

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 <https://www.patientaccess.com>
- 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.

Online Services for Alison Taylor
You have requested access to online services.

Accessing online services
To access online services:

1. Create an account with one of the following service providers:

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

2. Provide the following online services account details when prompted:

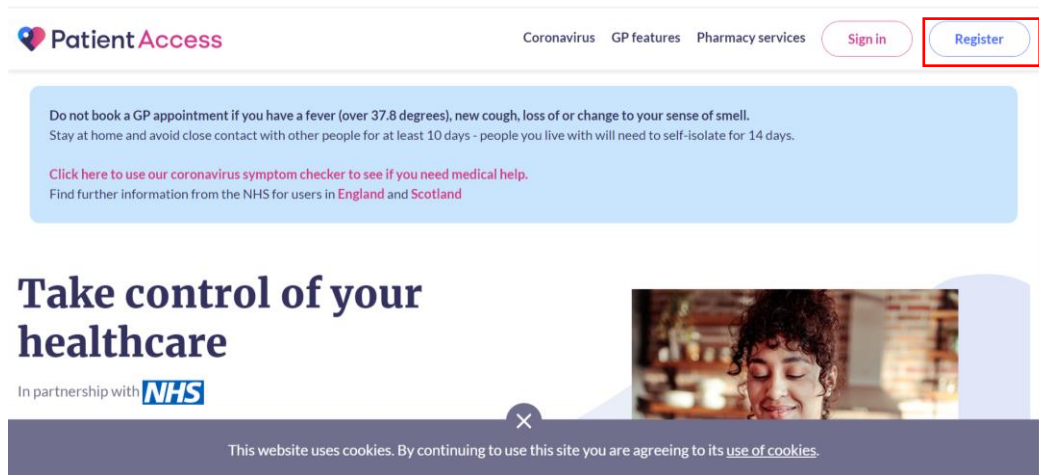
Linkage Key	Pk3hUGSrKAMu5
ODS Code	F81118
Account ID	222248004518

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 <https://www.patientaccess.com>
- 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

Create your Patient Access account

Already have an account? [Sign in to Patient Access](#)

Enter your personal details

First name
First name

Last name
Last name

Your home postcode
Postcode

Date of birth
Day Month Year

Gender (optional)
Gender

Why do we ask for this information

Continue

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](#)

[Back](#) **Enter account details**

Email address
name@example.com

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 (optional)
Mobile number

Accept the Terms and Conditions

Receive news and marketing communications from Patient Access.

Create account

You will need to create your own password. Follow the guidelines and make sure you can remember it.

Enter your individual secure work email address (not your personal email address). The email must not be in use for another Patient Access account

Accept the terms and conditions and click 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**

As an additional measure to keep your account safe, you will be required to set up a memorable word or phrase that only you know. This must be a minimum of 8 characters and is case sensitive. You will be asked to enter characters from it when you sign in. [More information](#).

It will be mandatory to have this Memorable Word set up from 01/11/2020.

Memorable Word

Hint for your Memorable Word 0/128

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.

Search...

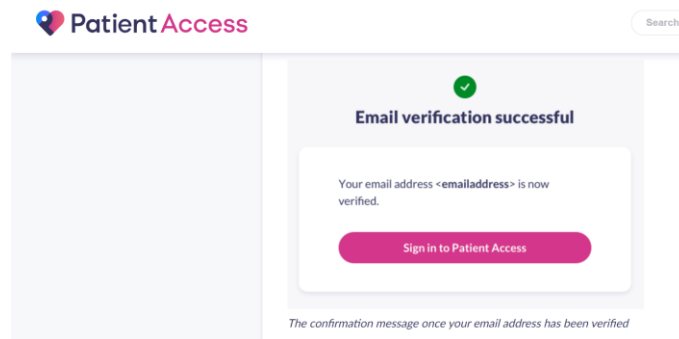
Your account has been successfully created

Check your email inbox now


We've sent you a verification link to your email address <emailaddress>. Please check your email inbox and verify your email address before <14 Jan 2020>.

