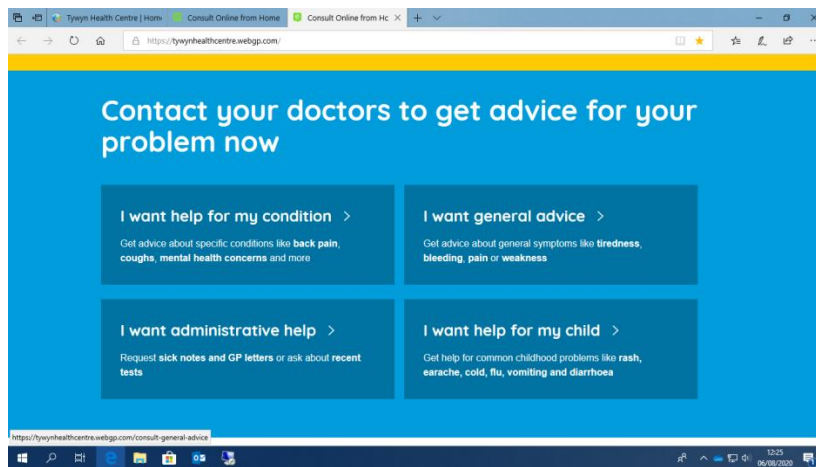


A Guide to Getting the most out of eConsult

Our brand new online Triage and advice service; eConsult is now successfully up and running, helping to meet current demand as well as protecting our patients, the community and our staff during these testing times.

eConsult is the best method for contacting the practice. It will take a few minutes to complete the questions but all your answers ensure that your query is dealt with by the most appropriate clinician.

- Access econsult via our website www.tywynhealthcentre.org
- Click on the eConsult banner where it says “get started”
- Select one of the option that best suits your request (see below)



- Answer the questions
- Complete your contact details
- Provide your email – ***this is essential as we will use this to respond to you***

Whether you're seeking advice from a GP, a sick note, an appointment on the day or you have a task for our administration team; eConsult is here to make your life easier!

Help Yourself

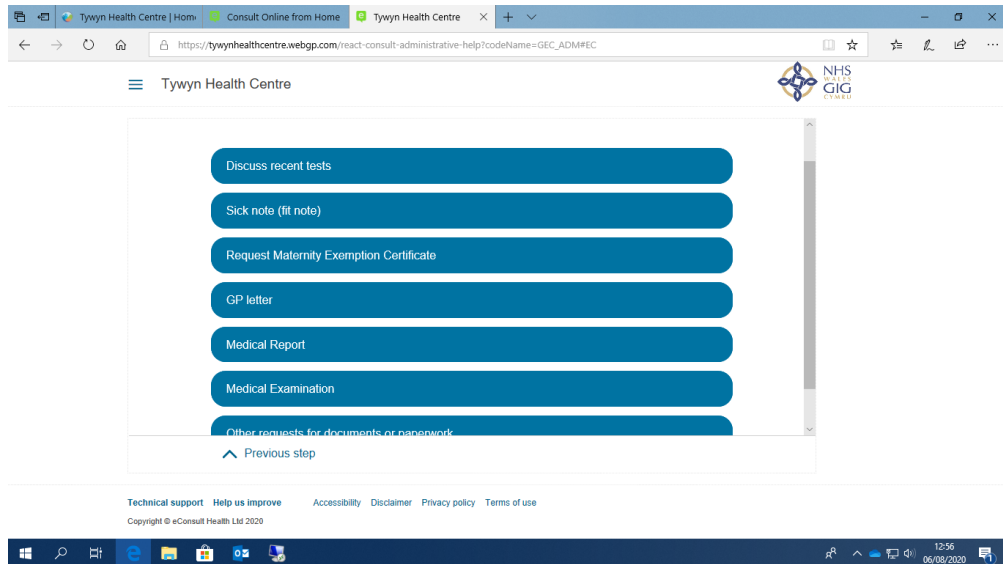
eConsult has a large library of advice for various health conditions so you may even find the information you seek here. Simply click on:

- Click the “I want help for my condition” button (see above)
- Select your condition from the list, A-Z or body map
- Click the “I want to help myself” button
- Chose from videos, printouts and links to website relating to your condition

Test Results

If you'd like to simply request a copy of your results, start an eConsult:

- Click on the “I want administrative help” button
- Complete your details and answer the questions
- Click on “discuss recent tests” (see below)



If you'd prefer to make an appointment to discuss your results with your doctor you will need to:

- Click on the “I want general advice” button
- Complete your details and answer the questions
- Ensure you write in that you would “like an appointment with your GP to discuss your test results”

By selecting the above options your request will be directed to the correct department and we will contact you with details of your appointment.

This guide will be updated as we find more helpful information for our patients but in the meantime feel free to contact us on info@tywynhealthcentre.org if you find any information you think we should include in this guide.

Thank you and enjoy using eConsult.