

## AccuRx



AccuRx is used by GPs so that they can see a patient via video.

You will need a smartphone with a camera **or** a computer with a camera to use it.

Your GP will arrange the video appointment with you in advance and send you a link by email or text message.

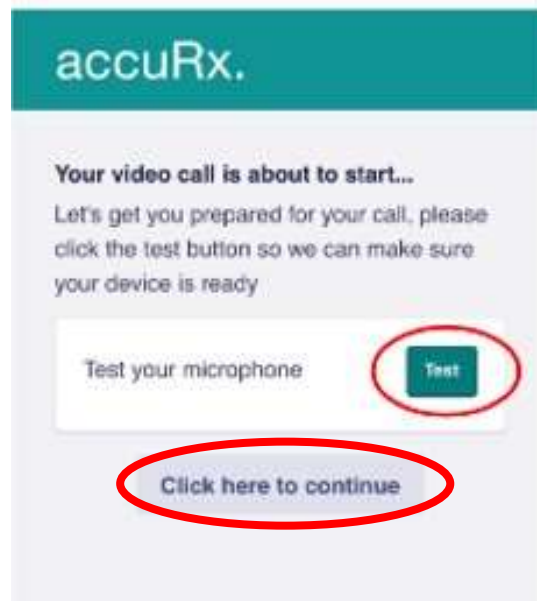
If your GP would like you to take a photograph they will also request this by text or email.

### How to have a doctor's appointment by video

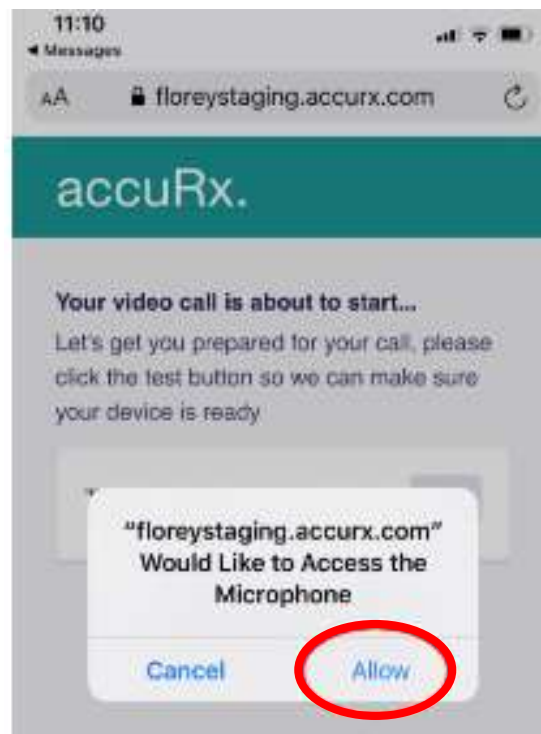
1. If your doctor decides that they want to see you via video, they will send you a link by text or by email. When you click on the link it will automatically open the internet browser on your phone or computer.

Dear Ms Tomlinson  
I am ready to start our video consultation. Please enable audio and video. Click the link below to join and wait for us to connect.  
Thanks  
Dr Khan  
Please click the link to begin.  
[florestaging.accrux.com/4456yuii843227](https://florestaging.accrux.com/4456yuii843227)

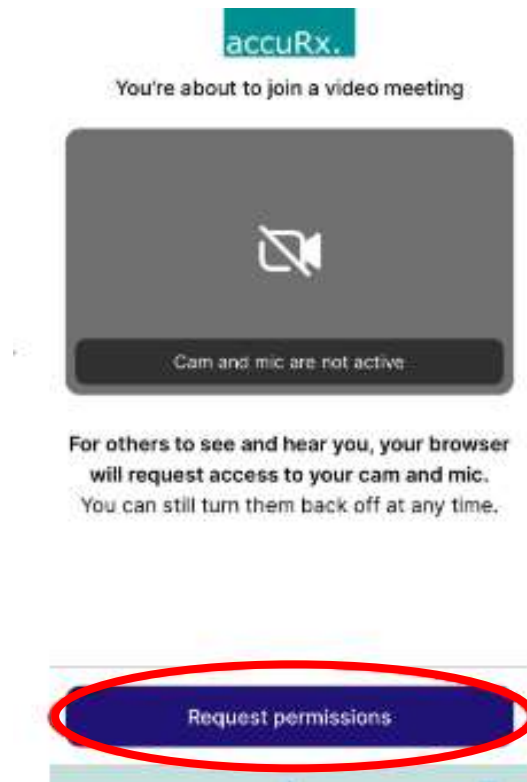
2. You will be asked to test your microphone before the video consultation starts. To do this click on 'Test', then 'Click here to continue'.



