



YourGPConsultation.com

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## General Guidance for Patients (Patient Pathway)

### Introduction

The patient pathway is the route or path that a patient will take while accessing our private online GP consultation platform, that may result in a prescription or advice or fitness letter or referral letter. This document provides a general guidance and outline of a patient's healthcare access journey through our web portal bound by our terms and conditions.

To access our online medical consultation service, a patient or service user is required to create an individual account on our web portal, [www.yourgpconsultation.com](http://www.yourgpconsultation.com). To create an account, the service user is required to register with a username (valid email address) and a password. Following which the service user will receive an email for verification of the service user's account. The service user can now login to their individual account to complete their registration by completing a short initial questionnaire confirming their name, date of birth, sex at birth, marital status, last known BP, weight and height (if known), residential address, telephone number, email address, registered GP, preferred pharmacy, proof of address and proof of identity.

**After completing registration**, a new service user may continue or return to our web portal at their convenience to book an appointment to see a GP. Registered account holders may use the following services that we provide:

- Consultation on a specific complaint
- Request for referral letter
- Request for fitness letter
- Request for travel advice

**To access any of the services** above, the registered account holder must book an online consultation appointment to see one of our GPs. We provide a regulated service to our target adult population of between 18 and 65 years.

### 1.0. Patient pathway for Consultation on a Specific Medical Complaint

The service user will have to book an online medical consultation appointment. This will require the service user to login to their individual account. After which, the service user can then select from any of the options on the list of "**we treat**" categorised on the home page of our web portal and then click on the **start an e-consultation** button. The web portal will then navigate to the service user's personal information page to either confirm or amend the information already captured from a short initial questionnaire (if such

information might have changed or was not indeed provided accurately). On confirmation and submission by the service user, the web portal will navigate to the **“past medical conditions”** page and then to the **“medical questionnaire”**. On completing and submitting these sections, the web portal will navigate to the Appointment Calendar page for the service user to select a suitable appointment date and time. After reading and checking the terms and conditions of booking the appointment as read, the service user can then pay the specified appointment fee. The service user will receive an on-screen alert and email notification and confirmation of their booked appointment. The email will also contain instructions to the service user that they are required to show proof of identity in form of a photo ID (either a driving licence or a travel passport) at the online consultation session. The service user will receive an email or text notification of their booked appointment before their appointment time.

**To access the online consultation**, we strongly advise the service user to login to their individual account, at least 10 minutes before the scheduled appointment, and click on their profile icon to access their personal dashboard. The service user will be required to give consent and to conduct routine audio and visual checks on their computer, following which, they will be invited into the online video consultation virtual room for their appointment with the GP.

If the GP determines after the consultation that a prescription is required, the service user will be advised to pay (using their debit or credit card) for the writing of the prescription by the GP, and after which the prescription will be sent to the preferred pharmacy (that the service user selected at registration and confirmed for the index consultation). The service user will be informed by the GP that they will have to pay their preferred pharmacy to collect their prescription. If the GP determines that the service user needs a fitness or referral letter, these will be ordered for the service user after payment. Advice will be provided at consultation with no additional payment.

**Subsequent visit by a registered service user** will follow login, confirmation of personal information details; medical information; booking of appointment; consultation; and advice, prescription, request for vaccination, referral and fitness letters, as the GP would determine.

## **2.0. Patient pathway for, request for Referral Letter**

The service user will have to book an online medical consultation appointment. This will require the service user to login to their individual account and select **“request for referral letter”**. The latter can also be selected from the “How It Works” section under “Our Fees” on the home page. The web portal will then navigate to the service user’s personal information page to either confirm or amend the information already captured from a short initial questionnaire, if such information might have changed or was entered inaccurately. On confirmation and submission, the web portal will navigate to **“past medical conditions”**. On completing and submitting this section, the web portal will navigate to the Appointment Calendar page for the service user to select a suitable appointment date and time, and to read (and check as read) the terms and conditions for booking the appointment. Following this, the service user ~~then~~ pays for the appointment.

