



General

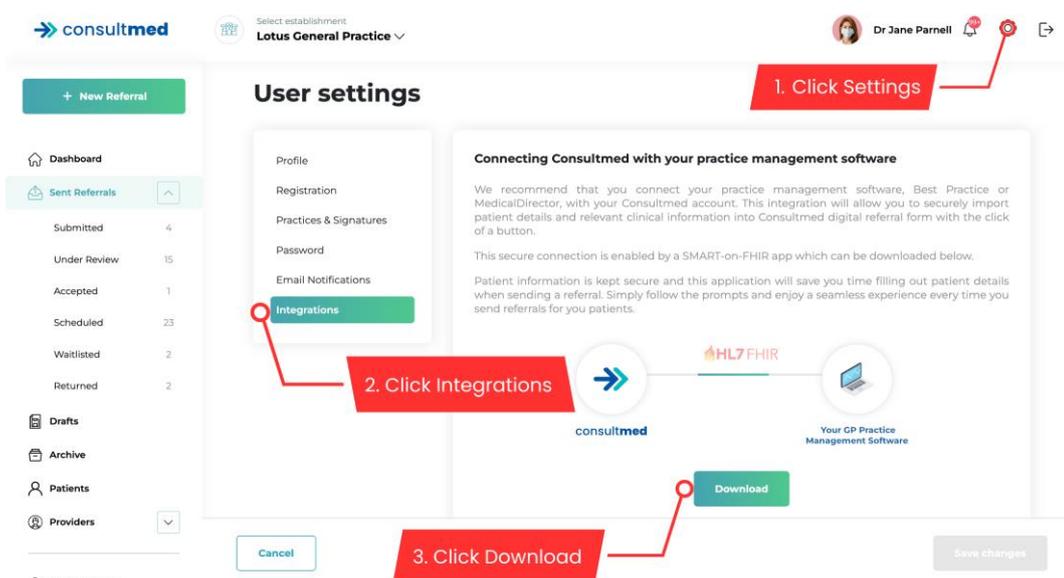
- Consultmed → has partnered with Sanro ↯ to make it easier for GPs to send referrals from their practice management system
- SanroDASH is an integration app created by Sanro Health that allows your practice management system (Best Practice or MedicalDirector) to securely communicate with Consultmed



- The app is free to download for all Consultmed users and once installed will open automatically whenever Best Practice or MedicalDirector is started

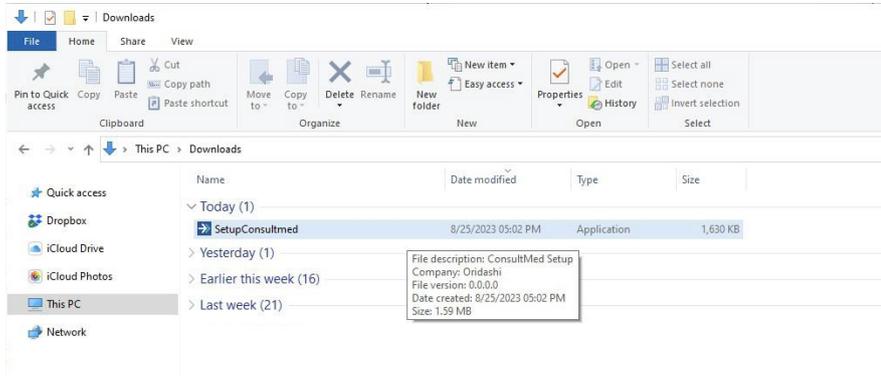
Installation procedure

1. Log into your Consultmed account and click the ⚙️ 'Settings' icon in the top right corner of the dashboard
2. Click 'Integrations' from the list of options in the column under 'User Settings'
3. Read the information on this page and then click 'Download'

