

Using Patient Online services: booking appointments and making repeat prescriptions

This short illustrated guide has been developed by the Priory Avenue Surgery Patient Participation Group (PPG). The aim is to help patients who are new to online services to navigate their patient record. We hope you will find it helpful.

Please also see out separate “general overview” guide.

If you have any comments or suggestions please email the PPG Chair Mr Francis Brown on prioryaveppg@gmail.com

March 2017

EMIS Appointments and Repeat Prescription Illustrated Guide.docx .

Home Insert Page Layout References Mailings Review View

How difficult is it to order a repeat prescription online?

How difficult is it to book an appointment online?

If you have Internet access
Read on >>>

Page 1 of 11

Page: 1 of 11 Words: 268 English (United Kingdom) 60%

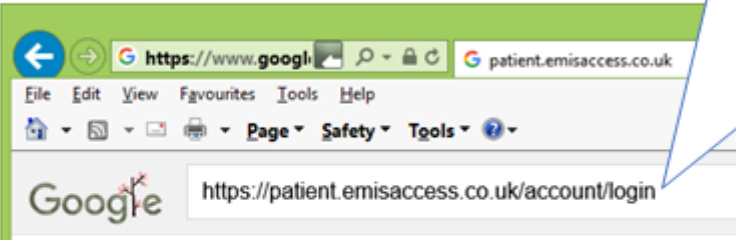
EMIS Appointments and Repeat Prescription Illustrated Guide.docx .

Home H Insert N Page Layout P References S Mailings M Review R View W

Take ID to Reception Desk and fill in application form

Receive an enrolment document with your User ID and a temporary password

Log into <https://patient.emisaccess.co.uk/Account/Login>



Page 2 of 11

Page: 2 of 11 Words: 268 English (United Kingdom) 60%

EMIS Appointments and Repeat Prescription Illustrated Guide.docx .

Home Insert Page Layout References Mailings Review View

patient access

Welcome to Patient Access

Patient Access lets you use the online services of your local practice. These may include arranging appointments, repeat medication, secure messages, medical record and updating your details.

Register

Have an account? Click "Sign in" details.

No login details? Click "Register" Access.

Sign in ? Help

User ID [Get my user ID](#)

xxxxxxxxxx x

Password

I forgot my user ID or password.

Remember my user ID

Register **Sign in**

Type in your User ID and temporary password
And click "Sign in"

Choose a new password and input it twice
Min 8 characters
Rules: min one number, min one upper case letter
min one lower case letter

Page 3 of 11

Page: 3 of 11 Words: 268 English (United Kingdom) 60%

EMIS Appointments and Repeat Prescription Illustrated Guide.docx

Home Insert Page Layout References Mailings Review View

Welcome Mr [REDACTED]

You last signed in on 20 Mar 2016 at 18:57. If this is not correct, [change your password](#).

Your details [Update your details](#) [Change password](#) [Change security questions](#)

Name [REDACTED]
Address [REDACTED] [Show more](#)

Your practice [Services](#) [View map](#)

Name [REDACTED]
Address [REDACTED]
Telephone [REDACTED]
Web address [REDACTED]

Appointments [Book an appointment](#)

Date	Time	Clinician	Category	Action
Tue 22 Mar 2016				

Medical record [View record](#)

Browse your [medical record](#)

Repeat prescriptions [Request a repeat prescription](#) [View repeat prescriptions](#) [View requests](#)

Date	Drug	Status
14 Mar 2016	Tabphyn MR 400microgram capsules (ProStrakan Ltd)	Accepted

Page 4 of 11

Page: 3 of 11 Words: 268 English (United Kingdom) 60%

This demo is using the EMIS Patient Access system.

Your surgery will be using the same or a similar system

Click to book an appointment

OR

Click to request a repeat prescription

EMIS Appointments and Repeat Prescription Illustrated Gui...

Home Insert Page Layout References Mailings Review View

If you clicked "Book an appointment"

Book an appointment

Currently showing default appointments. Click the "+" icon to choose a different appointment type.

Filter appointments

Pick a person: [dropdown] Pick a place: [dropdown] Pick a clinician gender: [dropdown]

Calendar view showing appointment slots for March 2016 and April 2016. Slots are represented by colored boxes (green for available, grey for unavailable).

Choose a day & time in the **next 2 weeks** and choose a doctor more detail on next page

Longer in some practices

Page 5 of 11

Page: 5 of 11 Words: 268 English (United Kingdom) 60%

EMIS Appointments and Repeat Prescription Illustrated Guide...

Home H Insert N Page Layout P References S Mailings M Review R View W Format JX

patient access

Book an appointment

Currently showing Default appointments. Click the "Back" button to choose appointment type.

