

Care home guide:

How to send medical and administration requests on behalf of your residents.

Register

1. Visit your GP surgeries website and click on the online consultation option.
2. Click 'Log in'
3. Select to continue with an Engage Consult account.
4. Enter the name of the care home and use the care home managers DOB and Gender.
5. Enter the address and phone number for the care home.
6. Work through the questions ticking the boxes and accepting the end user licensing agreement policy.
7. Enter the email address for the care home that is easily accessible to all staff members who will be signing into Engage Consult. Add the username for your care home by unticking the 'use email address as my username' box.
8. Select continue. An email will be sent to the email address with a one time activation passcode. Create a memorable password which will need to be shared with the team accessing Engage Consult.
9. The care home manager should answer the memorable questions and not share the answers with the team.
10. Registration is completed to ensure your practice knows the username you will be using.

Adding Residents to your Engage Consult account

1. Log in to the care homes Engage Consult account.
2. To add a resident click 'Add someone else'.
3. Enter your residents details and select your relationship to the patient as 'carer'.
4. Your resident has now been added to the list of people you can access the service for. So when you need to send a medical or administrative online consultation for that particular resident you can click on their name.

Removing Residents from your Engage Consult account

1. If a resident leaves the care home or passes away you can remove their name from the list of active residents.
2. Click on 'My account'. Then select 'My patients' and select the patient's name you want to remove.
3. At the bottom of the page, there is a button to remove patient.
4. Deleting a resident does not affect any medical information stored at the GP surgery. If you want to reinstate the resident you will need to re-add them as instructed above.

How to send a request to the GP surgery using Engage

Consult (Do not use for medical emergencies)

1. Visit your GP surgeries website and click on the online consultation option.
2. Click on the most appropriate service
3. Login to the care homes Engage Consult account.
4. Select the resident you want to access the service for.
5. If an admin query, follow the instructions and type in your query. Add your name and job title in the box and click submit.
6. To submit a medical request select a medical problem.
7. Type in the problem you would like help with. Complete the questions as accurately as possible.
8. At the end of the questions, you have an opportunity to upload a document or photo. Please ensure the photos follow the guidelines and are taken on a device belonging to the care home.
9. On the next screen you will see a copy of the medical report so please ensure to check you have answered correctly. This can be printed or saved as a PDF and added to the residents records. In the additional information box please record your name and job title to show who submitted the request.
10. Confirm the telephone number which should belong to the care home.
11. Click send.

How to access the responses from the Surgery

1. When the practice responds to the request you submitted you will receive an email to say you have a new message.
2. Log on to the care homes Engage Consult to collect your response.
3. It will show under 'Messages'.
4. The practice is notified when you have accessed the message and you can respond back to the message you have received.

