

VIDEO CONSULTATIONS – PATIENT INSTRUCTIONS – (AccuRx)

Video consultations are a secure and safe way to have an appointment with a member of our practice team. Our practice is using a system called AccuRx that is approved by and widely used across the NHS.

The process is very straightforward; your clinician will send you a text message with a link to load video consultation, when they are ready to start the appointment.

There is no need to download an app or create an account.

Before the appointment, please:

- Ensure the practice has your current mobile number
- Ensure your phone ringer volume is high so you don't miss the text message.
- Ensure you have a good internet connection - Wifi/3G/4G.
- Read this [quick guide on the AccuRx website](#) which includes further information about technical elements to check before the call.

If there are any technical difficulties, your clinician or a member of your practice team will telephone you.

Please note, video consultations are not recorded or stored in any form and you will not be asked to enter any personal details.