

Guidance for Pharmacy staff on the Use of Digital Platforms

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Contents

Section	Page number
Background/Objective	4
Clinic.co	
Step 1 – Register/Log in	5
Step 2 - See patient immediately; Send patient message; Setting up an appointment	6
Step 3 – During consultation call	7
AccuRx	
Step 1 – Register/Log in	8
Step 2 – Search for the patient	9
Step 3 – See patient immediately; Send patient message	10
Step 4 – During consultation call	11
Attend Anywhere	
Step 1 – Register/Log in	12
Step 2 – Patient Waiting Area	13
Step 3 – See patient	14
Step 4 – During consultation call	15
References	16
Appendices	
Appendix 1 – Hints & tips on digital platforms	17
Appendix 2 – Tutorial link for Clinic.Co and AccuRx	18
Appendix 3 – Attend Anywhere tutorial link	19

Background

The work of the clinical pharmacy team (medicine optimisation pharmacy technicians and pharmacists) includes 1:1 clinical time with patients. This 1:1 clinical time provides a space to listen and engage. During this time an assessment of the medicines appropriate for their clinical care can be made, as well as educating patients about their medicines. Furthermore, it provides an opportunity for patients to ask questions and open up about their experience of medicines. All of which helps improve wellbeing, safety and compliance. It also creates a form of advocacy role for clinical pharmacists, on behalf of their patients.

At the height of COVID-19 pandemic, 1:1 consultations stopped as pharmacy staff no longer visited wards and all clinical work was undertaken remotely. As a result, the clinical pharmacy team felt there was a gap in the service. Furthermore, pharmacy staff survey showed that staff members were missing patient contact. The results also showed the desire to seek alternative means of patient contact such as the use of digital platforms as a temporary substitute. This was based on experience of IAPT services during the pandemic, to reach out to our service users whilst still able to maintain social distancing during this phase and possible future phases of the pandemic. It also provided the opportunity to test a system that opened up opportunities for new ways of working enabling further reach of service users.

In response to this, a project team was formed to specifically look at and test digital platforms.

The project team tested three platforms:

- Clinic.co
- AccuRx
- Attend Anywhere

Each platform was compared against others and assessed for suitability in different healthcare settings.

Objective of this guidance

This guidance aims to provide a step by step protocol on how to operate each respective digital platform. There is information on the setting preference as well as key advantages for each respective platform.

Clinic.co

Preferred setting : Inpatient

Registration requirements: NHS email or manual registration

Requirements for patient: Smart phone; electronic devices (e.g. iPad); computer/laptop

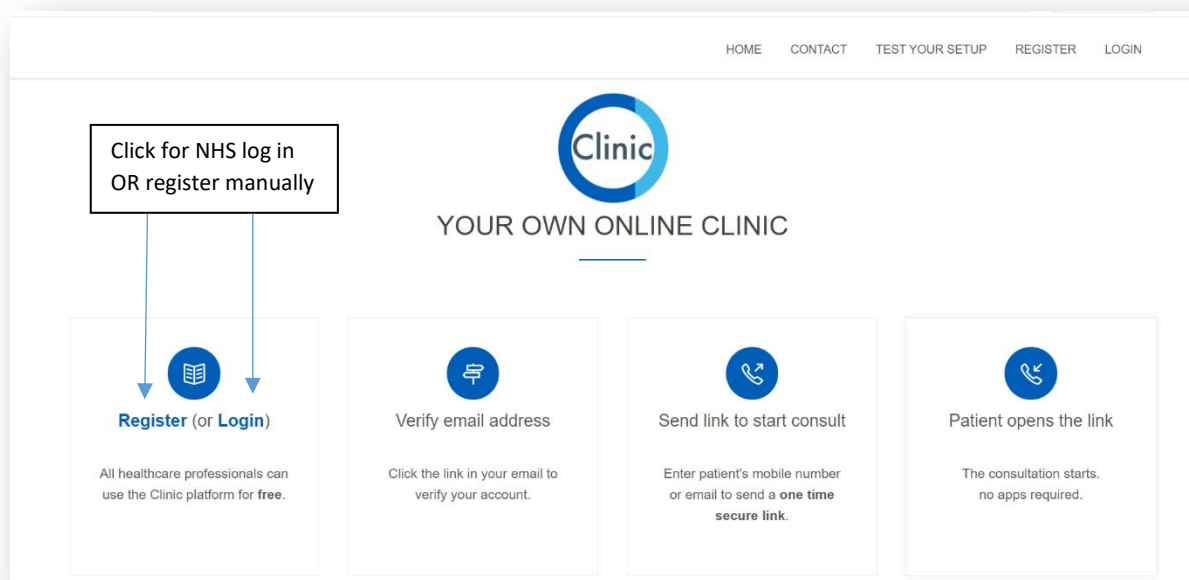
Advantages: Screen sharing; meeting link; no app required to download; group clinics; personalised messages can be sent to patient and patient can respond (one-off reply); can arrange to see patient via an appointment or immediately



