



EMIS Patient Access user guide for care home staff | ordering repeat medication online for care home residents

This only needs to be done once. If you already have an individual patient access account on behalf of the home set up at a different EMIS practice you do not need another one.

If you order your own medication online, you **must not** use your personal account to order residents medication. You will need to set up a separate Patient Access account specific for your role at the home.

You will need to use the individual secure email address that you gave to the surgery on the request for online account form. Make sure you are able access to this email to verify your email address later in the process.

You will need to create a password and a memorable word during the process

Logging in if you have a patient access account set up

- Click <u>https://www.patientaccess.com</u>
- Then click **Sign In** you will need the email address the account was set up with, the password and the memorable word

Logging in for the first time

The first thing you need to do is to **Register** (only done once) for an online Patient Access user account using the details (like those below) sent by 'your healthcare provider' to enable you to link one or many GP practices.

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Service provider Patient Access	Website https://www.patientaccess.com	









inkage Key	Pk3hUGSrKAMu5	
ODS Code	F81118	
Account ID	222248004518	

Note: The account details are unique to you and were provided by John Tasker House Surgery

If more than one GP practice treats your residents, you will need to be link each GP practice to view all residents via the one account.

Passwords must be kept safe and secure and never shared.

- Click <u>https://www.patientaccess.com</u>
- Then click Register









• Create your Patient Access (for proxy medication ordering) following the online instructions as below. You will be asked to create a username and password. Enter the care home postcode NOT your home postcode

	Enter your personal details
First na	me
First n	ame
Last nar	ne
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Date of	birth
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Follow the on-screen instructions to continue setting up your account as below:

	Create your Patient Access account Already have an account? Sign in to Patient Access	Enter your individual secure work email
	<back account="" address="" details="" enail="" enter="" name@example.com<="" th=""><th>address (not your personal email address). The email must not be in use for another Patient Access account</th></back>	address (not your personal email address). The email must not be in use for another Patient Access account
You will need to create your own password. Follow the guidelines and make sure you can remember it.	Password Password Your new password must be at least 12 characters long with a mix of numbers, uppercase and lowercase letters and should not have been previously used.	
	Mobile number Mobile number	Accept the terms and conditions and click create account
	Receive news and marketing communications from Patient Access. Create account	







You may be asked to **create a memorable word**. If you are not asked at this stage, you will be asked later.

Make sure this is something you will remember

Click continue



Verify your email: Open your emails and click on the link in the email you were sent to verify the email address - you should see a confirmation notification on the screen.











Patient Access	Search
	Email verification successful
	Your email address < emailaddress > is now verified.
	Sign in to Patient Access
	The confirmation message once your email address has been verified

Note: At this stage it is advisable to add a valid mobile number even though will show as optional

To verify the mobile number, click on '**Verify'** next to mobile number. You will then be sent a 6digit verification code to your mobile, **enter the verification code** into the relevant box. Click on **Confirm.** Your details have now been verified and you should see the following appear next

to the mobile number.

- Log In to <u>https://www.patientaccess.com.</u>
- Click on your name.
- Click on Link Your GP Practice and follow the instructions on screen.



On the next screen put in the practice postcode and click **search Select** the required practice from list that appears and click **continue**







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Patient Access	(?) Support Centre
Back Your Practice Please supply a postcode or the name of the practice where you are currentl registered as a patient. * If your practice is not located in England click here instead.	y The Star line
	South Chequers Lane Car Park Chequers Lane Chequers Lan
Select your practice from the results below.	
Dr Peter Linn Angel Lane, Dunmow, Essex CM6 1AQ +44 (0) 1371872122	Rectioned Lodge - Runwood Homes
John Tasker House Surgery 56 New Street, Dunmow, Essex CM6 1BH +44 (0) 1371872121	Op High Fields High Fields Biogs Dental Care over Durmow Biogs Dental Care

You will now need the email with the details sent to you by the practice you wish to link with. Add the linkage key and account ID EXACTLY as they were given by the surgery. **It is case sensitive.** Click **Confirm**

Linkage Key	Pk3hUGSrKAMu5	
ODS Code	F81118	
Account ID	222248004518	









Check your personal details, enter your date of birth, the house name and postcode of the care home, click **continue.** This will be as it was written on the staff access set up request form that was sent to the surgery. **It is case sensitive**.

