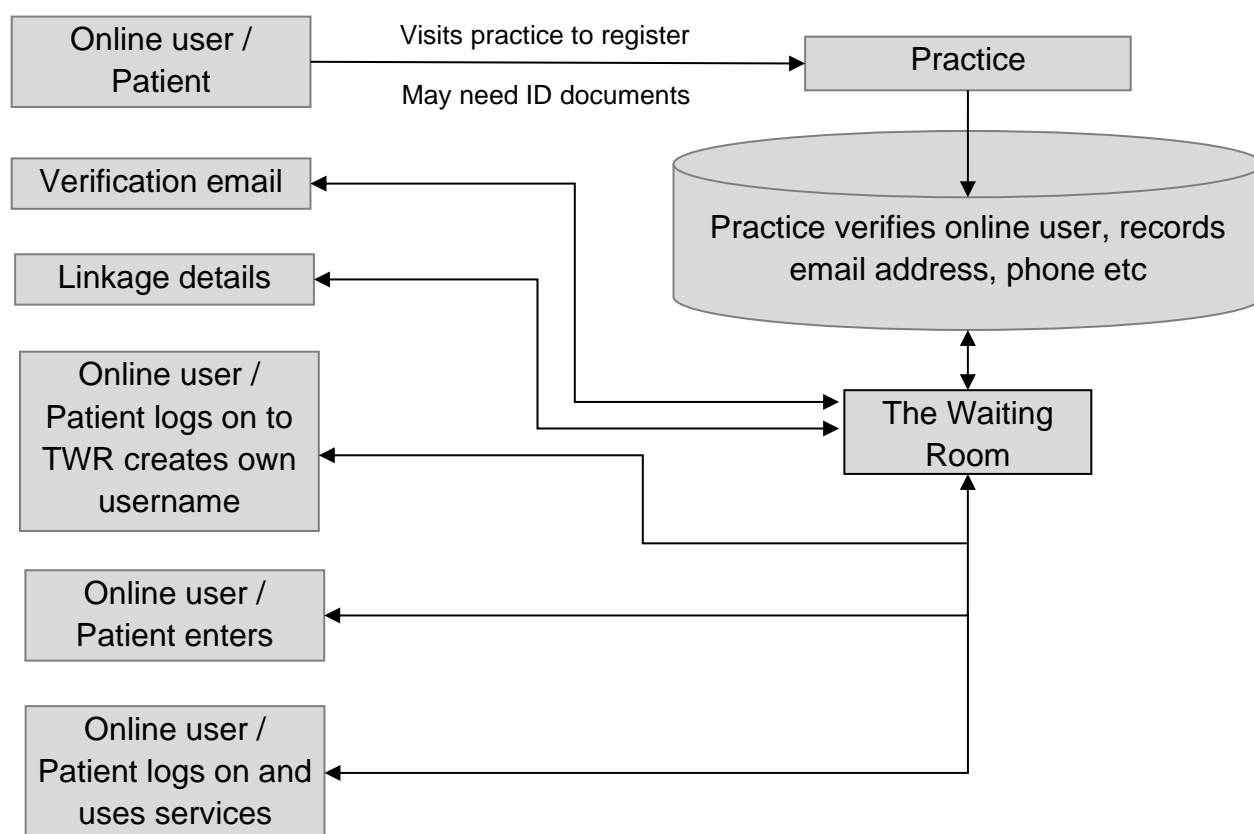


Microtest user guide | for care home staff to activate and access proxy ordering for patients

Online access for patients to make appointments, order medication, communicate with the practice and view records are called “Patient Facing Services”

New online user registration for care/pharmacy staff

Overview of the full registration process



The online user needs to visit the practice and may have to present ID documents or if they are known by the practice, one of the practice staff may vouch for their identity. The online user needs to have at a minimum an email address and postcode. During the registration process the email address will be entered if it is not previously recorded at the practice. All this information is stored on the practice database.

The online user needs to create an account on The Waiting Room website. Note: the username is selected by the online user. It needs to be unique but is NOT created by the practice. At this stage there is no connection with the online user and their clinical records.

The practice system will send an email to the online user to verify the email address which needs to be confirmed within 48 hours.