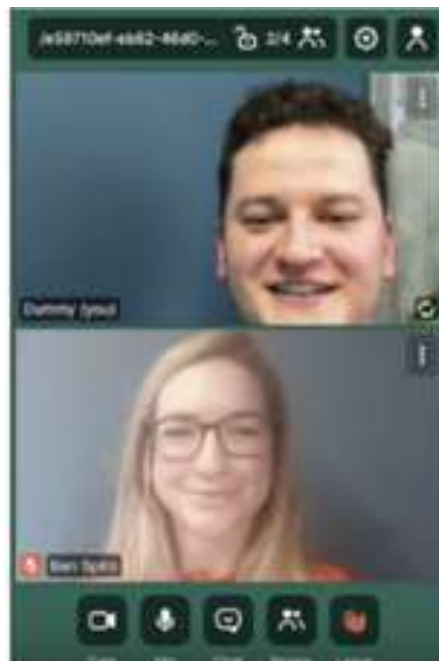
3. You may also be asked to give permission for AccuRx to access your camera and microphone. You will need to allow this.



4. You may see another screen where you need to click on 'Request permissions' to enable your camera and your microphone.



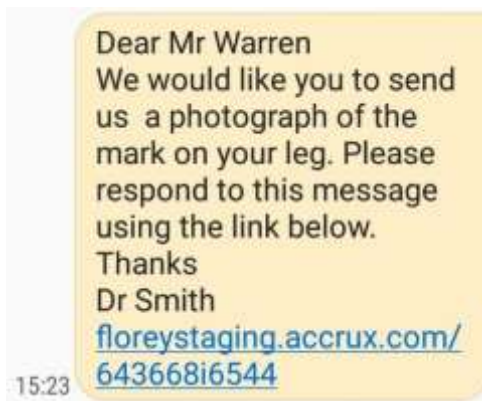
5. You should then be able to see your doctor and continue with your consultation.



6. Your doctor will end the call.

## How to send your doctor a photograph

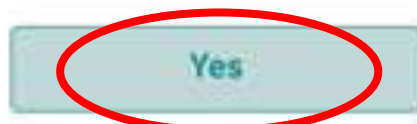
1. If you have had a telephone consultation, your doctor may ask you to send a photograph. Your doctor will send you a message by text or by email.



2. First take the photograph. If you are using a phone this will automatically be saved in your gallery. If you will be using a computer you will need to save the photo on your computer.
3. Next click on the link your doctor sent you. It will automatically open your internet browser on your phone or computer. Click on 'yes' to carry on.

Your practice has asked you a question. Use this form to submit a response and/or add a photo if requested.

Are you happy to proceed?

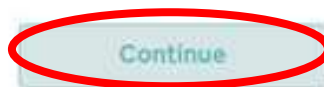


4. Next you will be asked to confirm your date of birth. Enter the day, month and year when you were born in the boxes and press 'continue'.

What is your date of birth?

Example 8 12 1988

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>



5. You will see a screen where you can add a message. To add your photo click on the 'attach photo' button.

Type answer here

6. If you are on your phone, you will be taken to your gallery where you can then choose the photo you want to send by clicking on it. If you are using a computer you will need to find where you have stored the picture and click on it.
7. The grey bar along the bottom will gradually fill-up with colour when your photo has loaded. Click on the arrow that points towards the right at the bottom when ready.



8. Finally you will need to click on 'Submit' to send your photo to your doctor.

## More information

The AccuRx user guide for patients has information about how to: start a video call, send a photo, do a survey, open or send documents:

<https://support accurx.com/en/collections/2279595-accurx-for-patients>

## Still stuck?

Get one-to-one help Ability Net: This UK-wide charity can provide remote support for people who need help using websites and apps. You can phone their helpline on 0800 048 7642 Or email them at: [enquiries@abilitynet.org.uk](mailto:enquiries@abilitynet.org.uk)

## Help from your local library

All South Gloucestershire libraries have IT support volunteers who can assist anyone wanting to learn more about using computers.

Ask at your local library for details: <https://www.southglos.gov.uk/leisure-and-culture/libraries/get-digital-learn-basic-online-skills-for-free-at-a-south-gloucestershire-centre/>

*\*\* Some images on this How To guide are taken from the AccuRx website*