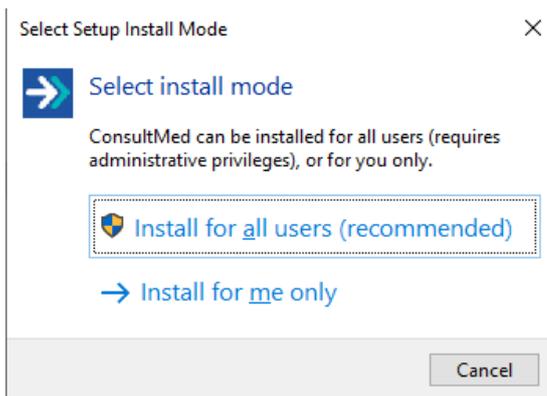




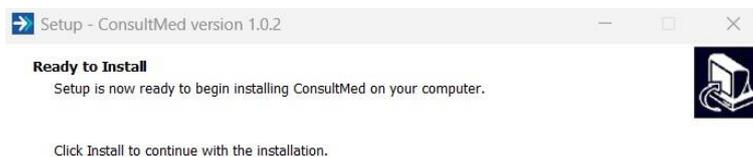
- Once downloaded, locate the file 'SetupConsultmed.exe' in your downloads folder and double click to run the installation program



- When asked to 'Select install mode', you may choose whether to 'Install for all users' or 'Install for me only'