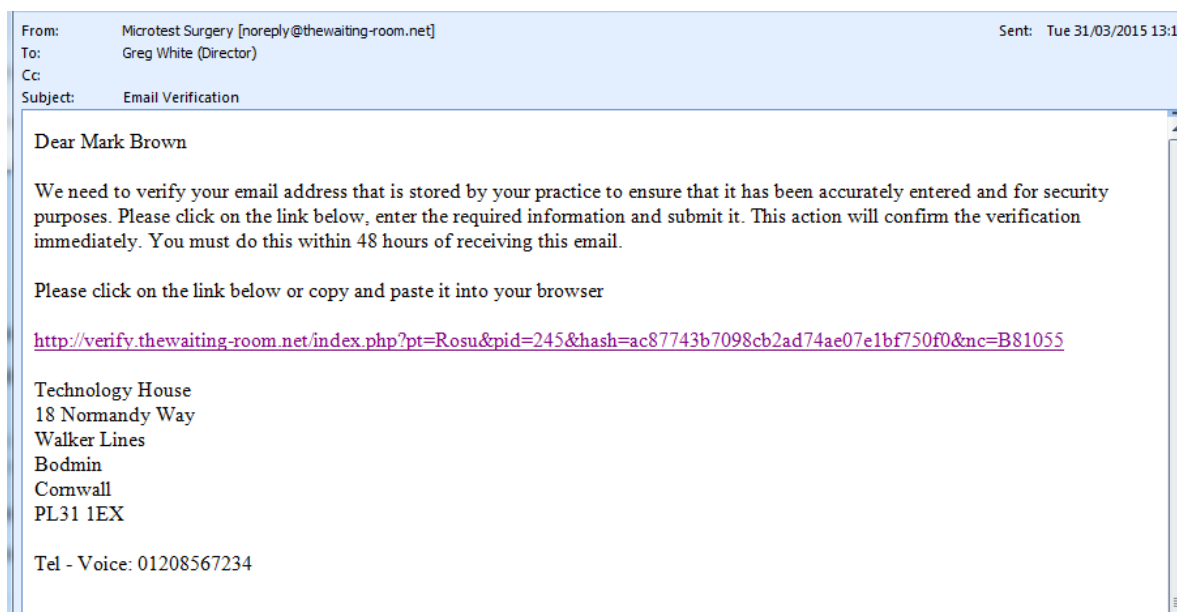
The next email will contain details to link the online user to the practice.

Once the connection to the practice has been established, the online user may start to make appointments, order repeat prescriptions and view a summary of their clinical record.

Email from the practice

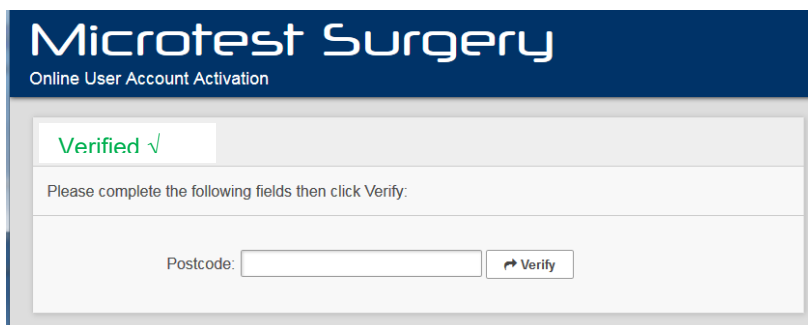
Following registration at the practice the online user may receive an email asking you to confirm the email address stored by the practice

Email requesting verification of your email address



Clicking on the link takes displays the verification page. The verification is **time limited** so the link as needs to be clicked as soon as possible.

Verification page

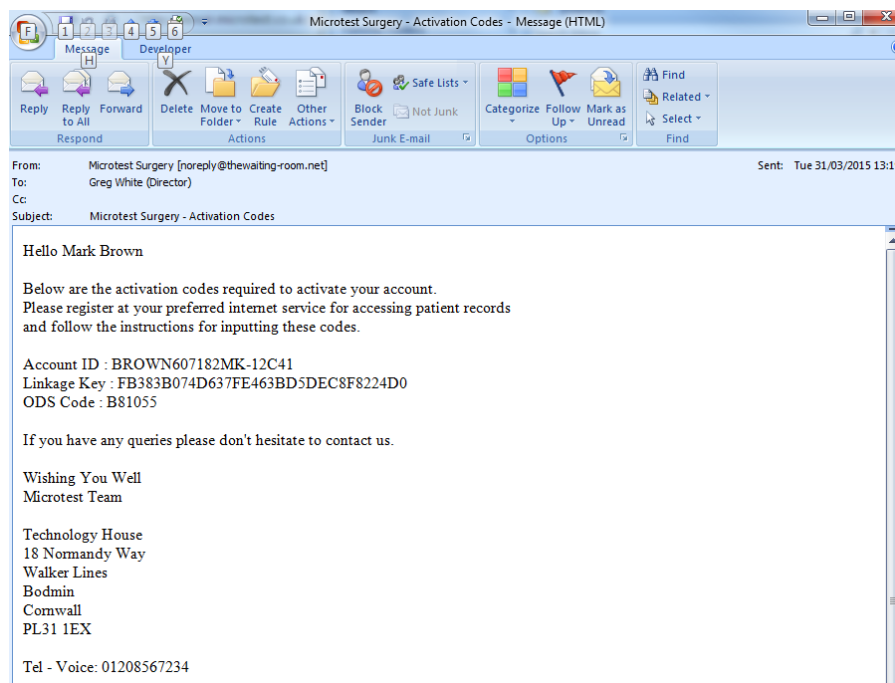


A green tick will appear to show that the email address entered matches that held at your practice. If there is a mismatch, a red **X Verification Fail** message is seen, with advice to contact your practice.

Account details

The next email will contain details to connect the online user's Waiting Room account to the practice.

Email with account linkage details



When registering at the practice, an email giving details of username, linkage key and practice code will be sent. Alternatively, these may have been printed at the practice and given to the online user.

Creating an account at TWR

The online user needs to establish an account at www.thewaiting-room.net independently of these three data items. The three data items will be required just once when the online user establishes connection to the practice.