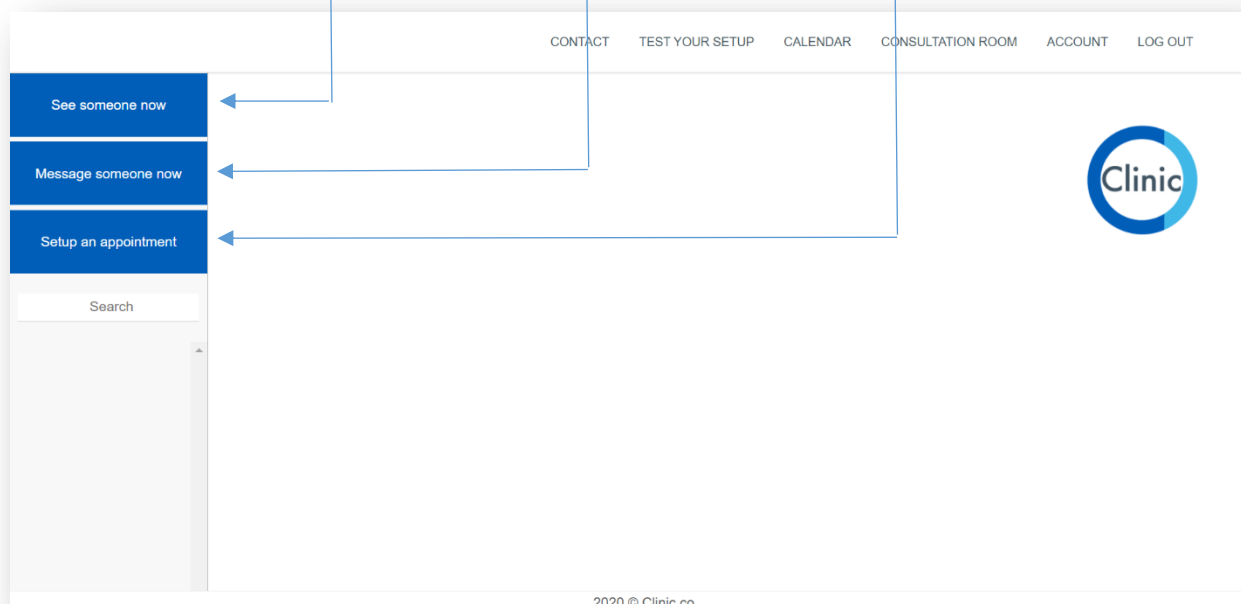
Link: <https://clinic.co/>

Step 1: Register/Log in

- Log in using **NHS login** (using NHS email and password)
- Otherwise, register providing the ID confirmation requirements, once registered you will need to verify your email account. After this is completed, you are then able to log in-



Step 2: See patient immediately; Send patient message; Setting up an appointment



See patient immediately

- By entering either a **Phone number** or **Email address**, you can start a consultation immediately.
- It is possible to consult with up to six different people at the same time. This can be done by separating each number/email by a comma.

Send a message to patient

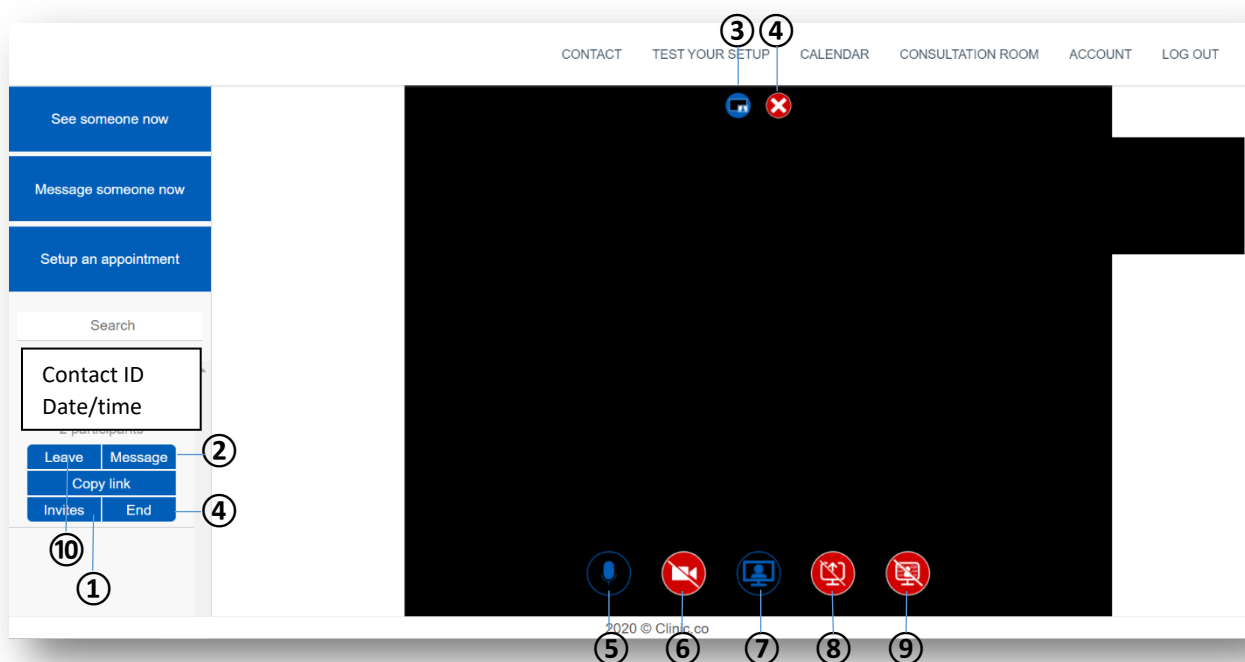
- The patient ID / Reference box **should be completed** to enable you to identify the patient. You can send a personalised message to the patient's phone or email.
- There is an optional tick box which enables the patient to reply to your message ('one-off reply'). Patient responses will be sent to your NHS email