[Skip verification for now](#)

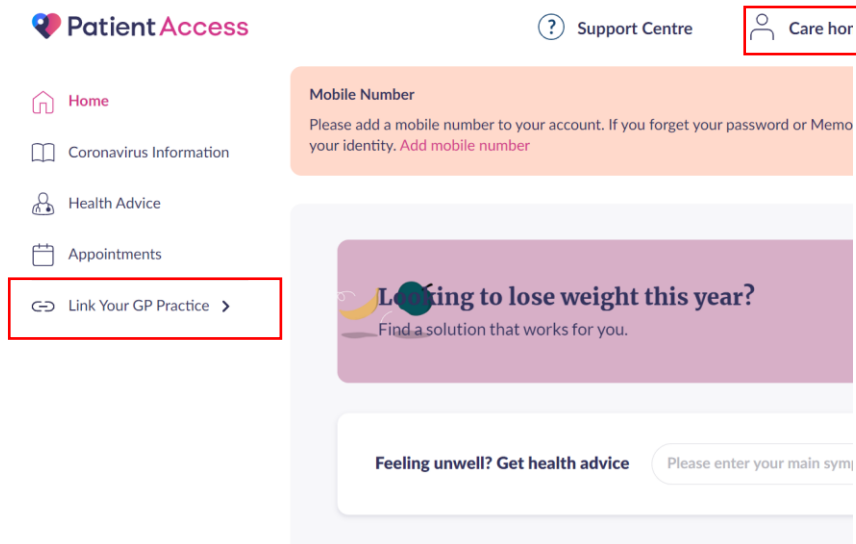
[Re-send verification email](#)



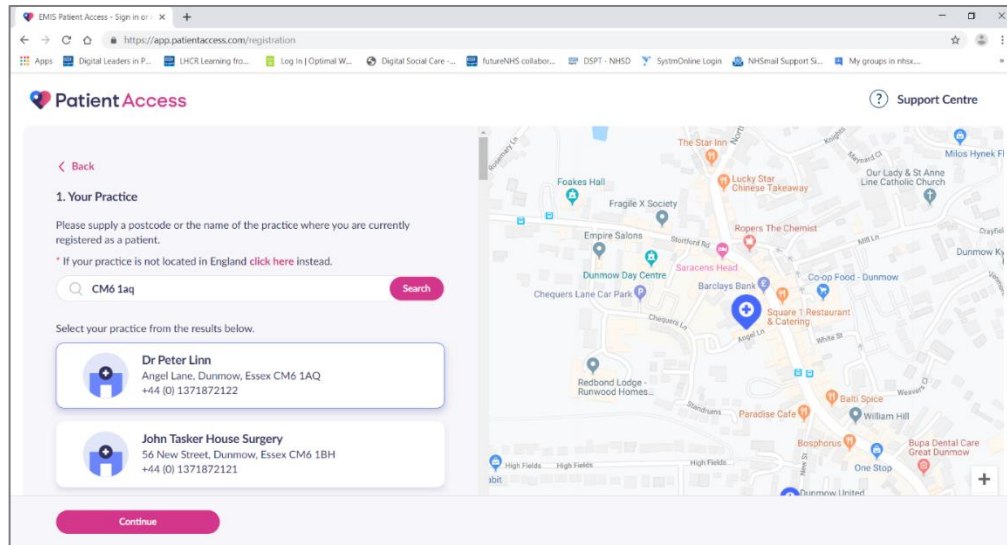
Note: At this stage it is advisable to add a valid mobile number even though will show as optional

To verify the mobile number, click on **'Verify'** next to mobile number. You will then be sent a 6-digit 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 <https://www.patientaccess.com>.
- 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**

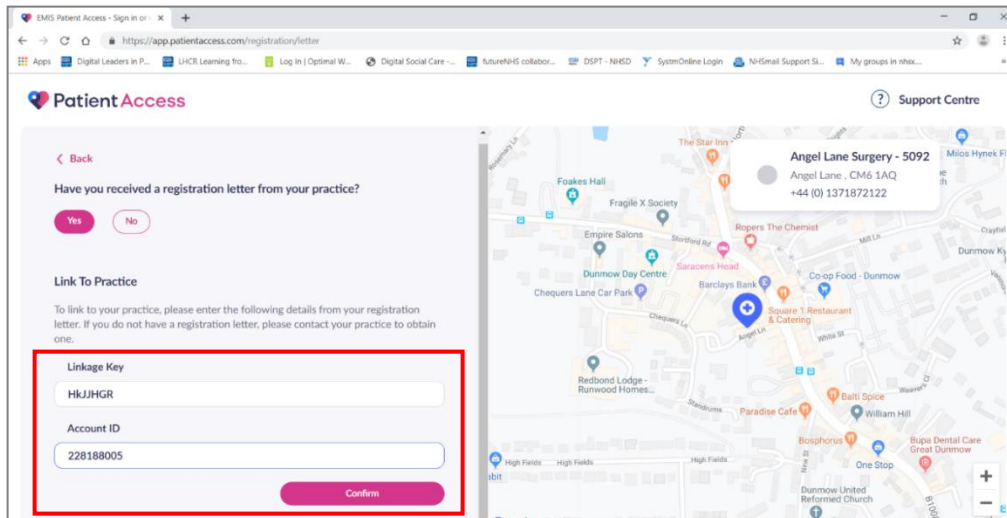


You will now need the email with the details sent to you by the practice you wish to link with. Add the linkage key and account ID EXACTLY as they were given by the surgery. **It is case sensitive.** Click **Confirm**