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•	2 Your Personal Details Please confirm the personal details held Name:	i by your practice.	Angel Lane , CM6 1AQ		
	Alison	Taylor			
	Date of birth:	Gender:			
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	Postcode: House name, flat or	r street number:			
	Continue				

Check the details. Enter your password and click link account

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	Vour Personal Details Name: Alison Taylor Date of birth: Postcode:	Edit Gender: Female House number/name: 7			
	3 Confirm your password				
	Enter your password	Show			







Your account should now be linked to the practice

Repeat these steps for all practices that you have been sent a linkage key for.



Ordering medication

To order medications and view all linked users, click on your name, and click **Linked Users.** A list of names that you have been linked with will be shown.

Select the patient you need to order for. The example below show patients from two practices. When you select that patient you want, the system knows which GP they are registered with.

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GÐ Link Your GP Practice >	To continue please select one of the linked users below: Deborah Clare Dummy S1 years old Mickey Mouss 76 years old	e Donotuse Xxtestpatient-Tkha 72 years old









• In the Medications requests box, select **New request**.

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- You will see a 'Gentle reminder' message.
- Click **Confirm** to continue.



• Select medications individually by **+ button** OR on right-hand side **Select all medications** button. You are able to see the date of last issue the quantity prescribed for each medication and the directions for use.







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Appointments	Adcal-D3 chewable tablet)	Aspirin 75mg dispersible	No medication selected
Repeat Medication	Ltd) Add		Request repeat medication by clicking
Medical Record	Last issued: 15 Mar 2019 Quantity: 56 rablet Duration: 7 days Next issue: 01 Jun 2019	Quantity: 28 tablet Duration: 28 days Next issue: 18 Jan 2020	Select all medications
Messages	One To Be Taken Twice A Day	One To Be Taken Each Day	
	ADD TO REQUEST	ADD TO REQUEST	
	Aspirin 75mg dispersible	Bisoprolol 2.5mg tablets	
	tablets	Quantity: 28 tablet	
	Quantity: 28 tablet	Duration: 7 days	
	Duration: 28 days	Next issue: 04 Apr 2019	
	Next issue: 25 Jul 2019 Review due: 19 Sep 2019	Review due: 19 Sep 2019	
	One To Be Taken Each Day	One To Be Taken Each Day	
erms of Use	ADD TO REQUEST	ADD TO REQUEST	

• Confirm **Request medications** button bottom right-hand corner.



• Review your request, as below.







- Interim request or shortfall requests can be requested by adding the information to the **Message for your practice** section
- Click Confirm request.

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• Click Done









• Nominated pharmacy should be shown here – if a pharmacy has not been selected or it is not correct then click on nominate pharmacy and follow-on screen instructions











- You will see a **pending request** message
- **Cancel a pending request –** if you realise that the item is no longer required, and it has not been processed by the GP practice you can click on the 3 buttons in the corner and then click on cancel request made

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• A **Request rejected** screen will appear if any requested items are not approved, with a note of the reasons. It may be necessary to phone the practice to discuss this.

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• Medications which are **request approved**, have been signed by the GP and issued the prescription ready for it to be dispensed to your nominated pharmacy for the residents (all completed electronically)









Ordering for another resident

• To request medication for another resident, you need to start again clicking on your name and clicking on linked users.

When a practice adds a resident to their list of patients, you must refresh your account by logging in and out again for the new residents to show under your name.

Log out at when you have finished as best practice, it will timeout if you do not log out. Passwords must be kept safe and secure, never shared, or saved on a device.

