



Airmid app user guide - patients and service users

These instructions are correct at the date of writing - August 2022.

Contents:

What is Airmid	2
Downloading Airmid onto your device	4
Airmid Features:	
Booking an appointment	6
Cancelling an appointment	8
Sending Messages	10
Receiving messages	12
Receiving Notifications	12
Configuring the Home Screen	13
Frequently Asked Questions (FAQs)	14

What is Airmid?

[Airmid](#) is a patient/service user app for smartphones (IOS and Android).

Airmid is a new way of communicating with service users and patients across Wirral, Cheshire East, St Helens and Knowsley.

It is a health app that brings you closer to health and care professionals and helps you manage your appointments and communications with services from across Wirral Community Health and Care NHS Foundation Trust (WCHC).

The app enables you to:

- Input your own data which will feed into your medical record
- Link with health platforms such as Apple Health and Google Fit
- Record key numeric readings and information about your daily conditions
- Allow other users (delegated person eg family member or carer) to view and add data to your record, as well as to interact with WCHC on your behalf
- Check your symptoms using the Health A-Z on the [NHS website](#)
- Gain better understanding of your lab results

Other key features include:

Appointment booking and management

You can:

- Quickly find and book appointments with services and clinics across the Trust
- View and manage your upcoming appointments and get reminders on your smartphone or tablet

Communications

Health and care professionals at the Trust can:

- Share tailored health surveys with you to complete
- Send you alerts to quickly provide you with important reminders or information
- Have direct message conversations with you

Family / carer access

If required, you can allow someone else to book appointments and view your record on your behalf. You can also be given access to do this for someone else. Your health and care professional can provide more information about this.

Downloading the Airmid App

- You can download the Airmid App via:



- Once you have downloaded the app press 'Continue with NHS login'



- If you have an NHS login please enter your username and password

A screenshot of the NHS login form. It has a title "Enter your NHS login details". Below the title are two input fields: "Email address" and "Password". Below the "Password" field is a link "Forgotten your password?". At the bottom of the form is a green "Continue" button and a link "Set up an NHS login". There is also a small blue "Feedback" button on the right side of the form.

- If you haven't got an NHS login please don't worry - setting one up is easy. Follow the simple steps on the Airmid login screen. You can also watch a video explaining the NHS login on [YouTube](#)

These instructions are correct at the date of writing - August 2022.



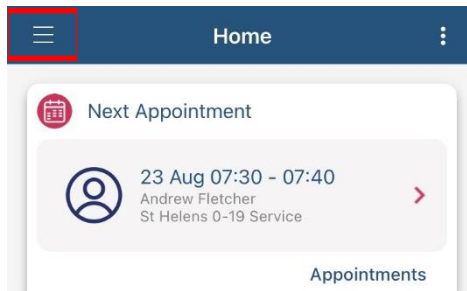
An NHS login can be used to access health websites and apps that have the NHS login button.

It is your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone without your permission, please change your password immediately.

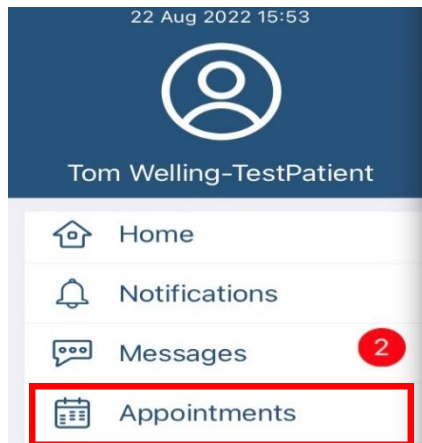
More information can be found on the [Airmid website](#).

Booking an appointment via Airmid

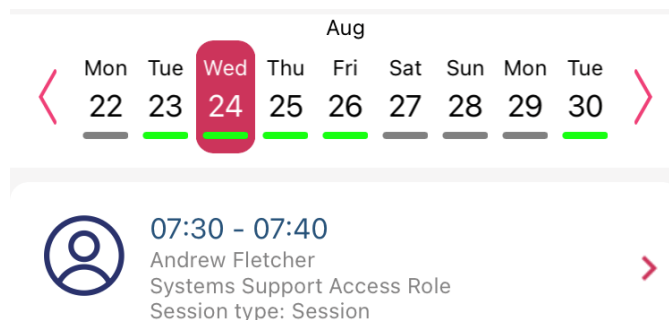
- From the home screen select the menu button on the top left of the screen



