

Video Consultations Using accuRx

Introduction:

In light of recent events, Barnsley Hospital NHS Foundation Trust, alongside many other Trusts in the country, have decided to adopt virtual consultation software in order to minimise contact between patients and clinicians, without compromising on the quality of care given.

We're 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 hospital, yet still enables an ongoing clinical dialogue.

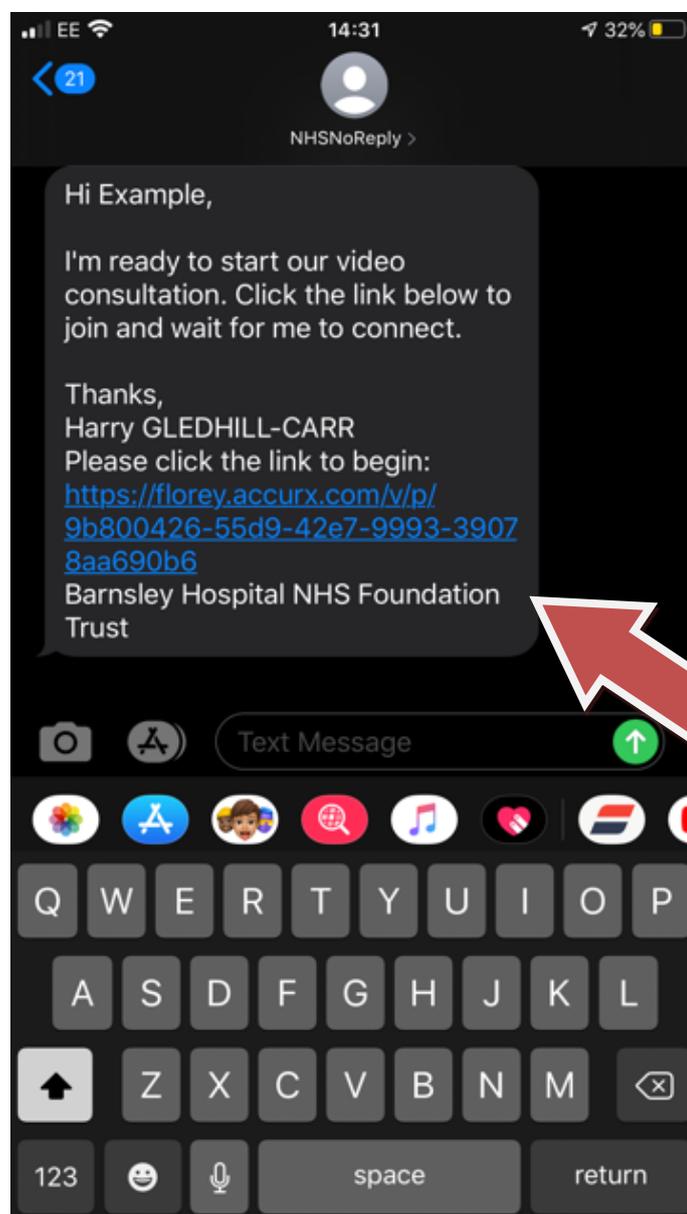
This guide shows you how to accept a video call using accuRx, using a mobile device (phones or tablets). To use a PC (laptop or desktop with webcam) please copy the link sent via text message, shown in Step 1 below.

Please read the steps below carefully to ensure you have a seamless experience.

Step 1:

At the time of your appointment you will receive an invitation from NHSNoReply via text message. Please click the link within the text to access the accuRx video consultation.

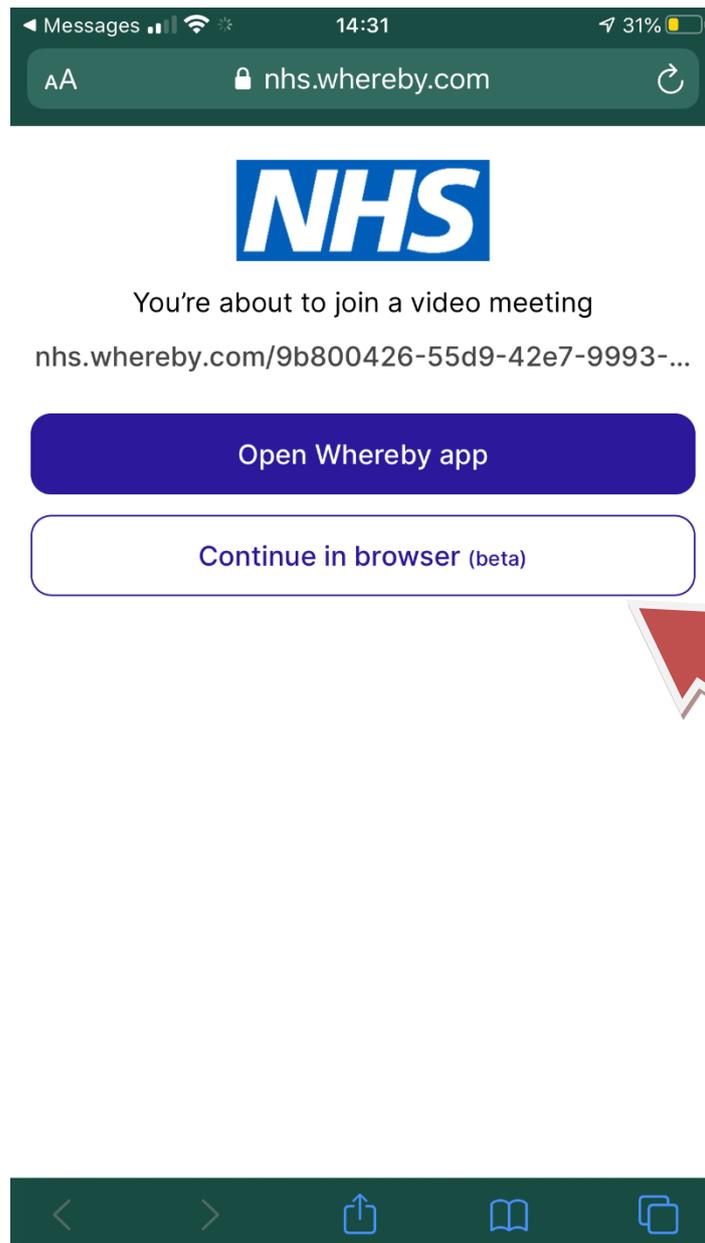
Please Note: Clinics can sometimes overrun, which means your consultant may be delayed.



