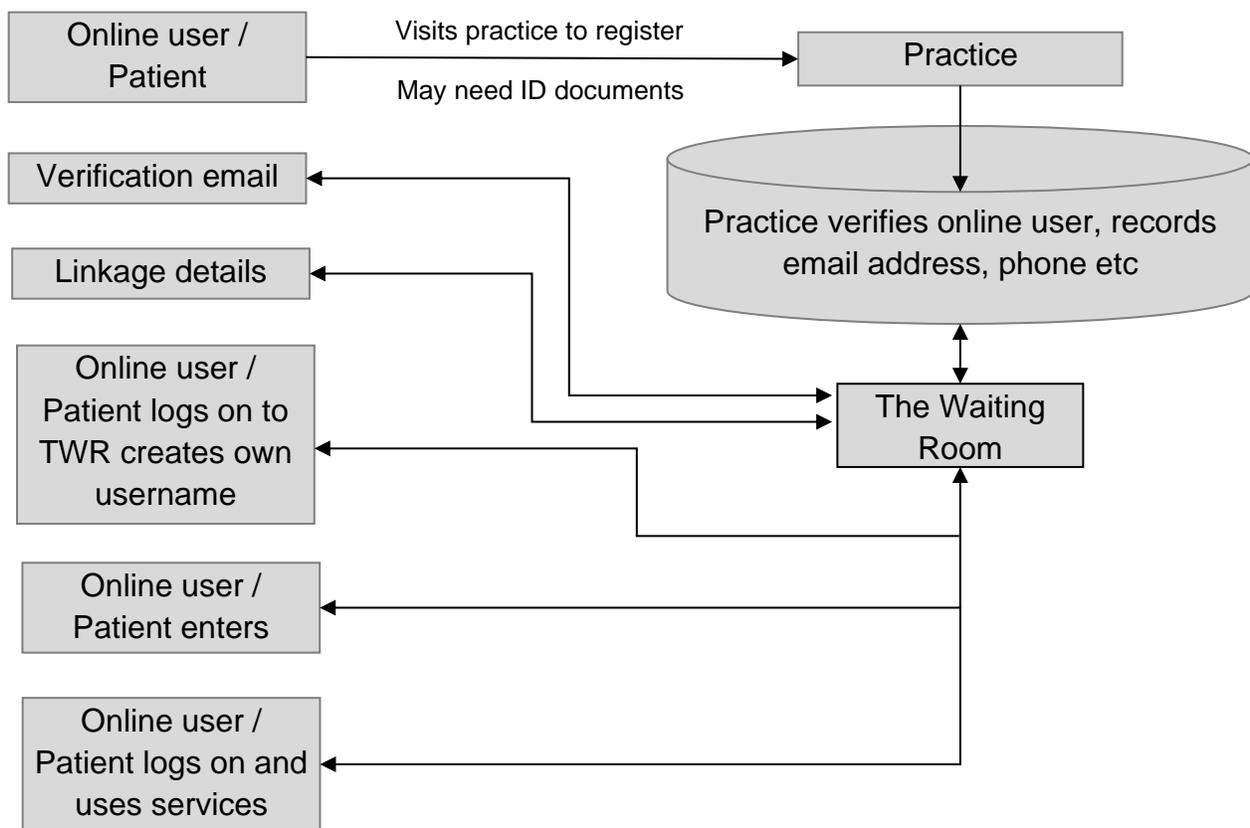


## Microtest user guide | for care home staff to activate and access proxy ordering for patients

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.