Registering with The Waiting Room

File Edit View History Bookmarks Tools Help

http://mt/ The Waiting Room

new.thewaiting-room.net Search

The Waiting Room

Home Help

Welcome to The Waiting Room

The Waiting Room provides convenient 24 hour access to facilities previously available only by telephone or by visiting the surgery. Please contact your surgery if you would like to benefit from these facilities or login below if you are already registered.

Log in to The Waiting Room

In order to access patient services, you must enter your username and password below. If you have forgotten your username or password, please use the Lost Username or Password? link below.

If you do not have a username, please present your proof of identity and register your email address at your practice. You will be emailed a link to sign up with The Waiting Room and can then select a memorable username and password on the web page provided.

Username:

Password:

[Lost Username/Password](#)

Register Now

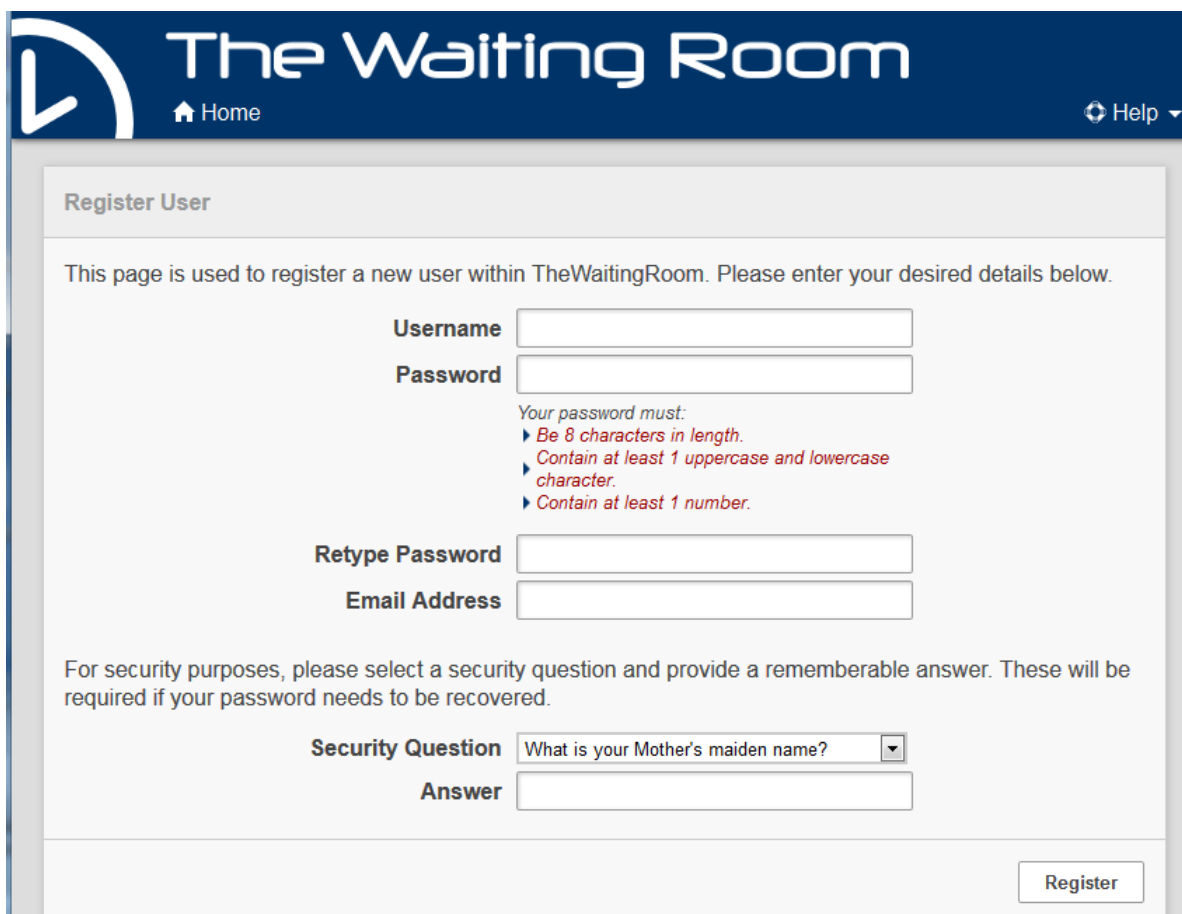
Click the Register button now to get started accessing services

For the first time login to create an account click

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The Waiting Room registration screen requires a username, password, email address and an answer to the chosen security question.

Registration at The Waiting Room



The screenshot shows the 'The Waiting Room' registration interface. At the top is a dark blue header with a logo on the left, the text 'The Waiting Room' in the center, and a 'Home' link and 'Help' dropdown on the right. Below the header is a light gray box titled 'Register User'. Inside this box, a message states: 'This page is used to register a new user within TheWaitingRoom. Please enter your desired details below.' The registration form includes fields for 'Username', 'Password', 'Retype Password', and 'Email Address'. Below the password fields, a list of requirements is shown: 'Your password must: Be 8 characters in length.', 'Contain at least 1 uppercase and lowercase character.', and 'Contain at least 1 number.' Below these fields is a section for a security question and answer. The security question dropdown is set to 'What is your Mother's maiden name?'. At the bottom right of the form is a 'Register' button.

The Waiting Room

Home Help

Register User

This page is used to register a new user within TheWaitingRoom. Please enter your desired details below.

