

## 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	<a href="https://www.patientaccess.com">https://www.patientaccess.com</a>

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

Linkage Key	Pk3hUGSrKAMu5
ODS Code	F81118
Account ID	222248004518

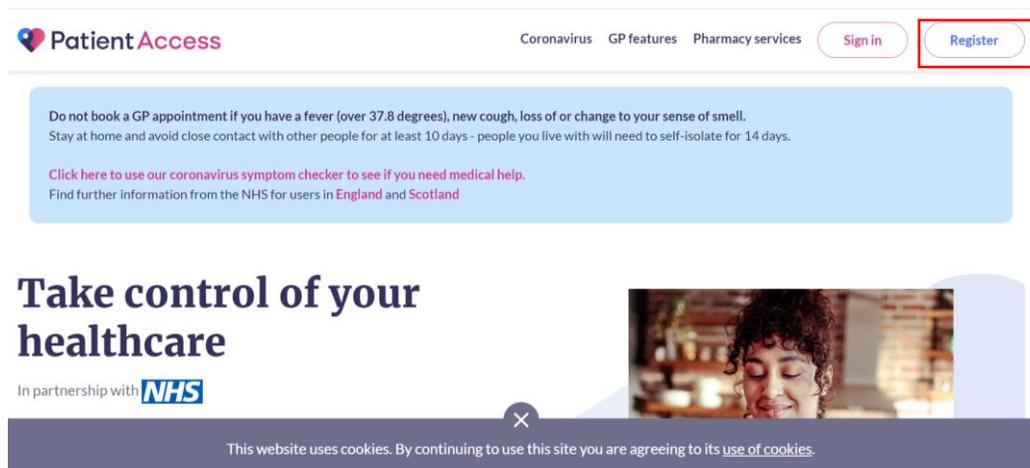
**Note:** The account details are unique to you and were provided by John Tasker House Surgery

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



The screenshot shows the Patient Access website interface. At the top left is the Patient Access logo. To the right are navigation links for Coronavirus, GP features, and Pharmacy services, along with Sign in and Register buttons. The Register button is highlighted with a red box. Below the navigation is a blue banner with COVID-19 advice: "Do not book a GP appointment if you have a fever (over 37.8 degrees), new cough, loss of or change to your sense of smell. Stay at home and avoid close contact with other people for at least 10 days - people you live with will need to self-isolate for 14 days." Below this is a link to a coronavirus symptom checker. The main content area features the heading "Take control of your healthcare" and the NHS logo. A dark grey cookie consent banner is at the bottom.

- **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.

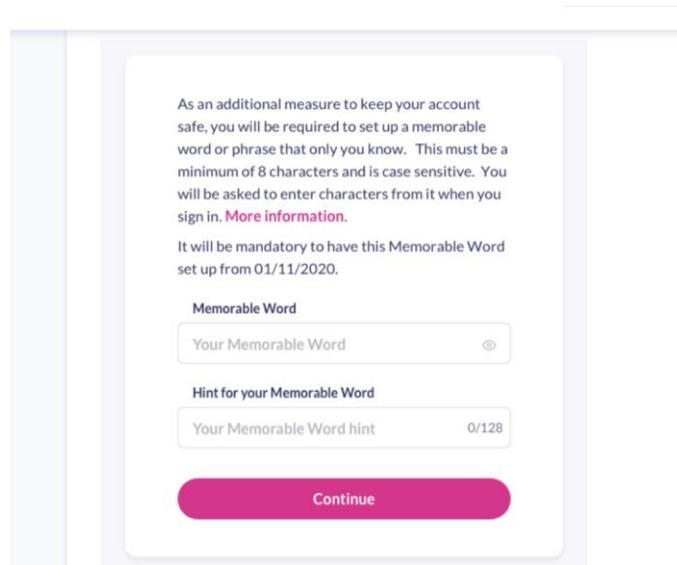
Enter your individual secure work email address (not your personal email address). The email must not be in use for another Patient Access account