2. Provide the following online services account details when prompted:

Linkage Key	Pk3hUGSrKAMu5
ODS Code	F81118
Account ID	222248004518

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



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.**

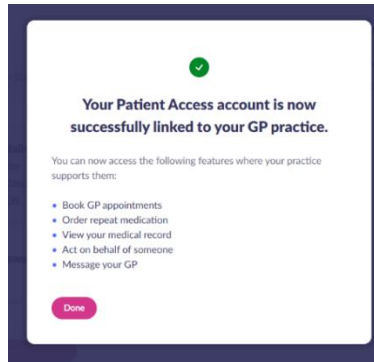
The screenshot shows the 'Patient Access' registration wizard. The first step, 'Your Practice', is completed with a green checkmark. The second step, 'Your Personal Details', is highlighted with a red box and a red circle containing the number '2'. It prompts the user to confirm personal details. The form includes fields for Name (Alison Taylor), Date of birth (redacted), Gender (Female), Postcode (redacted), and House name, flat or street number (redacted). A 'Continue' button is at the bottom of the form. The 'Your Practice' summary on the right shows 'Angel Lane Surgery - 5092' and 'Angel Lane, CM6 1AQ'.

Check the details. **Enter your password** and **click link account**

The screenshot shows the 'Patient Access' registration wizard at step 3, 'Confirm your password'. The previous steps, 'Your Practice' and 'Your Personal Details', are now shown with green checkmarks and 'Edit' links. The 'Your Personal Details' section displays: Name: Alison Taylor, Date of birth: [redacted], Gender: Female, Postcode: [redacted], and House number/name: 7. The current step prompts the user to 'Enter your password' in a text field with a 'Show' button. A 'Link account' button is at the bottom.

Your account should now be linked to the practice

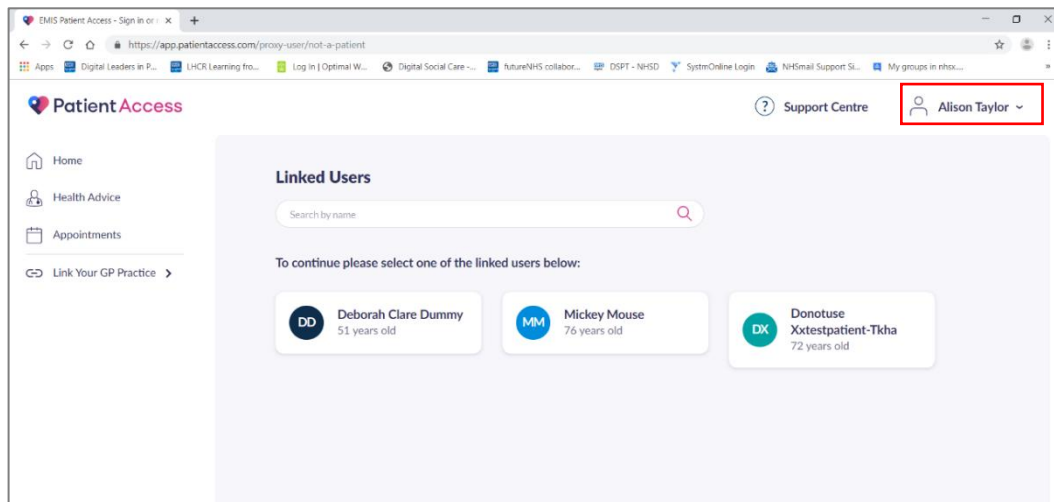
Repeat these steps for all practices that you have been sent a linkage key for.