Setting up an appointment

- Arrange an appointment by inputting a start date and end date to the consultation call.
- The patient ID / Reference box **should be completed** to enable you to identify the patient.
- A **personalised message** can be written as part of the appointment reminder which will be sent to the patient/contact as a text message

- There is a tick box which enables the patient to reply to your message – which will be sent back to your NHS email. You can disable this option by unticking the box.
- A message will then be sent to the patient/contacts detailing the date and time of the requested video consultation – including a link for the patient to access at the allocated time.

Step 3: During consultation call



- ① Invite people during the call. Option to include a personalised note and one-off reply
- ② Option to message the patient during the call
- ③ Enable the patient video window to pop out and always remain on screen – despite switching between different screens.
- ④ End call
- ⑤ Switch your microphone on/off
- ⑥ Switch your camera on/off
- ⑦ Option to switch from focusing video screen on one person or multiple (grid mode)
- ⑧ Option to screen share with patient
- ⑨ Option to blur or replace your background. NB to replace background, you have to upload a background picture first in the account setting

⑩ Leave call – this may be required in the instance of seeing another patient in between. You can then re-join the original call.

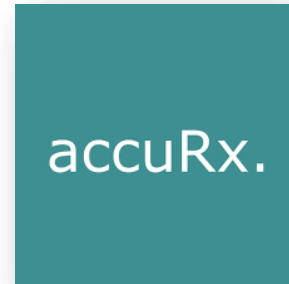
AccuRx.

Preferred setting : Community/Home Treatment Team (HTT)

Log in requirements: NHS email or manual registration (Still requires confirmation of NHS email)

Requirements for patient: Smart phone; electronic device (e.g.iPad); computer/laptop

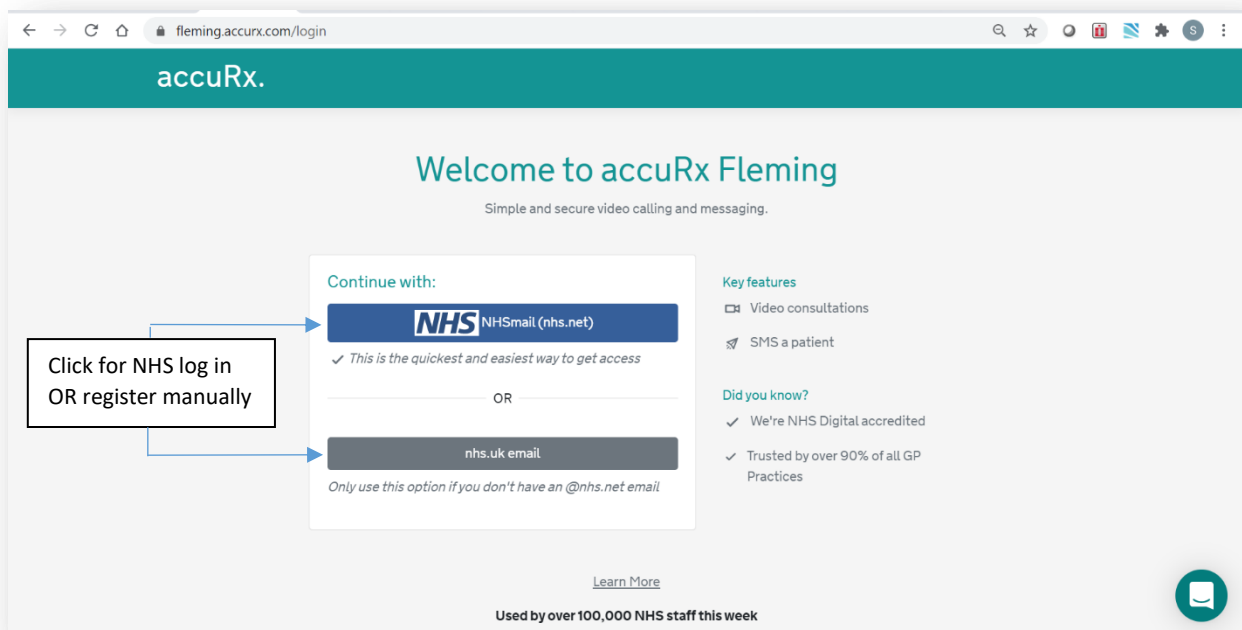
Advantages: Screen sharing; meeting link; personalised messages to send to patient - as well as attach a file; save templates; save a copy of message to patients record; audit trail of patient progress;