- This will show you a list of features. From the list please select 'appointments'

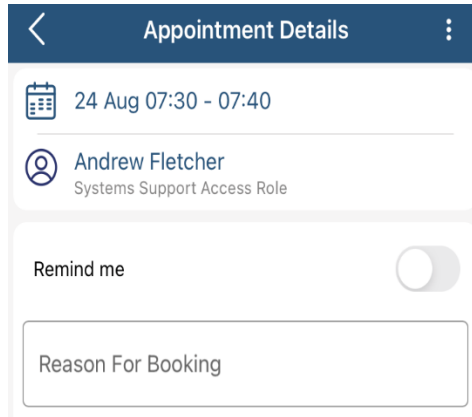


- Following this select the WCHC service you would like to make an appointment with eg Health Visiting or Physiotherapy
- Select a time and date (green indicates available appointment slots)

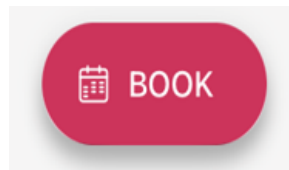


- Add the reason for booking your appointment and select 'book'

These instructions are correct at the date of writing - August 2022.

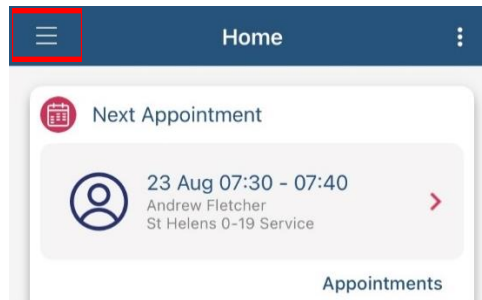


The image shows a mobile application interface for an appointment. At the top is a dark blue header with a back arrow on the left, the text "Appointment Details" in the center, and a three-dot menu icon on the right. Below the header is a white card with rounded corners. The first section of the card contains a calendar icon followed by the text "24 Aug 07:30 - 07:40". The second section contains a person icon followed by the name "Andrew Fletcher" and the role "Systems Support Access Role". The third section contains the text "Remind me" followed by a toggle switch that is currently turned off. The fourth section is a text input field with the placeholder text "Reason For Booking".

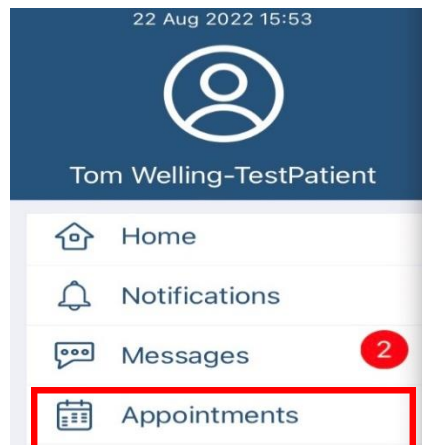


Canceling an Appointment

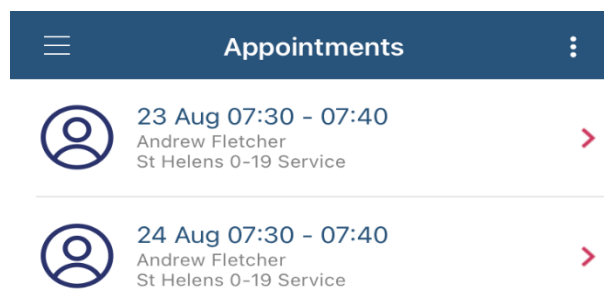
- From the home screen select the menu button on the top left



- This will show you a list of features within Airmid. Select 'appointments'



- Select the appointment you would like to cancel



- Select 'cancel' at the bottom and confirm you want to cancel by selecting 'yes'

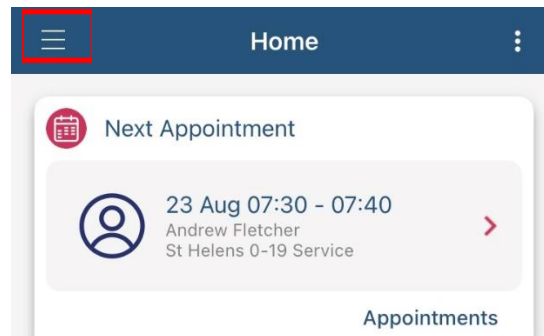
These instructions are correct at the date of writing - August 2022.

