



## EMIS Patient Access user guide for care home staff | Access to Information & 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 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'.

# 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 setup at each GP practice.

Passwords must be kept safe and secure and never shared.

Once you have chosen a new password and linked your GP follow the steps below to link another practice if needed.

- 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 r | name                        |
| First   | name                        |
| Last n  | ame                         |
| Last    | name                        |
| Your    | nome postcode               |
| Poste   | code                        |
| Date    | of birth                    |
| Day     | Month 🗸 Year                |
| Gend    | er (optional)               |
| Gend    | ler v                       |

Follow the on-screen instructions to continue setting up your account as below:

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

| As an additional measure to keep your account<br>safe, you will be required to set up a memorable<br>word or phrase that only you know. This must be a<br>minimum of 8 characters and is case sensitive. You<br>will be asked to enter characters from it when you<br>sign in. <b>More information</b> .  |
|---|
| set up from 01/11/2020.   |
| Your Memorable Word   |
| Hint for your Memorable Word  |
| Your Memorable Word hint 0/128  |
|   |
| Continue  |
|   |
| Search  |
| Search  |
| Search<br>Your account has been   |
| Search<br>Your account has been<br>successfully created   |
| Search<br>Your account has been<br>successfully created   |
| Search<br>Your account has been<br>successfully created<br>Check your email inbox now<br>We've sent you a verification link to your email   |
| Search<br>Your account has been<br>successfully created<br>Check your email inbox now<br>We've sent you a verification link to your email<br>address <emailaddress check="" email<="" please="" td="" your=""></emailaddress>   |
| Search  |
| Variantic control           Variantic control           Statistic control           Note control           Network on a verification link to your email           address - Please check 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 EMIS screen.







| Patient Access | Sea  | rch |
|----------------|--|-----|
|                | C<br>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 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** 

| IIS Patient Access - Sign in or 1 × +   | - 0  |
|---|--|
| C O  https://app.patientaccess.com/registration/letter  | x 🛎  |
| s 📑 Digital Leaders in P 🧱 LHCR Learning fro 🧧 Log In   Optimal W 😵 Digital Social Care   | 🚆 futureNHS collabor 😰 DSPT - NHSD 🍸 SystmOnline Login 💩 NHSmall Support SL. 📮 My groups in nhsc   |
| PatientAccess   | (?) Support Centre   |
|   | The Star Inn   |
| K Back  | Angel Lane Surgery - 5092 Milos Hyney  |
| Have you received a registration letter from your practice?   | Foakes Hall Angel Lane , CM6 1AQ th  |
|   | Fragile X Society  |
| Yes No  | B Ropers The Chemist Che   |
|   | Q O Dunmov   |
| Link To Practice  | Dunmow Day Centre Saracens Head Co-op Food - Dunmow  |
|   | Chequers Lane Car Park P Barciays Bank V Q V V   |
| To link to your practice, please enter the following details from your registration<br>letter. If you do not have a registration letter, please contact your practice to obtain | Chequera La  |
| one.  | Manual Manual  |
| Linkage Key   | 0  |
| Hk UHCD   | Redbond Lodge -<br>Runwood Homes   |
| TRATION   | Standruma Paradise Cafe O William Hill   |
| Account ID  |  |
| 228188005   | Bosphorus V Q Bupa Dental Care<br>Great Dunmow   |
|   | whit the second se |
| Confirm   | Durmow United<br>Reformed Church   |
|   | 0 8  |







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**.

| ← → C △ ← https://app.patiente     → Digital Leaders in P.,      → Digital Leaders in P., | access.com/registration/wizard<br>Learning fro 👩 Log in   Optimal W 🤗 Digital So | ial Care 📻 futureNHS collabor 🐲 DSPT | - NHSD 🍸 SystmOnline Login 🔔 NHSmail Support Si | - 0 ×<br>& 1<br>My groups in nhs |
|---|--|--------------------------------------|---|----------------------------------|
| Patient Access  |  |                                      |   | ? Support Centre                 |
| 0   | Your Practice<br>Angel Lane Surgery - 5092                                       | Edit                                 | Your Practice Angel Lane Surgery - 5092         |                                  |
| 2   | Your Personal Details<br>Please confirm the personal details held by y<br>Name:  | our practice.                        | Angel Lane , CMo 1AQ                            |                                  |
|   | Alison   | ylor                                 |   |                                  |
|   | Date of birth:   | Gender:<br>Female V                  |   |                                  |
|   | Postcode: House name, flat or stree  | et number:                           |   |                                  |
|   | Continue   |                                      |   |                                  |

