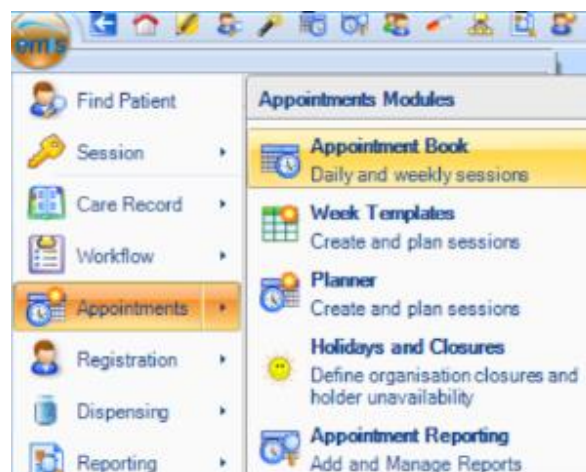


Sending Patient Feedback Requests Using EMIS Web & AccuRx

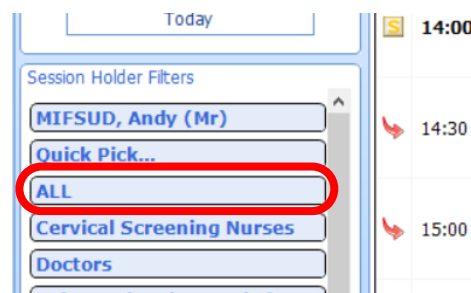
Step 1

Open the appointment book from either the top ribbon (if customised) or by clicking on the Emis logo > Appointments > Appointment Book





Step 2

From your “Session Holder Filters”, select ALL if you intend to send feedback requests for both KEC and Minor Illness



Step 3

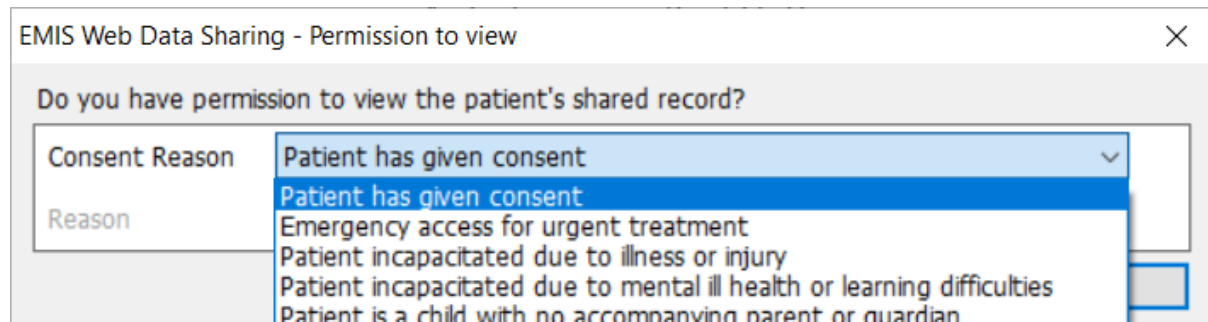
From your available sessions for either KEC or Minor Illness, **double** click on the first patient with an  for KEC or  for Minor Illness. This will select the patient as the “active” patient. You can confirm this by checking if their name has appeared in the coloured bar at the top of the screen.



Step 4

Open patient's consultations from either the top ribbon (if customised) or by clicking on the Emis logo > Care Record > Consultations

You will be asked for permission to view the patient's consultations. Select "Patient has given consent" and click "yes".



Step 5

If you can see a patient has not received any communication regarding feedback, you should click this icon from your accuRx toolbar



Step 6

From the dialog box that appears, click on the field labelled "Search for a template or questionnaire" and enter "feedback". This will bring up the feedback templates for both KEC and Minor Illness (MI). Select the appropriate feedback form for the appointment the patient has been seen at.

After the correct template is selected, remember to remove your name from the message to be sent and click "Send now" (Do not check "Allow response")