**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](#).

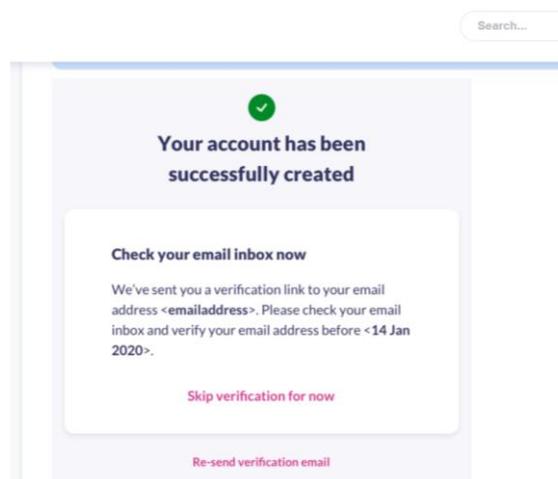
It will be mandatory to have this Memorable Word set up from 01/11/2020.

**Memorable Word**

**Hint for your Memorable Word**

 0/128

Verify your email



Search...

**Your account has been successfully created**

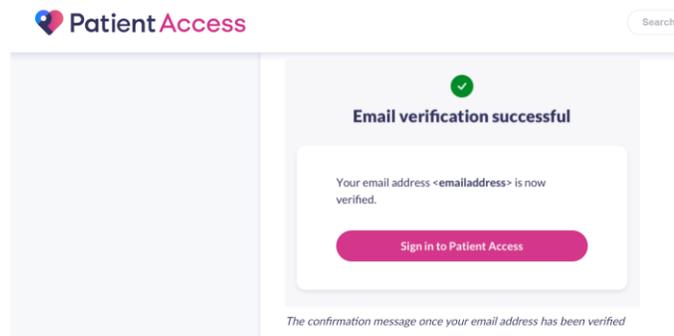
**Check your email inbox now**

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](#)

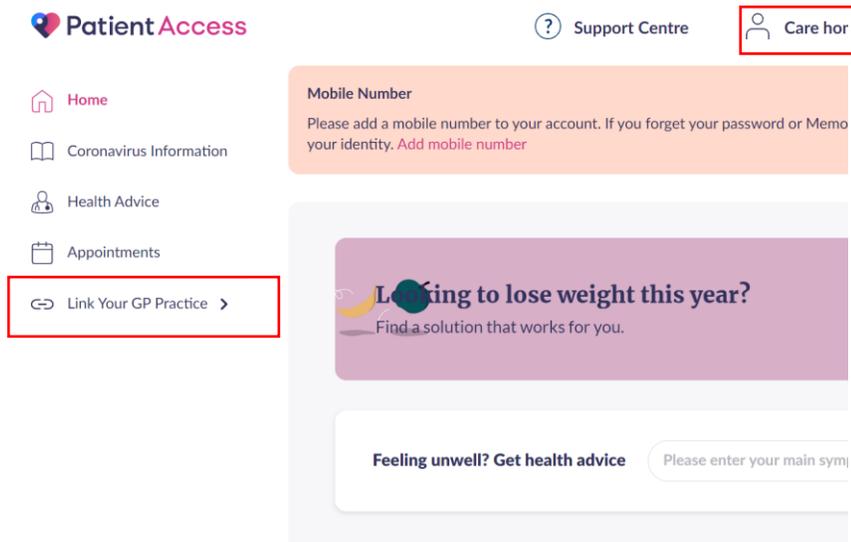
Open your emails and click on the link in the email you were sent to verify the email address - you should see a confirmation notification on the EMIS screen.