Link: <https://fleming.accurx.com/login>

Step 1: Register/Log in

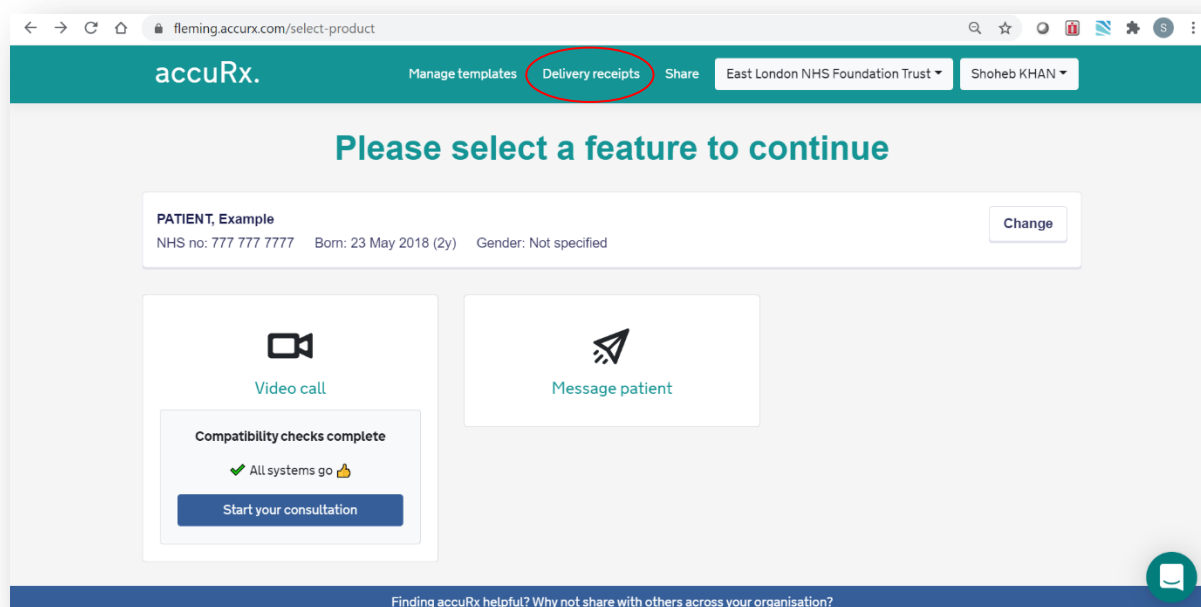
- Log in using **NHS login** (using NHS email and password)
- Otherwise, register providing the ID confirmation requirements, once registered you will need to verify your email account. After this is completed, you are then able to log in



Step 2: Search for patient

The screenshot shows the accuRx web interface for searching patients. The main heading is "Find and contact patients" with the subtext "Use Video Consult or Message Patient". The search form is titled "Search for a single patient" and has a toggle for "Use with a test patient". The search criteria are "NHS number" (with a placeholder "xxx-xxx-xxxx") and "Date of birth" (with fields for DD, MM, and YYYY). A blue arrow points from the "Step 2: Search for patient" header to the NHS number input field.

- Searching requires the patient's NHS number **AND** date of birth.
- To practice on a test patient you can click the test patient switch on the top RH side of the search box



