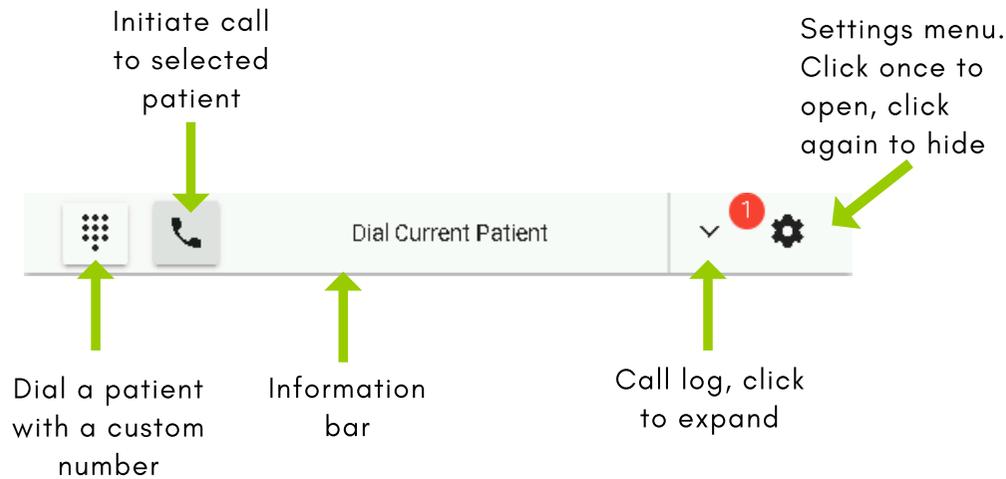


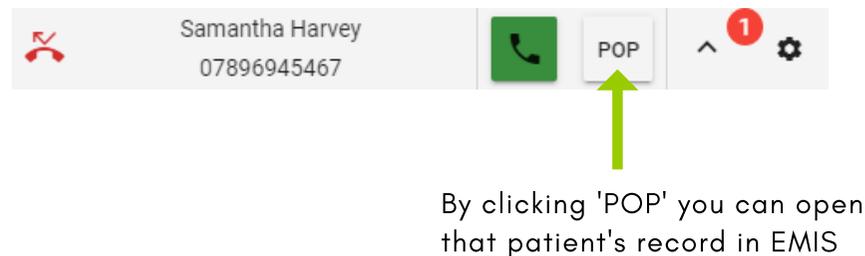
# GP BUDDY USER GUIDE

An overview of the VTSL GP Buddy's functionality and how to use it

**When the VTSL GP Buddy is in an idle state (no calls), the bar will look like this:**

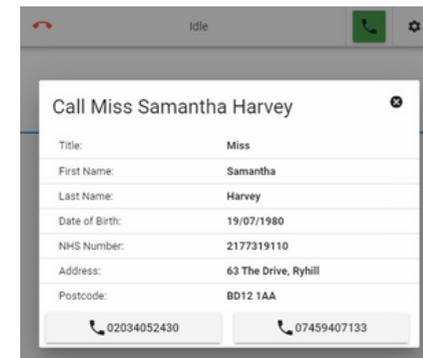


**Once a call has been made or received, your bar will look like this:**

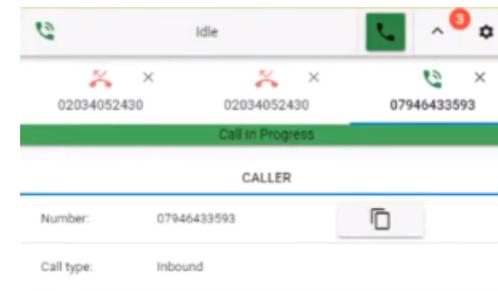


**Making & Receiving Calls (with Screen-Pop)**

To **make a call**, select a patient in EMIS and then click the green phone symbol on your EMIS Buddy bar. This will then open a window with the patient's information. Click the number you wish to dial.