The service user will receive an on-screen alert and email notification and confirmation of the booked appointment. The email will also contain instructions to the service user regarding the required proof of identity in form of a photo ID (e.g. a driving licence or a travel passport) at the online consultation session. The service user will receive an email or text reminder of their booked appointment before their appointment.

**To access the online consultation**, the service user will have to login to their individual account, at least 10 minutes before the scheduled appointment, and click on their profile icon to access their personal dashboard. The service user will be required to give consent and to conduct routine audio and visual checks, following which, they will be invited into the online video consultation virtual room for their appointment with the GP.

If the GP determines that the service user needs a referral letter, the service user will be advised to pay (using their debit or credit card) for the writing of the referral letter by the GP. After which the referral letter will be sent to the appropriate and preferred private consultant or healthcare provider.

**Subsequent visit by a registered service user** will follow login, confirmation of personal information; medical information; booking of appointment; consultation; and advice, referral and fitness letters, as the GP would determine.

### **3.0. Patient pathway for, request for Fitness Letter**

The service user will have to book an online medical consultation appointment. This will require the service user to login to their individual account and to select **"request for fitness letter"**. This service can also be accessed from the home page of our web portal in the "How It Works" section under "Our Fees". The web portal will then navigate to the service user's personal information page for the user to either confirm or amend the information already captured from a short initial questionnaire, if such information might have changed or was entered incorrectly. On confirmation and submission, the web portal navigates to **"past medical conditions"**. On completing and submitting this section, the web portal navigates to the Appointment Calendar page for the service user to select a suitable appointment date and time, and to read and check as read the terms and conditions for booking the appointment. Following this, ~~which~~ the service user ~~then~~ pays for the appointment.

The service user will receive an on-screen alert and email notification and confirmation of the booked appointment. The email will also contain instructions to the service user regarding the required proof of identity in form of a photo ID (either a driving licence or a travel passport) at the online consultation session. The service user will receive an email or text reminder of their booked appointment before their appointment.

**To access the online consultation**, we advise the service user to login to their individual account, at least 10 minutes before the scheduled appointment, and to click on their profile icon to access their personal dashboard. The service user will be required to give consent and to conduct routine audio and visual checks, following which, they will be invited into the online video consultation room for their appointment with the GP.

If the GP determines that the service user needs a fitness letter, the service user will be advised to pay (using their debit or credit card) for the writing the fitness letter by the GP. After this, ~~which~~ the fitness letter will be available for download (within 24 hours) on the service user's personal dashboard on our web portal.

**Subsequent visit by a registered service user** will follow login, confirmation of personal information; medical information; booking of appointment; consultation; and advice, prescription, referral and fitness letters, as the GP would determine.

### **4.0. Patient pathway for, request for Travel Advice**

The service user will have to book an online medical consultation appointment. This will require the service user to login to their individual account and to select **“request for travel advice”**. This service can also be accessed via the home page of our web portal under the “How It Works” section under “Our Fees”. The web portal then navigates to the service user’s personal information page to either confirm or amend the information already captured from a short initial questionnaire, if such information might have changed or it was entered inaccurately. On confirmation and submission, the web portal navigates to **“past medical conditions”**. On completing and submitting this section, the web portal navigates to the “appointment calendar” page for the service user to select a suitable appointment date and time, and to read and check as read the terms and conditions for booking the appointment. Following this, the service user pays for the appointment.

