

| How to send an SMS via AccuRx (Chain) |                 |   |
|---------------------------------------|-----------------|---|
| Reference                             | How To Guide 58 |   |
| Version                               | 1.2             |   |
| Approval date                         | 01.02.2019      | Approved by Dr Becky Locke & Dr Simon Woodworth |
| Review date                           | 01.02.2020      |   |

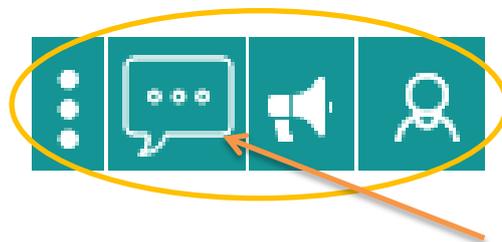
### Purpose

AccuRx is a programme for sending SMS messages to a patients listed mobile telephone number. This method can currently only be used for messages sent to individual patients not a group of patients. There is a list of templates to choose from e.g. asthma review, blood test, routine GP appointment. Messages can also be free typed if needed. Details of the message content are saved in the consultation screen of EMIS. SMS messages are the preferred method for communicating standard messages to patients. Patients are automatically opted in but have the option to decline this method of communication which should be recorded in the patient's notes with the relevant read code/snomed code.

The practice manager/ IT administrator will set up users on request with a login for AccuRx, this will need to be verified in the NHS mail account before the user can sign in. The practice will need to ensure the user is set up in EMIS manager to allow AccuRx to link with EMIS. Once this is done follow the procedure below. (Please note a user can have multiple EMIS accounts but will only need one AccuRx login which can work with multiple EMIS systems.

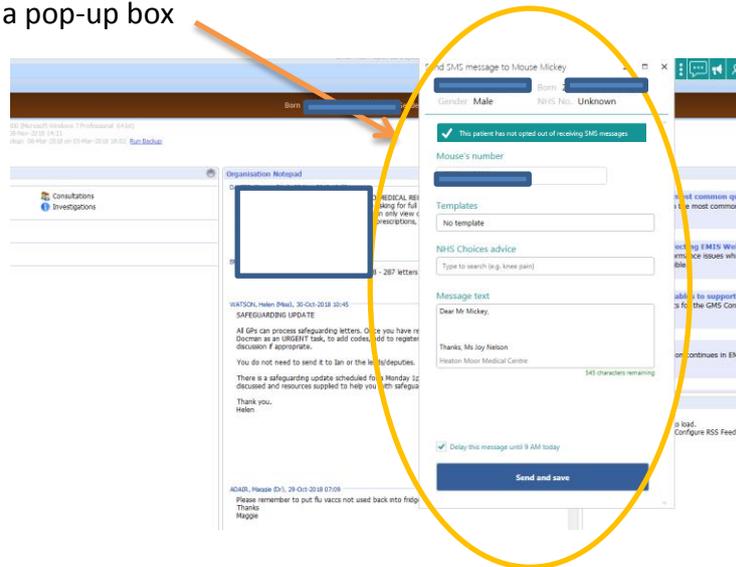
### Procedure

- Check that the AccuRx SMS symbol on the top right of the screen is **green**.

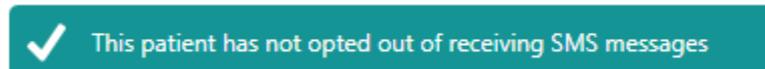


- Ensure the correct patient has been selected to receive the SMS message

- Click on the message symbol, which looks like a speech bubble with three dots. This will open a pop-up box



- Ensure that consent to send text messages has NOT been declined by the patient – this will show in orange at the top of the box. It will be green if the patient has NOT declined consent. Currently patients are all opted in if they have explicitly opted in or if they have not explicitly opted out. Messages must relate to the individual patients personal care and should not include any personal information.



- Click on the 'Templates' box and choose the appropriate message subject from the drop-down menu, e.g. 'book appointment'. This will create text in the 'Message text' box.
- Amend the message as appropriate. Try to keep your message as general as possible and remember not to include any personal information. Check that the greeting is appropriate e.g. Dear Mr/Mrs/Miss/Ms/Master etc.
- The message automatically includes the Emis users name at the end of the message, please remove your name from the message unless instructed otherwise.
- If you wish to send the patient a link to the NHS Choices website, click in the NHS Choices advice box, search for the problem or condition and select to add the link.
- Click 'Send and save'

For any problems email call 0207 099 2279, [support@accurx.com](mailto:support@accurx.com) or use the chat service on the [accuRx website](#).

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