Step 2:

When accessing accuRx, you are asked if you would like to access the video by opening Whereby App, or continue in browser.

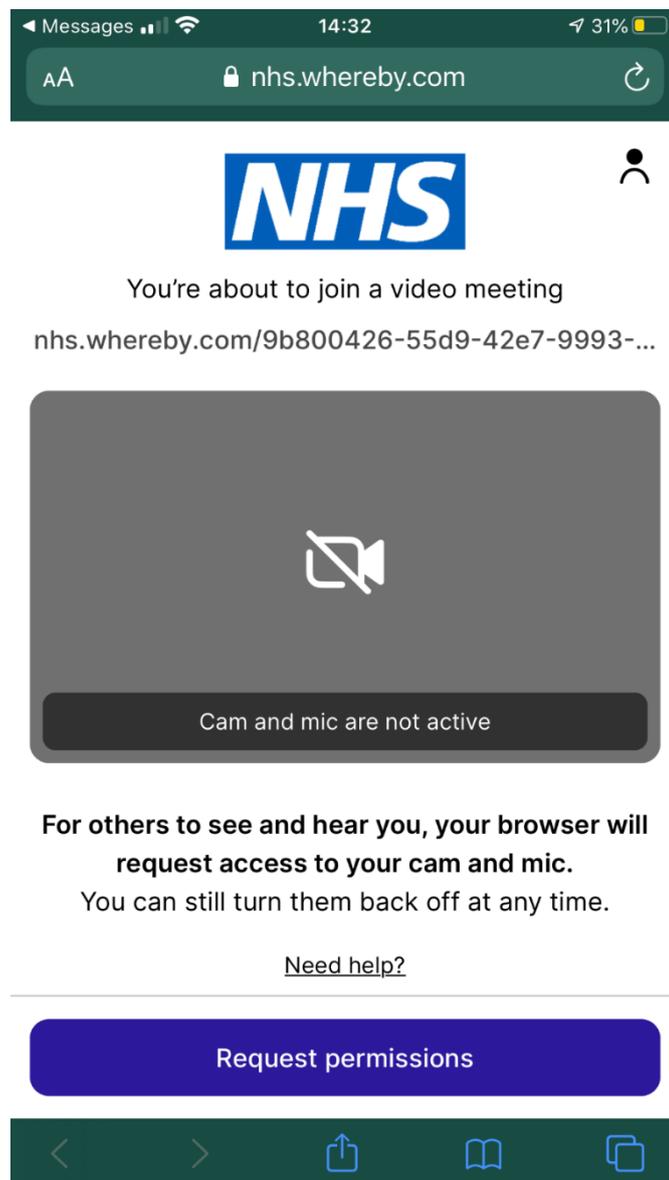
Please choose the bottom option, “Continue in browser”.



