

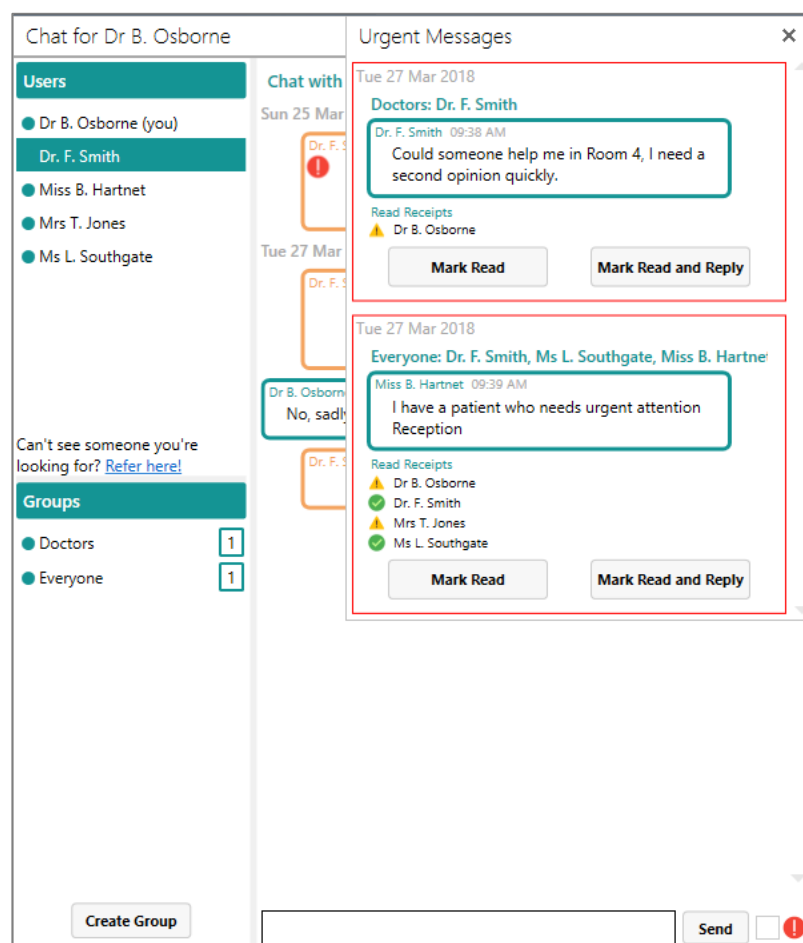
Service Description: AccuRx Chain Huddle

Introduction

Instant messaging platform for NHS GP practices.

Communicate better as a team without interrupting your workflow. Quickly get help from colleagues when you need it. Save everyone time and improve practice efficiency.

Securely discuss patients with a record of the conversation.



How it works

Once AccuRx Chain Huddle is enabled, the Chain toolbar will show a 'chat' icon. When this is selected, users are provided with a chat screen from which they can message other team members. They can also create and edit groups, for example the practice partners, or the reception team. Each user has an online status and if available their current room and phone extension is shown. Chat messages are threaded (as with other instant messaging applications) and a full audit trail is kept.

Users can send an 'Urgent' message. This will pop up for the recipient, and a read receipt will also be sent when the message has been marked as read.

Features

- Full audit trail for all messages sent and read receipts
- Support for message 'groups'
- Threaded messages, just like a conversation
- Auto-login and push notifications on the toolbar
- 'Urgent' messages and 'Panic Alerts' will pop-up for the recipient
- Authenticated by NHS mail account
- Clip and export a section of messages to save elsewhere
- Room and phone extension for all online users
- Message history search
- Message colleagues in other organisations

Benefits

- Save time sending emails, screen messages and paper notes
- Work as a team, even when behind closed doors
- Easily share updates with the entire team
- Collaborate in role-based groups
- Quickly find an available colleague for a second opinion
- See who is in the building and where they are
- Receptionists can ask a GP a question whilst on a call
- Let colleagues know when you're running late and need support
- Create knowledge-sharing groups between practices
- Save an audit trail of a conversation about a patient

Setup

To start using AccuRx Chain, practices should visit www.accurx.com and download the free starter tier. Once a contract has been agreed, we will enable the correct products and features remotely.

Support

Support is provided by phone, email, web chat and a self-service support portal. Core support hours are 8am to 6pm, Monday to Friday excluding national holidays.

Updates

We release software updates one to two times per week on average in order to constantly improve functionality and stability. Updates are automatically installed and downloaded.

Feedback

We are always seeking user feedback on how to improve our products. This can be provided through the in-tool 'feedback' option, or by any of the support channels.

Pricing and features

Details of the functionality in each tier and the associated cost can be found in the attached pricing document. We have a free tier so that all practices can benefit from our services and so that there are fewer barriers to trialling our services.

Information Governance

AccuRx are fully compliant with the NHS Information Governance Toolkit Level 2. Our assurance report can be found under ODS code 8JT17. We follow the latest NHS Digital guidance on the use of cloud services. A Data Processing Agreement is available with full details of how we process practice and patient data.