Username

Password

Your password must:

- ▶ Be 8 characters in length.
- ▶ Contain at least 1 uppercase and lowercase character.
- ▶ Contain at least 1 number.

Retype Password

Email Address

For security purposes, please select a security question and provide a rememberable answer. These will be required if your password needs to be recovered.

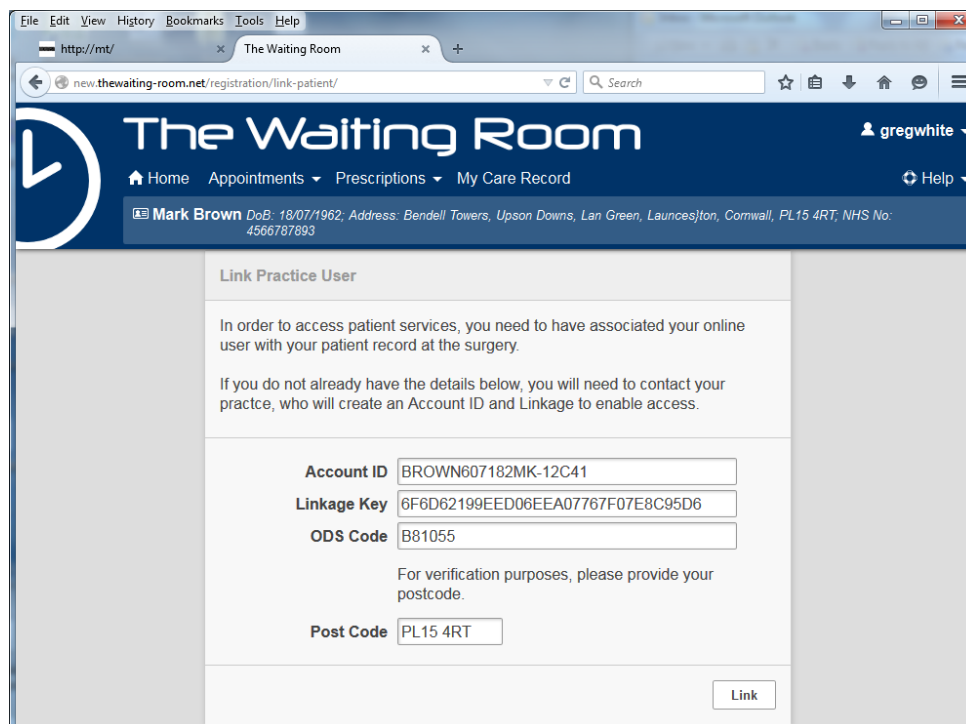
Security Question What is your Mother's maiden name?

Answer

Register

The Waiting Room registration screen requires a username, password, email address and an answer to the chosen security question.