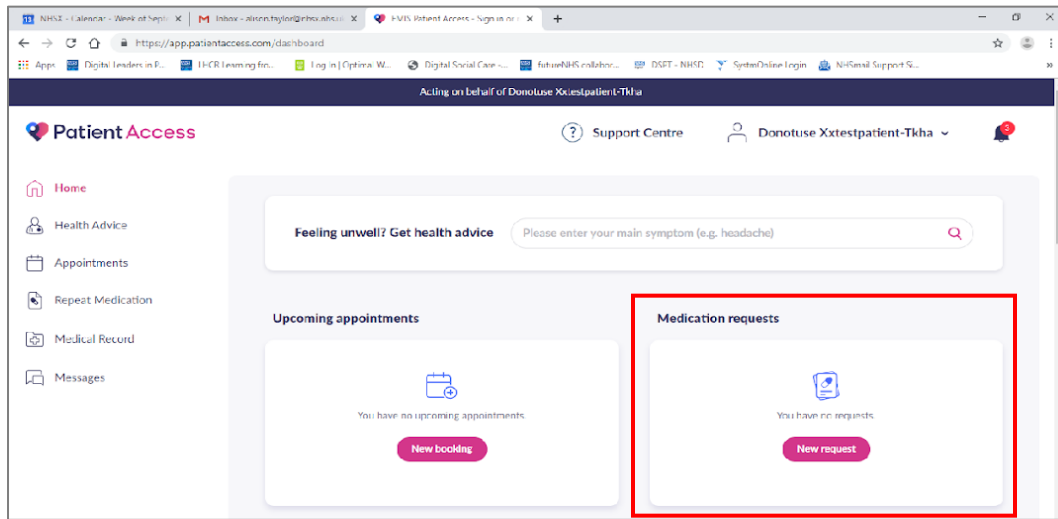
Ordering medication

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.

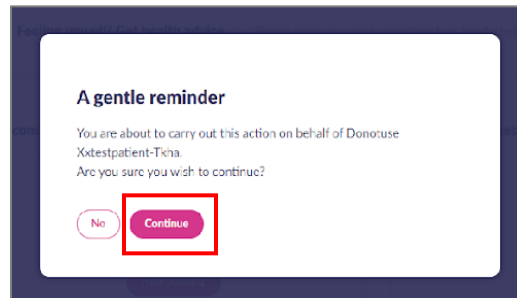
Select the patient you need to order for. The example below show patients from two practices. When you select that patient you want, the system knows which GP they are registered with.



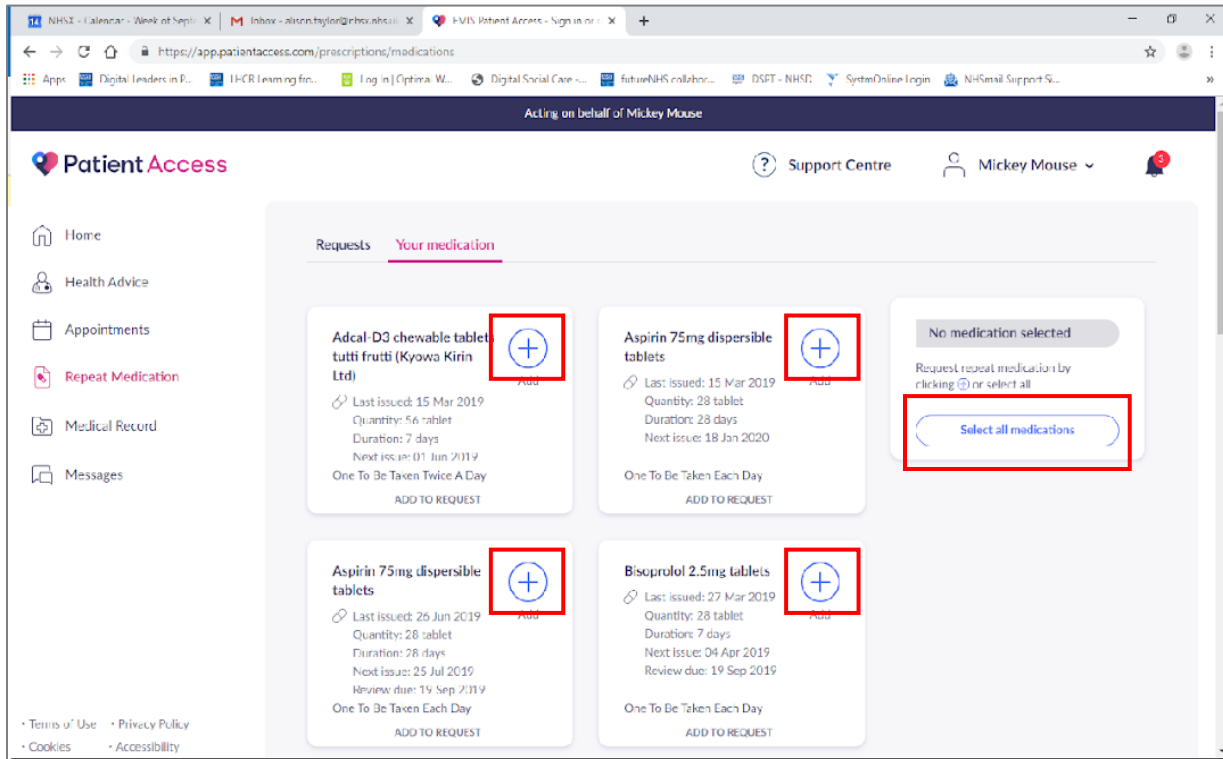
- In the Medications requests box, select **New request**.