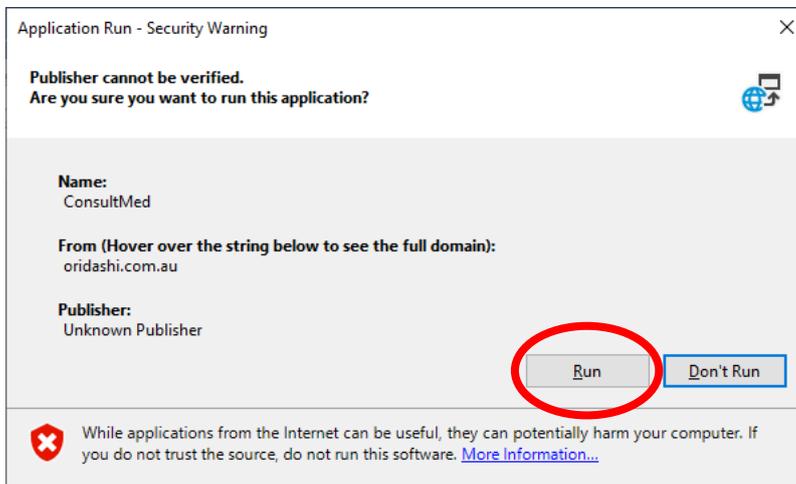


- On the next window, click 'Install' to commence the installation

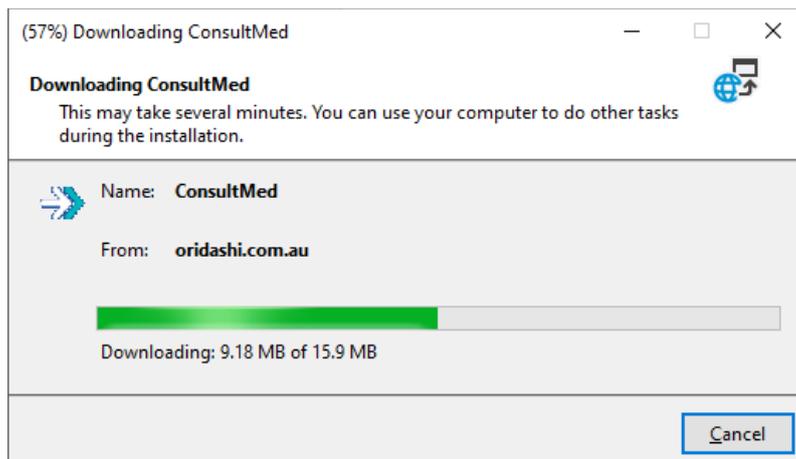




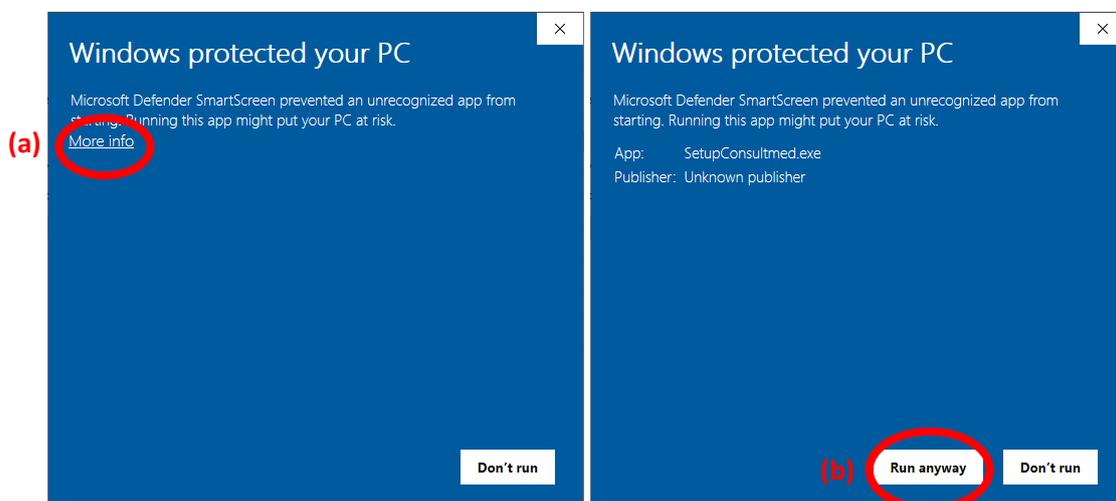
Note you may receive a Security Warning pop up asking if you want to run this application. Click 'Run' to continue



7. The download should begin and take less than a minute to complete

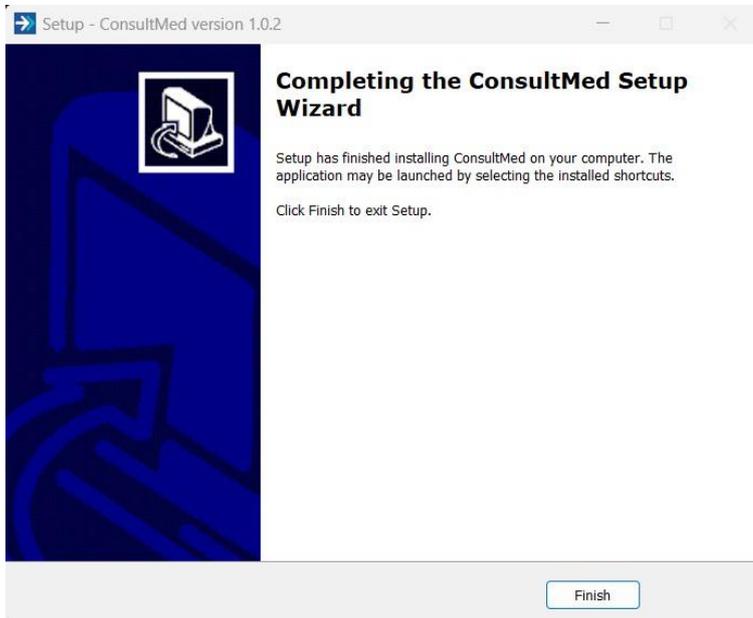


8. You may receive another warning by Windows. Click (a) 'More info' then 'Run anyway'.

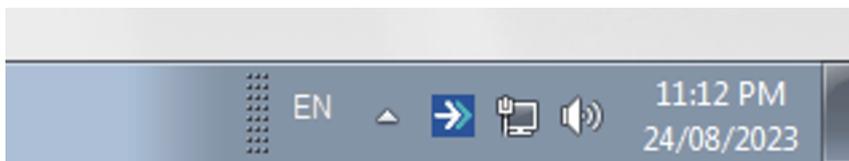




9. The integration app should commence installation on your computer
10. You will get a window notifying you when the installation is complete. Click 'Finish' to exit



