

Video Consulting and Messaging

As some you will know from experience, **LION HEALTH** has begun to use a system called **accuRx** to complete video consultations, and in some cases send sick-notes, blood forms, or other information directly to your phones.



From a patient point of view, the process is:

- 1)** You book your appointment for a video-consult or call-back as you do normally, by contacting our reception team on 01384 460111 and booking an appointment
- 2)** Make sure you're available, with your phone to hand, at the appointment time given so you don't miss your call-back.
- 3)** We will contact you by phone, to advise you that you will shortly be receiving a text from us.
- 4)** You will receive a text.



- 5) When you open the text, click on the link in the text-message. This will prompt you to download an application called *Whereby*, if you already have *Whereby* installed it will automatically open.



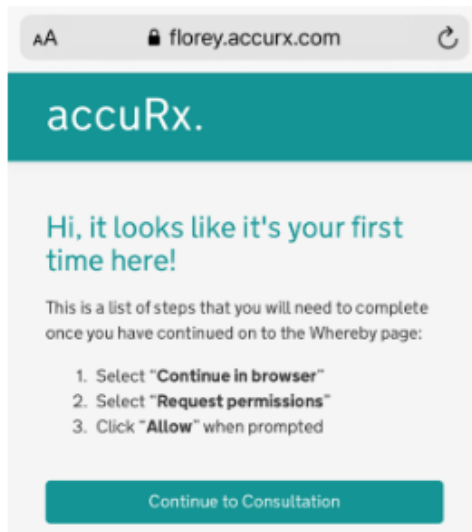
You can download Whereby from the Apple Apps Store, or Google Play. Will save time to download this in advance.

i)

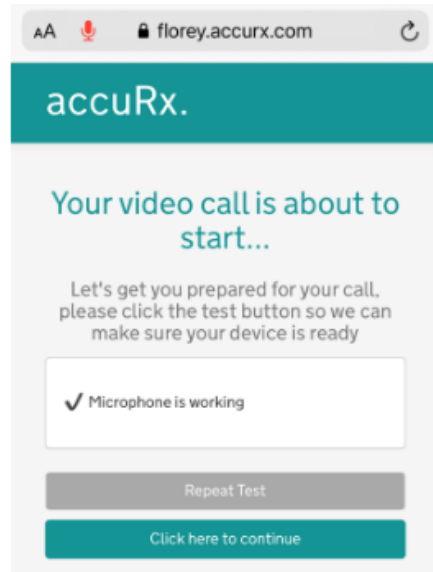
A screenshot of a text message. The text reads: "Dear [redacted] I'm ready to start our consultation via video. Please enable audio and video. Click the link below to join and wait for me to connect. Thanks, [redacted] Please click the link to begin: <https://florey accurx.com/v/p/060fd95b-ba15-4f14-b2f6-ccfb83636691> Lion Health".

ii)

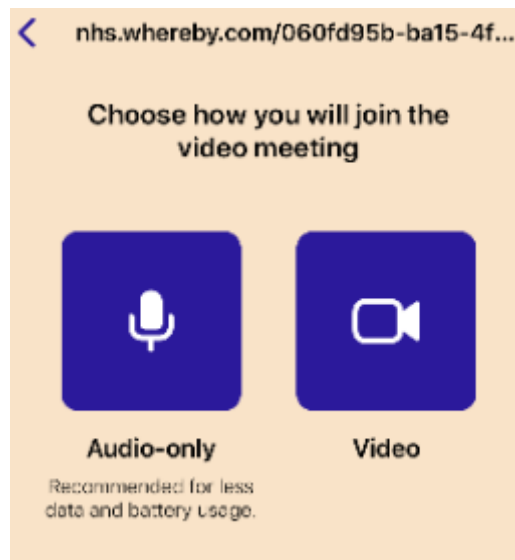
A screenshot of a mobile browser displaying the website florey accurx.com. The page has a teal header with the text "accuRx.". Below the header, the main content area says "Your video call is about to start..." in teal. Underneath, it says "Let's get you prepared for your call, please click the test button so we can make sure your device is ready". There is a white box containing the text "Test your microphone" and a teal "Test" button. At the bottom of the page, there is a teal button that says "Click here to continue".



iii)



iv)



v)

Unsure you allow Whereby access to audio and video for the call, and click 'video' for a video consultation.

6) When you click video you'll be connected to your clinician.

7) At the end of the consultation simply close the app.

These programs are **SAFE** and **SECURE** and are the preferred NHS solution for remote working. You can find out more on their websites.

<https://whereby.com/>
<https://www accurx.com/>

We will not use this system if you have previously opted out of received texts from the practice. Don't worry, you can always change your mind – just let us know!

If you've used the system, we'd love to hear your thoughts!

LH.