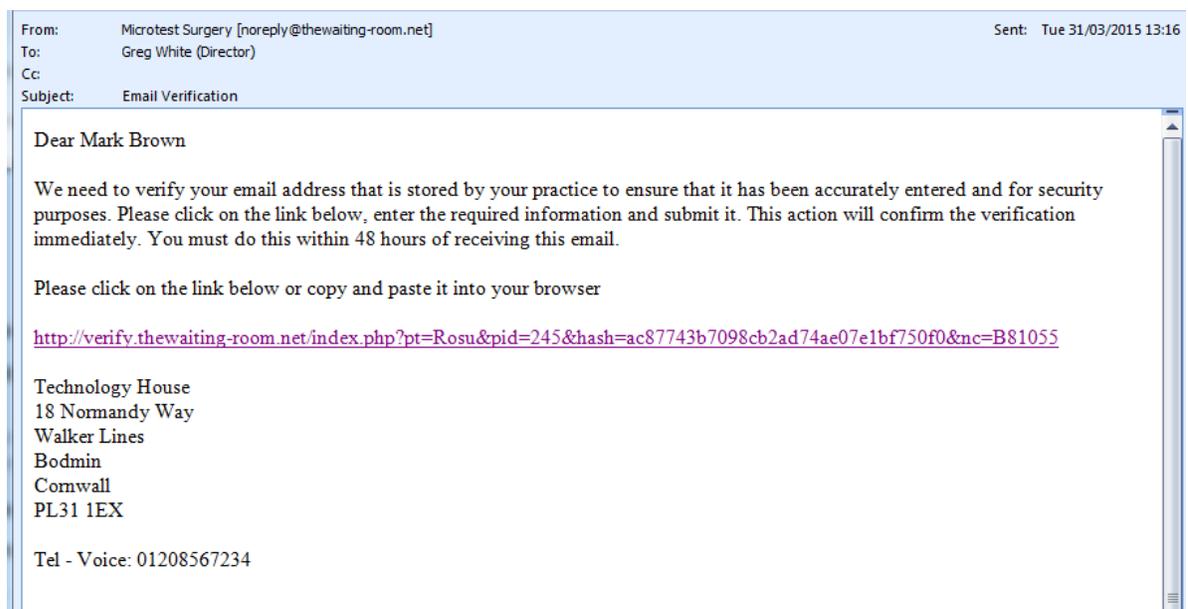
The next email will contain details to link the online user to the practice.

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

Microtest Surgery  
Online User Account Activation

Verified ✓

Please complete the following fields then click Verify:

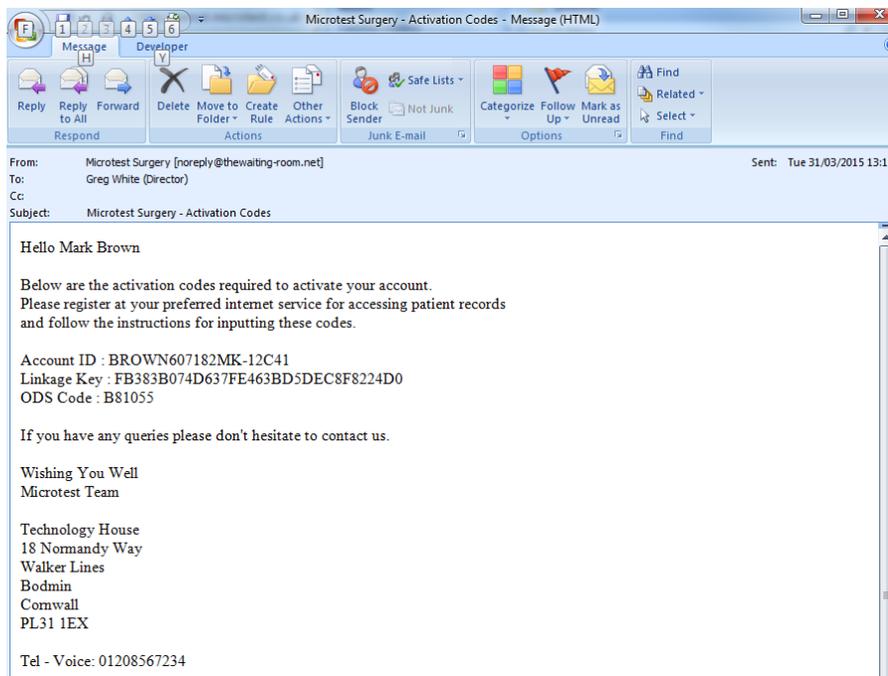
Postcode:

