

# ELSDALE STREET SURGERY

## How to complete an Engage Consult someone your care for

**STEP 1:** Log into your account\* and then select 'add someone else'

NHS Elsdale Street Surgery Donald Duck

Who would you like to access services for?

Donald Duck (Self)

Add Someone Else

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The carer can act on behalf of the patient and ask for help about a non-emergency medical problem or for general advice from other members of the Practice team.

The patient does not need to be with them when they make the request. This can be hugely beneficial for carers and family members who live apart from the person they care for.

Once registered as an Engage Consult Account Holder, the Carer can make a request on behalf of the patient at any time of day. If the request is sent within the Practice's "Same day response times", the Practice will usually respond on the same day. The request can be sent from a mobile phone, tablet or computer. Please note.

The Engage Consult service must not be used for medical emergencies.

This Guide will explain the steps you need to take to use it on behalf of the person you are caring for.

\*Before you can add someone else you will need to sign up as an Engage Consult Account Holder.

See the 'how to register guide'. You do not need to be patient at Elsdale Street to register with Engage Consult.

**STEP 2:** Input the details of the person you care for (for example your son/daughter)

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Add Patient

Please enter the patient's name

Forename

Surname

Continue

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Add Patient

Please enter the patient's date of birth

Day Month Year

Continue

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Add Patient

What is the patient's gender?

Male

Female

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**STEP 3:** Confirm your relationship to them and the privacy preferences

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Add Patient

What is your relationship to the patient?

Parent

Carer

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Add Patient

What are your privacy preferences for this patient?

The patient has agreed to you making automated decisions based on their data. Yes

The patient has consented to their online consultations being dealt with by other NHS healthcare organisations. Yes

The patient has agreed that you can use their data to help improve this service. Yes

Continue

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**Completed:** you can now click on their name and complete an Engage consult for them. See 'how to complete an Engage Consult'.

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Who would you like to access services for?

A patient has been successfully added

Donald Duck (Self)

Mickey Mouse (Parent)

Add Someone Else

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