

How to offer online Push Doctor consultations

Any condition that doesn't require the patient to be physically examined can be sent to Push Doctor. A few questions will need to be asked to determine if a patient is suitable to refer for a Push Doctor appointment.

CAN be sent

- UTI
- Tonsillitis
- Mental Health
- Skin Conditions
- Colds & Flu
- Bites & Stings
- Allergies
- General Fatigue

Can NOT be sent

- Patients under the age of 18
- Medical emergencies
- Patients who are unable to speak English
- Patients without a mobile number registered to them
- Patients without a valid form of photo ID
- Patients who have a poor internet connection
- Patients who do not have a mobile phone with a camera

The Push Doctor Process

- 1. Receptionist adds patient to the IA Push Doctor registration list
- 6. Patient chooses an appointment time to suit them
- 7. Up to 30 mins before the appointment, the patient can click 'start my appointment'

- 2. YHP admin send an SMS to the patient with a link to sign up
- 5. Patient enters a few details & consents to share their NHS record
- 8. Patient will be placed in the virtual waiting room

- 3. Patient follows the link & is prompted to download the Push Doctor app
- 4. Patient signs up for a Push Doctor account
- 9. Patient will be counted down in the queue until they are connected to the GP

Hints & tips

Check with the patient that they have a secure internet connection so there are no connection disruptions during the consultation.

Check the patient has a smart phone with a camera because the appointment will be a video consultation.

Check the patient has photo ID available because they will have to present this before the Push Doctor consultation can begin. Acceptable forms of ID are:

- Passport
- Photocard Driving Licence
- Photocard Provisional Driving Licence
- Blue Badge
- Police Warrant Card
- Military ID

If you have any queries regarding using Push Doctor within the IA service, please email YHP at yhp.contacts@nhs.net or call the office on 01430 440 957.