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

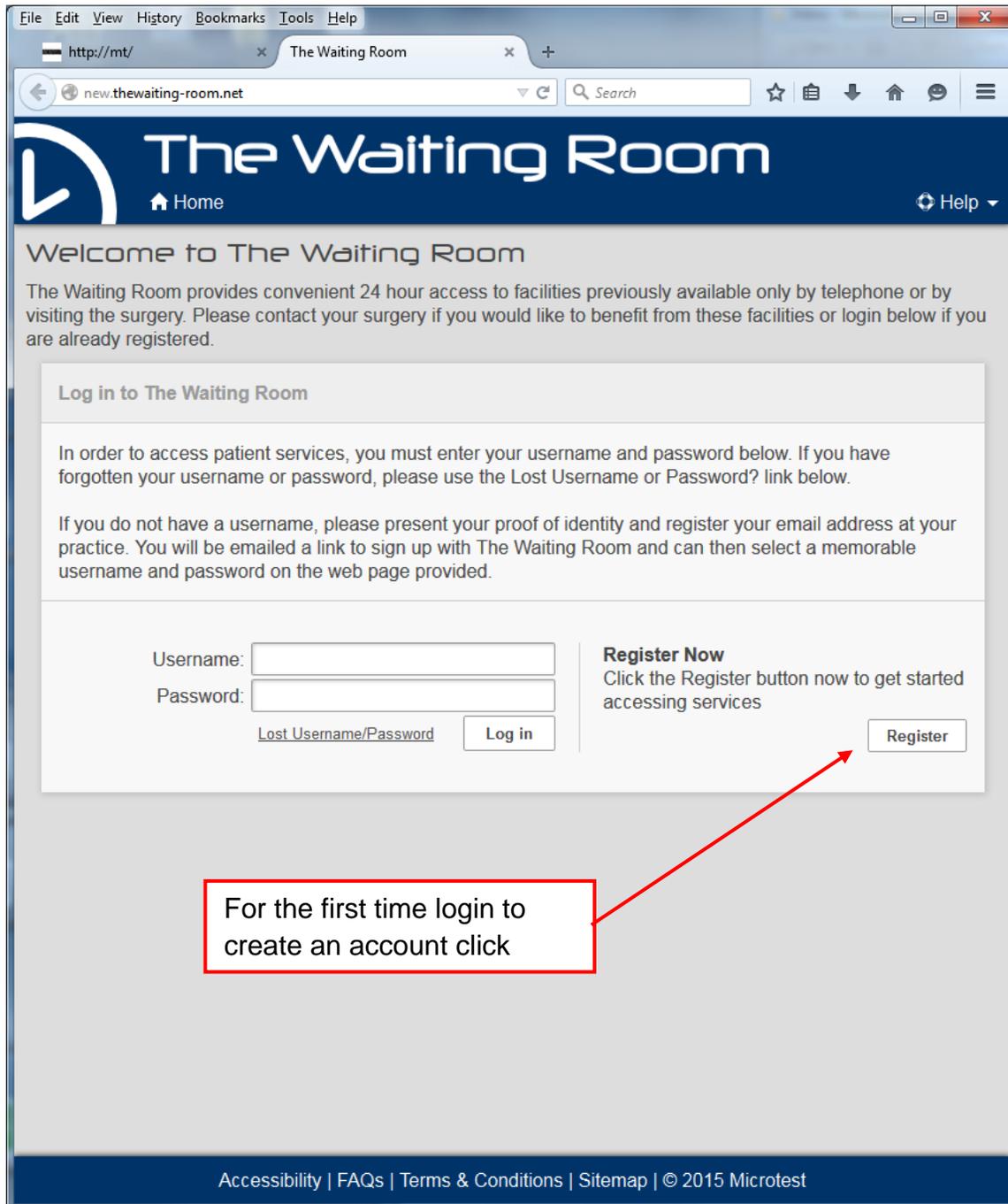


When registering at the practice, an email giving details of username, linkage key and practice code will be sent. Alternatively, these may have been printed at the practice and given to the online user.

