

Procedure for video consultations in PCN/city-wide GP hubs

When assessing a patient booked into hub, it may be appropriate to perform that assessment by video consultation.

If communicable infectious disease, such as Covid-19 coronavirus, is suspected, and the patient is booked into a hub appointment, the clinician should initially assess the patient remotely by phone or video consultation if possible. This may include if booked in by another agency for example NHS111 or Sheffield GP Collaborative.

The consultation software currently recommended is **AccuRx**. Other video consultation software is available and the ongoing suitability of **AccuRx** will be reviewed regularly.

Setting up AccuRx

The **AccuRx** software is required to be downloaded onto each PC video consultations are required to run. Hub managers are responsible for ensuring this is done correctly in an accordance with applicable IT standards.

The download site is <https://www accurx.com/chainsms> but is also expected that this will be available shortly from within Software Centre within Windows 10. Once installed on a PC **AccuRx** will be present for all users who can login when they log in to SystemOne or EMIS.

AccuRx works with Google Chrome. The software itself will request to change the browser to Google Chrome if another browser is default - this change of browser to Google Chrome should be accepted.

Special administrator rights are not usually required for download or login.

Hub clinicians should set up an account with the **AccuRx.com** website the first time they intend to use the software. This is a quick and straightforward process. If the clinician has a login from another practice e.g. their daytime practice or another hub, then this will work in each hub once the account is authenticated by the Hub's **AccuRx** administrator. Multiple administrators can be set up by the Hub Manager (and also PCS clinical lead in PCS-run Hubs) who are default administrators.

A request from the clinical system to use the program will be generated by EMIS or SystemOne the first time a PC is used with **AccuRx** - this should be accepted.

Rationale for using video consultations in hub consultations

Face-to-face consultations are traditional, well-known and expected and allow close contact and palpation of the patient. They also reduce the risk of non-verbal cues being missed. However, the process of touching and being in the same room as a patient and relatives/companions increases the risk of transmission of infectious disease from and to the clinician.

During the Covid-19 coronavirus pandemic the growth in telephone or video consultations, where appropriate, has facilitated rapid clinical assessment of patients whilst likely reducing the spread of the infection.

Safety and data protection with video consultations

Whilst video consultations using **AccuRx** can be assumed to be secure, it is important that the same precautions of confidentiality are sought that would be implemented for face-to-face or telephone consultations. This includes, but is not limited to, ensuring:

- the correct person is being consulted, checking demographics and identification to the usual acceptable standard
- the video consultation room door is closed and ensure, to the greatest extent possible, that the conversation is not overheard or recorded
- (where practicable) the patient relocates to a private place and is not overheard
- sound and picture quality is optimal for both you and the patient by checking camera position and microphone volume prior to and at the outset of the consultation
- patient decency is maintained with only appropriate examinations and utilisation of chaperone(s) in the clinician's or patient's room if appropriate
- the clinician's own contact details, email address or telephone number is not shared with the patient. **AccuRx** normally anonymises the clinician's telephone number if the clinician's own smartphone is used.

Specific risks of video consultations to consider

The nature of video consultation means hands on examination and direct measurement of observations by the clinician is not possible. Where possible, if the patient has access to their own medical equipment, then results of observations taken by the patient themselves can be recorded, for example, blood pressure, oxygen saturations, blood sugar, weight and peak flow. This may not be as accurate as if performed by an experienced medical professional.

In considering the limitations of video consultations, a face-to-face consultation may be more appropriate instead of, or in addition to, the video consultation.

Swapping between patients with **AccuRx**

The **AccuRx** icon can be used when swapping between patients on SystmOne or EMIS, but if changing between SystmOne to a different SystmOne login or to an EMIS patient, then currently the only way to change **AccuRx** is to log out of the other system and then log back into the clinical system for the patient, then log out and back into **AccuRx**. This is currently the only way to change between systems - this inconvenient flaw has been reported to **AccuRx** and the company is working on resolving this.

Starting a video consultation with a patient

It is normally appropriate to seek patient agreement for a video consultation by telephone first. If agreed, then the process begins by clicking on the **AccuRx** video consultation camera symbol. The clinician can either type in their own smartphone number (**AccuRx** anonymises this) or type (N/A) if the PC's camera/microphone is to be used.

The patient is sent a link and they can either follow open the consultation directly in their browser or from within the **Whereby** app if they feel more comfortable with that.

The patient should be informed to accept any request to use their camera or microphone for this video consultation. The clinician does not have to share their own video stream, but often video consultation works better if both parties can see each other. To use their own phone, the clinician clicks on the link presented. To use the PC, the clinician clicks on the link within the **AccuRx** video consultation pane.

Once the consultation is complete, click the 'leave' button.

It is good practice to set the consultation type to 'telemedicine' or document in the consultation that the assessment was performed over video consultation and the reasons why (e.g. Covid-19 coronavirus pandemic or patient preference).

No recordings of consultations or screenshots should be necessary and should not be taken by either party without the other party's consent.