Step 3: See patient immediately; Send patient message

See patient immediately

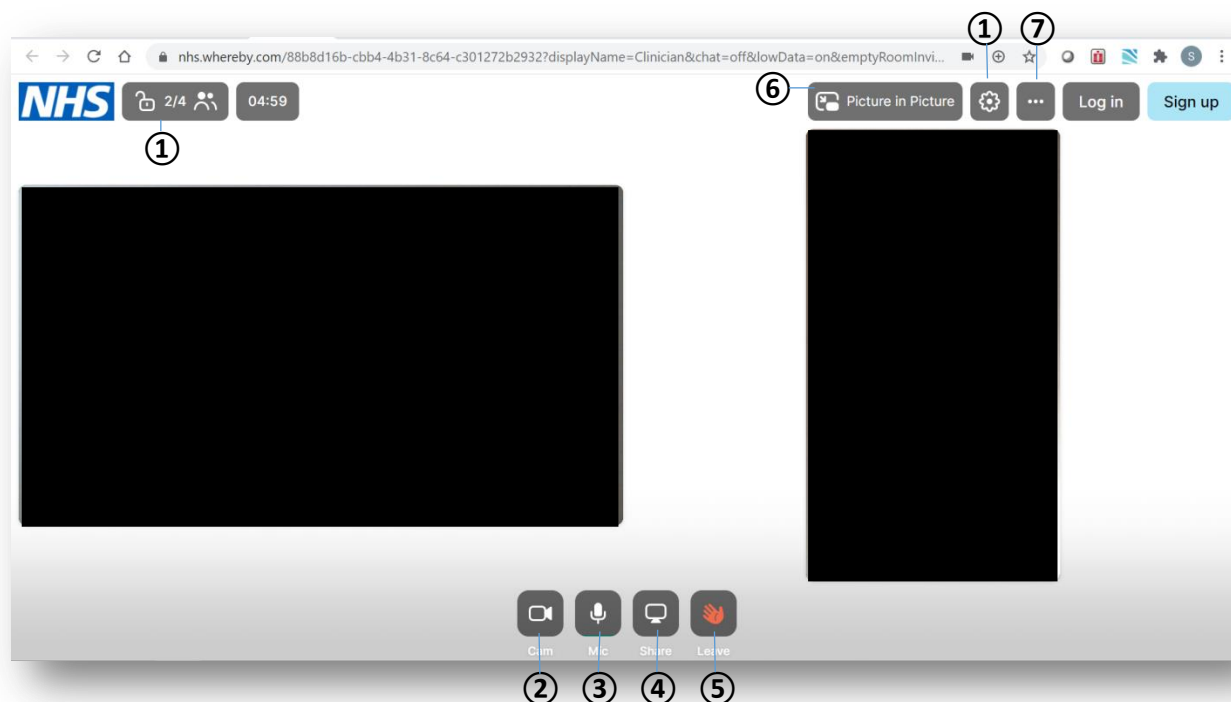
- Send a video consultation invite to the patient via phone or email. You will need to select the phone or email tab to choose.
- There is a pre-typed message invite which can be edited/amended if required.
- Once the invitation is sent, there is an audit trail of the patient's progress with regards to the actions leading up to the consultation call – i.e. 'message sent; message received et'. The message invitation can also be copied and save onto the patient's record if required.
- NB you can also view all your delivery receipts – see **red circle**.

Send patient message

- A **personalised SMS message** (NB no email option) can be sent to the patient. There are various template messages you can send by clicking on the drop down menu for template.
- It is also possible to create a new template – which you can save. You also have the option of attaching a file to the text message if required.

Step 4: During the consultation call

The call is set-up via the Whereby app.



- ① Settings: Option to copy consultation link to send and invite people during the call (Maximum of 4 people per consultation).
- ② Switch your camera on/off
- ③ Switch your microphone on/off
- ④ Option to screen share with patient
- ⑤ Leave call – the window will close, but you can re-open the consultation by clicking the 'open consultation' button on the previous patient record.
- ⑥ Enable the patient video window to pop out and always remain on screen – despite changing windows.
- ⑦ Option to: hide toolbar; hide timer; view people in the consultation

Attend Anywhere

Preferred setting: Inpatient/Community/Home Treatment Team (HTT)

