

# Consult with your doctor online

Did you know you no longer have to wait on the phone to get the health advice you need? Now, you can use Online Consult or Patient Access to assess your symptoms using online forms and send a message to the practice at any time, day or night. We'll then review this so that we can advise you on the most appropriate next steps and reply within 48 hours (excluding weekends and bank holidays). Visit our practice website at [www.dukinfieldmedicalpractice.co.uk](http://www.dukinfieldmedicalpractice.co.uk) to get started.

## Getting clinically approved advice when you need it.

We know that you don't just need medical support during practice hours and that you may need advice at any time of day. Our new online consultation system gives you 24-hour access to a wealth of health advice, self-care tips and information on your next steps. Plus, you can submit request forms directly to us for review if you need further guidance.

### Why use Online Consult?

1. **Round the clock advice:** Access a wealth of health advice at any time of day or night.
2. **Accurate medical advice:** Receive tailored advice and information based on your symptoms.
3. **Less time on the phone:** Submit your form online so you spend less time waiting in phone queues.
4. **Clinically approved information:** All the advice and information available through Online Consult is clinically approved and provided by medical professionals.

## Using Online Consult

### Step 1

Visit our practice website and click on the Online Consult link on the home page. Or sign into or register for Patient Access at [www.patientaccess.com](http://www.patientaccess.com).

### Step 2

Search for your symptoms or condition and select the results that match.

### **Step 3**

Fill in a simple online form outlining your symptoms to view relevant articles and information tailored to your results.

### **Step 4**

If you still need help after viewing the support material, submit your form directly to us.

### **Step 5**

We'll direct you to the most appropriate form of treatment based on your symptoms within 2 working days.