Integrated care can only succeed if we fix the barriers to communication

Jacob Haddad
CEO and co-founder

accuRx

Healthcare is a communication industry.

ICU

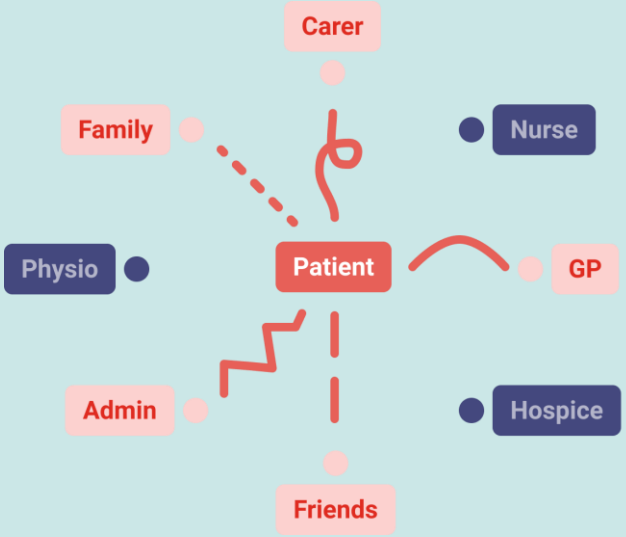
Made a referral.

Got a second opinion.

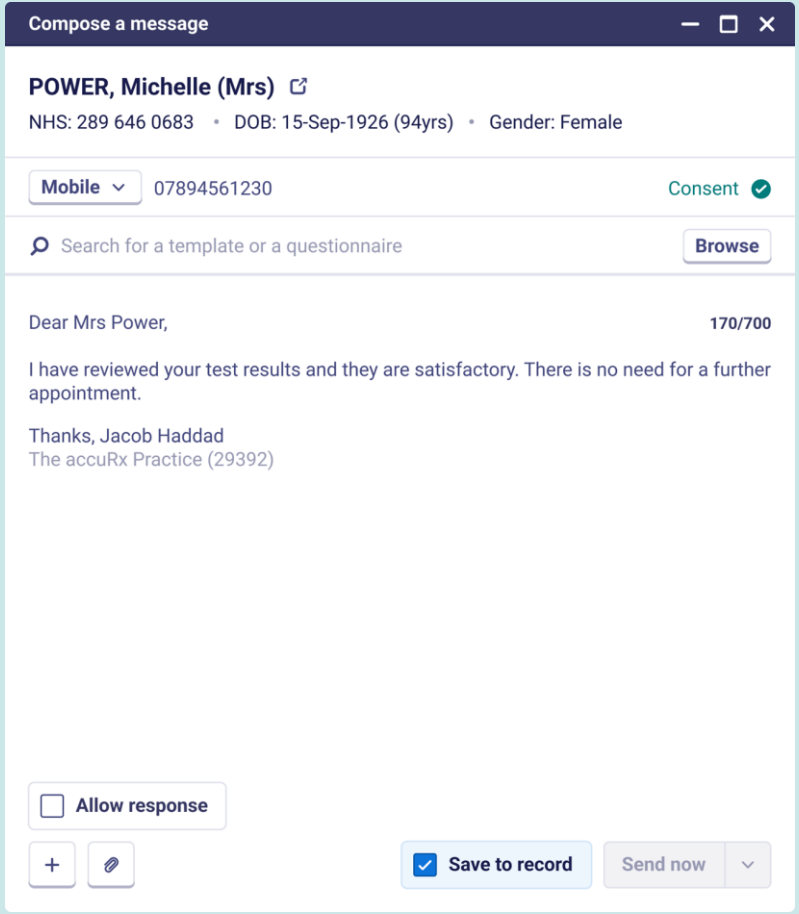
Discussed a plan with a patient.

Coordinated a patient’s care.

And, when communication doesn't happen, things can go wrong.



We've seen *some* progress since the start of the pandemic.


Compose a message
POWER, Michelle (Mrs)
NHS: 289 646 0683 • DOB: 15-Sep-1926 (94yrs) • Gender: Female
Mobile
07894561230
Consent
Search for a template or a questionnaire
Browse
Dear Mrs Power,
170/700
I have reviewed your test results and they are satisfactory. There is no need for a further appointment.
Thanks, Jacob Haddad
The accuRx Practice (29392)
Allow response
Save to record
Send now

While GP <> patient communication has improved, healthcare services are still disconnected.

