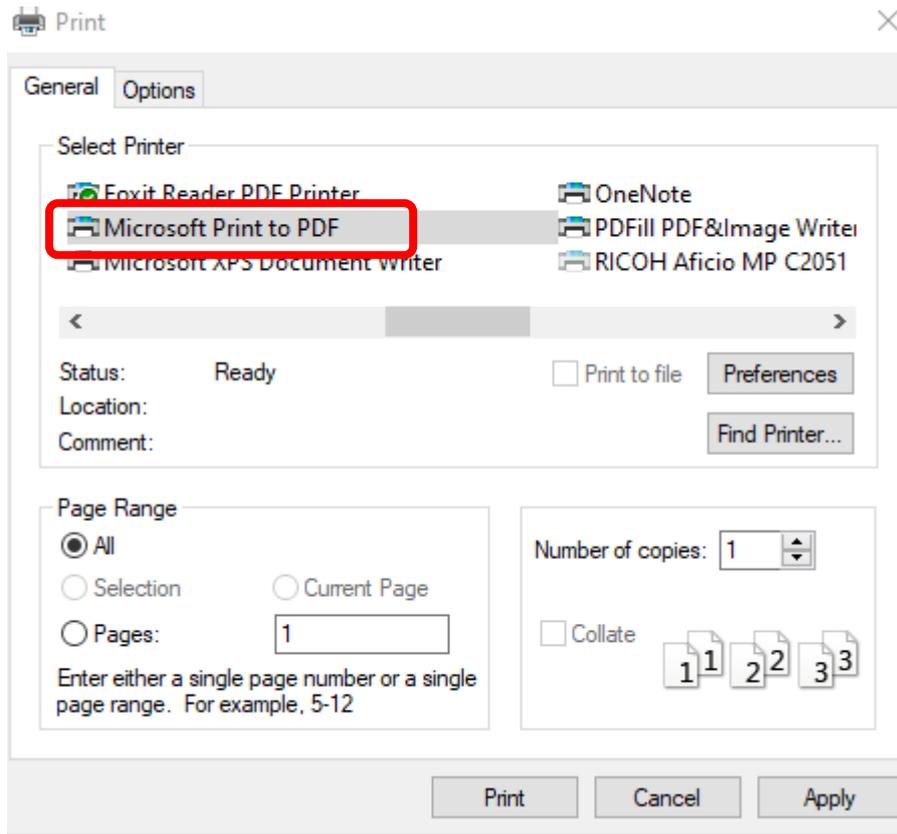
Other troubleshooting	Solution
Patient cannot enable camera/microphone	<p>1. Try another mobile number (family member)                      OR</p> <p>2. Send them accurx template on video consultation – enabling camera and microphone and try again after some time</p> <p><a href="https://support accurx.com/en/articles/3779266-video-consultation-problems-enabling-camera-or-microphone">https://support accurx.com/en/articles/3779266-video-consultation-problems-enabling-camera-or-microphone</a></p>
For further help	<p>Access the help feature from the AccuRx main menu                      Left click on your initials and select help and search for video:  <a href="https://support accurx.com/en/?q=video">https://support accurx.com/en/?q=video</a></p>  <p>The screenshot shows a user profile for 'Mr Sukin Natarajan (s.natarajan@nhs.net)' with a dropdown menu containing the following options: Manage Practice, Practice Users, My Failed SMS, COVID-19 Team, Practice Inbox, Refer a Practice, Send Feedback, Help (highlighted), and Settings.</p>

### How to send paperwork (e.g. blood forms & MED3) electronically

Obtain consent that the patient is happy to receive this by text link (preferred) or email.

Part 1: Print to PDF (or scan to PDF)

All CCG Windows 10 PCs have a virtual printer called “Microsoft Print to PDF”. You can print use this printer to print virtually anything to a PDF. When asked to select printer – choose “Microsoft print to PDF” (or equivalent if you have alternative installed), see below.



Provide a suitable initial and save to the desktop. Alternatively scan any paper document to a PDF and save to desktop (methods vary) save to the desktop.

TIP: MED3 notes could be

- Signed electronically (if facilities exists) or
- Noted in the comment text as “not signed manually due to covid19” or
- Printed and signed and scanned to a PDF and then attached to text message via AccuRx

Part 2: Send via AccuRx

Select the patient on EMIS as usual  
Click the text icon as usual



Type a suitable message and

Click "Attach file"

Select the PDF file you wish to send (click ok)

Select Send and Save

Message Patient

TEST, Docman (Mr)

NHS No. 999-999-9999 01-Dec-1950 (69y) Male

Patient (SMS)

✓ This patient has not opted out of receiving SMS messages

Docman's number

07984416080

Template Pathway<sup>NEW</sup> Florey<sup>NEW</sup> Video<sup>NEW</sup>

Click or type here to search templates

NHS.UK advice

Type to search (e.g. knee pain)

Message text

Dear Mr Test,  
Please see attached XXXX as discussed.  
Thanks, Mr Sukin Natarajan

Heathrow Medical Centre

Attach file<sup>Max 3MB NEW</sup> 509 characters remaining

1. The patient will receive a text message with a secure link to download the file.
2. They will need to enter their date of birth to download the file.
3. They can easily view the file on their phone or forward the link to any email or person if they need to print it.
4. It is possible to electronically sign PDFs although this process is covered at this time.