## Creating an account at TWR

The online user needs to establish an account at [www.thewaiting-room.net](http://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



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

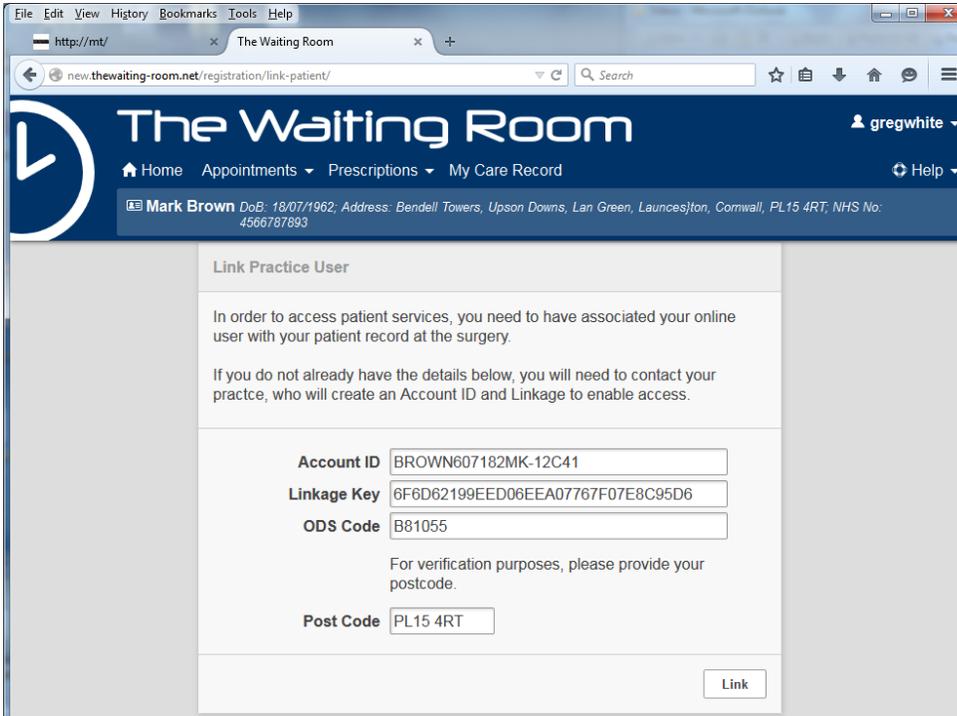
## Registration at The Waiting Room

The screenshot shows the 'Register User' page of 'The Waiting Room'. The page has a dark blue header with the site name and navigation links for 'Home' and 'Help'. The main content area is light grey and contains the following elements:

- Register User** (Section Header)
- Introductory text: "This page is used to register a new user within TheWaitingRoom. Please enter your desired details below."
- Username** (Text label) and text input field
- Password** (Text label) and text input field
- Instructions for password requirements:
  - Your password must:
  - ▶ Be 8 characters in length.
  - ▶ Contain at least 1 uppercase and lowercase character.
  - ▶ Contain at least 1 number.
- Retype Password** (Text label) and text input field
- Email Address** (Text label) and text input field
- Security section:
  - Text: "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** (Text label) and dropdown menu (selected: "What is your Mother's maiden name?")
  - Answer** (Text label) and text input field
- Register** (Submit button)

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://new.thewaiting-room.net/registration/link-patient/>. The page title is "The Waiting Room" and the user is logged in as "gregwhite". The navigation menu includes Home, Appointments, Prescriptions, My Care Record, and Help. The patient's name is "Mark Brown" with details: DoB: 18/07/1962, Address: Bendell Towers, Upson Downs, Lan Green, Launceston, Cornwall, PL15 4RT, NHS No: 4566767693.

**Link Practice User**

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.