Registration requirements: Request access via Local Organisation Administrator

Requirements for patient: Smart phone; electronic

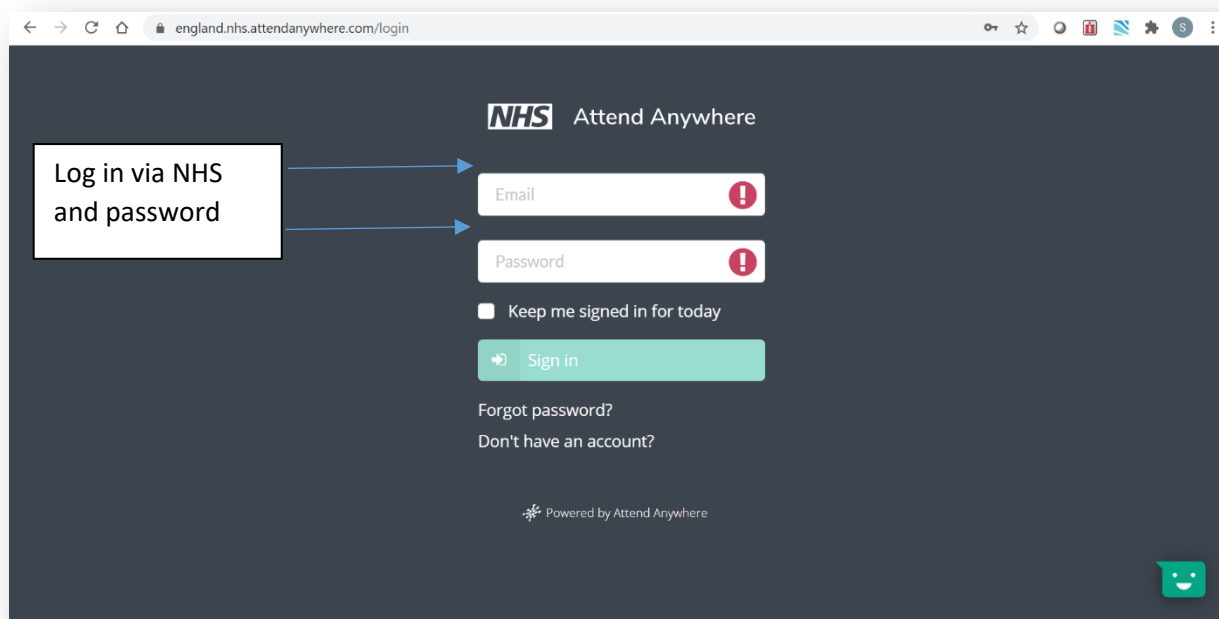


device (e.g. iPad); computer/laptop

Advantages: Screen sharing; personalised messages to send to patient; waiting room accessible via link;

Step 1: Log in

- Log in using NHS email and password (providing account is created – otherwise see below)

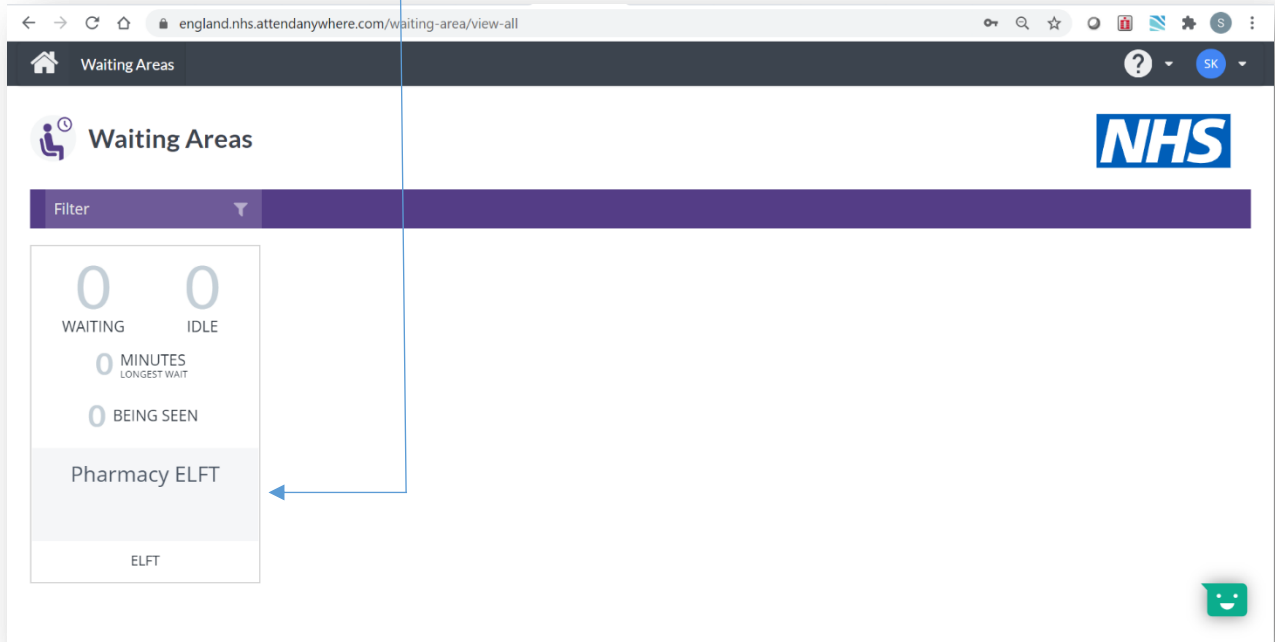


What if you don't have an account?

