

medi2data

emr⁺
by medi2data

Submit MRR Guide



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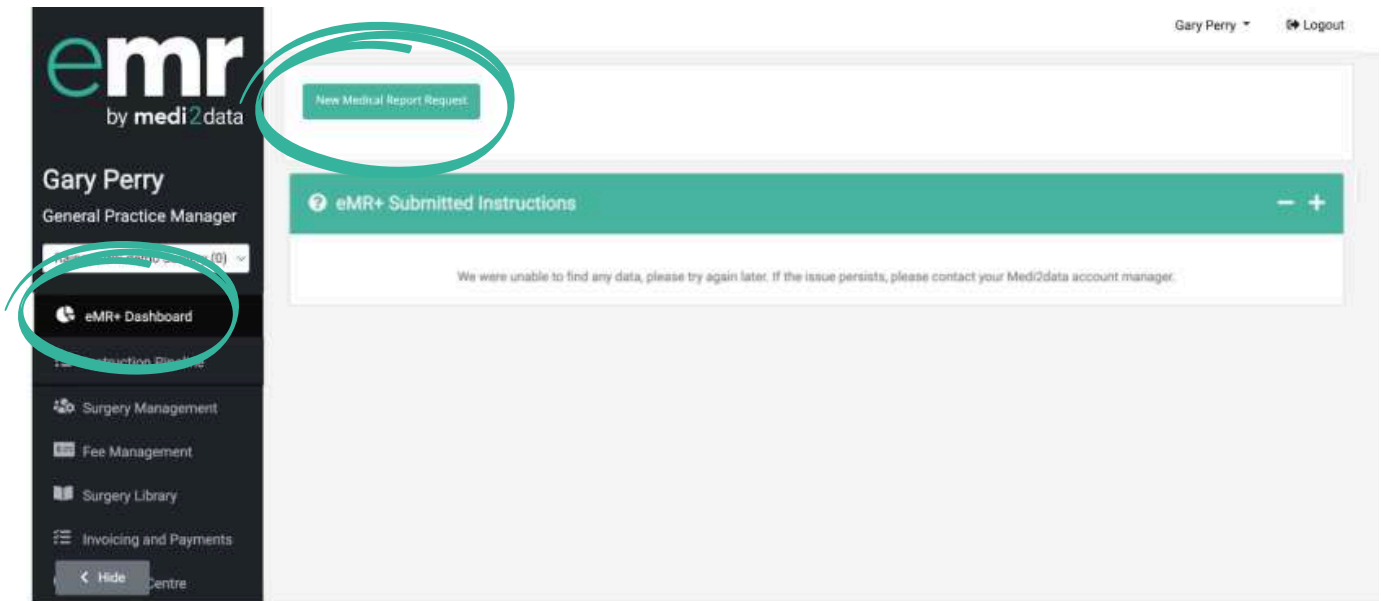


How to submit report requests to our team

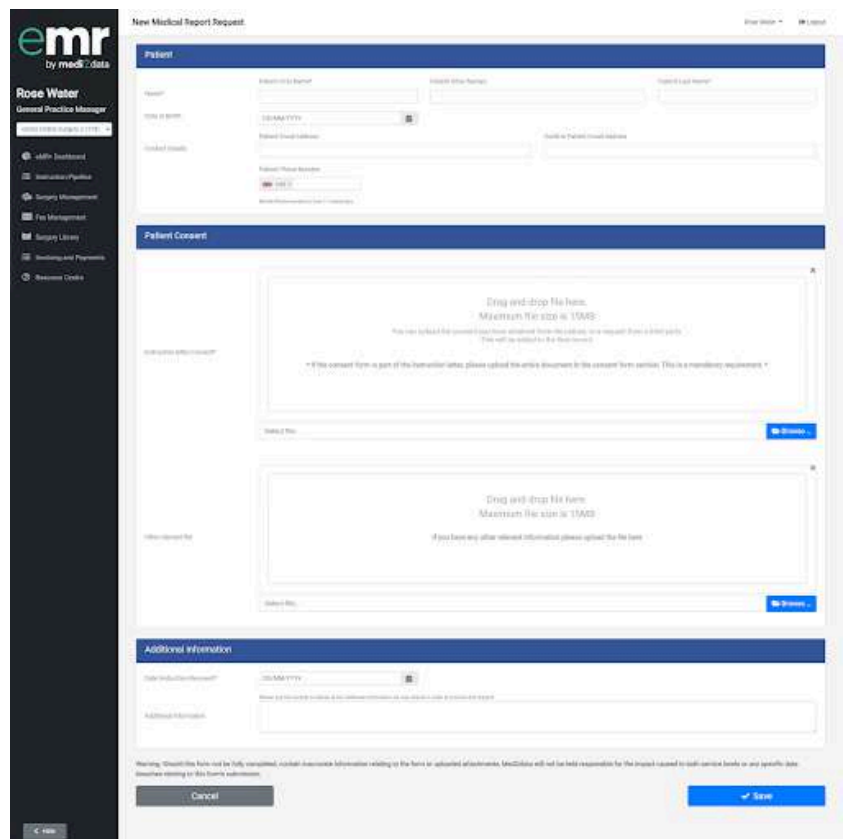


1 Head to our [eMR](#) software and use your login details.

2 Navigate to the eMR+ Dashboard and click on **“New Medical Report Request”**.



3 Fill in the patient details and upload the **instruction letter** and **consent form**.



Our tips on submitting report requests



Pay particular attention to your inbox during the **first 48 hours** - we will communicate any obvious issues with you during this time window.



If you are unable to provide a patient's email and phone number, please add context via the **"Additional Information"** box at the bottom of the page to help streamline our process. Example reason could include; whether the practice doesn't hold these details, or that the patient has refused to be contacted by email.



In regards to patient consent, we accept the following forms:

- A signed and dated form
- A screenshot of a request a patient has made via email
- A statement from the practice detailing the patient's needs along with the date they contacted the practice

NB Consent must be dated within six months of submission.



For any further information relevant to the report, this can be included in the **"Additional Information"** box on the New Medical Report Request page.



Top tips for using eMR+!



1

Share this guide with your practice team, so everyone is comfortable with eMR+.

2

To help third-parties track their report progress in real-time, you can direct them to our **Medical Evidence Tracker (MET)** with their case reference number.

3

If you have any further questions or issues, reach out to your Account Manager or the Customer Success Team via the email address below to arrange a **follow-up session**.

4

Did you know we can also process any **Firearms requests**? Either your GP practice or your patients can request these, speak to your Account Manager to find out more.

Led by Sarah, our Customer Success team are on hand to help with any queries you or your surgery may have about eMR+, so don't hesitate to reach out if you need clarification on any of the information throughout this document.



Sarah Lewis

Head of Customer Success



Amersham Health Centre

We have been using Medi2data since 2022. The service has been impeccable not only with the support but the open communication. The doctors feel supported with not having the extra admin burden they encountered.