Check the details. Enter your password and click link account

| ps 🔛 Digital Leaders in P | UHCR Learning fro 🚦 Log In   Optimal W.                                     | 📀 Digital Social Care 📰 futureNHS collabor     | 💯 DSPT - NHSD 🍸 SystmOnline Login 🙆 NHSmail Support SL | My groups in nhsx |
|---------------------------|---|--|--|-------------------|
| Patient Acc               | cess  |  |  | ? Support Centre  |
| < Back                    |   |  | Your Practice  |                   |
|                           | Your Practice<br>Angel Lane Surgery - 5092                                  | Edit   | Angel Lane Surgery - 5092<br>Angel Lane , CM6 1AQ      |                   |
|                           | Vour Personal Details<br>Name: Alison Taylor<br>Date of birth:<br>Postcode: | Edit<br>Gender: Female<br>House number/name: 7 |  |                   |
|                           | 3 Confirm your password<br>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.











### Access to information in GP medical record

### Home Page

To access and view all linked resident in your care, **click on your name and click Linked Users.** A list of names that you have been linked with will be shown.

| Patient Access                   | ③ Support Centre 〇 alison taylor ~  |
|----------------------------------|---|
| Home                             | Do not book a GP appointment if you have a fever (high temperature), new cough, or loss of or change to your sense of smell.If you have any of these, please contact the original sense of smell. If you have any and these please contact the original sense of smell. This may affect your ability to make online Account   |
| Coronavirus Information          | Sorry, something's not quite right.   |
| Health Advice                    | One of the GP practices you were linked to has been disconnected from your Patient Access account. Applogies for the inconvenience. Unked Users  A To multiply to the inconvenience.  |
| Appointments                     | Link your Paratice bits on an equilibrium of the second of the seco |
| CO LINK YOU' OF PRACES           | Are you protected against flu?<br>See if you are eligible for a free NHS flu jab today.   |
|                                  | Feeling unwell? Get health advice Please enter your main symptom (e.g. headsche) Q  |
|                                  | Upcoming appointments NHS self-referral services  |
| Terms of Use      Privacy Policy | Find NHS self-referral services by area or use  |

Select the resident you wish to access by proxy, on behalf of your resident. The example below show patients from two practices. When you select that patient you want, the system knows which GP they are registered with.



You are now viewing the residents GP record on behalf of them

**Click Medical Record** 

| Patient Access  |  | ③ Support Centre ④ Micky Mouse ~                             |
|---|--|--|
| Home     Coronavirus Information     Health Advice     Appointments | Are you protected aga<br>See if you are eligible for a free N  | ninst flu?<br>HS flu jab today.                              |
| Repeat Medication     Medical Record      Messages                  | Feeling unwell? Get health advice Please enter your main   | symptom (e.g. headache) Q<br>Medication requests New request |
|   | Vou have no upcoming appointments.<br>New booking<br>To access the full functionality of Nation Access, please contact your<br>practice. | Request rejected  Clothinazole 1N cream  View all            |
| Terms of Use - Princey Policy     Cookies - Accessibility           | NHS self-referral services   | Nominated pharmacy   |

Acting on behalf of Micky Mouse







Loc

Government Association



×







### **Click Problems**

|                     | Acting on behalf of Micky Mouse   |                              |
|---------------------|---|------------------------------|
| atientAccess        |   | Support Centre O Micky Mouse |
| e                   | Current Past (Significant) Past (Minor)   | 88. Grid view                |
| navirus Information |   |                              |
| Ith Advice          | Please note, there may be restrictions on the information you can view.               | ×                            |
| pointments          |   |                              |
| at Medication       | 10 Aug 2020 Dementia in Alzheimer's dis, atypical or mixed type, other mixed symptoms | Read more                    |
| cal Record 🔺        | 23 Mar 2020 Repeat medication check   | Read more                    |
| ms                  |   |                              |
| ons                 | 19 Mar 2020 Chronic obstructive lung disease  | Read more                    |
| ilts                | the 2010 Count folia da Differencia   |                              |
| 15                  | Linevizuum Consent declined for SMS messaging   | Head more                    |
| ons                 | 3 Aug 2018 Fast track cancer referral   | Read more                    |
| ons                 |   |                              |
|                     | 10 May 2018 Chronic obstructive pulmonary disease annual review                       | Read more                    |
| ord                 |   |                              |
| ord                 | 17 Apr 2018 Asthma  | Read more                    |
| ured Record         |   |                              |
|                     | 8 Mar 2018 Death  | Read more                    |
|                     |   |                              |