To deliver integrated care, staff in different providers need to work seamlessly as one team around a patient.

But, they face a huge challenge…

They can’t work seamlessly as one team if they can’t hold of each other.

Taking learnings from innovation in primary care.

1. Asynchronous communication

2. Stay simple and let staff innovate

You Retweeted

Robin Conibere @PharmRJ · Apr 22

Patient submits @econsult_thinks 08:27
I Review and reply via @accuRx at 11:24 asking for a photo of ailment
Patient replies via @accuRx at 11:27 with a photo of ailment! (Soo fast)
I reply via @accuRx with advice and Prescription sent electronically at 11:29.

Dr Imran Waheed @drimranwaheed · Apr 2

Struggling to get BSL **interpreters** for F2F consultations - used **@accuRx** for a 3 way video consultation with a deaf mental health service user - her daughter, who is a frontline clinician, joined us to interpret - talking about video consultations for years - it's now happening.

You Retweeted

jack @suprdoc · Apr 16

@accuRx Using new mail function-complex pt on blood thinner, limited service due to Covid. Impossible to get any1 on☎️. Secure message within pt record and replied back directly into record in 1 hour. The rules for GP workflow are being rewritten @NHSDigital

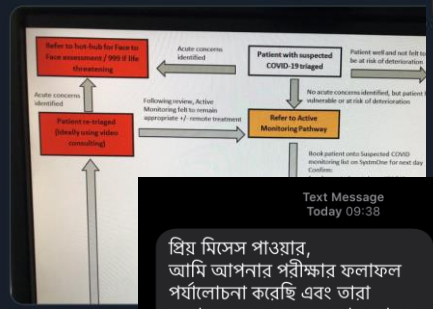
6 10

Hannah Morgan @DrHannahMorgan · Apr 15

Heartwarming afternoon: 5 care home rounds done in one afternoon, **55** patients seen on video: none of us had done before in any of these homes. Carers, patients, us full of smiles. So fab to see each other's faces- giggles along the way. Another 12 homes to go! **@accuRx** @DenbyWill

Chris Thompson @Dr_CThompson · Apr 9

This is our working draft of how we plan to implement the @accuRx COVID monitoring questionnaire. Thanks to clinical team @CSurgeryOadby for their input in putting it together



Graham Stretch @GrahamStretch · Mar 24

Replying to @PharMag_Richard and @HfxAmanda

Today. Video consultation from home with lady at Midlands service station - infected finger - on way to Scotland for a funeral, phone call & Rx EPS to really helpful **pharmacy** on Scottish Border - collects on way - sms via remote **@accuRx** on @TPP_SystmOne with thanks. #TeamPharmacy

Text Message
Today 09:38

প্রিয় মিসেস পাওয়ার,
আমি আপনার পরীক্ষার ফলাফল পর্যালোচনা করেছি এবং তারা সন্তোষজনক। এর জন্য আর কোনও অ্যাপয়েন্টমেন্টের দরকার নেই।
ধন্যবাদ,
ডাঃ এলিজাবেথ ব্ল্যাকওয়েল

