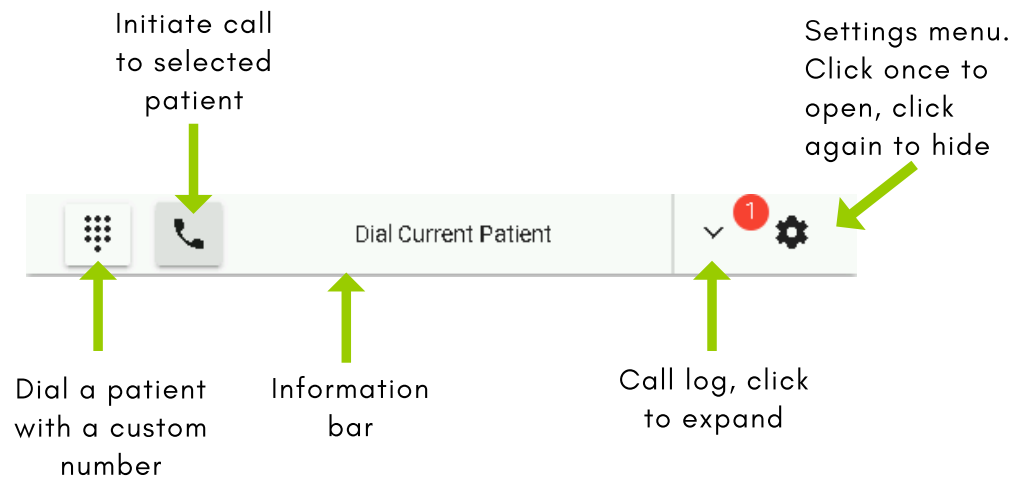


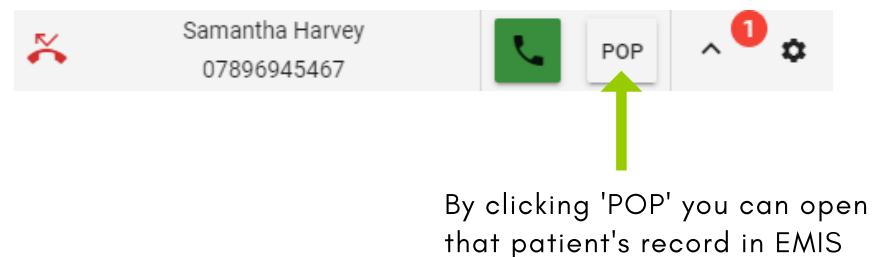
GP BUDDY USER GUIDE

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:

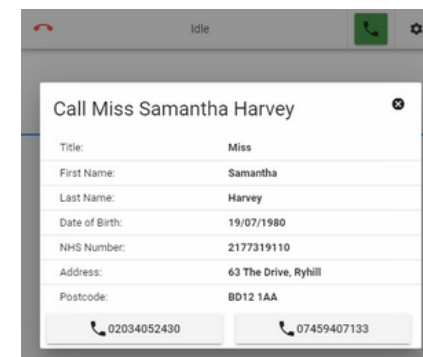


Once a call has been made or received, your bar will look like this:

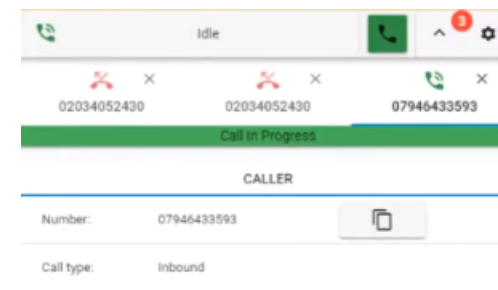


Making & Receiving Calls (with Screen-Pop)

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.



Number Not Recognised
07308951383

TRANSFER

3

×

00447863405768

×

07863405768

×

00447863405768

Call resumed

CALLER

Number: 00447863405768

COPY NUMBER

Call type: Outbound

Number 00447863405768 copied to clipboardCLOSE

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.