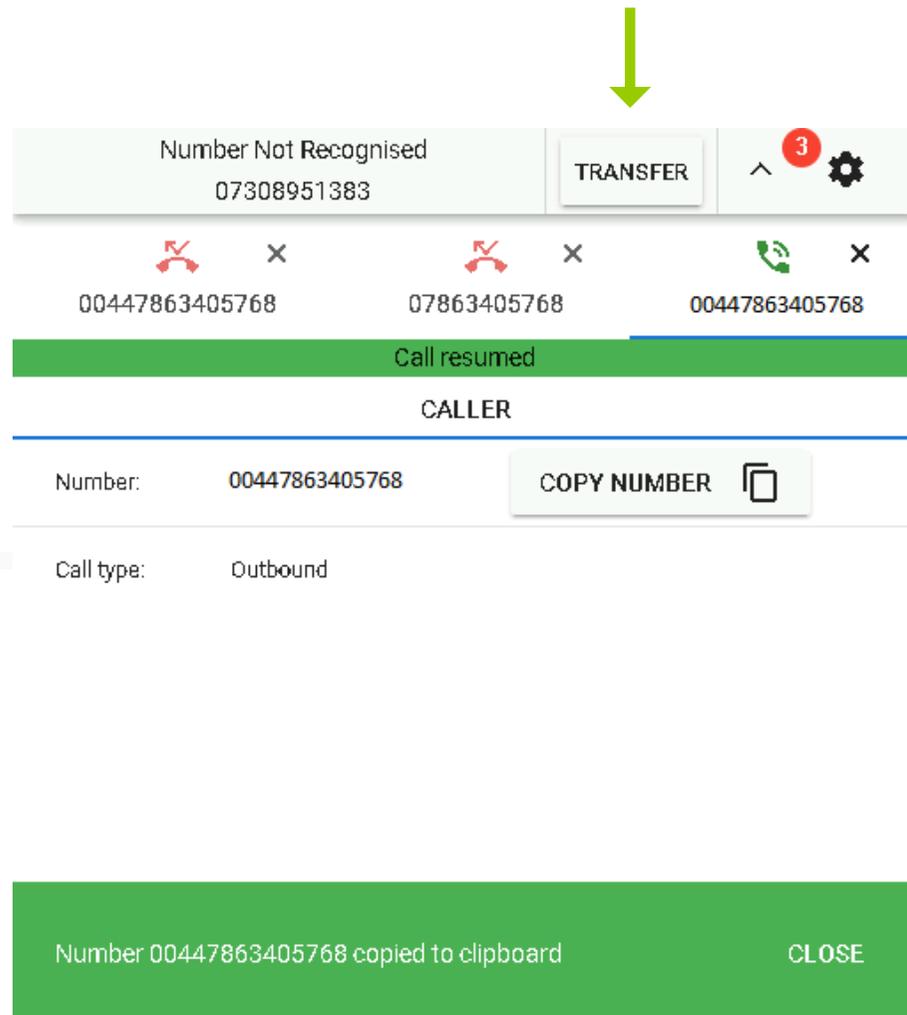


When you have an **incoming call**, you will see the caller's name and number is if it is a known number. To answer the call, use your phone to answer it. When you answer it, full caller details will pop down.