The image shows a mobile application screen titled "Appointment Details". At the top, there is a dark blue header with a back arrow on the left and a menu icon on the right. Below the header, the service information is displayed: "St Helens 0-19 Service" with a logo featuring a heart and a person icon, followed by the address "Billinge Clinic, Rainford Road, Wigan, WN5 7PF" and the phone number "01744 624313". The appointment date and time are "24 Aug 07:30 - 07:40". The provider is "Andrew Fletcher" with the role "Systems Support Access Role". The status is "Status: Booked" with a sub-note: "You can check in 60 minutes before the start of your appointment. Last updated on 23 Aug 2022 08:32." At the bottom, there are two buttons: "Add Reminder to Calendar" and "Cancel". The "Cancel" button is highlighted with a red rectangular border.

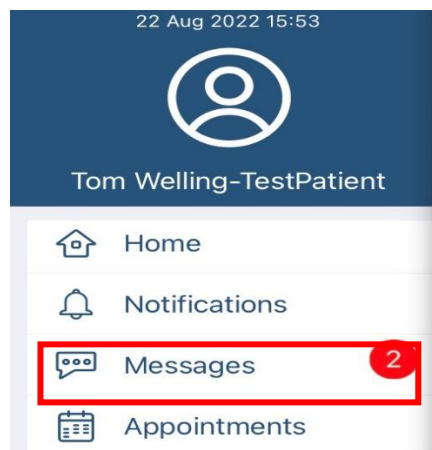
Sending Messages

You can send messages from the app to your health care provider or clinician.

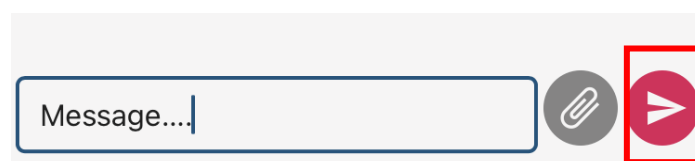
- From the home screen select the menu button on the top left



- This will show you a list of features. From the list select 'messages'

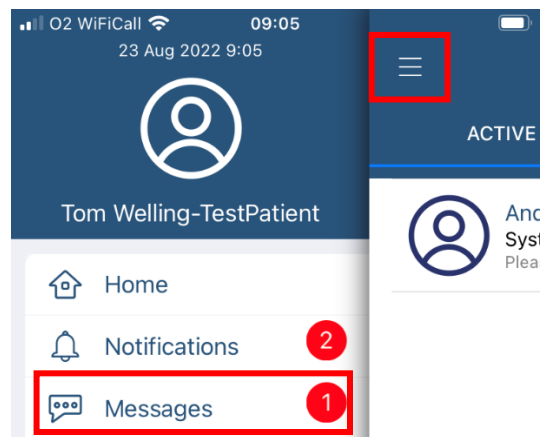


- Select 'new message'
- Type your message in the field at the bottom of the screen. Use the paperclip to attach any photographs. Once your message is complete press the red arrow

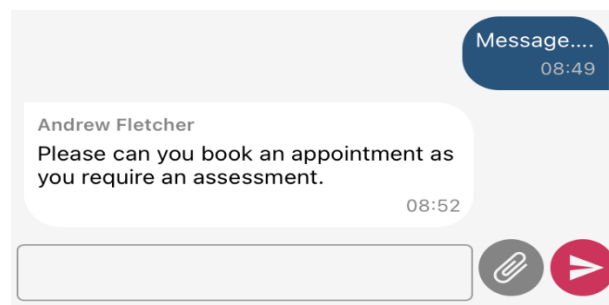


- If your health and care professional or clinician responds, you will receive a notification on your phone. It will also display the number of messages in the 'messages' menu

These instructions are correct at the date of writing - August 2022.