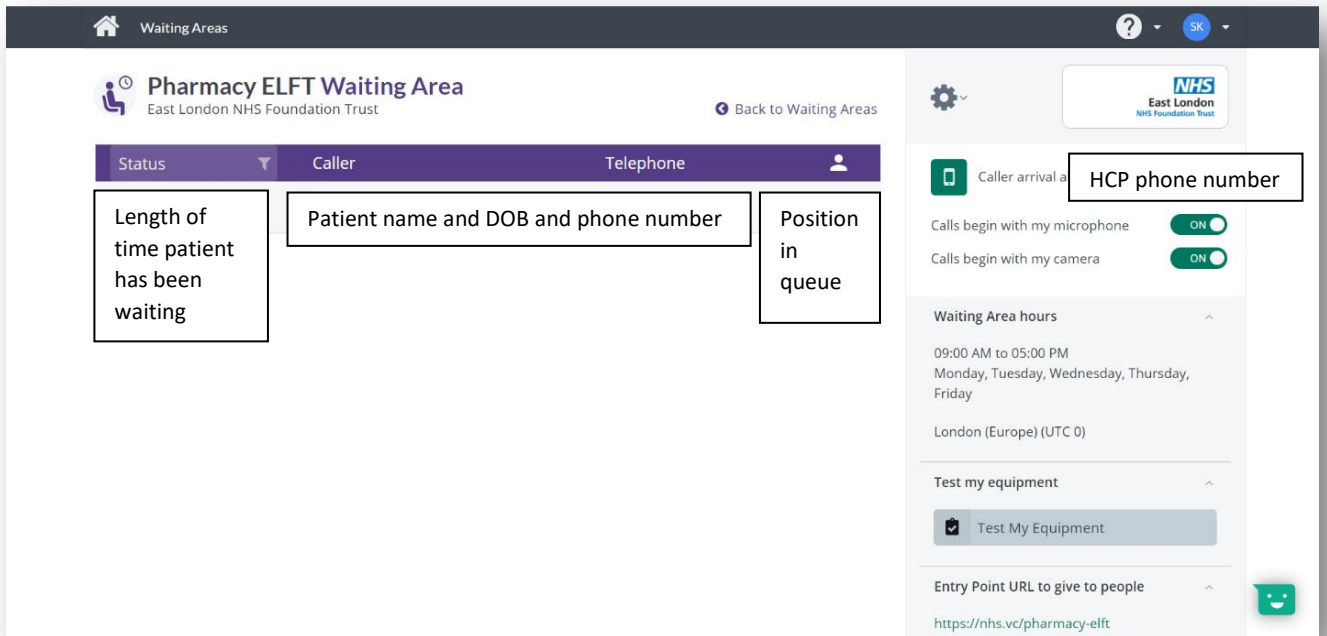
- You can request an account from the Local Organisation Administrator by emailing elliott.winstone@nhs.net
- You will then be added as a clinical user to the virtual Pharmacy ELFT Waiting Area.

