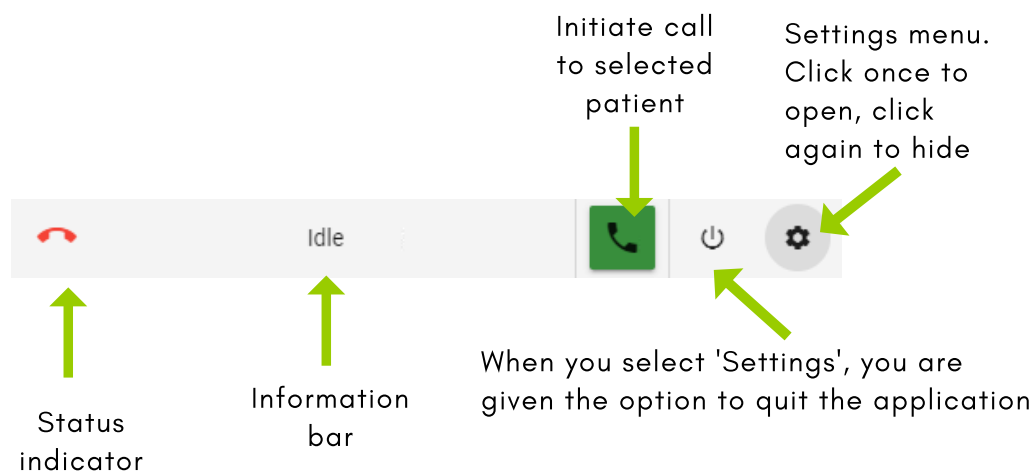


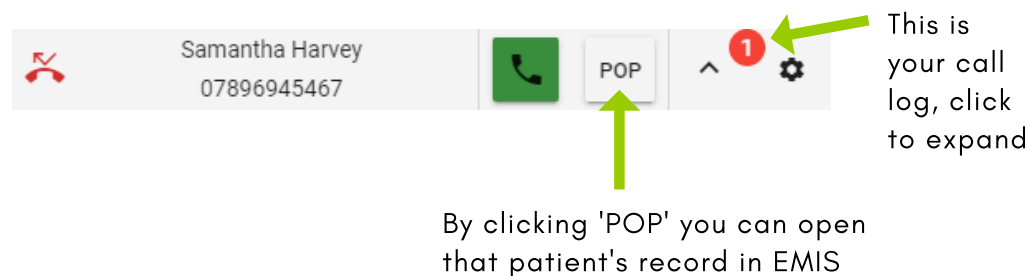
# GP BUDDY USER GUIDE

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 Buddy bar will look like this:**

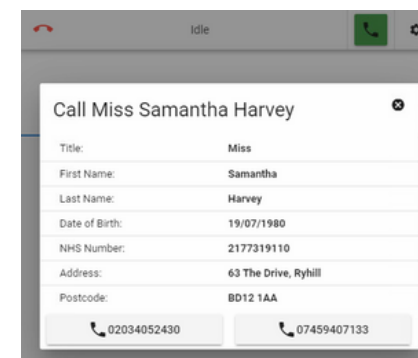


**Once a call has been made or recieved, your Buddy bar will look like this:**

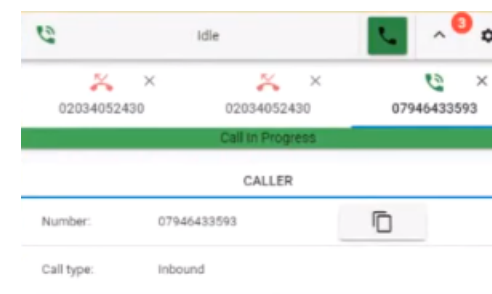


**Making & Receiving Calls (with Screen-Pop)**

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.



