

ScriptSwitch Customer Support

ScriptSwitch Customer Support can assist practices to achieve maximum benefit from the ScriptSwitch software by ensuring that the software is fully functional for all relevant users.

Opening hours: 9.00am - 5.30pm

Telephone: 02476 214 700

Email: support@scriptswitch.com

New Users

It is important that this is managed by the practice and that new users are activated or deactivated for ScriptSwitch use, dependent on whether they are appropriately qualified to prescribe.

This area of the ScriptSwitch software is often overlooked when new employees join a GP practice. If this area is not addressed at practice level, a new clinical user may have ScriptSwitch disabled and a new administrator may find that ScriptSwitch is enabled.

New Servers

Practices should advise ScriptSwitch Support when server replacements are due to happen so that they can arrange telephone support on the day or a re-installation visit as necessary to ensure that ScriptSwitch becomes operational as soon as possible.

New PCs

This area varies widely depending on the clinical systems in use. For INPS Vision sites a new PC has no impact on ScriptSwitch, it will continue working. For EMIS sites, the software will need to be added back to the PC through the EMIS patching system and for iSOFT the PC will need to be re-installed. The practice will need to check that ScriptSwitch is working after a replacement PC and if not call the Customer Service team who can normally resolve this issue over the phone.

Clinical System Migration

When there is a change of clinical system, ScriptSwitch will need to be re-installed. The Practice should contact Customer Support when they have a confirmed date for the migration and an engineer visit can be arranged to take place immediately after the new system installation