Dear Mrs Power,

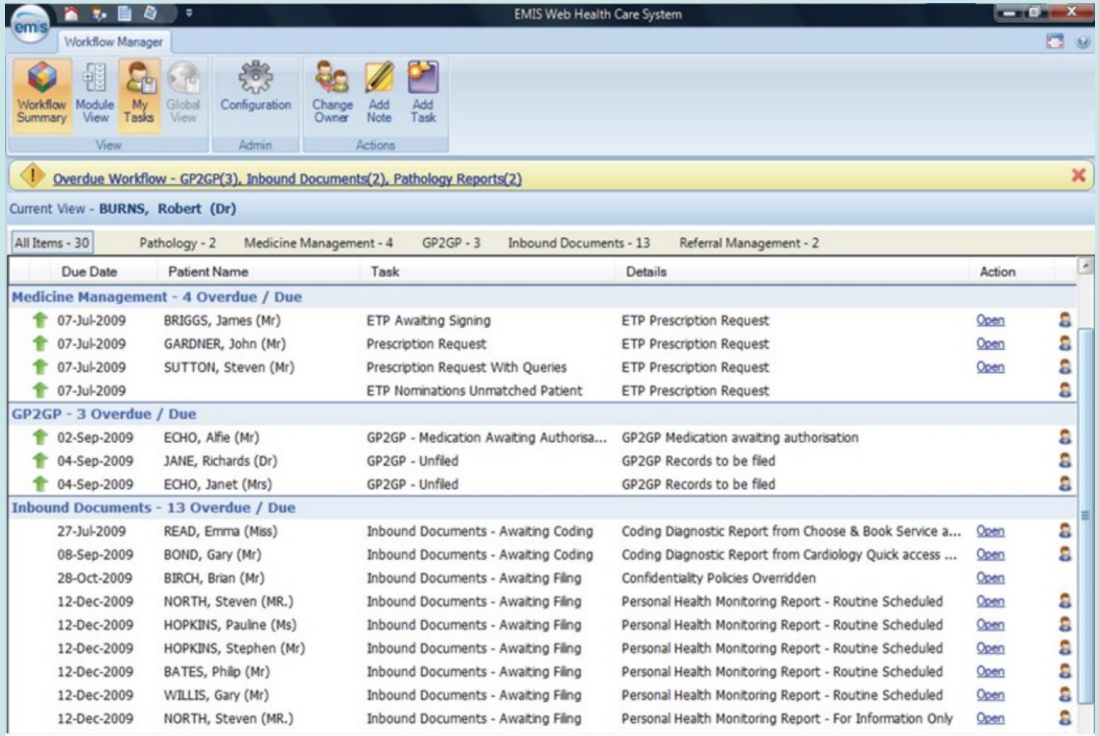
Rebecca Moss @DrRebecca_Moss · Apr 11

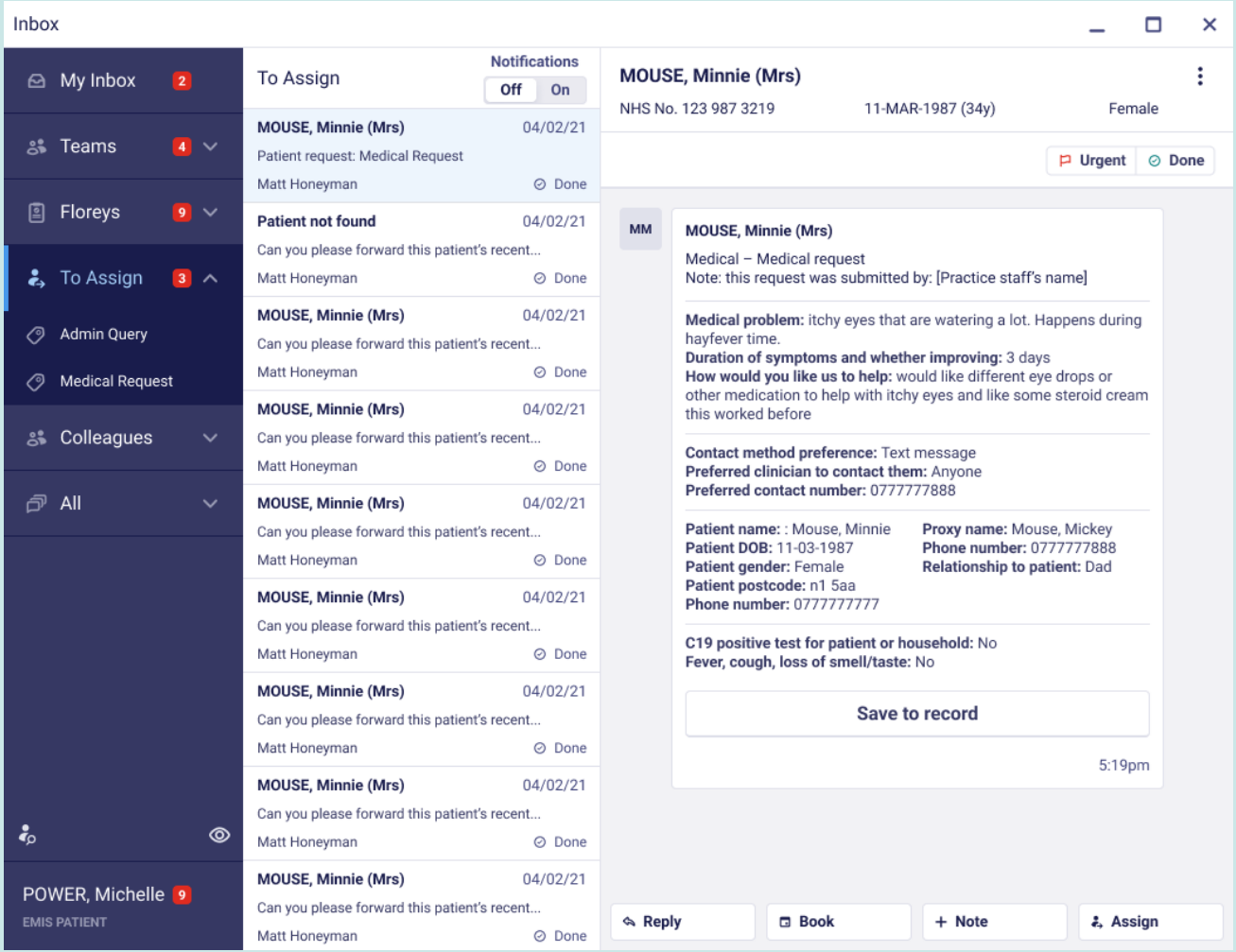
Replying to @accuRx

Thank you very much @accuRx . Works so quickly that we are using the text facility to call patients into GP rooms - so that they can wait in their cars until the GP is ready to see them.

3. Have one source of truth

NHS
FEMALE
Surname


EMIS Web Health Care System
Workflow Manager
Workflow Summary
Module View
My Tasks
Global View
View
Configuration
Admin
Change Owner
Add Note
Add Task
Actions
Overdue Workflow - GP2GP(3), Inbound Documents(2), Pathology Reports(2)
Current View - BURNS, Robert (Dr)
All Items - 30
Pathology - 2
Medicine Management - 4
GP2GP - 3
Inbound Documents - 13
Referral Management - 2
Due Date
Patient Name
Task
Details
Action
Medicine Management - 4 Overdue / Due
07-Jul-2009 BRIGGS, James (Mr) ETP Awaiting Signing ETP Prescription Request Open
07-Jul-2009 GARDNER, John (Mr) Prescription Request ETP Prescription Request Open
07-Jul-2009 SUTTON, Steven (Mr) Prescription Request With Queries ETP Prescription Request Open
07-Jul-2009 ETP Nominations Unmatched Patient ETP Prescription Request
GP2GP - 3 Overdue / Due
02-Sep-2009 ECHO, Alfie (Mr) GP2GP - Medication Awaiting Authorisa... GP2GP Medication awaiting authorisation