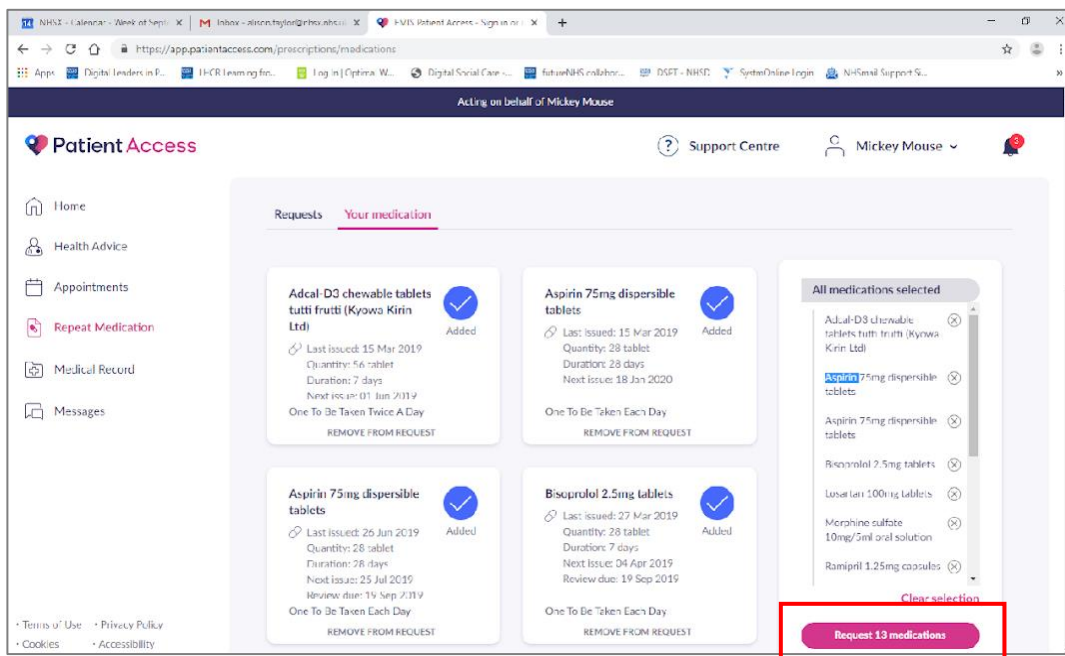
- You will see a 'Gentle reminder' message.
- Click **Confirm** to continue.



- 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.

