



Patient Guide for starting a video consultation on Accurx Web

This guide provides step by step instru

This guide provides step-by-step instructions to assist you in starting your video consultation.

1.

Getting Ready for Your Video Consultation.

Scheduled Consultation:

- You will receive an SMS text message (or email) from 'NHS No Reply' with a link to join the consultation.
- Make sure your mobile phone's volume is turned on, so you don't miss the invite.



NHSNoReply

Text Message • SMS Today 11:00

Dear Patient,

I'm ready to start our Video Consult. Click the link below to join and wait for me to connect.

Thanks, Healthcare Professional

To join, please follow this link: https://www.accurx.com/patient

Video Consultation Services





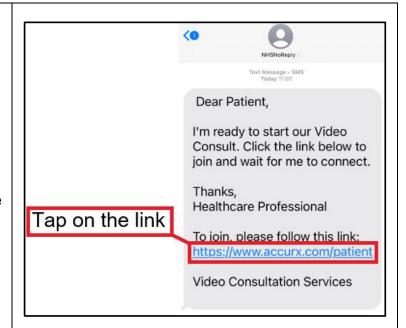
2.

Joining the Consultation:

- Tap or click the link in the text message to open Accurx in your browser.
- If you prefer to join the consultation on another device, copy the link in the SMS text message and paste it into the web browser of your chosen device.

Technical Tips:

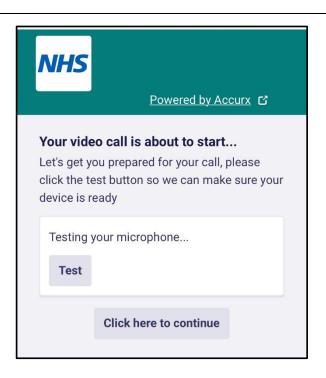
- Ensure your device has a stable internet connection.
- Check that your camera and microphone are working properly.
- Find a quiet and well-lit location for the consultation.



3.

Technical checks:

- Tap 'Test' to run through technical checks to ensure your microphone and camera work
- Then, tap on 'Click here to continue'.







4

Starting the Video Call:

- Check through and allow any permissions, then tap on 'Continue to Consultation'
- Your clinician will be waiting for you in the virtual consultation room.



Powered by Accurx C

Hi, it looks like it's your first time here!

This is a list of steps that you will need to complete once you have continued on to the Whereby page:

- 1. Select "Continue in browser"
- 2. Select "Request permissions"
- 3. Click "Allow" when prompted

Continue to Consultation

5.

For more information:

For more information on Accurx Web, guides, or interactive support, click on this link: Accurx for patients | Accurx Help Centre. This will take you to the Accurx support pages.

