

# How to find your Livi Practice sessions

**This document tells you how to view available, bookable Livi appointment sessions in both SystmOne and EMIS Web.**

Our scheduling team will endeavour to maintain a 2-week rolling appointment schedule on your behalf, updated on a Wednesday evening.

Livi Practice consultation sessions are added to your EMR under a generic account of "Dr Livi" or similar. This gives Livi GPs visibility of each others' appointments in case of absences.

You will see new sessions under 'Staff' populated with "Dr Livi" and under 'Location' populated with "Livi Practice". In cases when a site has multiple Livi sessions booked on the same day, it may be necessary for our team to add multiple "Dr Livi" users (Dr A Livi, Dr B Livi etc.).

If you cannot see Livi sessions, your view settings may need amending in your clinical system.



**Livi**  
See a GP by video

# SystmOne

## 1. View by rota

In the Appointments > Rotas menu, all Livi sessions for current and future weeks can be found by selecting "Livi Practice" or similar from the "Site" list. If your SystmOne account manages multiple practices, the location would specify which site it is set for, e.g. Livi Practice (Wilburton).

## 2. View by appointment overview

Using the "Site" filter will highlight Livi appointments in place for the day you're viewing.

Alternatively, use the Staff filter in the lower left of the page and include all Livi accounts visible. In the example below the site has 8 required separate Livi accounts due to appointment scheduling, even though only 2 are in use on the day being viewed

# EMIS Web

Using the Session Holder Filters, search for and select Livi Practice as a location and all Livi user accounts that have been created.

Not all users may be active on all days but with the filters applied the sessions held by our GPs will now be visible

# FAQs

## **Q: Why can't I see my Livi sessions?**

A: It is likely the view in your clinical system is not set to display the Generic Livi GP user accounts.



## **Q: Why are these sessions not booked against the actual GP?**

A: In the event that one of our GPs cannot attend a session, our schedulers use "Dr Livi" accounts so that another GP from our team can conduct the session.

## **Q: Why are there so many Dr. Livi accounts?**

A: As the clinical system wont allow a clinician to have overlapping appointment sessions, it is not always possible to use just one Dr Livi account.

## **Q: Why are there letters/initials at the end of a session name?**

A: Sessions will often have the initials of the scheduled Livi GP on session names, especially where there are multiple sessions in a single day.

## **Q: How often are our Livi sessions updated?**

A: Each Wednesday our scheduling team will look to ensure all your allocated sessions for the following 2 weeks are added in your clinical system