11. The application should now be running in the background of your computer. To confirm, look for the Consultmed icon in your taskbar (usually next to the clock)





Using SanroDASH

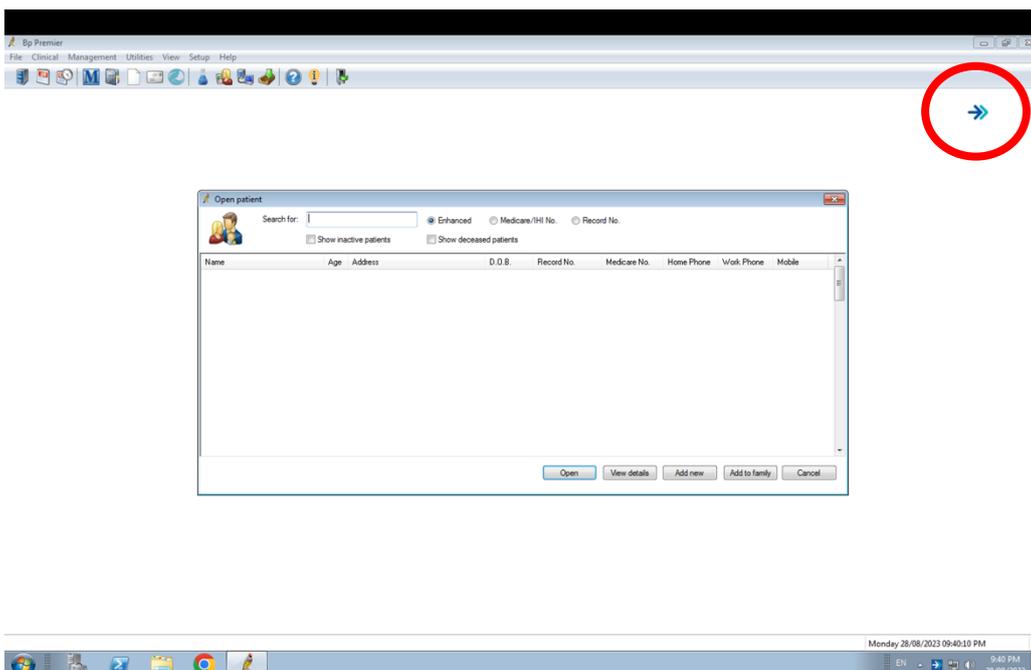
1. Confirm that SanroDASH application is running by checking for the Consultmed icon in your taskbar.



If it is NOT present and you have completed installation, launch Consultmed by going to Start > All Programs > Consultmed. Alternatively, you can click the Consultmed icon on your desktop

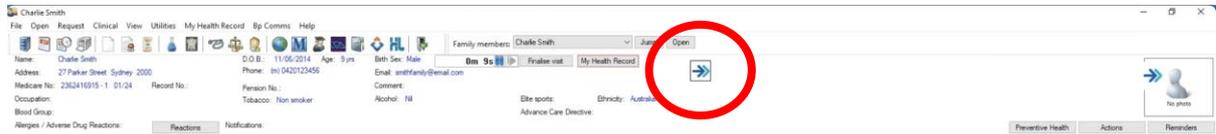


2. Login to your Practice Management System (BP or MD). You should notice a Consultmed → icon on the screen (usually the top right). If not present, follow Step 1 above in how to launch Consultmed.

