eConsult Primary Care: Service specification

- Available to patients and proxies via web browser, practice website and NHS App (the NHS App is applicable England only)
- A practice side, cloud-based Smart Inbox
- A practice side, locally installed desktop toolbar
- A range of demand management features
- A range of clinical and non-clinical online consultation templates
- Patient facing dynamic redirections for presentations deemed inappropriate for online consultation pathways
- Clinician-facing in-report red flags
- Integrated self-help and signposting to accredited services
- Integration with core clinical systems (EMIS Web, SystmOne and Vision)
- Integration with NHS App and NHS login (England only)
- Full reporting package (activity, utilisation, and patient satisfaction)
- Patient contact options:

Contact option	Included usage
Post eConsult email	Unlimited
Post eConsult SMS	One fragment SMS message per eConsult received*
Video Consultation volume	1% of the practice's patient list size. Resets monthly
Telephony volume	1% of the practice's patient list size. Resets monthly

*a one fragment SMS provides a message of up to 160 characters

- Operational support between 8am-6pm, Monday-Friday, accessible via telephone, email and live chat
- Out-of-hours escalations via email and live chat
- Structured implementation and business change support

Should you wish to add further video consultation or telephony capacity, please contact your Account Manager or send an email to commercial@econsult.health

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This document is classified as Public.

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