04-Sep-2009 JANE, Richards (Dr) GP2GP - Unfiled GP2GP Records to be filed
04-Sep-2009 ECHO, Janet (Mrs) GP2GP - Unfiled GP2GP Records to be filed
Inbound Documents - 13 Overdue / Due
27-Jul-2009 READ, Emma (Miss) Inbound Documents - Awaiting Coding Coding Diagnostic Report from Choose & Book Service a... Open
08-Sep-2009 BOND, Gary (Mr) Inbound Documents - Awaiting Coding Coding Diagnostic Report from Cardiology Quick access ... Open
28-Oct-2009 BIRCH, Brian (Mr) Inbound Documents - Awaiting Filing Confidentiality Policies Overridden Open
12-Dec-2009 NORTH, Steven (MR.) Inbound Documents - Awaiting Filing Personal Health Monitoring Report - Routine Scheduled Open
12-Dec-2009 HOPKINS, Pauline (Ms) Inbound Documents - Awaiting Filing Personal Health Monitoring Report - Routine Scheduled Open
12-Dec-2009 HOPKINS, Stephen (Mr) Inbound Documents - Awaiting Filing Personal Health Monitoring Report - Routine Scheduled Open
12-Dec-2009 BATES, Philip (Mr) Inbound Documents - Awaiting Filing Personal Health Monitoring Report - Routine Scheduled Open
12-Dec-2009 WILLIS, Gary (Mr) Inbound Documents - Awaiting Filing Personal Health Monitoring Report - Routine Scheduled Open
12-Dec-2009 NORTH, Steven (MR.) Inbound Documents - Awaiting Filing Personal Health Monitoring Report - For Information Only Open