Number Not Recognised
07308951383

TRANSFER

2

×

07308951388

×

07863405763

Call resumed

CALLER

Line 1: 07308951388

Call resumed

Line 2: 07863405763

Call Held

CANCEL TRANSFER

COMPLETE TRANSFER



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.

Multiple records found

02070783200

Call In Progress

CALLER

Number: 02070783200

Call type: Inbound

Multiple Records Found

Please Select a Patient

Name: Elizabeth Fry
DOB: 19/05/1944
Name: Samantha Harvey
DOB: 19/07/1980

COPY NUMBER

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

Samantha Harvey
02070783200

POP

02070783200

Call In Progress

PATIENT

ADD NOTE

Title: Miss

First Name: Samantha

Last Name: Harvey

Date of Birth: 19/07/1980

NHS Number: 2177319110

Address: 63 The Drive, Ryhill

Postcode: BD12 1AA

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.

Idle

02034052430

Call Ended

CALLER

Number: 02034052430

Call type: Inbound

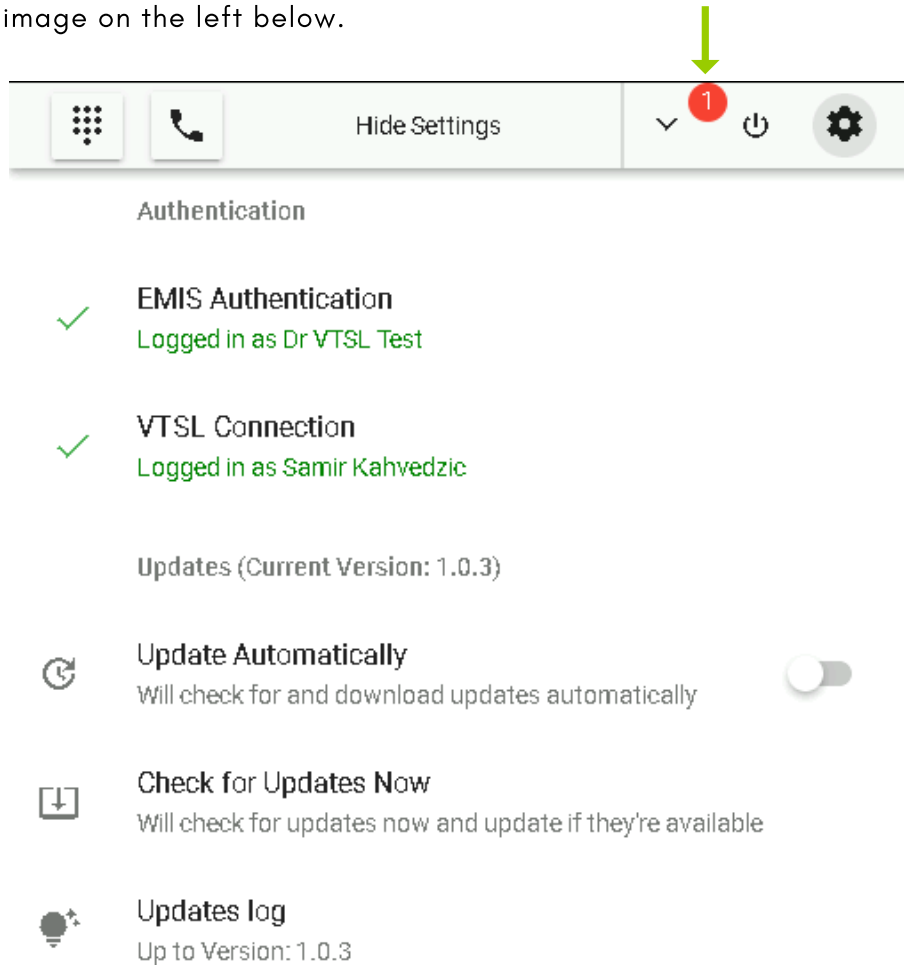
Number 02034052430 copied to clipboard

CLOSE



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