### **Click Medications**

| Acting on behalf of Michy Mouse   |  |   |   |
|---|--|---|---|
|   | (?) Suppor   | t Centre  | O Micky Mouse ~   |
| Acute Repeat  |  | 88 Gri  | id view   |
|   |  |   |   |
| Please note, there may be restrictions on the information you can view.   |  |   | ×   |
|   |  |   |   |
| Sustanon 250mg/1ml solution for injection ampoules (Aspen Pharma Trading Ltd)<br>immediately  | 4 Sep 2020   | Read more   |   |
|   |  |   |   |
| Valupak Glucosamine sulfate 500mg tablets (BR Pharmaceuticals Ltd)  | Not issued   | Read more   | e de la companya de l   |
| As Directed   |  |   |   |
| Laurencementaria 75ms (ted colution for infortion sensation   | Net incard   | Read man  |   |
| 6.25mg (SIX POINT TWO FIVE MILLIGRAMS) via syringe driver over 24 hours for palliative care   | the shifts   | wead more   |   |
|   |  |   |   |
| Ibuprofen 400mg tablets   | Not issued   | Read more   |   |
| One To Be Taken Three Times A Day After Food  |  |   |   |
|   |  |   |   |
| Diamorphine 10mg powder for solution for injection ampoules<br>5mg (FIVF MILLIGRAMS) via surinee driver over 24 hours for calliative care | Not mined  | Read more   |   |
| and the element of the standard state of the state and the parameters and   |  |   |   |
| Hyoscine hydrobromide 600micrograms/1ml solution for injection ampoules   | Not issued   | Read more   | E.  |
|   | Acting on babilit of Miday Moure         Acting on babilit of Miday Moure         Acting on babilit of Miday Moure         Please note, there may be restrictions on the information you can view.         Sustanon 250mg/Iml solution for injection ampoules (Aspen Pharma Trading Ltd)         Immediately.         Valuaget Glucosamine sulfate 500mg tablets (BR Pharmaceuticals Ltd)         As Directed         Excome promazine 25mg/Iml solution for injection ampoules         6.25mg (SIX POINT TWO FIVE MILLIGRAMS) via syringe driver over 24 hours for paliative care         Buprofen 400mg tablets         One To Be Talem Three Times A Day After Food         Diamorphine 10mg powder for solution for injection ampoules         Sing [FIVE MILLIGRAMS] via syringe driver over 24 hours for paliative care         Hyockine Hydrobinnide 600micrograms/Iml solution for injection ampoules         1.2 MG IDEE EDEET TUDE MILLIGRAMS in solution for injection ampoules | Acting on behalf of MKey Mount         Image: Comparison of the information you can view.         Please note, there may be restrictions on the information you can view.         Sustance 250mg/1ml solution for injection ampoules (Aspen Pharma Trading Ltd)       4 Sep 3000         Immediately.         Valuesk Glucosamine sulfate 500mg tablets (BR Pharmaceuticals Ltd)       Net issued         A Directed       Net issued         Gone To Be Taken Three Times A Day After Food       Net issued         One To Be Taken Three Times ADay After Food       Net issued         Sing IFVE MILLIGRAMS) via springe driver over 24 hours for palliative care       Net issued         Hytoscine Hydrobennide domicrograms/1ml solution for injection ampoules       Net issued         Dire To Be Taken Three Times ADay After Food       Net issued         Sing IFVE MILLIGRAMSI via springe driver over 24 hours for palliative care       Net issued         Hytoscine Hydrobennide domicrograms/1ml solution for injection ampoules       Net issued | Costs on beautif of Midy Moure      Costs Repeat      Costs Repeat      Please note, there may be restrictions on the information you can view.      Please note, there may be restrictions on the information you can view.      Please note, there may be restrictions on the information you can view.      Sustain a 250mg/1ml solution for injection ampoules (Aspen Pharma Trading Ltd)     4 5mp 2000     Read more     An Directed      Levomepromazine 25mg/1ml solution for injection ampoules     A Directed      Levomepromazine 25mg/1ml solution for injection ampoules     A Directed      Levomepromazine 25mg/1ml solution for injection ampoules     A Directed      Directo Be Taken Three Times A Day After Food      Diamorphile 10mg powder for solution for injection ampoules     Sufficient     Suf |