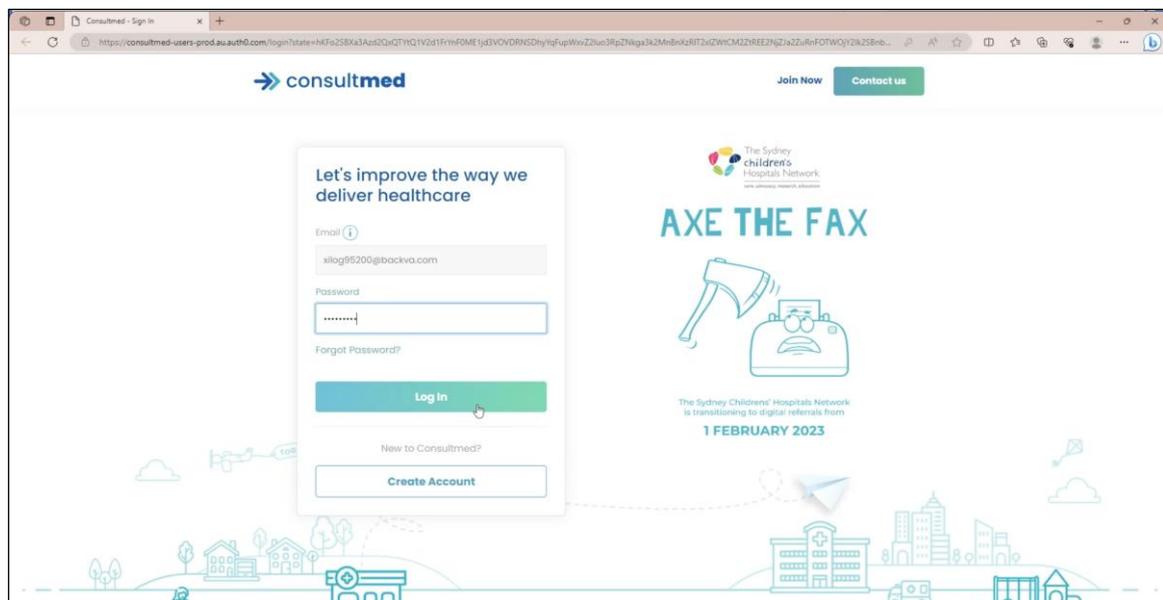




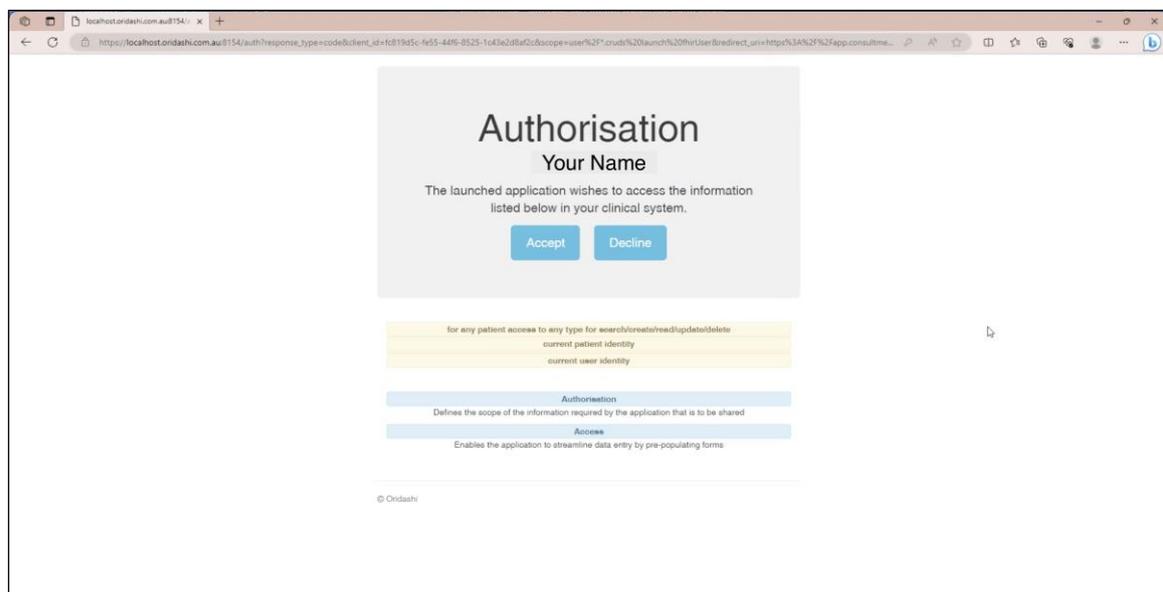
3. Open the file of the patient whom you need to send a referral for. There should be a Consultmed icon visible in the demographic bar of the patient. Click this to launch Consultmed.



