

# Dr Victoria Muir's Practice

## E-Consultations Guidance for Patients

We are pleased to announce that we will now be offering an electronic consultation service to our patients. This will enable you to request medical advice from a GP via SystemOnline. Your message will be answered within 24 hours by one of our GPs or a receptionist where appropriate. This service is only available Monday – Friday.

This service is not appropriate for everything. The table below gives an indication of appropriate use:

Area	This service is for	This service is NOT for
<b>Test results &amp; Prescriptions</b>	For enquiries about a recent test please allow the following timeframes before you contact us: Blood Tests – 5 working days. All other tests – 7 working days. For conditions that require regular monitoring patients can arrange their regular monitoring via email.	Please DO NOT request repeat medication via this service. Please use our standard repeat prescription request system i.e. online, in writing or face to face at reception.
<b>Medication queries</b>	Queries about dose, contraindications with other medications, reviewing medications, minor reactions or general guidance.	If you have a severe reaction to your medication, please telephone reception immediately.
<b>NHS Medical Reports</b>	For queries about a medical certificate or other NHS report.	This is not for queries regarding private insurance requests or other non-NHS services.
<b>Referrals</b>	Messages to the practice for queries regarding any active referrals.	Unfortunately we are unable to process requests for a new referral using this service.

### DO NOT USE THIS SERVICE FOR URGENT OR EMERGENCY REQUESTS

#### **Please Note Important Information about keeping your information and records confidential.**

By using this form you will be sending information about yourself across the Internet. Whilst every effort is made to keep this information secure, you should be aware that we cannot offer any guarantees of absolute privacy. If this concerns you then you should use another method of consulting with your doctor.

#### **IG Statement:**

Patients should be advised that the information transfer is safe by using the secure log in given, and this is transferred by a recognised approved software system called SystemOne. The record made of this email and the associated reply, will be added directly to your own patient record so there is always a record of what you as the patient asked and what the GP replied to your query.

### Messaging us

Before using the e-consultation service, please note the following important information:

- Do not use this forum if you need an urgent answer. Phone or come to the practice so that we can deal with the issue quickly.
- All messages sent via this system are automatically saved to your patient record. Please ensure that you only provide information you are happy to be saved in this way.
- When you send us messages, the first person to read them is one of the administration staff. If there is anything you do not want the administration staff to see, please do not put it on the message.
- We will endeavour to reply within 24 hours. In some circumstances this may not be possible in which case we will reply as soon as possible.

## Step by step guide to using the email consultation system

1. To use this service, you must be registered for SystmOnline. If you aren't already registered for this, please contact our reception team.
2. Log in to your SystmOnline account using your user name and password details given on registration.
3. On your homepage select "Messages". It will then give you the option to send a message to the Practice.

The image shows two screenshots of the SystmOnline web interface. The top screenshot is the homepage, featuring the SystmOnline logo at the top. Below the logo is a navigation bar with links: Home, Book Appointment, My Future Appointments, Current Prescriptions, Questionnaires, Help, and Logout. A patient information box displays: Miss Golden Girl Phoenix-TestPatient, Date of birth: 01 Jan 1975, 50 New Cavendish Street, London, W1G 9TQ; Cavendish Health Centre, 53 New Cavendish Street, London, W1G 9TQ; and General: 020 74875244. Below this is a 'Home' section with a list of links: Book Appointment, My Future Appointments, My Past Appointments, Current Prescriptions, Change Pharmacy, Change Password, Change Contact Details, Grant Additional Access, My Summary Patient Record, Questionnaires, View Messages (0 Unread), View Test Results, Help, and Logout.

The bottom screenshot is the 'Create Message' form. It has the same header and navigation bar as the homepage. The main heading is 'Create Message'. Below this is a paragraph of instructions: 'This page allows you to write messages to send to your registered practice. You can address your message to a particular person or to the practice. Click the Browse button if you need to attach a file to your message (it must be less than 2MB in size). Only files with the following extensions may be uploaded: jpg, png, pdf, doc, docx, rtf.' Below the instructions is a 'Send to' dropdown menu set to 'Registered practice'. There is a large text area for writing the message. At the bottom, there is an 'Attach a file' section with a 'Browse...' button and a 'Remove Attachment' button. There are also 'Send' and 'Back' buttons.

4. Press submit, once you have submitted your message, it will be sent to one of our doctors to answer. Your question will be responded to within 24 hours.
5. You will receive a bounce back message informing you that your message has been received by the practice.
6. The doctor's reply will be in the messages section of your SystmOnline homepage. If we have a preferred contact method of email or SMS on record for you, a text message or email will be sent to you once the doctor has replied to your enquiry.
7. Log back into your SystmOnline account using your log in details. Here you will see that a reply from the surgery has been received. You are able to reply again to the surgery should you wish.
8. If the doctor feels that s/he needs to speak to you over the telephone or face to face you will be advised.