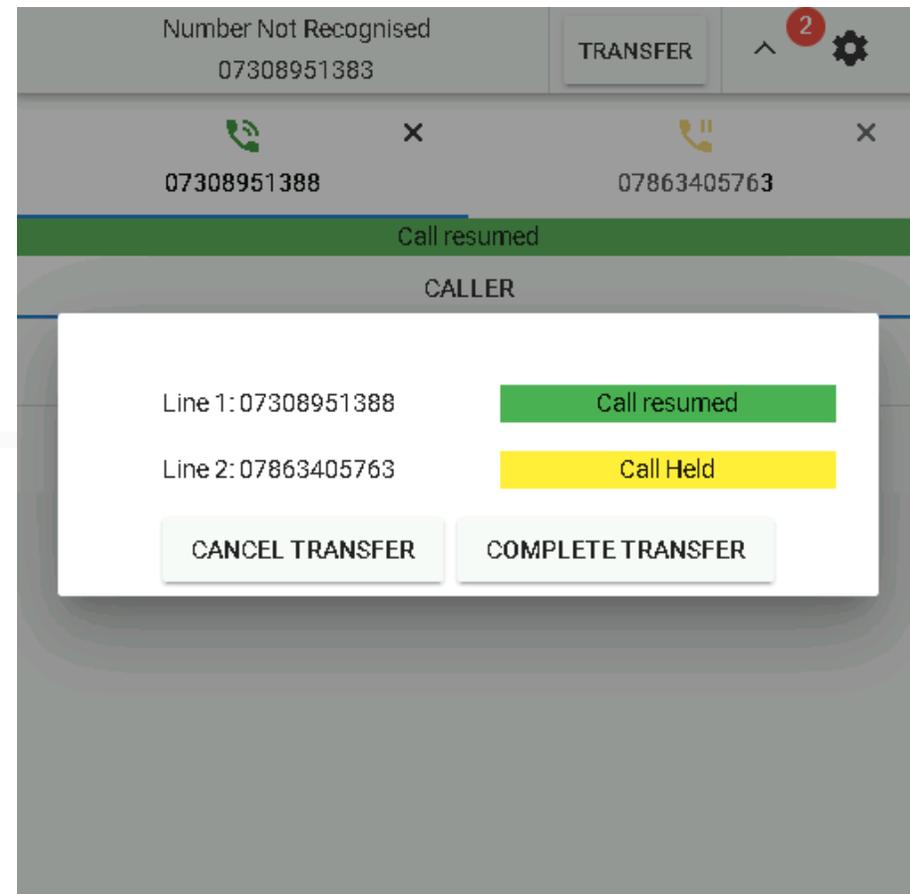


## Transferring a call

You can transfer a call by clicking the 'TRANSFER' button.



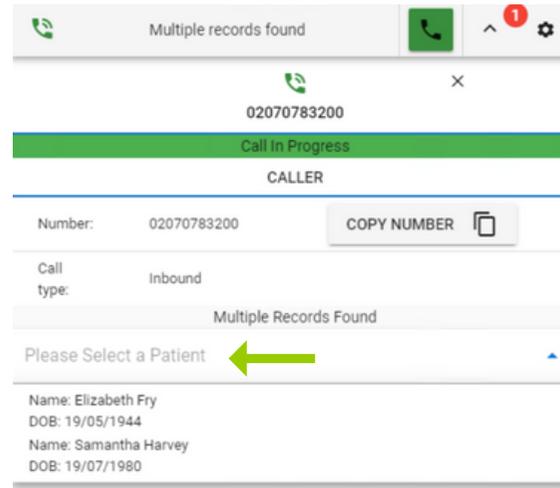
Once you have initiated the transfer and chosen the number you would like to transfer to, you can 'COMPLETE TRANSFER' or 'CANCEL TRANSFER' using the buttons shown in the image below.



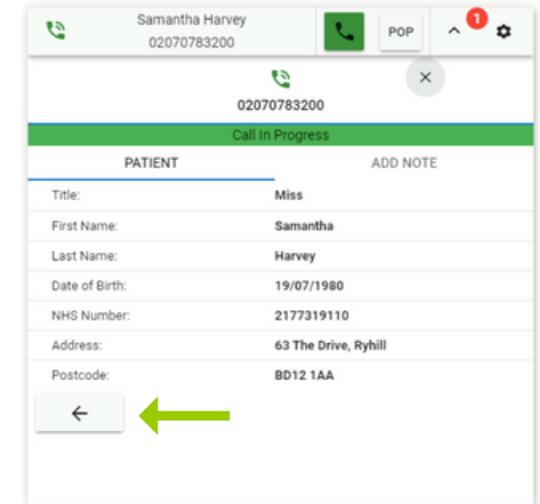
## Phone Numbers with More than One Patient Associated with Them

If a phone number has more than one patient associated with it...

On an incoming call, GP Buddy will ask you to select a patient from those associated with the number.