4. Login to your Consultmed account. For convenience and security, this only needs to be done once every 24 hours.

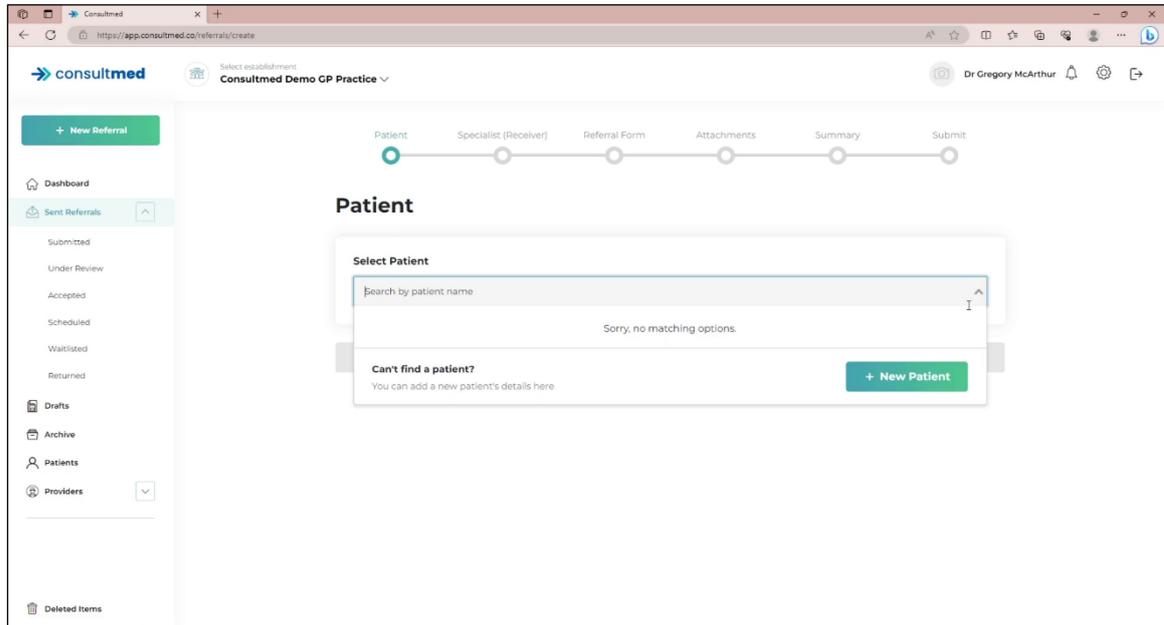


5. Confirm your name and click Accept to allow the link between your Practice Management System and Consultmed to proceed.

