How to use AccuRx?
A Guide for Beginners

What is AccuRx?

- A messaging platform designed for GP surgeries
- Doctors can send texts and even start video consultations with patients
- Helping doctors and patients to stay better connected!

What you will need

- ✓ **Internet connection** (WiFi or Mobile data)
- ✓ **Mobile Phone**

⚠️ **WARNING**

Unless you have unlimited access to the internet , make sure you have enough **data allowance** with your broadband or mobile monthly plan.
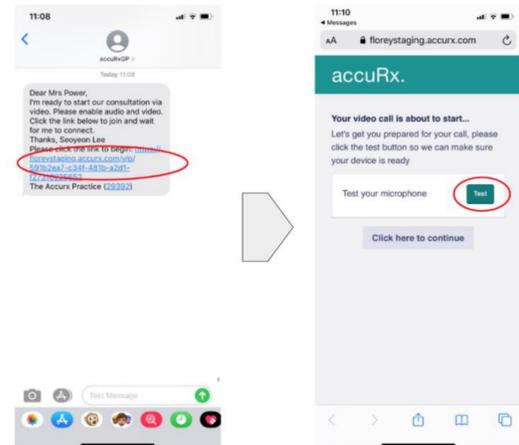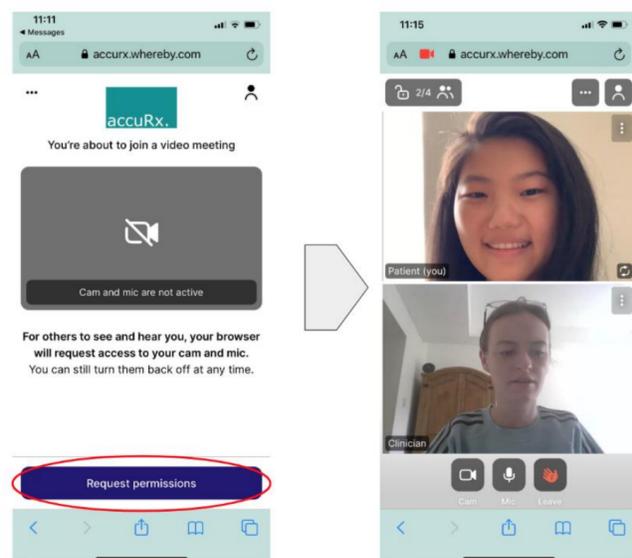
In doubt, check with your provider.

For information about AccuRx's privacy policy go to:
https://www.accurx.com/security-and-privacy/our-principles

How to do a video consultation with my GP

- You can be invited for a video consultation via **text.**

- Click on **your unique link** in your text, a web page in your internet browser on your phone should open. It may take you to a screen to test your microphone:

- It may then show you a page where you need to press **'request permissions',** to enable your camera and microphone
- You should then be able to see your clinician!

- You may also be invited for a video consultation via **email.**
- Once you receive the email click on the link
- It may take you to a screen where you need to test your microphone
- Then, it may show you a screen where you need to click '**Request permissions'** to enable your camera and your microphone
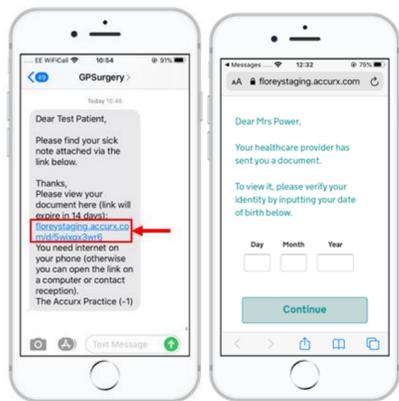
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How to access a document sent via text

If you have received a text from your GP with a link to view a document (such as a sick note, referral letter, imaging request form, blood forms) make sure you have **internet access** on your phone.

If your phone has no internet access you will see this one of the following icons at the top of your screen:

Once you are sure you have an internet connection click on **your unique link** (highlighted in red), a web page in your internet browser on your phone should open. It should look like this:
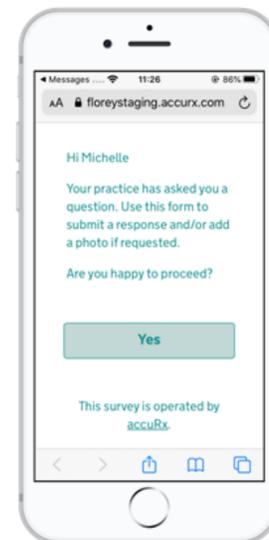

Type in your date of birth to verify your identity and then click "Continue". You will then be able to view the document that your GP sent to you.

You will be able to access the documents for 28 days via the link you have been sent. You will need to save the document onto your computer in order to keep a copy for longer than this time frame.

How to respond to a text from my GP

- If you have received a text from your GP asking you to respond using a link, you should be able to use your phone to do this if you have **internet access** on your phone.

- Click on **your unique link** in your text, a web page in your internet browser on your phone should open. It should look like this:

Click "Yes" in order to proceed. You will be asked to verify your identity by entering your date of birth.

Type in your date of birth and then select **'Continue'**. You will be able to respond to the GP by typing in the text box and attaching a photo (if your GP has asked you to by clicking on the '**Attach a photo**' button)

Once you have responded, click on the green arrow pointing to the right in the bottom right corner of the screen. If you want to review your answer click 'Back' , otherwise if you are happy with it click the '**Submit**' button to send your response to your GP.