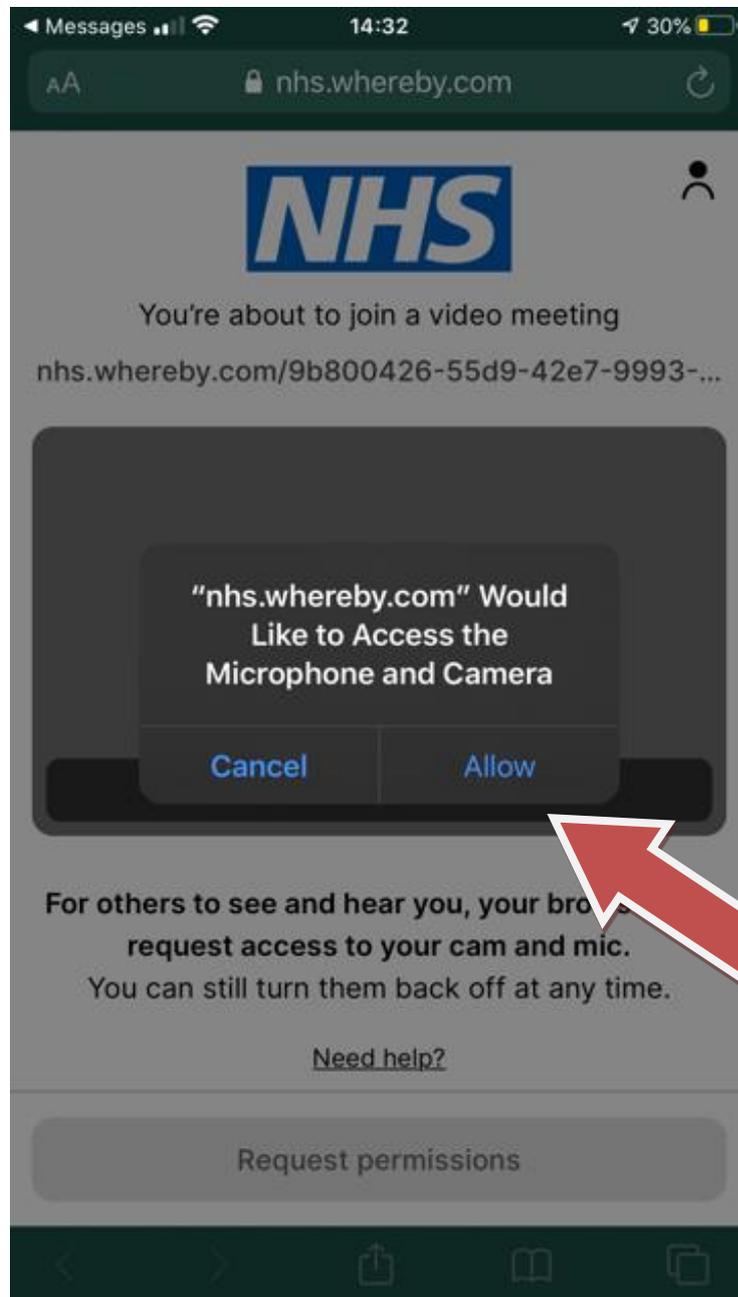
Step 4:

When accessing a consultation for the first time, you need to give accuRx (and nhs.whereby.com) permission to access your camera and microphone.

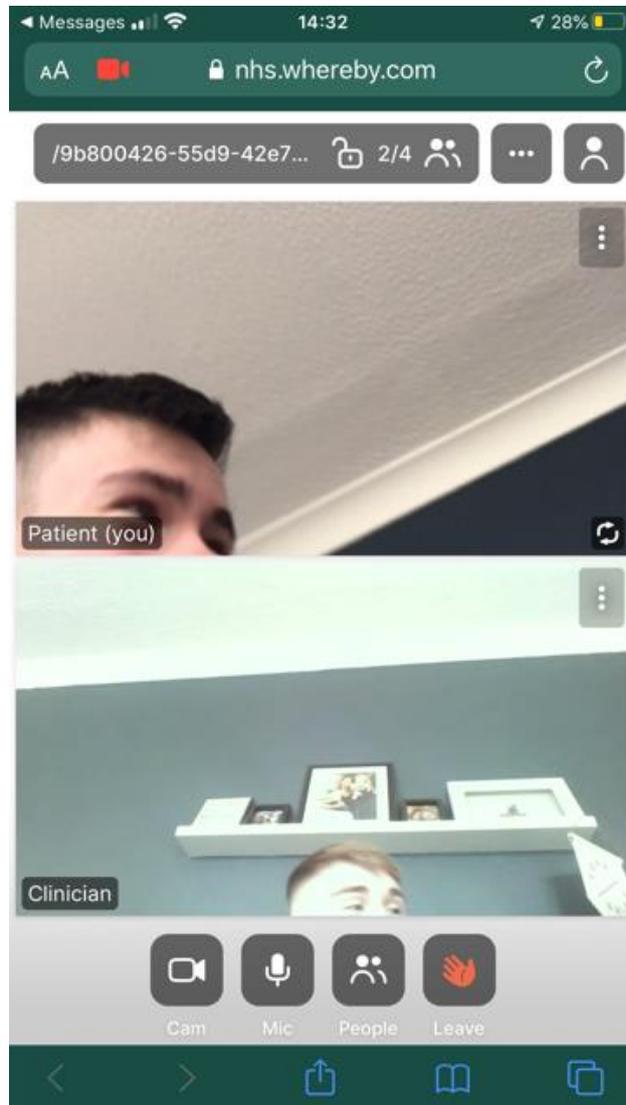
Allow this by tapping the **“Request Permissions”** button.



When the message below appears please click, **“Allow”**.



Step 5: You are now online and chatting to your Consultant! You'll see your face at the top of the screen and your consultant in the lower half.



Step 6: When you've finished tap the **Leave** button, the red hand icon, and the call will end.

That's it. Your consultation has now ended.