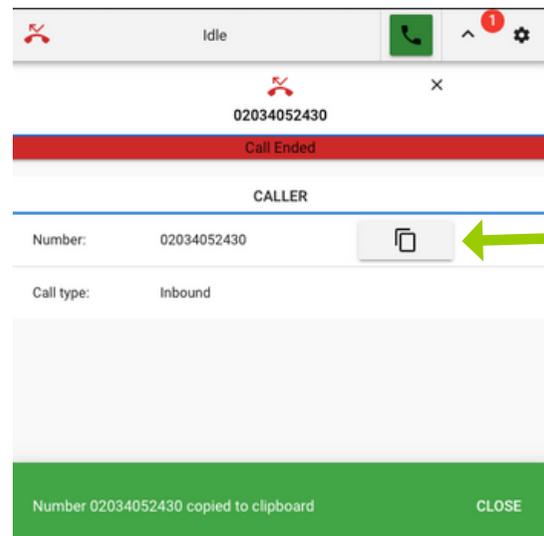


Or if you are on a call, you can press the arrow to view the patients associated with the same number.



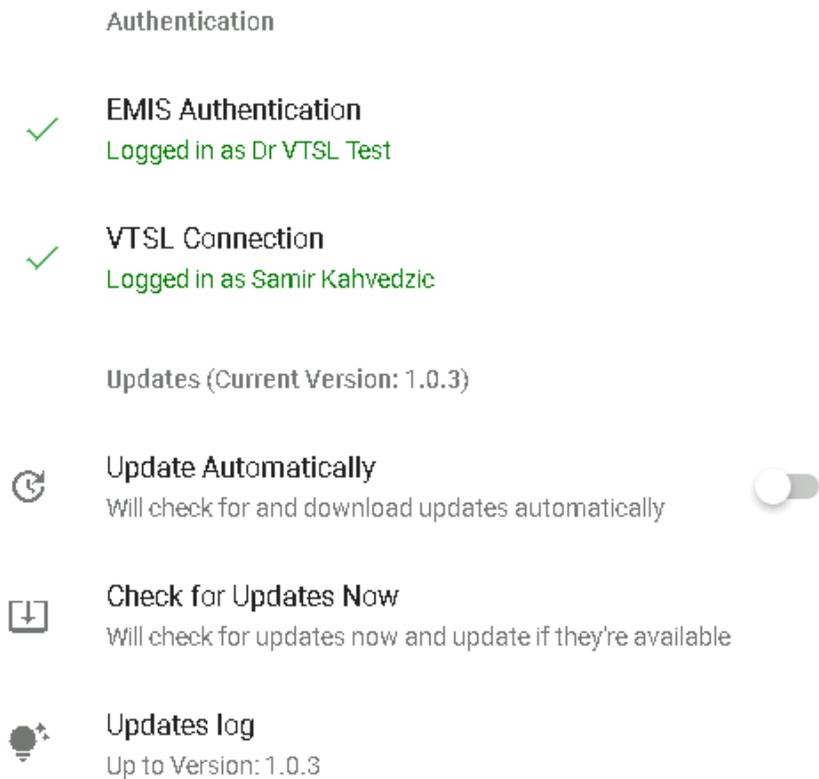
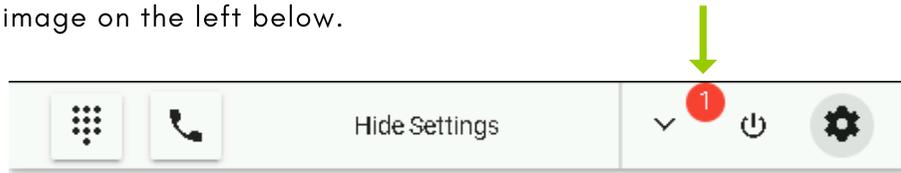
## Updating a Patient's Number

If a patient calls you from a new number, you can use the clipboard to copy the number. You can then quickly paste the new number into the patient's record.



## Update History

When you update the application you will receive a notification in settings. When you click this notification you will get the pop-up, shown below on the right, that explains the latest updates. You can also access this information using the Updates log, shown on the image on the left below.



Access the update history here