Using your Account ID, Linkage Key and NACS code

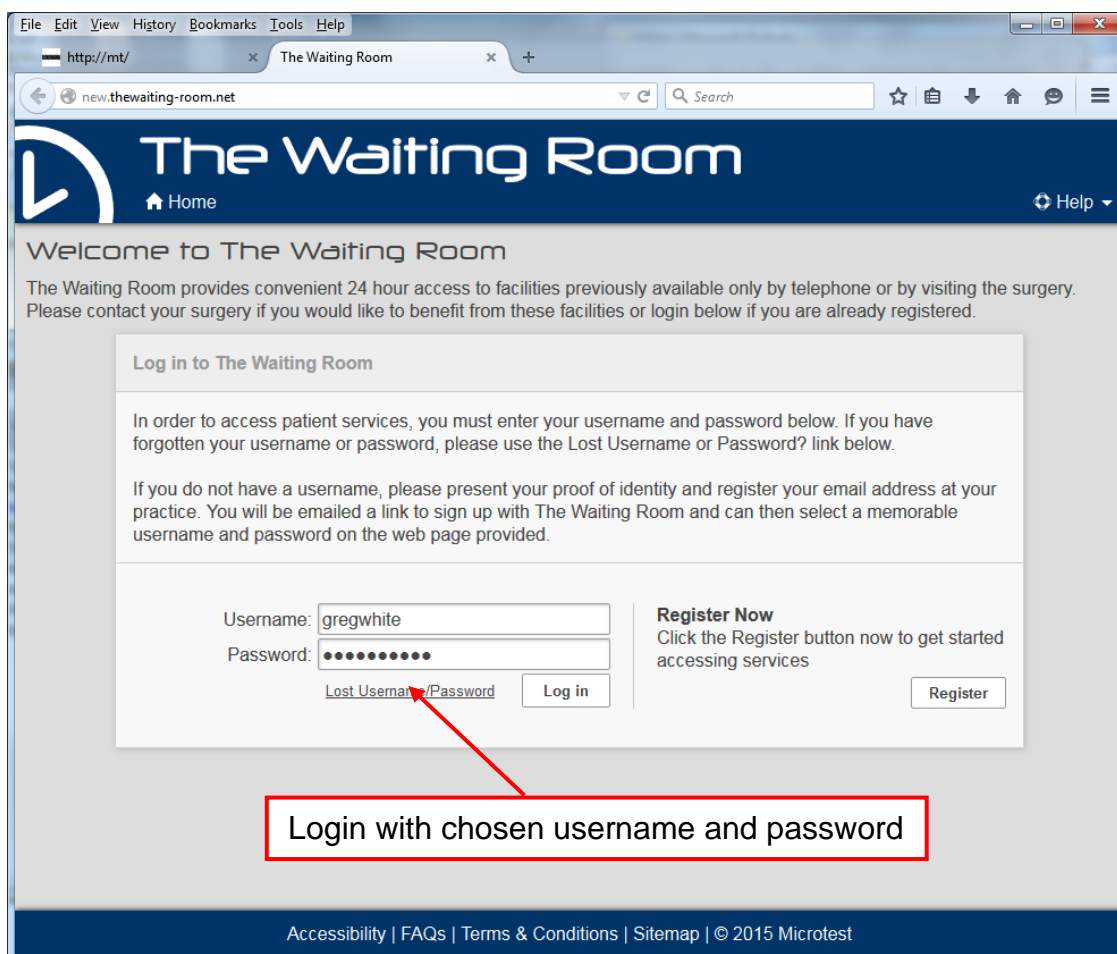


The screenshot shows a web browser window with the URL <http://mt/newthewaiting-room.net/registration/link-patient/>. The page title is "The Waiting Room". The user is logged in as "gregwhite". The page displays the patient's name "Mark Brown" and their details: "DoB: 18/07/1962; Address: Bendell Towers, Upson Downs, Lan Green, Launceston, Cornwall, PL15 4RT; NHS No: 4566787893". The main content area is titled "Link Practice User" and contains the following text: "In order to access patient services, you need to have associated your online user with your patient record at the surgery. If you do not already have the details below, you will need to contact your practice, who will create an Account ID and Linkage to enable access." Below this text are four input fields: "Account ID" with the value "BROWN607182MK-12C41", "Linkage Key" with the value "6F6D62199EED06EEA07767F07E8C95D6", "ODS Code" with the value "B81055", and "Post Code" with the value "PL15 4RT". A "Link" button is located at the bottom right of the form.

- Use copy (ctrl C) and paste (ctrl V) to copy the system generated Account ID, Linkage Key and ODS (practice) code into this form. Type in the postcode and press **Link**.

From then on - the online user will log on to www.thewaiting-room.net

The Waiting Room login page



The screenshot shows a web browser window with the URL <http://mt/new.thewaiting-room.net>. The page title is "The Waiting Room" and it includes a "Home" link and a "Help" dropdown. The main heading is "Welcome to The Waiting Room". Below this, a paragraph states: "The Waiting Room provides convenient 24 hour access to facilities previously available only by telephone or by visiting the surgery. Please contact your surgery if you would like to benefit from these facilities or login below if you are already registered." The login section is titled "Log in to The Waiting Room" and contains the following text: "In order to access patient services, you must enter your username and password below. If you have forgotten your username or password, please use the Lost Username or Password? link below." and "If you do not have a username, please present your proof of identity and register your email address at your practice. You will be emailed a link to sign up with The Waiting Room and can then select a memorable username and password on the web page provided." The login form has two input fields: "Username:" with the value "gregwhite" and "Password:" with masked characters. Below the password field is a link "Lost Username / Password?" with a red arrow pointing to it. To the right of the password field is a "Log in" button. To the right of the login form is a "Register Now" section with the text "Click the Register button now to get started accessing services" and a "Register" button. At the bottom of the page, there is a footer with links: "Accessibility | FAQs | Terms & Conditions | Sitemap | © 2015 Microtest". A red box with the text "Login with chosen username and password" is positioned below the login form, with a red arrow pointing to the "Log in" button.

There is a standard "Lost Username / Password" procedure for the web site login which uses the security question to re-send the login details to registered email address.

If the online user's account with the practice is disabled or the online user loses their Account Id, Linkage Key or ODS Code before establishing the link, they will need to get the practice to re-issue these details.

The Waiting Room - Home page showing the appointments and prescriptions

The screenshot shows a web browser displaying the 'The Waiting Room' website. The browser's address bar shows 'http://mt/' and the page title is 'The Waiting Room'. The website's header includes a navigation menu with 'Home', 'Appointments', 'Prescriptions', and 'My Care Record'. A user profile for 'gregwhite' is visible in the top right corner. Below the header, a patient summary for 'Mark Brown' is displayed, including their date of birth (18/07/1962), address (Bendell Towers, Upson Downs, Lan Green, Launceston, Cornwall, PL15 4RT), and NHS number (4566787893).

The main content area is divided into two columns. The left column, titled 'Appointments', shows a single appointment for 'Tuesday, 31st March at 17:25' at 'Dr D Streeter - Dans Telephone Clinic'. Below this, there are links to 'Book new appointment' and 'Appointment diary'. The right column, titled 'Prescriptions', lists several medications with their quantities and dosages:

- Amoxicillin 125mg/1.25ml oral suspension paediatric @ 20 mls**
Quantity: 20 ml
Dose: 1.25ml dose, 3 times/day and extra on Sunday
- Atenolol 25mg tablets**
Quantity: 28 tablet
Dose: take 1 or 2 4 times/day
- Prempak-C 1.25mg tablets (Pfizer Ltd)**
Quantity: 120 tablet
Dose: Use as directed by your doctor
- Amlodipine 10mg tablets**
Quantity: 1 tablet
Dose: take one daily in the morning as the sun rises
- Propranolol 40mg tablets**
Quantity: 56 tablet
Dose: TWO to be taken TWICE daily
- Warfarin 1mg tablets**
Quantity: 28 tablet
Dose: Take one as directed
- Paracetamol 500mg soluble tablets**

The footer of the website contains links for 'Accessibility', 'FAQs', 'Terms & Conditions', and 'Sitemap', along with a copyright notice for '© 2015 Microtest'.

