**Fleming video: information for patients**

Information for your patients

accuRx Support avatar

Written by accuRx Support

This information can be shared with patients, to answer any questions

**What is accuRx Fleming?**

AccuRx Fleming is a web-based tool that healthcare providers can use to send you an SMS text message or hold a video consultation. You can find out about it here.

**Why is my doctor/ healthcare provider using it?**

In response to the COVID-19 outbreak, it is safer for everyone to minimise face to face contact where possible. Because of this, video calls can play a useful role in helping keep everyone safe, whilst still providing care.

**What if I still want to have a face to face meeting?**

Your healthcare provider believes that you would be suited for a video call. If you think there is something that they won't be able to see or do during this, or you are worried that a video call will not be sufficient, you should discuss this with them.

**What do I need to use it?**

You don't need to download anything. You will receive an SMS text message with a link to click on, and you will be connected.

**You will need:**

* A smartphone, either with working Wifi/3G/4G connection
* Your Internet Browser needs to have your phone's microphone and camera enabled (you can see how to alter this in your phone settings here)
* iPhones running older software that has not been updated (iOS 12 and earlier) will need to download the Whereby app to join the consultation)

**Is it safe and secure?**

Yes. AccuRx take patient safety very seriously - it is at the forefront of everything we do. In order to offer this type of tool, we must prove that we meet numerous standards, which are outlined here.

**Is it approved by the NHS?**

We are NHS Digital approved. See the latest guidance from NHSX recommending the use of video consultations.

**Can my video consultation be recorded? Will my data be stored somewhere?**

A unique link will be sent to you for the video consultation. All participants are visible in the consultation, so no third party can 'listen in'. The video and audio communication of the video consultation is only visible to participants on the call, and is not recorded or stored on any server.

**When is video calling useful?**

In short, video calling is useful to try and maintain usual services during the COVID-19 crisis, and try to prevent appointments being cancelled. There are many times when a video call is better than face to face - many appointments do not need a physical examination or any physical interactions. Examples are: instead of coming into hospital for an outpatient clinic appointments, instead of a regular GP appointments, for Physiotherapy, Speech and Language and other therapies appointments, to speak with fragile, elderly, immunocompromised family members in hospitals or hospices...

For further information - <https://www.accurx.com/>