### Click Test results - can be seen from date agreed and set by practice







|          |                             | Acting on behalf of Micky Mouse |   |                               |              |                  |                 |  |
|----------|-----------------------------|---------------------------------|---|-------------------------------|--------------|------------------|-----------------|--|
| Ŷ        | Patient Access              |                                 |   |                               |              | ? Support Centre | O Micky Mouse ~ |  |
| ŵ        | Home                        |                                 | Test Results                              |                               |              |                  |                 |  |
| m        | Coronavirus Information     |                                 |   |                               |              |                  |                 |  |
| 4        | Health Advice               |                                 | Please note, there may be restrictions on | the information you can view. |              |                  | ×               |  |
| Ö        | Appointments                |                                 | Show: All records ~                       |                               |              |                  |                 |  |
| 0        | Repeat Medication           |                                 |   |                               |              |                  |                 |  |
| ¢)       | Medical Record 🔺            |                                 | 23 Mar 2020 Body mass index               |                               |              |                  | ^               |  |
| •        | Problems                    |                                 | Name                                      | Result                        | Normal range | Date             |                 |  |
| •        | Medications                 |                                 | Padu mass index                           | 20.45 kg/m2                   | N/A          | 22 Mar 2020      |                 |  |
| •        | Test Results                |                                 | body mass muck                            | 20.45 Kg/m2                   | B/A          | 23 Mai 2020      |                 |  |
| •        | Documents                   |                                 |   |                               |              |                  |                 |  |
| •        | Consultations               |                                 | 23 Mar 2020 Ideal body weight             |                               |              |                  | <b>v</b>        |  |
| •        | Immunisations               |                                 | acti bouy weight                          |                               |              |                  |                 |  |
| •        | Allergies                   |                                 |   |                               |              |                  |                 |  |
| •        | Share Record                |                                 | 23 Mar 2020 Body weight                   |                               |              |                  | <b>~</b>        |  |
| •        | Export Record               |                                 |   |                               |              |                  |                 |  |
| •        | GP Shared Record<br>History |                                 | 20 Jan 2020 Pulse rate                    |                               |              |                  | ~               |  |
| ps://app | patientaccess.com/#         |                                 |   |                               |              |                  |                 |  |

### Click Documents - can be seen from date agreed and set by practice

|                         | Acting on behalf of Micky Mouse  |
|-------------------------|--|
| Patient Access          | (?) Support Centre   |
| Home                    | Documents 🛛 🖾 Grid view  |
| Coronavirus Information |  |
| Health Advice           | Please note, there may be restrictions on the information you can view.  |
| Appointments            | Show: All records v  |
| Repeat Medication       |  |
| Medical Record 🔺        | Fast track referral for suspected urological cancer 6 Oct 2020   |
| Problems                | Public second and a second sec |
| Medications             | kadiology requested  |
| Test Results            | and Bathalany 24 March 20  |
| Documents               | raunnegy 2000  |
| Consultations           | eMED3 (2010) new statement issued not fit for work     13 Jul 2020   |
| Immunisations           | - THE REAL PROPERTY AND A REPORT OF A REAL PROPERTY AND A REAL PROPERTY A REAL PROPERTY AND A REAL PROPERTY A REAL PROPERTY AND A REAL PROPERTY A REAL PROPERTY AND A REAL PROPERTY A REAL |
| Allergies               | eMED3 (2010) new statement issued, not fit for work 7 Jul 2020   |
| Share Record            |  |
| GP Shared Record        | eMED3 (2010) new statement issued, not fit for work 3 Jul 2020   |
| History                 |  |
| Messages                | Has authorisation for medication under PSD (nations specific direction) 3 to 2020  |