Prescriptions

Information on display

The home page shows list of all the medication items that have been requested - at the side of the medication item the panel will show the status as:

- Requested - Waiting for the practice to process the request
- Confirmed - The prescription has been printed or sent electronically to the pharmacy
- Rejected - The GP has decided against writing a prescription for this item.

My prescriptions

This display shows each item with details that include:

- The full name of the drug
- The prescribed quantity and unit
- The dose instructions
- The last date the item was prescribed
- The interval to the next review
- The number of repeats remaining

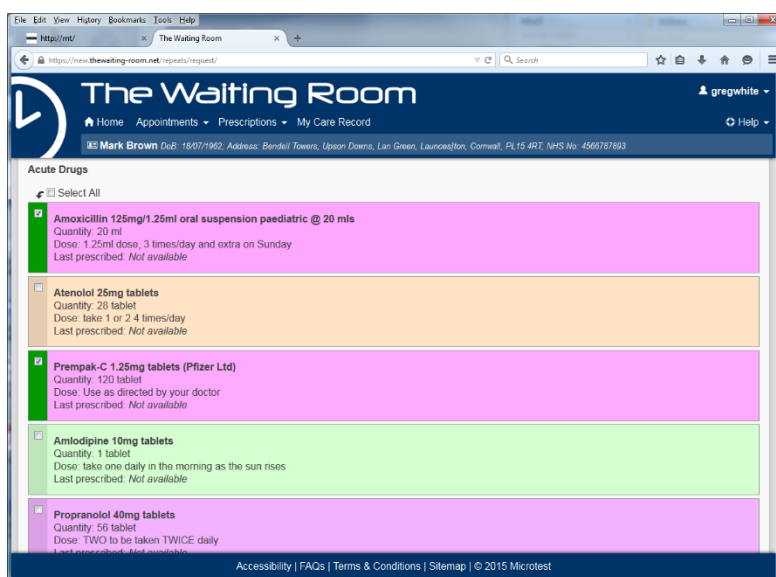


The medication review may only involve the clinical team reviewing the medication and there is no need to contact the practice if the review is imminent or the remaining number of repeats is low. If the practice requires you to attend a review appointment - they will get in touch.

Ordering a prescription

The display shows drugs that the practice has allowed to be ordered. Normally this will include repeat items that are taken regularly but may include other drugs that are normally only issued on a one-off basis.

Drug order screen



- Simply click the side bar by each item or click the Select All box.
- When the selection is complete scroll to the bottom of the screen and press Next >>

Text to accompany an order

The screenshot shows a web browser window with the URL <https://new.thewaiting-room.net/repeats/request/2/>. The page title is 'The Waiting Room'. The user is logged in as 'gregwhite'. The page shows a 'Request Prescription' form. The form contains the following information:

- You have selected a repeat of the following drugs. Please check and confirm the request.**
- Amoxicillin 125mg/1.25ml oral suspension paediatric @ 20 mls**
Quantity: 20 ml
Dose: 1.25ml dose, 3 times/day and extra on Sunday
- Atenolol 25mg tablets**
Quantity: 28 tablet
Dose: take 1 or 2 4 times/day
- Additional Information**
You may use this message to indicate where you would prefer to collect your prescribed items, special arrangements for a holiday, or any other communication with the practice staff.
Maximum 250 characters
- Buttons: **Cancel** and **Confirm**

The footer of the page includes: Accessibility | FAQs | Terms & Conditions | Sitemap | © 2015 Microtest

The select items are displayed and there is an opportunity to add a comment about the order if there are unusual circumstances surround the order. Click Confirm to continue or Cancel.

Acknowledgement - showing the order

The screenshot shows a web browser window with the URL <https://new.thewaiting-room.net/repeats/request/3/>. The page title is 'The Waiting Room'. The user is logged in as 'gregwhite'. The page shows a 'Request Prescription' form. The form contains the following information:

- Amoxicillin 125mg/1.25ml oral suspension paediatric @ 20 mls**
Quantity: 20 ml
Status: The request has been received successfully.
- Atenolol 25mg tablets**
Quantity: 28 tablet
Status: The request has been received successfully.
- Button: **Finish**

The footer of the page includes: Accessibility | FAQs | Terms & Conditions | Sitemap | © 2015 Microtest

Prescription raised

The status will change to Confirmed

Early re-order warning

If two requests for the same item, follow too closely - there will be a warning to the online user that the order is too early. The warning does not stop the order but may remind a patient that the item does not yet need re-ordering.

My Care Record

The option My Care record is in fact the Core Summary Care Record which was devised for clinicians working in emergency care to be able to get a very limited view of a patient's medication and allergies. As the beginning of being able to see all clinical records online, the Core SCR is an uncontroversial starting point.

Heading

The Core SCR includes a disclaimer meant for the emergency care clinician that it may not include all the pertinent information. The SRC delivers a copy of what is available from the NHS system and it may not include some recent changes. This implementation of the SCR is completely up to date as at the time the online user requests it.

