

A message to patients of The Apples and The Grove Medical Centres and Yetminster Health Centre.

Video Consultations Using accuRx

Introduction:

In light of recent events, Sherborne Area Network (The Apples and The Grove Medical Centres and Yetminster Health Centre), have decided to adopt virtual consultation software in order to minimise contact between patients and clinicians, without compromising on the quality of care given.

They are using a solution called **accuRx** which is approved by the NHS and is currently in use across many GP surgeries. It removes the need for you to visit the medical centre, yet still enables an ongoing clinical dialogue.

This guide shows you how to accept an **accuRx** video call from your GP using a mobile phone.

It's completely free to use.

What do I need for it to work?

A smartphone, either with working Wifi/3G/4G connection.

iPhones running older software that has not been updated (iOS 12 and earlier) will need to download the 'Whereby' app to join the consultation (you will not require to create a Whereby app account).

what happens?

You will be sent a link via SMS which will take you both through to a video consultation on your phones.

The link is valid for 24 hours.

Is it recorded?

No. The video and audio communication is only visible to participants on the call and is not recorded or stored in any form.

How do I give my consent to use **accuRx** for a consultation?

As a patient you agree to take part in the process by clicking on the link to the video consultation. You can dissent at any point by either not clicking on the link to the video consultation or leaving the video consultation.

What are the advantages of video consultations?

- Consultations may take place when patients are in self isolation.
- Remote consultation significantly lowers the risk of infection to healthcare professionals and administrative staff.
- Lowers the risk of infection to the rest of the population as infected patients are not travelling or in waiting rooms.

Remember your consultation is private between yourself and your GP. Please ensure that you are in a private, well-lit area where you will not be disturbed during the consultation.

The AccuRx SMS text system secure link has many other facilities to help your GP understand your condition.

- You may receive a message asking you to send a photograph of a skin condition.
- Your GP may send you a message containing an update following your consultation.
- You may be requested to provide additional information on your condition prior to your actual GP consultation.

(See the attached PDF for further information showing details of how to use the app on your mobile phone).