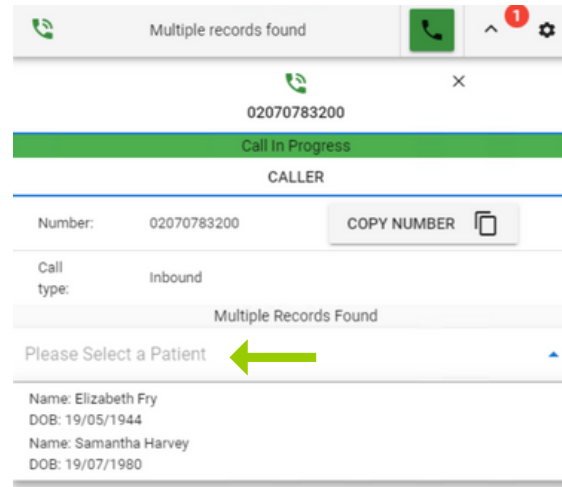
When you have an **incoming call**, you will see the caller's name and number is if it is a known number. To answer the call, use your phone to answer it. When you answer it, full caller details will pop down.



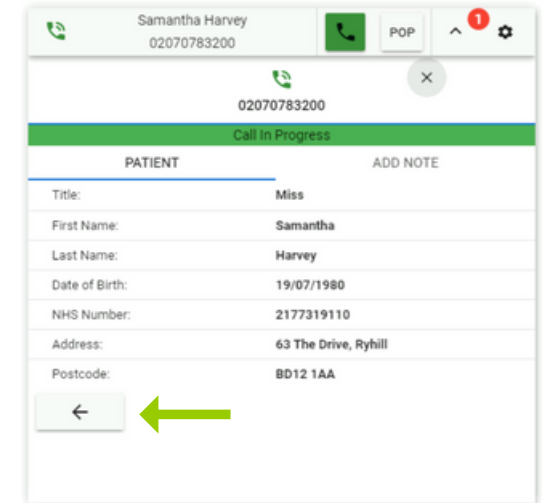
## Phone Numbers with More than One Patient Associated with Them

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.

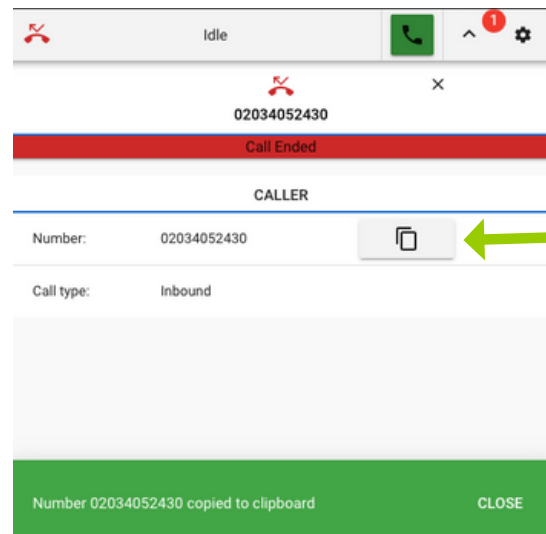


Or if you are on a call, you can press the arrow to view the patients associated with the same number.