|                        | Acting on behalf of Micky Mouse                   |                                    |                                    |  |  |  |  |
|------------------------|---|------------------------------------|------------------------------------|--|--|--|--|
| atient Access          |   |                                    | ? Support Centre                   |  |  |  |  |
|                        | Documents   |                                    | 🗏 List view                        |  |  |  |  |
| pronavirus Information |   |                                    |                                    |  |  |  |  |
| ealth Advice           | Please note, there may be restrictions on the inf | ormation you can view.             | ×                                  |  |  |  |  |
| ppointments            | Show: All records ~                               |                                    |                                    |  |  |  |  |
| epeat Medication       |   | _                                  |                                    |  |  |  |  |
| edical Record 🔺        | RTF   | ATT                                | RTF                                |  |  |  |  |
| roblems                | Fast track referral for suspected                 | Radiology requested                | Pathology                          |  |  |  |  |
| dications              | urological cancer                                 |                                    |                                    |  |  |  |  |
| t Results              | 6 Oct 2020  | 19 Aug 2020                        | 24 Jul 2020                        |  |  |  |  |
| ments                  |   |                                    |                                    |  |  |  |  |
| nsultations            |   |                                    |                                    |  |  |  |  |
| nunisations            | POF   | PDF                                | POF                                |  |  |  |  |
| ergies                 | eMED3 (2010) new statement issued,                | eMED3 (2010) new statement issued, | eMED3 (2010) new statement issued, |  |  |  |  |
| re Record              | not fit for work                                  | not fit for work                   | not ht for work                    |  |  |  |  |
| rt Record              | 13 Jul 2020                                       |                                    |                                    |  |  |  |  |
| ared Record<br>Y       |   |                                    |                                    |  |  |  |  |
|                        |   |                                    |                                    |  |  |  |  |

Click Consultations - can be seen from date agreed and set by practice

|                         | Acting on behalf of Micky Mouse  |
|-------------------------|--|
| Patient Access          | (?) Support Centre   |
| ) Home                  | Consultations 😤 Grid view  |
| Coronavirus Information |  |
| Health Advice           | Please note, there may be restrictions on the information you can view.                                    |
| Appointments            |  |
| Repeat Medication       | Book appointment   |
| Medical Record          | Show: All records 🗸  |
| Problems                | 6 Oct 2020 Document  |
| Medications             | With QADIR, Baber (Dr) Fast track referral for suspected urological cancer,                                |
| Test Results            | NORTH STREET MEDICAL CARE  |
| Documents               |  |
| Consultations           | 28 Sep 2020 Additional   |
| Immunisations           | With TIMMONS, Brenda (Mrs) Consultation, Seasonal influenza vaccination declined                           |
| Allergies               |  |
| Share Record            | 26 Sep 2020 Additional   |
| Export Record           | With FLORY, Julianne (Ms) Consultation, Administration of first inactivated seasonal influenza vaccination |
| GP Shared Record        | NORTH STREET MEDICAL CARE  |
| History                 |  |
| Messages                | 11 Sep 2020 Additional   |







### **Click Immunisations**

|                             | Actin   | r on behalf of Micky Mouse                         |  |
|-----------------------------|---|--|--|
| Patient Access              |   |  | Support Centre O Micky Mouse ~                     |
| D Home                      | Immunisations                                 |  | 🗮 List view  |
| Coronavirus Information     |   |  |  |
| Health Advice               | Please note, there may be restrictions on t   | he information you can view.                       | ×  |
| Appointments                | Show: All records ~                           |  |  |
| Repeat Medication           |   |  |  |
| Medical Record A            | 28 Sep 2020<br>Seasonal influenza vaccination | 26 Sep 2020<br>Administration of first inactivated | 11 Sep 2020<br>Administration of first inactivated |
| Problems                    | declined                                      | seasonal influenza vaccination                     | seasonal influenza vaccination                     |
| Medications                 |   |  |  |
| Test Results                | Read more                                     | Read more  | Read more  |
| Documents                   |   |  |  |
| Consultations               |   | 30 Mar 2020  | 30 Mar 2020  |
| Immunisations               | Seasonal influenza vaccination                | Seasonal influenza vaccination                     | Administration of first inactivated                |
| Allergies                   |   |  | seasonal influenza vaccination                     |
| Share Record                |   |  |  |
| Export Record               | Read more                                     | Read more  | Read more  |
| GP Shared Record<br>History |   |  |  |
| 3                           | 6 Jan 2020                                    | 3 Dec 2019   | 29 Oct 2019  |