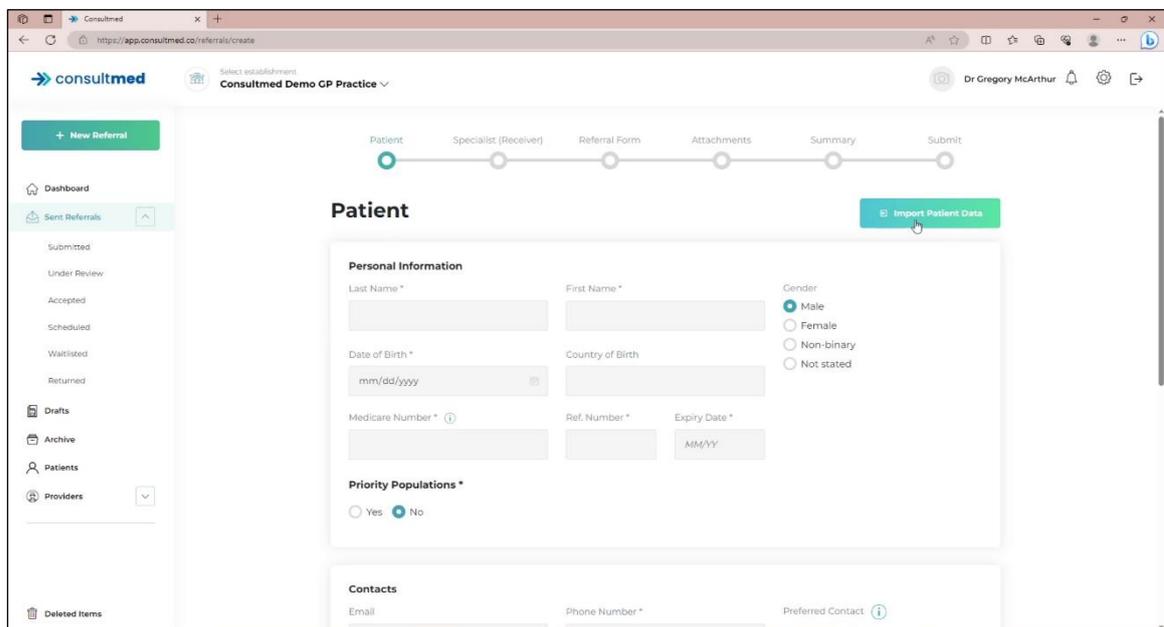




6. Click the dropdown under “Select Patient” and then click “New Patient”



7. Click “Import Patient Data” to allow autofill of your Consultmed form





Frequently asked questions

1. **I have installed SanroDASH but when I open Best Practice/Medical Director, no Consultmed icon is visible?**

It is possible that the SanroDASH program has been closed on your computer. To have it running again, just go to Start > All Programs > Consultmed. Alternatively, you can click the Consultmed icon on your desktop

2. **Does the integration software store any patient data?**

The integration software does not store any patient data. The integration software only forms a secure connection between your practice management software and Consultmed.

3. **Does the integration software need other 3rd party software to be pre-installed on the machine?**

The integration software does not need any other 3rd party software to be pre-installed to run it.

4. **Does the integration software installation need any downtime during installation process?**

There is no need for downtime during the installation process. Software installation does not interfere with any running process or require a restart of the system.

5. **How does the software remain updated?**

The integration software will automatically update itself

6. **Is the installation software digitally signed for trust and security?**

The integration software is digitally signed and hence prevents tampering of the software on the machine.

7. **Does the integration software need any specific setup on the practice management software such as Best Practice or Medical Director?**

The integration software does not need any specific setup on your practice management software. It runs as a windows background process and accesses the practice management database. To connect with Consultmed it initiates a SMART-on-FHIR secure connection to exchanges patient data securely.



8. Where can I access Consultmed’s privacy policy and Terms & Conditions?

Consultmed adheres to best practice terms and conditions, ensuring the protection of personal health information and appropriate use of the platform. Please refer to Consultmed’s [terms of service](#) and [privacy policy](#), also available at: www.consultmed.co

Contact Us

Our team are ready to assist you and will reach out within 24 hours. For specific support with:

- SanroDASH integration software, please email:
 support@sanrodash.com
- Consultmed platform, please email:
 support@consultmed.co

Watch this video

- Create a new GP user account and download SanroDASH for your practice management software



Or click on this [link](#) to view