Step 2: Patient Waiting Area

Select to enter the Pharmacy ELFT Waiting Area

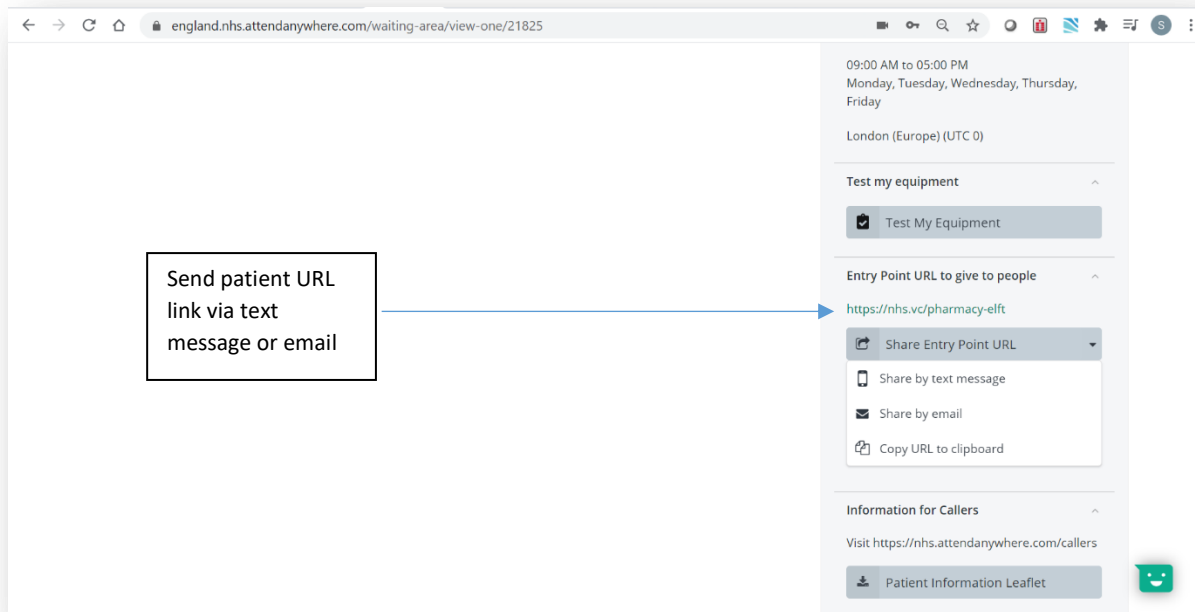


Pharmacy ELFT Waiting Area



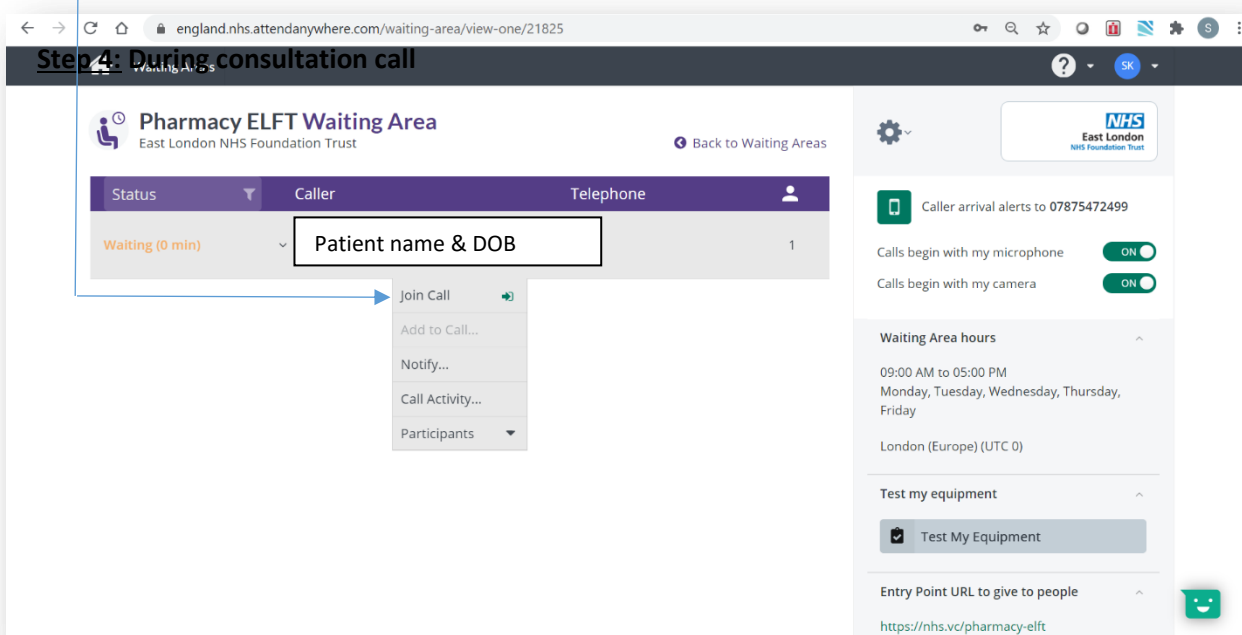
Step 3: See patient; Sharing URL; Join call

- Share the URL with the patient via text message, email or by copying the URL to



- clipboard to paste in another platform.
- The message can be personalised before sending. You can only use **ONE** phone number/email to send the URL.
- When patients receive the Waiting room link, they are asked to enter information, consider asking patient to enter both first

Join call



To join call, click on the patient for the drop down menu – then join call.

⑥

⑦



Step 4: During call

①

②

③

④

⑤

① Option to 'chat' to patient during call

② Switch your microphone on/off

③ Switch your camera on/off

④ Option to screen share with patient

⑤ Option to invite

⑥ Settings: Option to amend camera, headset/speakers and microphone

⑦ End call

References

1. Clinic.Co - <https://clinic.co/>
2. AccuRx web - <https://fleming accurx.com/login>
3. Attend Anywhere - <https://www.attendanywhere.com/>
4. ELFT Trust Guidance on Undertaking Virtual Clinical Work during COVID (July 2020)
5. Clinic.co tutorial video (Appendix 2)
6. ELFT Attend Anywhere Clinical User guide (2020)

Appendix 1

General Hint & tips

When using the platforms do:

- Use digital platforms for patients that want / need a one-to-one but you are unable to do so in person
- Use the digital platform for activities such as groups or multiple participants reviews restricted by social distancing measures
- Use digital platforms for patients in the Community that are “hard to reach” or would involve a lot of travelling time to see them.
- Ensure that your contact details remain anonymous
- Ensure to log off each platform after each consultation
- Send reminder message before consultation (if possible) as SU will be required to test MIC and camera by platform
- Inform patient about maintaining confidentiality and to have consultation in a quiet private space.
- Ensure SU have access to the correct technology (e.g. smart phones and tablets) to use the platform and navigate it easily.

When using the platforms avoid:

- Replacing all face-to-face consultations with digital platforms
- For older people that are not comfortable with new technology, consider having telephone conversation instead if preferred
- Individuals living with dementia or a learning disability may have particular issues accessing virtual consultations; individuals who do not speak English and those with sensory impairment will also require special consideration

Tips on managing Complex Presentations

- May be useful to agree at the start of the consultation what approach will be followed if the service-user begins to feel distressed
- Pay attention to shoulder movements and breathing as indices of distress
- Allow silences if the individual’s level of arousal appears to be building
- May be appropriate to offer continuing by telephone, which may feel less stressful to the individual
- Consider asking if anyone else is at home, to offer support
- Agree next steps before closing the consultation

Appendix 2 – Tutorial links

Clinic.co tutorial: <https://www.clinic.co/guide>

AccuRx tutorial: <https://youtu.be/eq33DYQpjSQ>

Appendix 3 - Attend Anywhere

Attend Anywhere tutorial - <https://www.youtube.com/watch?v=ILI6NmkUSho>

How to begin a consultation poster -

https://england.nhs.attendanywhere.com/rc/Content/Resources/PDFs/QuickStart_BeginConsult_England.pdf

Call screen poster -

https://england.nhs.attendanywhere.com/rc/Content/Resources/PDFs/Poster_CallScreen_A.pdf

Trouble shooting post -

https://england.nhs.attendanywhere.com/rc/Content/Resources/PDFs/TroubleshootingPoster_NHS-England_Signed-In.pdf