SCR consent

A patient may have asked the practice not to upload their records to the SCR system hosted by the NHS. The online user is not bound by this consent status as typically they are seeing their own record and not making it available to the wider group of NHS clinicians.

Allergies and adverse reactions

This is a list, held on the practice, of all the drugs to which the patient has had a recorded allergic reaction or an adverse drug reaction. An allergy is technically a specific type of reaction whereas an adverse drug reaction covers more general clinical manifestations. This gives the emergency care clinician a list of items to avoid prescribing or at least be warned of the consequences. The list also includes allergies to other things such as bee stings, latex, peanuts, wheat etc. The reason for including these allergies is they may be the cause of the patient receiving emergency treatment.

My Care Record - heading, allergies and adverse drug reactions

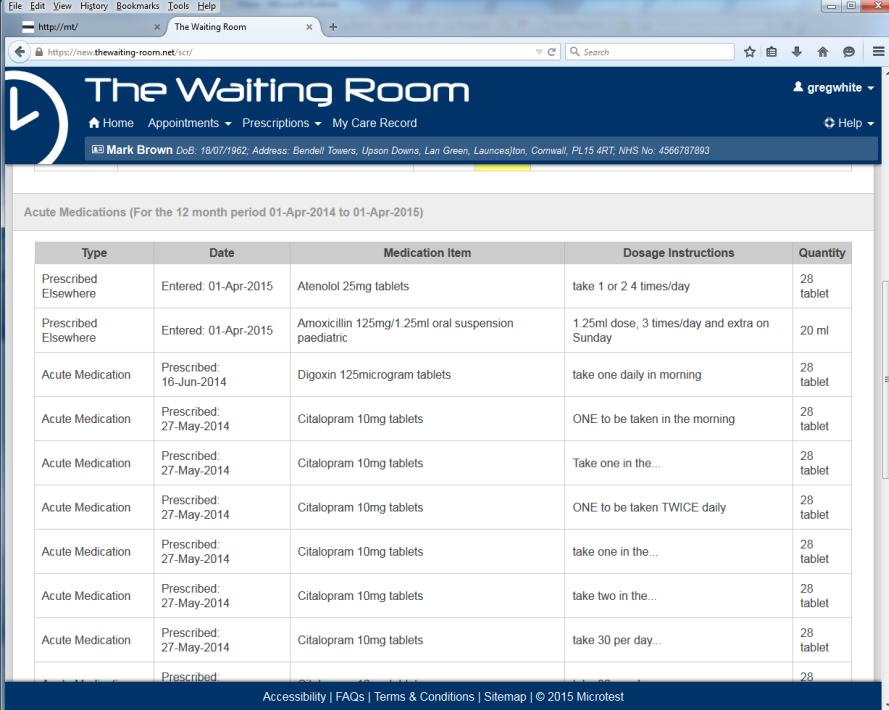
The screenshot shows a web browser window displaying 'The Waiting Room' patient portal. The page header includes the site name and navigation links: Home, Appointments, Prescriptions, and My Care Record. A patient profile for Mark Brown is shown with details like Date of Birth (18/07/1962) and address. Below this is a 'General Practice Initial Summary' section. The main content area is titled 'Allergies and Adverse Reactions' and contains a table with the following data:

Date	Description	Certainty	Severity	Supporting Information
12-May-2014	Amoxicillin trihydrate from: Amoxicillin 125mg/5ml oral suspension	Probably	Low	
12-May-2014	Peanut allergy	Probably	Medium	
06-May-2014	Ramipril from: Ramipril 1.25mg capsules	Probably	Low	Evidence: yet more Clinical Manifestation: why not Notes: some more text
06-May-2014	Simvastatin from: Simvastatin 20mg tablets	Probably	Low	Evidence: Sore bottom Clinical Manifestation: The Bee. Notes: Bees came out of his bottom
18-Mar-2014	Amlodipine from: Amlodipine 10mg tablets	Probably	Low	
02-Dec-2013	Nifedipine from: Adalat 5mg capsules (Bayer Plc)	Probably	Low	Clinical Manifestation: Very mild reaction - OK to prescribe if no alternative
22-Nov-2013	Potassium clavulanate from: Augmentin 375mg tablets (GlaxoSmithKline UK Ltd)	Probably	Low	
24-Oct-2013	Morphine from: Morphine 10mg tablets	Probably	Low	Evidence: mother said so Clinical Manifestation: collapse

The footer of the page includes links for Accessibility, FAQs, Terms & Conditions, and Sitemap, along with a copyright notice for 2015 Microtest.

Acute Medication

This is useful information for the emergency clinician to see if some new medication has had a deleterious effect.