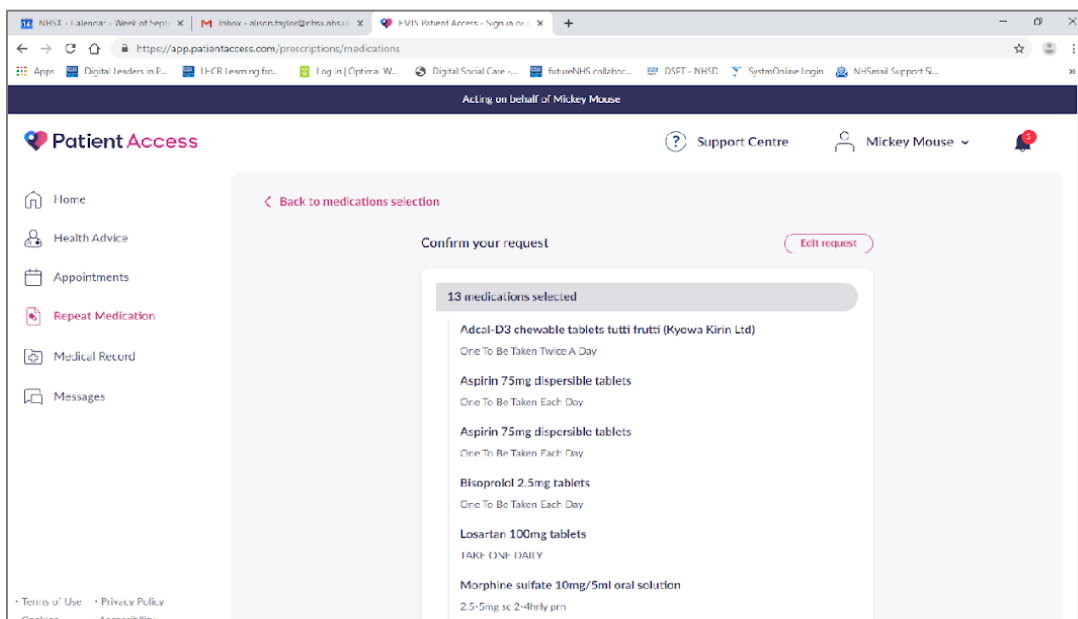
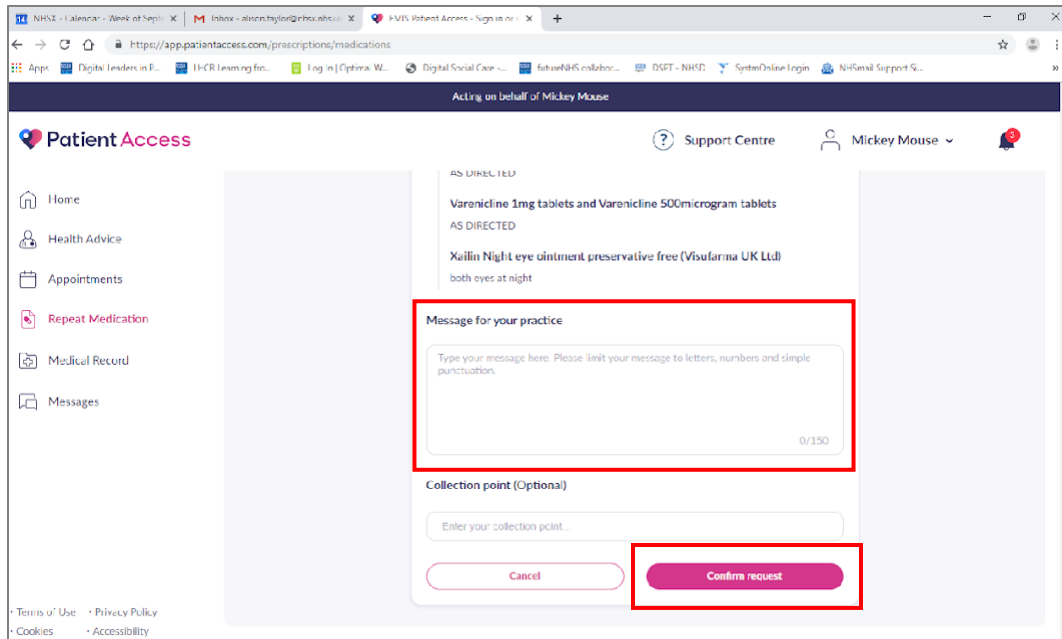


- Confirm **Request medications** button bottom right-hand corner.

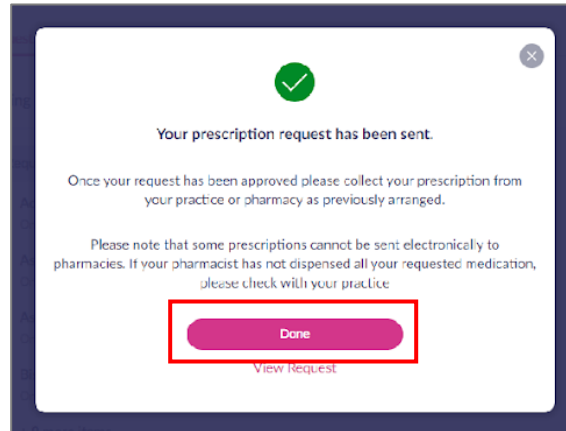


- Review your request, as below.

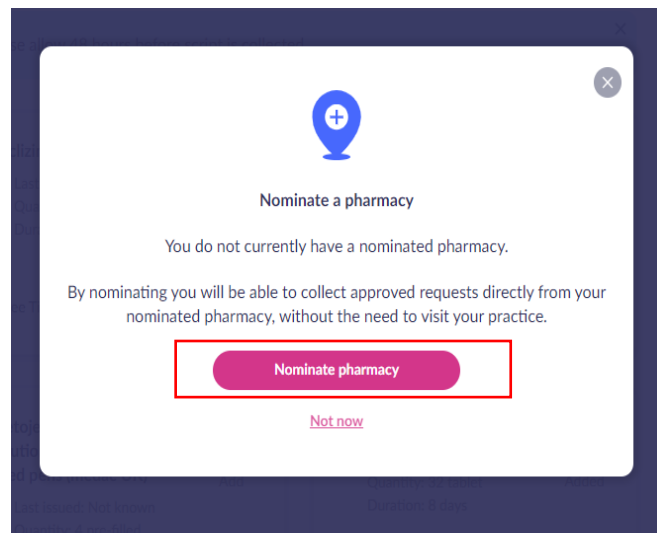
- Interim request or shortfall requests can be requested by adding the information to the **Message for your practice** section
- Click **Confirm request**.



