**Video Calling for Pharmacy First**

**Reminder**

**Consultations that do not require the use of a clinical pathway can still be completed using a normal audio call.**

* AccuRx can be found - <https://web.accurx.com/login>
* Choose “Continue with NHSmail (nhs.net)”
* Log in using your personal NHSMail credentials. (not the pharmacy shared account)
* Select the Pharmacy Name using their ODS code.
* Locums can add various Pharmacies to their NHS Mail account to select.
* Search for the patient using the DOB and NHS number provided in the CPCS/PF referral.
* There is a “test patient” to experiment with, toggle this on at the top right of the search bar.
* At the top right of the patient’s screen, choose the middle of three buttons, “Video Consult”. This brings up a message screen- it won’t start the phone call immediately!
* From this screen, a message can be sent to the patient with a link.
* The default message sent to the patient is “***Dear Patient, I’m ready to start our video consult. Click on the link below to join and wait for me to connect, Thanks [Pharmacist Name] [Pharmacy Name]***
* There is an option to personalise the message you send to the patient.
* The message is sent to the patient from NHSNoReply
* This sends a link to the patient by Text (or Email if preferred) to join through their web app on their phone.
* Try it with the test patient using your own phone number if you would like to see it in action.
* After sending the message, a new screen comes up showing “Patient’s Progress”, showing whether the message has been sent, video link accessed, and device set up. Once the device is set up, choose the button to access the Video Consult, which takes you into the consultation with the patient in a new tab/window.
* If a patient does not access the message quickly, give five minutes, but then:
	+ Go back to the patient search screen (“Patients” tab on left side menu)
	+ Search and select the patient again.
	+ This time choose to “Message patient” and contact them again consider ringing to reschedule if needed.
* AccuRx will notify you if the patient responds to the message later in the day, providing you keep your initial patient search tab open.