### **Click Allergies**

| Acting on behalf of Midey Mouse |   |                  |                 |  |  |  |  |
|---------------------------------|---|------------------|-----------------|--|--|--|--|
| Patient Access                  | 0   | ) Support Centre | O Micky Mouse ~ |  |  |  |  |
| Home                            | Allergies   | BB Grid view     | v               |  |  |  |  |
| Coronavirus Information         |   |                  |                 |  |  |  |  |
| Health Advice                   | Please note, there may be restrictions on the information you can view. | ×                |                 |  |  |  |  |
| Appointments                    | Show: All records v   |                  |                 |  |  |  |  |
| Repeat Medication               |   |                  |                 |  |  |  |  |
| Medical Record A                | 1 Aug 2018 Adverse reaction to aspirin                                  | Read more        |                 |  |  |  |  |
| Problems                        | 22 Mar 2004 Peanut allergy  | Read more        |                 |  |  |  |  |
| Medications                     |   |                  |                 |  |  |  |  |
| Test Results                    | 22 Mar 2004 H/O: penicilin allergy                                      | Read more        |                 |  |  |  |  |
| Documents                       |   |                  |                 |  |  |  |  |
| Consultations                   | ZZ Mir 2004 Allergy : Penicilin V Zoong tablet                          | Read more        |                 |  |  |  |  |
| Immunisations                   |   |                  |                 |  |  |  |  |
| Allergies                       |   |                  |                 |  |  |  |  |
| Share Record                    |   |                  |                 |  |  |  |  |
| Export Record                   |   |                  |                 |  |  |  |  |
| GP Shared Record<br>History     |   |                  |                 |  |  |  |  |
| C Messages                      |   |                  |                 |  |  |  |  |

### **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. •

| 🔟 NHSX - Calendar - Week of Septr. X 🛛 M. Inbox | r - alisonstaylor@inbox.absul - X - 🧇 EVIS Patient Access - Sign in or i - X - | +   | - 0 | ×   |
|---|--|---|-----|-----|
| ← → ♂ ↔ 🗎 https://app.patientacc                | ess.com/dashboard  |   | \$  | 3 1 |
| 👯 Apps 🚆 Digital leaders in P 🚆 I HCR Lea       | ming fro 📴 Log in   Optimal W 😵 Digital Social Case 🤐 🙀 futur                  | reNHS collabor 👹 DSPT - NHSD 🍸 SystemOnline Login 💩 NHSmail Support S |     | >>  |
|   | Acting on behalf of Donotuse   | XxLestpatient-Tkha  |     |     |
| <b>Patient</b> Access                           |  | (?) Support Centre O Donotuse Xxtestpatient-Tkha ~                    | ø   |     |
|   |  |   |     |     |
| Home  |  |   |     |     |
| A Health Advice                                 |  |   |     |     |
| A. Incard Advice                                | Feeling unwell? Get health advice Please                                       | e enter your main symptom (e.g. headache) Q                           |     |     |
| Appointments                                    |  |   |     |     |
| Repeat Medication                               |  |   |     |     |
| Medical Record                                  | Upcoming appointments  | Medication requests   |     |     |
|   |  |   |     |     |
| C Messages                                      | ter en                                     |   |     |     |
|   | You have no upcoming appointments.   | You have no requests.   |     |     |
|   | New booking  | New request   |     |     |
|   |  |   |     |     |
|   |  |   |     |     |

You will see a 'Gentle reminder' message. •



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• Click **Confirm** to continue.



 Select medications individually by + button OR on right-hand side Select all medications button.









• Confirm Request medications button bottom right-hand corner.



• Review your request, as below.