Filter appointments

Pick a person: Pick a place: Pick:

Tuesday 22nd March 2016

XXXX
18:50

Wednesday 23rd March 2016

XXXXXX XXXX XXXXXX
17:30 11:40 11:00

Page 6 of 11

Page: 6 of 11 Words: 268 English (United Kingdom) 60%

Chose a suitable day, time and doctor and click

EMIS Appointments and Repeat Prescription Illustrated Guide...

Home Insert Page Layout References Mailings Review View Format

Confirm your booking

You are requesting a 10 minute Default appointment with Dr. **** * at 11:40 on Wednesday 23rd March 2016 at [redacted]

To confirm the booking, please click the "Book" button below.

Enter your reason for the appointment (optional), maximum 36 characters: [input field]

Please note: The reason you enter may be read by non-clinical staff and may not be seen until the time of your appointment.

Book

Alternatively, you can **choose a different appointment** ... or **cancel** the appointment booking altogether.

Click "Book" to confirm

NB Details of the appointment can also be printed

Page 7 of 11

Page: 6 of 11 Words: 268 English (United Kingdom) 60%

EMIS Appointments and Repeat Prescription Illustrated Guide.docx .

Home Insert Page Layout References Mailings Review View

Home H Insert N Page Layout P References S Mailings M Review R View W


patient access



Signed in as [] Home Sign out Help

Please allow 3 FULL working days for your prescription. Thank you

Your repeat medication

Select the medicine(s) you want to request by clicking the tick box. Add a message relating to your request (optional) and click the "Submit request" button.

You can search for information on each item by clicking the  icon, which opens the Patient Info website in a new window.

Select	Drug	Details	Last issued
<input type="checkbox"/>	Simvastatin 40mg tablets 	One To Be Taken At Night, 56 tablet	24 Feb 2016
<input type="checkbox"/>	Talphys MR 400microgram capsules (PvsStrakan Ltd) 	One To Be Taken Each Day, 60 capsule	15 Mar 2016

Enter the name of the surgery or branch where you'd like to pick up your prescription.

You may include a message relating to your request.
If you need to request something that is not listed, please contact your practice.

Maximum characters 150. You have 150 characters left.

Submit request

Click to insert tick(s) as required

If you clicked Request a repeat prescription

Click "Submit request"

Page 8 of 11

Page: 8 of 11 Words: 268 English (United Kingdom) 60%

EMIS Appointments and Repeat Prescription Illustrated Guide.docx .

Home H Insert N Page Layout P References S Mailings M Review R View W

patient access

Prescription request confirmed

Your prescription request has been confirmed. Your Doctor will look at your request and update the status as below:

- Requested – waiting for the practice to process.
- Rejected – contact your practice for the reason.
- Accepted – the request has been approved. Please allow up to 2 working days before collection. Check with your surgery for specific collection times.

Please check back online for updates on the status on your prescription request.

[Go to homepage](#)

Check later to view progress

- Requested – waiting for practice to process
- Rejected – contact your practice for reason
- Accepted

Page 9 of 11

Page: 8 of 11 Words: 267 English (United Kingdom) 60%

EMIS Appointments and Repeat Prescription Illustrated Guide.docx .

Home Insert Page Layout References Mailings Review View

Patients access Signed in as [] Home Sign out Help

Sign out when finished

Help on line or ask at reception

Page 10 of 11

Page: 10 of 11 Words: 267 English (United Kingdom) 60%

The image shows a Microsoft Word window titled "EMIS Appointments and Repeat Prescription Illustrated Guide.docx". The ribbon at the top includes "Home", "Insert", "Page Layout", "References", "Mailings", "Review", and "View". The main content area displays a diagram of a patient access interface. At the top of the diagram is a brown header bar with the text "Patients access" on the left and "Signed in as [] Home Sign out Help" on the right. Below the header bar, there are two thought bubbles. The first is a blue bubble containing the text "Sign out when finished". The second is a black bubble containing the text "Help on line or ask at reception". The diagram is connected to the header bar by a series of small circles. At the bottom left of the page, it says "Page 10 of 11". The status bar at the bottom shows "Page: 10 of 11", "Words: 267", "English (United Kingdom)", and a zoom level of "60%".

EMIS Appointments and Repeat Prescription Illustrated Guide.docx .

Home H Insert N Page Layout P References S Mailings M Review R View W

Repeat prescription requests
And routine appointments to see a Doctor

24 hours a day
7 days a week

If you have Internet access
If you apply

It's your choice

Page 11 of 11

Page: 11 of 11 Words: 267 English (United Kingdom) 60%

```
graph TD; A[Repeat prescription requests  
And routine appointments to see a Doctor] --- B[24 hours a day  
7 days a week]; B --- C[If you have Internet access  
If you apply]; C --- D[It's your choice]
```