The Waiting Room

Home Appointments Prescriptions My Care Record

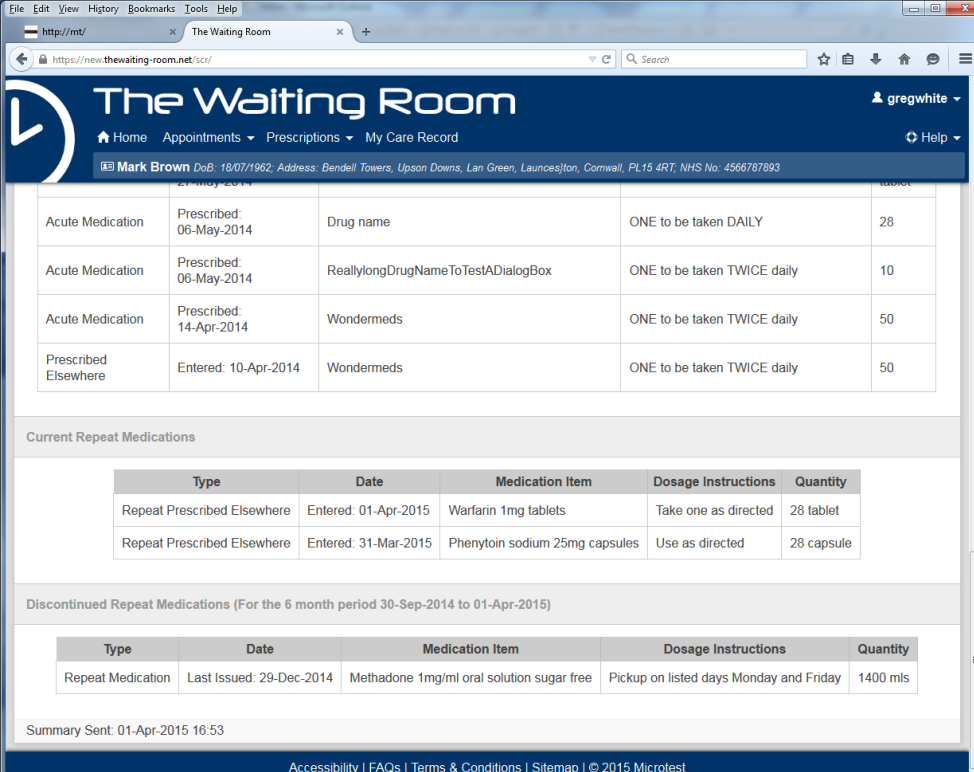
Mark Brown DoB: 18/07/1962 Address: Bendell Towers, Upson Downs, Lan Green, Launceston, Cornwall, PL15 4RT, NHS No: 4566787893

Acute Medications (For the 12 month period 01-Apr-2014 to 01-Apr-2015)

Type	Date	Medication Item	Dosage Instructions	Quantity
Prescribed Elsewhere	Entered: 01-Apr-2015	Atenolol 25mg tablets	take 1 or 2 4 times/day	28 tablet
Prescribed Elsewhere	Entered: 01-Apr-2015	Amoxicillin 125mg/1.25ml oral suspension paediatric	1.25ml dose, 3 times/day and extra on Sunday	20 ml
Acute Medication	Prescribed: 16-Jun-2014	Digoxin 125microgram tablets	take one daily in morning	28 tablet
Acute Medication	Prescribed: 27-May-2014	Citalopram 10mg tablets	ONE to be taken in the morning	28 tablet
Acute Medication	Prescribed: 27-May-2014	Citalopram 10mg tablets	Take one in the...	28 tablet
Acute Medication	Prescribed: 27-May-2014	Citalopram 10mg tablets	ONE to be taken TWICE daily	28 tablet
Acute Medication	Prescribed: 27-May-2014	Citalopram 10mg tablets	take one in the...	28 tablet
Acute Medication	Prescribed: 27-May-2014	Citalopram 10mg tablets	take two in the...	28 tablet
Acute Medication	Prescribed: 27-May-2014	Citalopram 10mg tablets	take 30 per day...	28 tablet
Acute Medication	Prescribed: 27-May-2014	Citalopram 10mg tablets		28

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Current Repeat medication and Discontinued Repeat Medication



The Waiting Room

Home Appointments Prescriptions My Care Record

Mark Brown DoB: 18/07/1962 Address: Bendell Towers, Upson Downs, Lan Green, Launceston, Cornwall, PL15 4RT, NHS No: 4566787893

Acute Medication	Prescribed: 06-May-2014	Drug name	ONE to be taken DAILY	28
Acute Medication	Prescribed: 06-May-2014	ReallylongDrugNameToTestADialogBox	ONE to be taken TWICE daily	10
Acute Medication	Prescribed: 14-Apr-2014	Wondermeds	ONE to be taken TWICE daily	50
Prescribed Elsewhere	Entered: 10-Apr-2014	Wondermeds	ONE to be taken TWICE daily	50

Current Repeat Medications

Type	Date	Medication Item	Dosage Instructions	Quantity
Repeat Prescribed Elsewhere	Entered: 01-Apr-2015	Warfarin 1mg tablets	Take one as directed	28 tablet
Repeat Prescribed Elsewhere	Entered: 31-Mar-2015	Phenytoin sodium 25mg capsules	Use as directed	28 capsule

Discontinued Repeat Medications (For the 6 month period 30-Sep-2014 to 01-Apr-2015)

Type	Date	Medication Item	Dosage Instructions	Quantity
Repeat Medication	Last Issued: 29-Dec-2014	Methadone 1mg/ml oral solution sugar free	Pickup on listed days Monday and Friday	1400 mls

Summary Sent: 01-Apr-2015 16:53

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This is useful information for the emergency clinician to understand what regular drugs the patient is taking, and it gives a clue about the possible underlying medical problem. The information that the repeat item has been withdrawn is also useful.