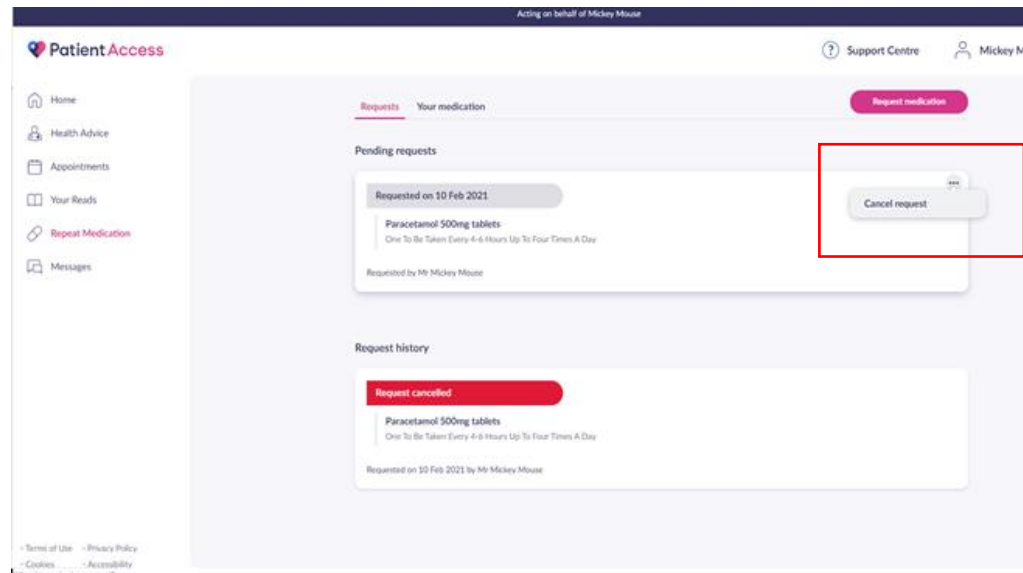
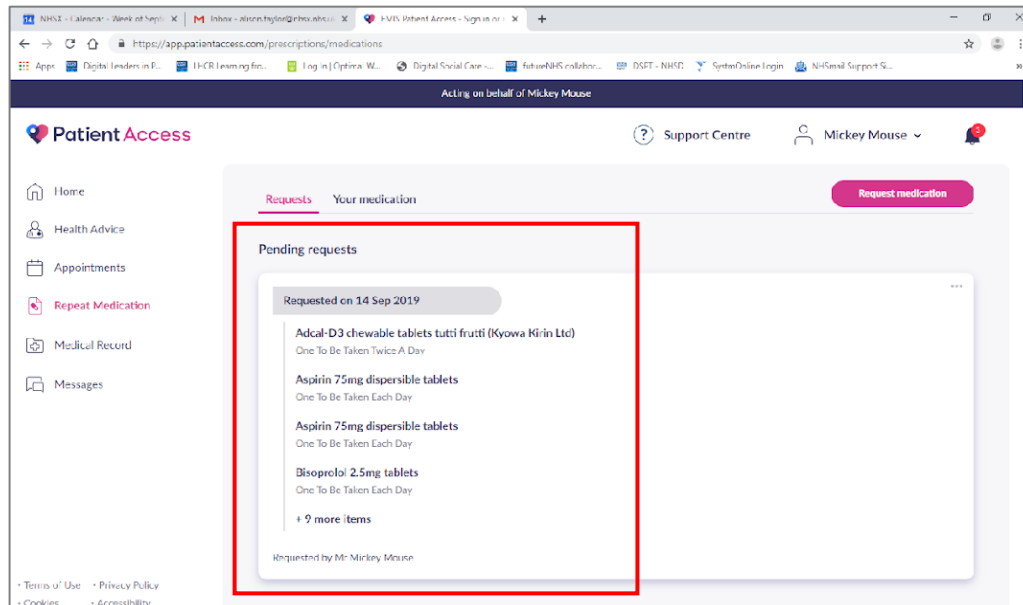
- Click **Done**