**Account ID**

**Linkage Key**

**ODS Code**

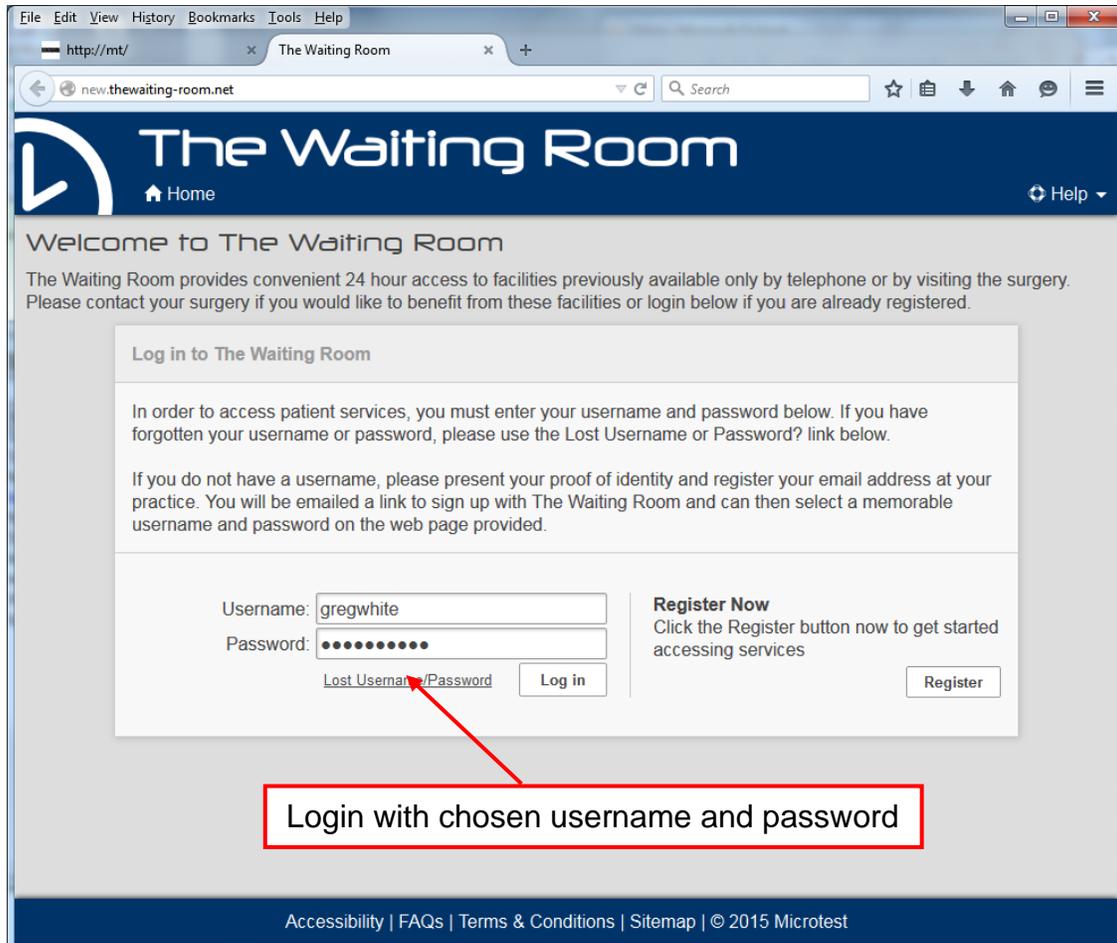
For verification purposes, please provide your postcode.

**Post Code**

- 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](http://www.thewaiting-room.net)

## The Waiting Room login page



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 window displaying the 'The Waiting Room' website. The browser's address bar shows 'http://mt/' and the page title is 'The Waiting Room'. The website header includes a navigation menu with 'Home', 'Appointments', 'Prescriptions', and 'My Care Record', along with a user profile 'gregwhite' and a 'Help' link. Below the header, the user's name 'Mark Brown' and personal details (DoB: 18/07/1962, Address: Bendell Towers, Upson Downs, Lan Green, Launceston, Cornwall, PL15 4RT, NHS No: 4566787893) are displayed. The main content area is divided into two columns: 'Appointments' and 'Prescriptions'. The 'Appointments' column shows a single appointment for 'Tuesday, 31st March at 17:25' at 'Dr D Streeter - Dans Telephone Clinic', with options to 'Book new appointment' and 'Appointment diary'. The 'Prescriptions' column lists several medications with their quantities and dosages: Amoxicillin 125mg/1.25ml oral suspension paediatric @ 20 mls (20 ml, 1.25ml dose, 3 times/day and extra on Sunday), Atenolol 25mg tablets (28 tablet, take 1 or 2 4 times/day), Prempak-C 1.25mg tablets (Pfizer Ltd) (120 tablet, use as directed by your doctor), Amlodipine 10mg tablets (1 tablet, take one daily in the morning as the sun rises), Propranolol 40mg tablets (56 tablet, TWO to be taken TWICE daily), Warfarin 1mg tablets (28 tablet, Take one as directed), and Paracetamol 500mg soluble tablets. The footer contains links for 'Accessibility | FAQs | Terms & Conditions | Sitemap' and 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