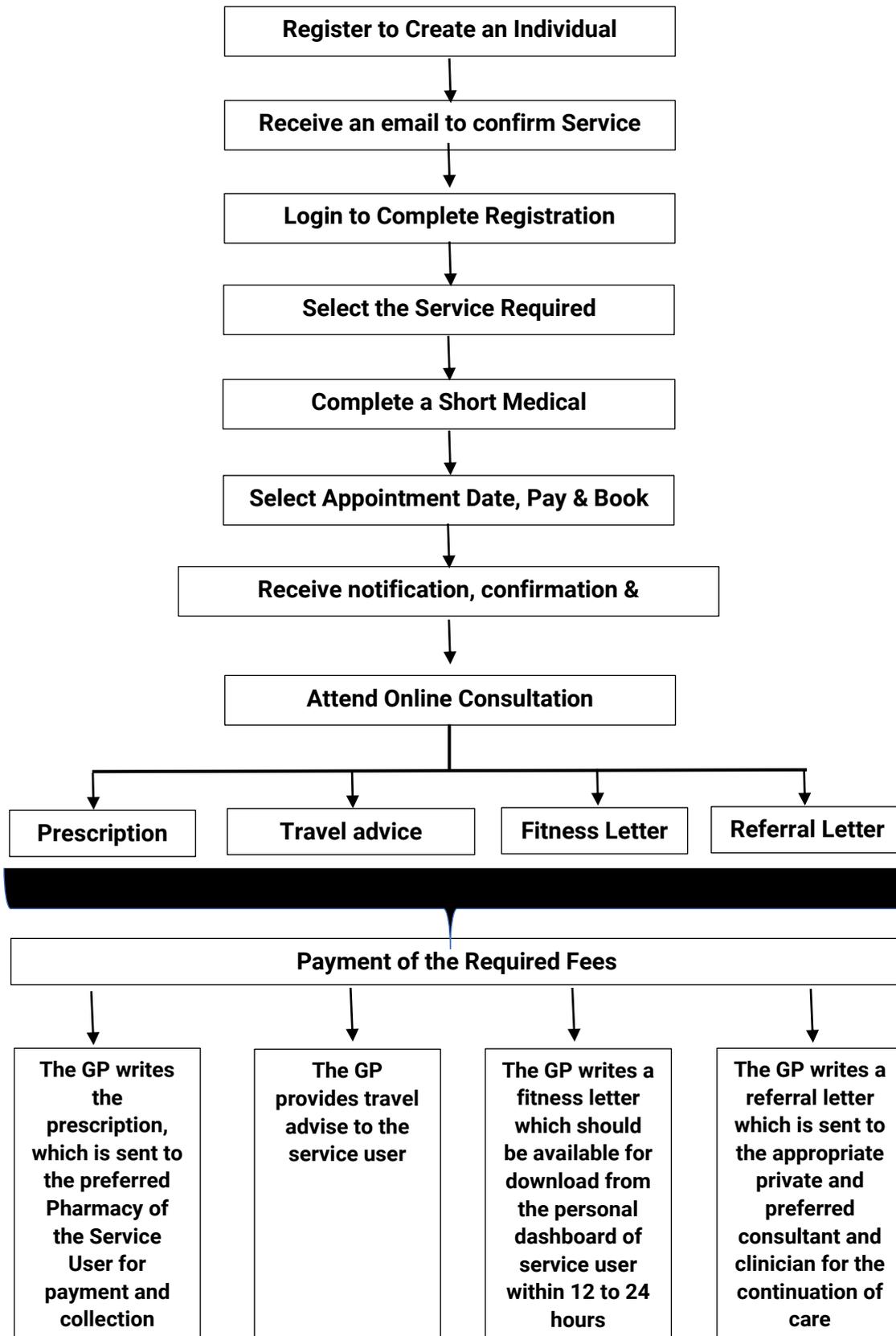
The service user will receive an on-screen alert and email notification and confirmation of the booked appointment. The email will also contain instructions to the service user regarding the required proof of identity in form of a photo ID (either a driving licence or a travel passport) at the online consultation session. The service user will receive an email or text reminder of their booked appointment before to their appointment.

**To access the online consultation**, we strongly advise service users to login to their individual account, at least 10 minutes before the scheduled appointment, and click on their profile icon to access their personal dashboard. The service user will be required to give consent and to conduct routine audio and visual checks, following which, they will be invited into the online video consultation for their appointment with the GP.

If the GP determines that the service user needs travel advise, this will be provided free of charge.

**Subsequent visit by a registered service user** will follow login, confirmation of personal information; medical information; booking of appointment; consultation; and advice, prescription, request for vaccination, referral and fitness letters, as the GP would determine.

# Patient Pathway



(With permission from the patient to share consultation records with their GP)