Patient Access

Easy and secure patient initiated follow up SMS consultations

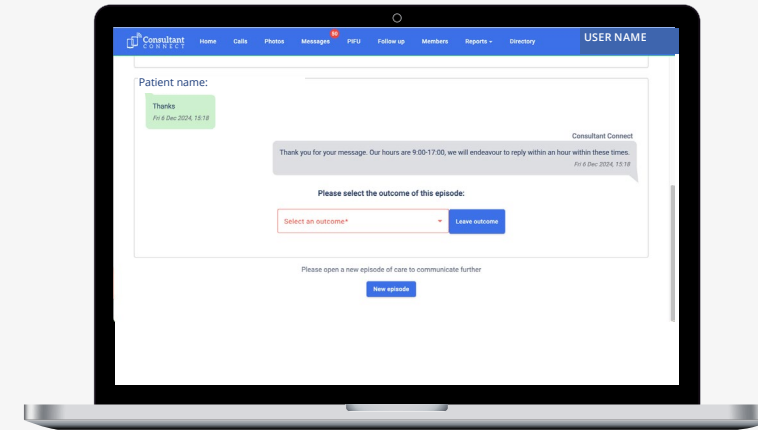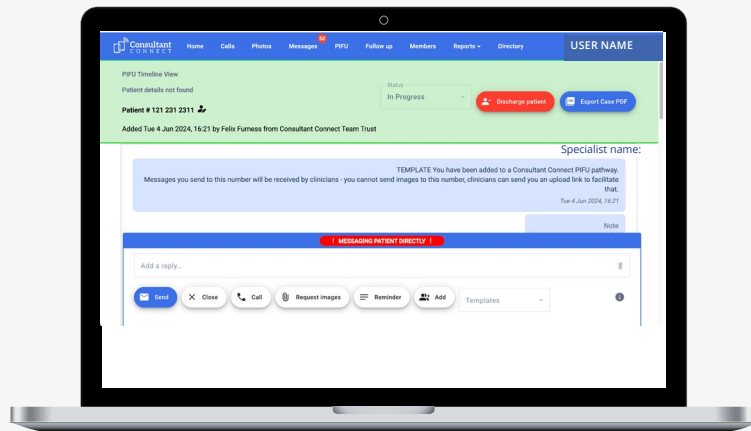**Consultant CONNECT**

Patient registration:

Patients suitable for the Patient Access service are added to the system. They receive an automated SMS including a link to a short registration form to complete.

They complete the online registration form and enter their NHS number, mobile number, full name and click 'Submit'.

The system sends them a PIN number via SMS. They enter the PIN number to verify their mobile number.

The patient receives a 'welcome' SMS once the verification is complete. They can then start using Patient Access to send queries to the specialty team.

Specialty team replies to new messages:

The specialty team is notified via email when a new Patient Access message has been received. They login to Consultant Connect in their browser to read and respond to the message, they can also:

- Ask the patient to upload images via a secure link
- Call the patient

The patient receives response via Patient Access and can send an SMS back or upload images if needed.

The specialist marks the episode of care closed when they are satisfied with the interaction. They are asked to leave an outcome. A PDF summary of the episode of care can be downloaded to upload to the patient record.