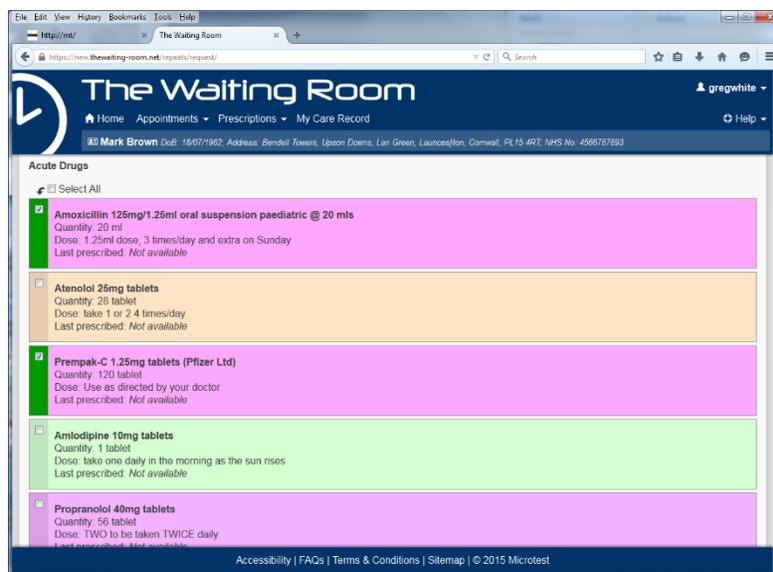


The medication review may only involve the clinical team reviewing the medication and there is no need to contact the practice if the review is imminent or the remaining number of repeats is low. If the practice requires you to attend a review appointment - they will get in touch.

## Ordering a prescription

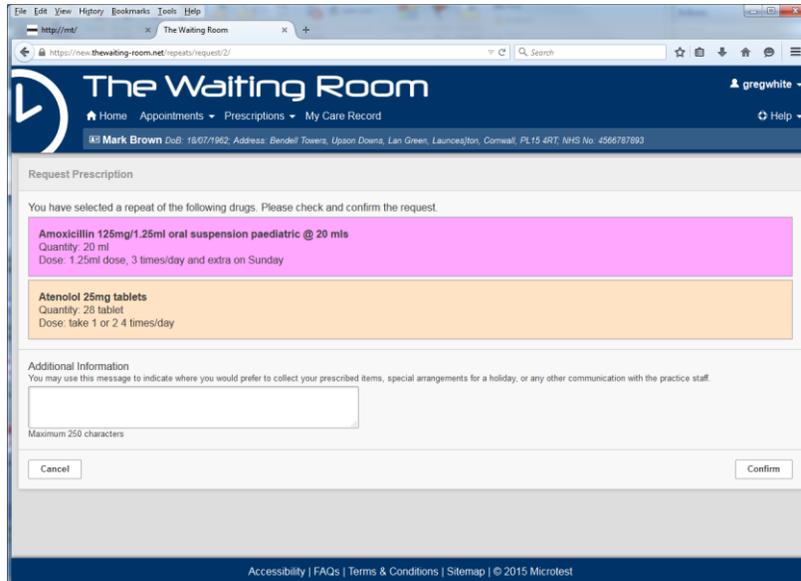
The display shows drugs that the practice has allowed to be ordered. Normally this will include repeat items that are taken regularly but may include other drugs that are normally only issued on a one-off basis.