Inbox
My Inbox 2
Teams 4
Floreys 9
To Assign 3
Admin Query
Medical Request
Colleagues
All
POWER, Michelle 9
EMIS PATIENT
To Assign
Notifications
Off
On
MOUSE, Minnie (Mrs) 04/02/21
Patient request: Medical Request
Matt Honeyman Done
Patient not found 04/02/21
Can you please forward this patient's recent...
Matt Honeyman Done
MOUSE, Minnie (Mrs) 04/02/21
Can you please forward this patient's recent...
Matt Honeyman Done
MOUSE, Minnie (Mrs) 04/02/21
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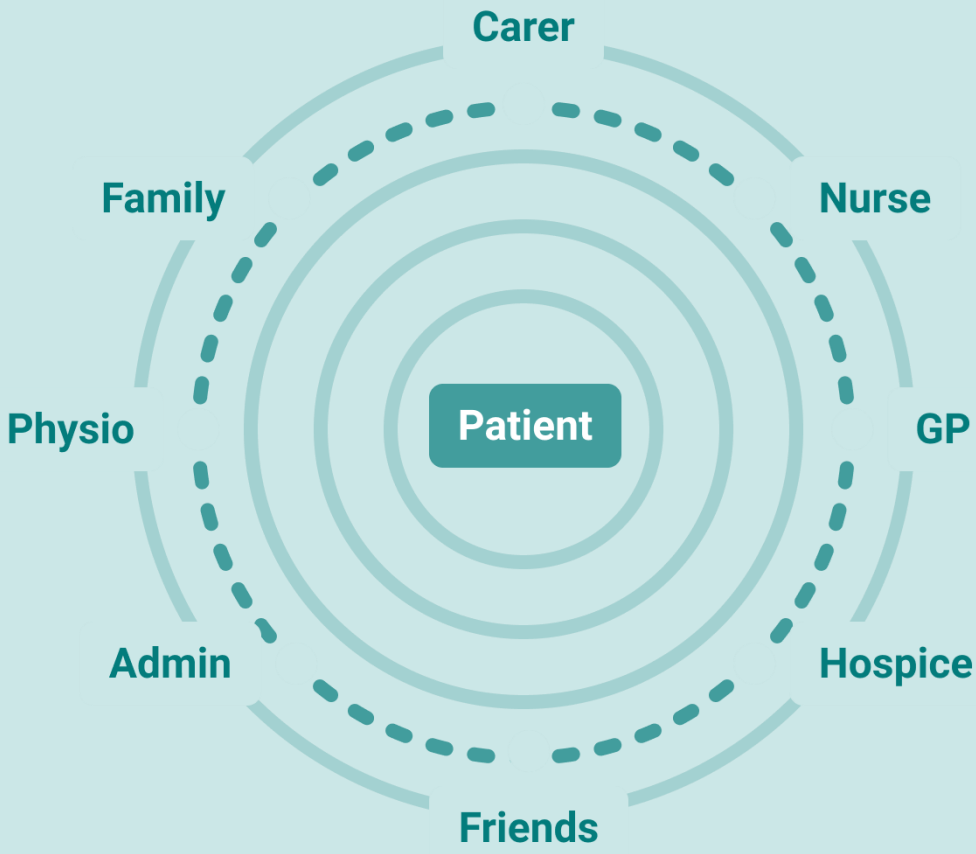
Can you please forward this patient's recent...
Matt Honeyman Done
MOUSE, Minnie (Mrs) 04/02/21
Can you please forward this patient's recent...
Matt Honeyman Done
MOUSE, Minnie (Mrs)
NHS No. 123 987 3219
11-MAR-1987 (34y)
Female
Urgent
Done
MM
MOUSE, Minnie (Mrs)
Medical – Medical request
Note: this request was submitted by: [Practice staff's name]
Medical problem: itchy eyes that are watering a lot. Happens during hayfever time.
Duration of symptoms and whether improving: 3 days
How would you like us to help: would like different eye drops or other medication to help with itchy eyes and like some steroid cream this worked before
Contact method preference: Text message
Preferred clinician to contact them: Anyone
Preferred contact number: 0777777888
Patient name: : Mouse, Minnie
Patient DOB: 11-03-1987
Patient gender: Female
Patient postcode: n1 5aa
Phone number: 0777777777
Proxy name: Mouse, Mickey
Phone number: 0777777888
Relationship to patient: Dad
C19 positive test for patient or household: No
Fever, cough, loss of smell/taste: No
Save to record
5:19pm
Reply
Book
Note
Assign


Carer
Nurse
GP
Hospice
Friends
Admin
Physio
Family
Patient

Questions?

jacob@accurx.com