### • Click Confirm request.

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| 👯 Apps 🗱 Digital leaders in P., 🔤 LECR Learning fro 📴 Lo                                | g in j Optivra: W 😗 Digital Social Care 🚆 futureNHS collabor 🕮 DSET - NHSD 🍸 SystmOnine Login 🎄 NHSmail Support S | **    |
|   | Acting on behalf of Mickey Mouse  | ^     |
| Patient Access  | ③ Support Centre O Mickey Mouse ~   | é     |
|   | AS DIRECTED   |       |
| D Home  | Varenicline 1mg tablets and Varenicline 500microgram tablets  |       |
| A Health Advice   | AS DIRECTED   |       |
|   | Xailin Night eye ointment preservative free (Visufarma UK Ltd)  |       |
| Appointments  | both eyes at night  |       |
| Repeat Medication   | Message for your practice   |       |
| 🔅 Medical Record  | Type your message here. Please limit your message to letters, numbers and simple punctuation.                     |       |
| Messages  |   |       |
|   |   |       |
|   | 0/150   |       |
|   | Collection point (Optional)   |       |
|   | Enter your collection point   |       |
|   | Cancel 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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|  | Acting on behalf of Mickey Mouse  |                                   |                        |   | Î   |
| Patient Access   |   | ? Support Centre                  | C Mickey Mouse ~       | ø |     |
| n Home   | Requests Your medication  |                                   | Request medicatio      |   |     |
| A Health Advice  | Pending requests  |                                   |                        |   |     |
| H Appointments   | - chang requests  |                                   |                        |   |     |
| Repeat Medication                                      | Requested on 14 Sep 2019  |                                   |                        |   |     |
| 중 Medical Record                                       | Adcal-D3 chewable tablets tutti frutti (Kyowa Kirin Ltd)<br>One To Be Taken Twice A Day |                                   |                        |   |     |
| C Messages   | Aspirin 75mg dispersible tablets<br>One To Be Taken Each Day                            |                                   |                        |   |     |
|  | Aspirin 75mg dispersible tablets<br>One To Be Taken Each Day                            |                                   |                        |   |     |
|  | <b>Bisoprolol 2.5mg tablets</b><br>One To Be Taken Each Day                             |                                   |                        |   |     |
|  | + 9 more items  |                                   |                        |   |     |
|  | Requested by Mr Mickey Mouse  |                                   |                        |   |     |
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|--|--|------------------------------|
| Patient Access   |  | ③ Support Centre O Mickey Mo |
| Home   | Bequests Your medication   | Request modication           |
| Areast Advice  | Pending requests   |                              |
| Your Reads   | Requested on 10 Feb 2021   | Cancel request               |
| 🔗 Repeat Medication                                      | Paracetamol 500mg tablets<br>One to the Taken Every 4-6 Hours Up to Four Times A Day   |                              |
| A Messages   | Requisited by Mr Mickey Moune  |                              |
|  | Request history  |                              |
|  | Request cancelled  |                              |
|  | Paracetamol 500mg tablets<br>Over 2x the Talent Kvery 4-5 Haurs Up 3x Four Times A.Day |                              |
|  | Requested on 10 Feb 2021 by Mr Miskey Mouse  |                              |
|  |  |                              |
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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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|   | Acting on behalf o                                    | of Mickey Mouse  |     |     |
| Patient Access  |   | (?) Support Centre   | P   |     |
| Home  |   |  |     |     |
| A Health Advice   | Feeling unwell? Get health advice Please              | se enter your main symptom (e.g. headache) Q   |     |     |
| Appointments  |   |  |     |     |
| Repeat Medication   | Upcoming appointments                                 | Medication requests New request  |     |     |
| Medical Record  |   |  | 5   |     |
| C Messages  | Н.<br>На  | Request rejected   |     |     |
|   | You have no upcoming appointments.                    | × Adcal-D3 chewable tablets tutti frutti (Kyowa Kiri                                   |     |     |
|   |   | × Aspirin 75mg dispersible tablets   |     |     |
|   | New booking   | × Aspirin 75mg dispersible tablets   |     |     |
|   |   | + 10 more items  |     |     |
|   |   | Viewall  |     |     |
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• Medications which are **request approved** will be sent to the GP for signature and then medication dispensed.

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| Acting on behalf of Mickey Mouse                                      |  |   |   |  |  |  |  |  |
| Patient Access  | <ul> <li>Support Centre</li> <li>Mickey Mouse ~</li> </ul>   |   |   |  |  |  |  |  |
| Home  | Requests Your medication Request medication  |   |   |  |  |  |  |  |
| Health Advice   |  |   |   |  |  |  |  |  |
| Appointments  | Request history  |   | 1 |  |  |  |  |  |
| Repeat Medication   | Request approved   |   |   |  |  |  |  |  |
| Medical Record  | Aspirin 75mg dispersible tablets     One To Be Taken Each Day  |   |   |  |  |  |  |  |
| A Messages  | Requested on 26 Sep 2019 by Mr Mickey Mouse  |   |   |  |  |  |  |  |
|   |  |   |   |  |  |  |  |  |
|   | Request rejected   |   |   |  |  |  |  |  |
|   | Adcal-D3 chewable tablets tutti frutti (Kyowa Kirin Ltd)     One To Be Taken Twice A Day   |   |   |  |  |  |  |  |
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### 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.