## Updating a Patient's Number

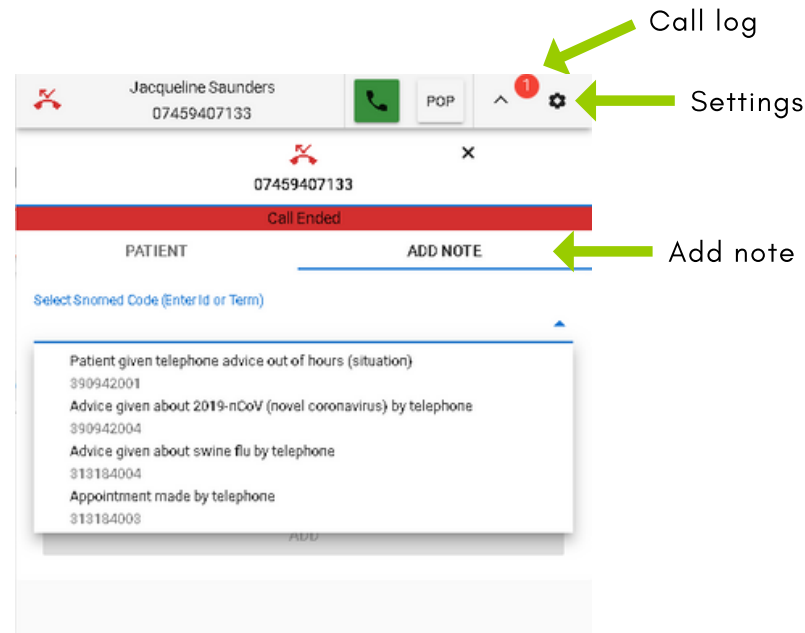
If a patient calls you from a new number, you can use the clipboard to copy the number. You can then quickly paste the new number into the patient's record.



## Adding a Note to the Patient's Care History

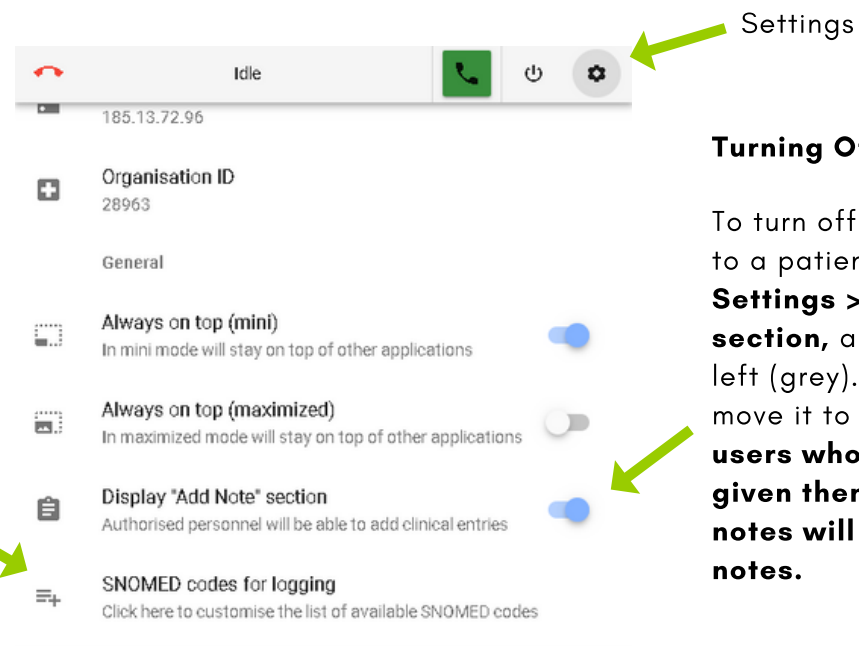
To **add a note to the patient's care history** in their EMIS record, select the patient's call from your call log, and then click 'ADD NOTE'. This will allow you to select one of the SNOMED codes from the list. Just start typing the key words and you will see the relevant notes from which you may choose from. Press 'Add' once you have selected a note to add it to the record. You can add more than one note.

**Please be aware your administrator will need to give you permission to add notes.**



## Changing the Notes that Appear for Selection

Users can add or remove the SNOMED codes that appear for selection in the 'ADD NOTE' list, by going into **Settings > SNOMED codes for logging**. This will open a full list in which codes can be selected by ticking the box or removing it with the 'x'. After you have added and removed the SNOMED codes you want, just press 'CONFIRM' to see an updated 'ADD NOTE' list.



## Turning Off the Ability to Add Notes

To turn off the ability to add a note to a patient's record, simply go to **Settings > Display 'Add Note' section**, and move the button to the left (grey). To turn the ability on, move it to the right (blue). **Only users whose administrators have given them permission to add notes will actually be able to add notes.**