## Drug order screen



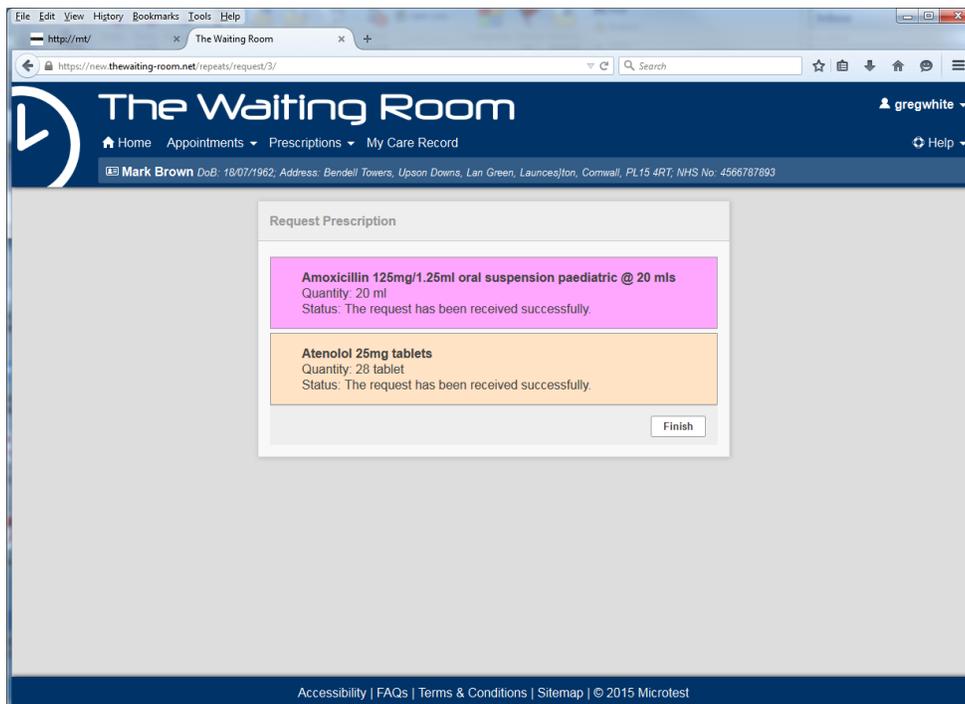
- Simply click the side bar by each item or click the Select All box.
- When the selection is complete scroll to the bottom of the screen and press Next >>

## Text to accompany an order



The 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



## 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 'The Waiting Room' patient portal. The page title is 'The Waiting Room' and the user is logged in as 'gregwhite'. The patient's name is 'Mark Brown' with a date of birth of 18/07/1962 and an address in Cornwall. The page displays a 'General Practice Initial Summary' and a table of 'Allergies and Adverse Reactions'.

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	
21-Oct-2013	Metoprolol from: Metoprolol 50mg tablets	Probably	Low	Evidence: mother said so Clinical Manifestation: collapse

Accessibility | FAQs | Terms & Conditions | Sitemap | © 2015 Microtest

## Acute Medication

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

The screenshot shows a web browser window displaying 'The Waiting Room' patient portal. The user is logged in as 'gregwhite'. The patient's name is 'Mark Brown' with DOB: 18/07/1962 and address: Bendell Towers, Upson Downs, Lan Green, Launceston, Cornwall, PL15 4RT, NHS No: 4566787893. The page displays a table of 'Acute Medications (For the 12 month period 01-Apr-2014 to 01-Apr-2015)'. The table has columns for Type, Date, Medication Item, Dosage Instructions, and Quantity.

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

### Current Repeat medication and Discontinued Repeat Medication

The screenshot shows the 'The Waiting Room' patient portal for Mark Brown. It displays two tables: 'Current Repeat Medications' and 'Discontinued Repeat Medications (For the 6 month period 30-Sep-2014 to 01-Apr-2015)'. The 'Current Repeat Medications' table has columns for Type, Date, Medication Item, Dosage Instructions, and Quantity. The 'Discontinued Repeat Medications' table has columns for Type, Date, Medication Item, Dosage Instructions, and Quantity.

Type	Date	Medication Item	Dosage Instructions	Quantity
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

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

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

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.