- Once you have selected a message the reply will appear. You can respond and send by pressing the red arrow



- If you want to archive the message press the downward blue arrow at the top of the screen



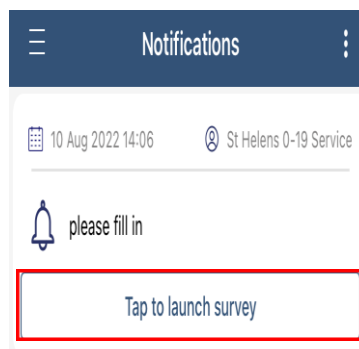
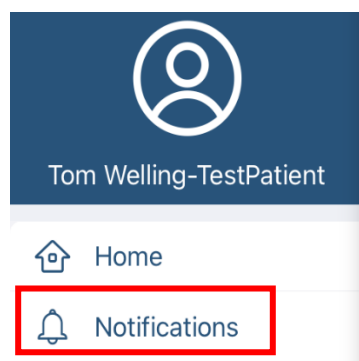
Receiving Notifications

You can receive notifications from your health and care professional or clinician. If you have enabled 'push notifications' these will appear whether you are logged in or out of the app.

If you have disabled push notifications you can still view your notifications when you are logged into the app. New notifications may include a short survey to complete or a new message to read.

Accessing your notifications

From the home screen select the 'notifications' menu button at the top

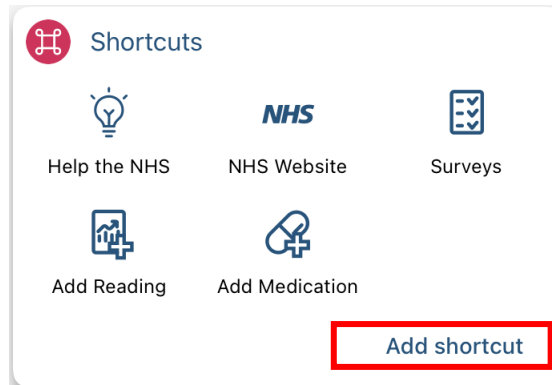


- Select 'Tap to launch survey'

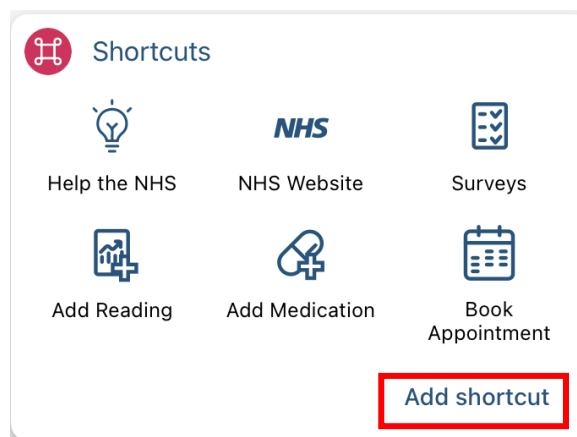
Configuring your home screen on the Airmid app

For ease of use you can add shortcuts onto your home screen rather than having to search through the main menu every time.

- To add a shortcut scroll to the bottom of the home page and select 'Add shortcut'



- Select the relevant shortcut from the list eg 'Book appointments'
- This will now appear on your home screen



Frequently Asked Questions (FAQs)

Patient/service user control

What is proxy access?

This is the ability to book appointments and send messages via the Airmid App on behalf of another patient/service user e.g. spouse/child who have given the relevant consent.

How does requesting proxy access work?

If you are registered for the app, you can give the proxy access to your app data. Once accepted, you can request to give proxy access to your health record held with WCHC.

Can proxies use NHS login to view patient's record?

Yes, proxies can log in using NHS login and view individual record by going to the Family screen.

Can patients view documents in Airmid?

Yes, if you have the correct record access level.

Can people use their SystmOnline login with Airmid?

Yes, existing SystmOnline users will be able to log in to Airmid. However, until WCHC enables Airmid, people will not be able to view their record within the app.

Do images sent from app form part of the patients EPR record (eg visible with other attachments)

Images sent through messages can be downloaded and then saved into the record. We are looking into improving this process.

Images uploaded as a document into the record will be visible in the record, and in the communications and letters node.

Is there a guide to help app users?

Users can access help files from the app. Also, information appears to help the users navigate when they visit screens for the first time.

Is Airmid accredited by NHS Digital?

WCHC is currently in the assurance process for NHS login. Airmid is available free to all SystmOne users / organisations and is therefore not offered separately on the GPITF framework. If you have further questions about this please contact your TPP Account Manager.

Can patients access 111 online from Airmid?

From Airmid's home screen, patients can access NHS Choices, from which they can access information about health and medication, as well as 111 online.