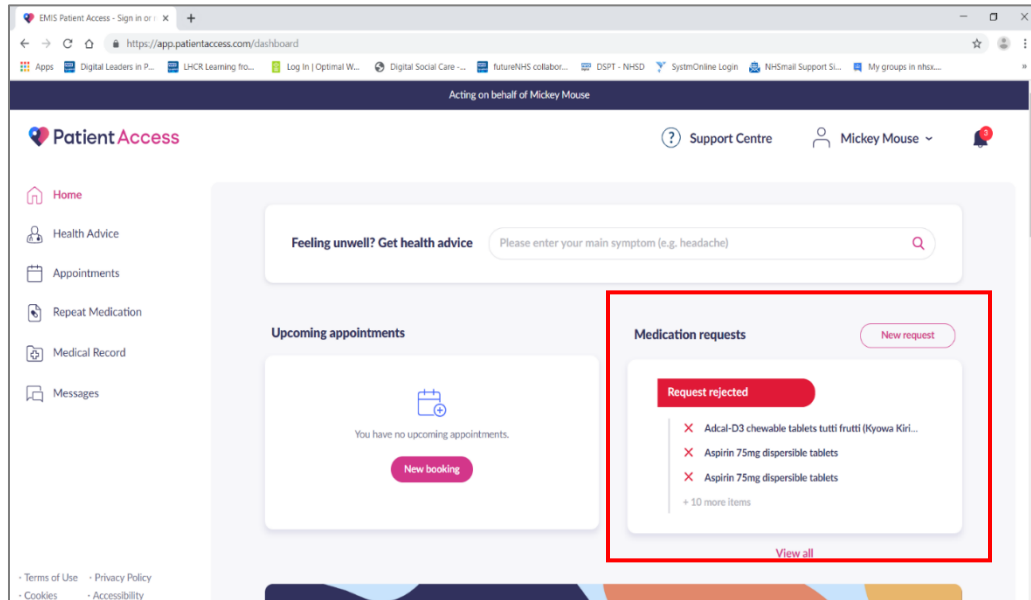
- Nominated pharmacy should be shown here – if a pharmacy has not been selected or it is not correct then click on nominate pharmacy and follow-on screen instructions



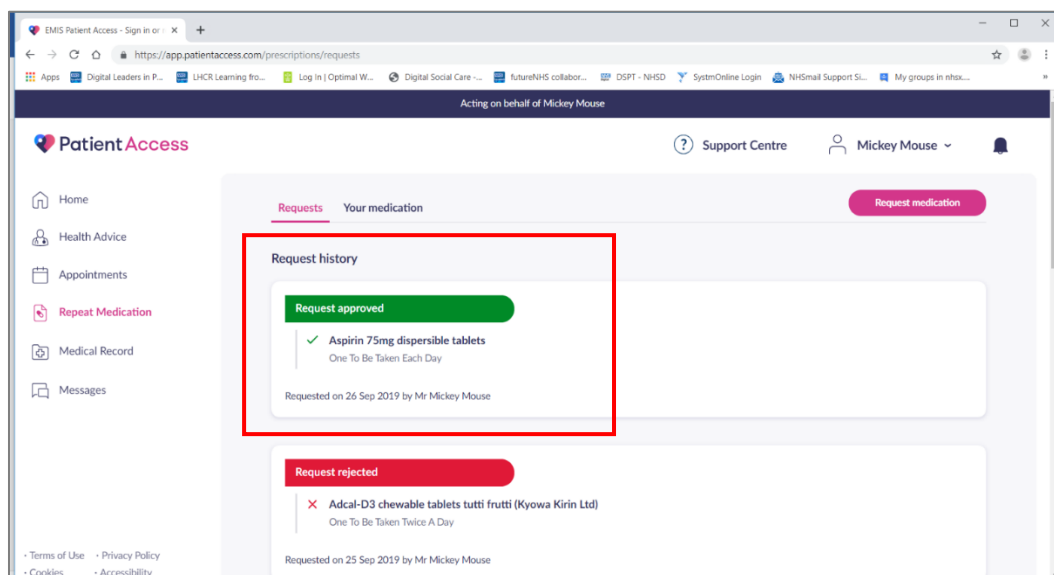
- You will see a **pending request** message
- **Cancel a pending request** – if you realise that the item is no longer required, and it has not been processed by the GP practice you can click on the 3 buttons in the corner and then click on cancel request made



- 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.



- 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.