

Guidance for GPs on how to email a link to an Accurx Meeting.

This guidance has been adapted from work by Dr Roy Williams, GP Digital Lead, Hereford and Worcestershire CCG.

Context

When organising meetings with social care providers, many will not be able to provide a mobile phone number for you to send an SMS invite to. This is because

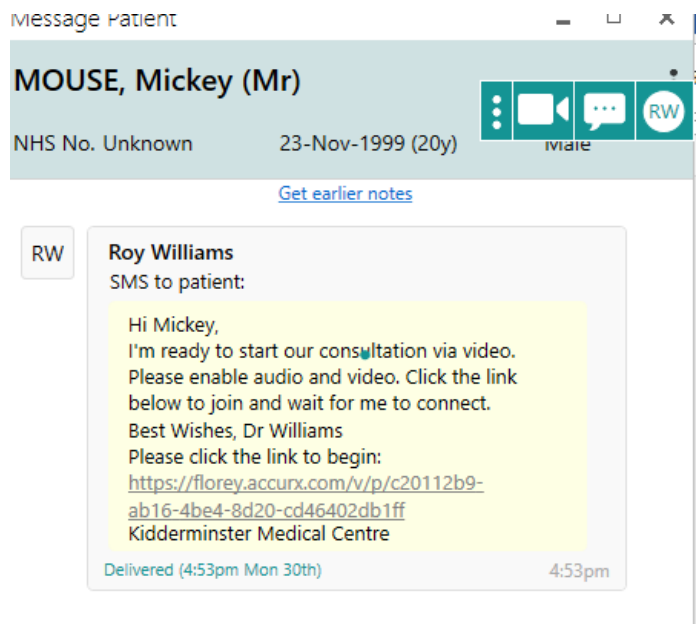
- Care workers might not have work phones and should not need to provide personal mobile numbers
- Many care providers are using iPads or other tablets to facilitate video conferencing and cannot receive an SMS on these devices.

You will need to email the link generated by Accurx to the care provider. You can do this with your mobile or PC.

1. GP using a mobile

If using a mobile phone to call the social care provider, you can copy the link generated from the Accurx text box on your PC and email it to them. To do this:

1. Send the text as normal
2. Copy the link generated in the Accurx text box and email that link to the patient's or care provider's email address
3. Depending on settings their end, they can click on the hyperlink to join the call.



2. GP using a laptop or PC

If you are using Accurx on a laptop or PC:

1. Click on the link generated in the text message (see above). This will open Whereby on your browser.

2. On Whereby there is an option to copy the link and this can be emailed to the care provider/patient.

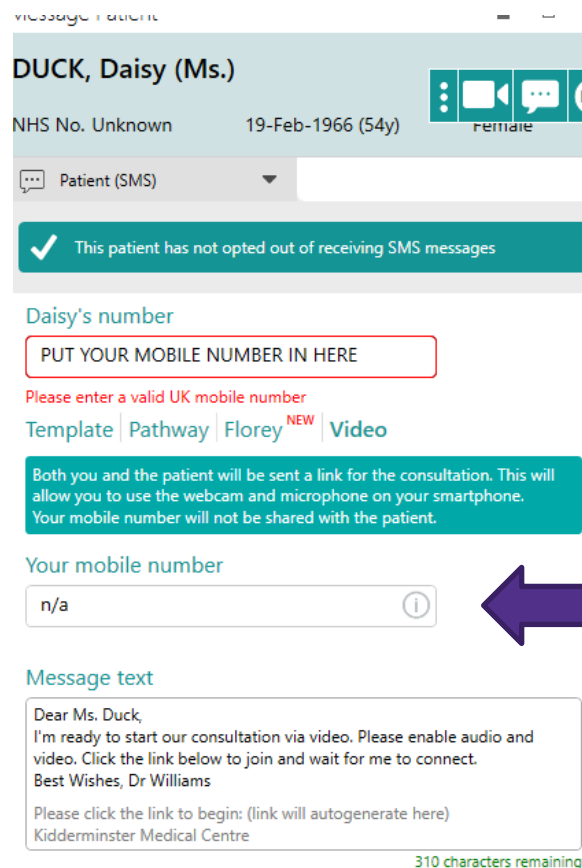


You can also email the link to a third party if you wanted an interpreter or patient relative to be in on the call.

What if the care provider/patient doesn't have a mobile number?

If you want to use your web browser for the video call you can put "N/A" in the "your number" box. Currently, the system does not allow you to put "N/A" in the patient box. To get around this you should

1. Put your own mobile in the patient number box
2. Put "N/A" in the "your number" box (you will get the patient text – but you can use either link so this doesn't really matter). Your mobile number will not be saved against the patient in the electronic patient record but it will be entered in the consultation created by Accurx



Further information

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