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

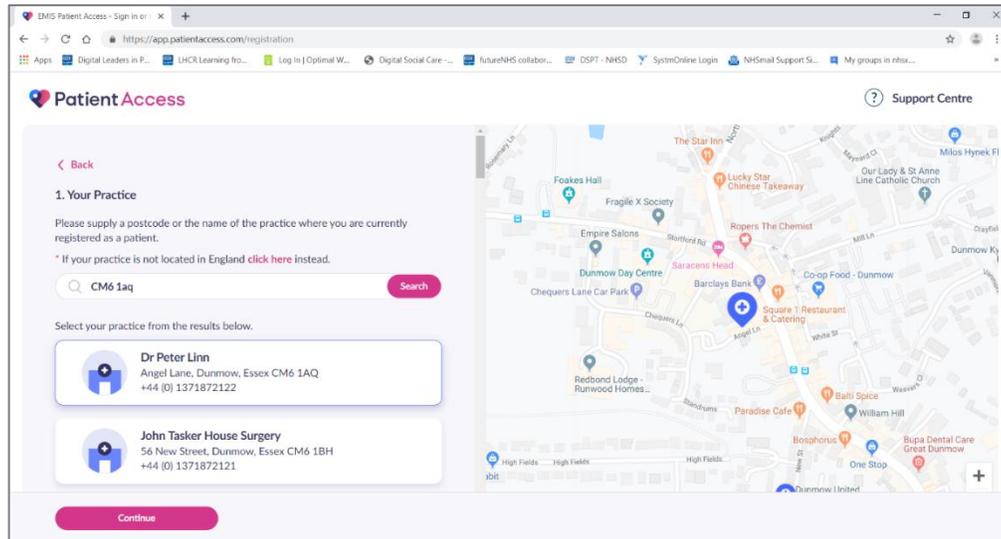
To verify the mobile number, click on **'Verify'** next to mobile number. You will then be sent a 6-digit verification code to your mobile, **enter the verification code** into the relevant box. Click on **Confirm**. Your details have now been verified and you should see the following appear next to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

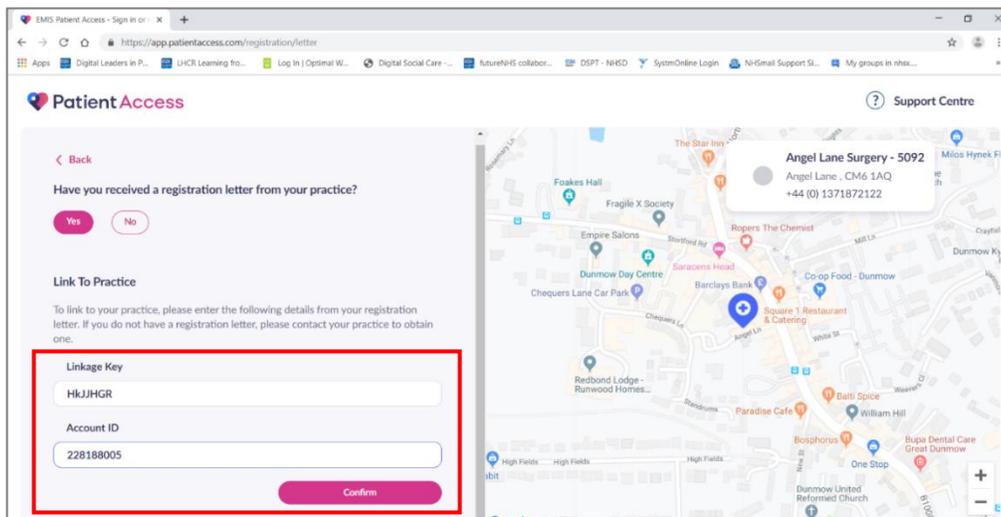


On the next screen put in the practice postcode and click **search**

**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**



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**.

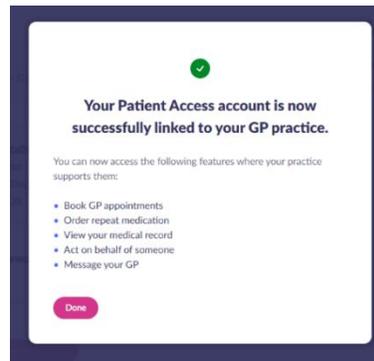
The screenshot shows the 'Patient Access' registration wizard. Step 2, 'Your Personal Details', is highlighted with a red box. The form contains the following fields: Name (Alison Taylor), Date of birth (redacted), Gender (Female), Postcode (redacted), and House name, flat or street number (redacted). A 'Continue' button is located at the bottom of the form.

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

The screenshot shows the 'Patient Access' registration wizard. Step 3, 'Confirm your password', is highlighted. The 'Your Personal Details' section is now complete and has a green checkmark. The 'Confirm your password' section includes a password input field and a 'Link account' button.

Your account should now be linked to the practice

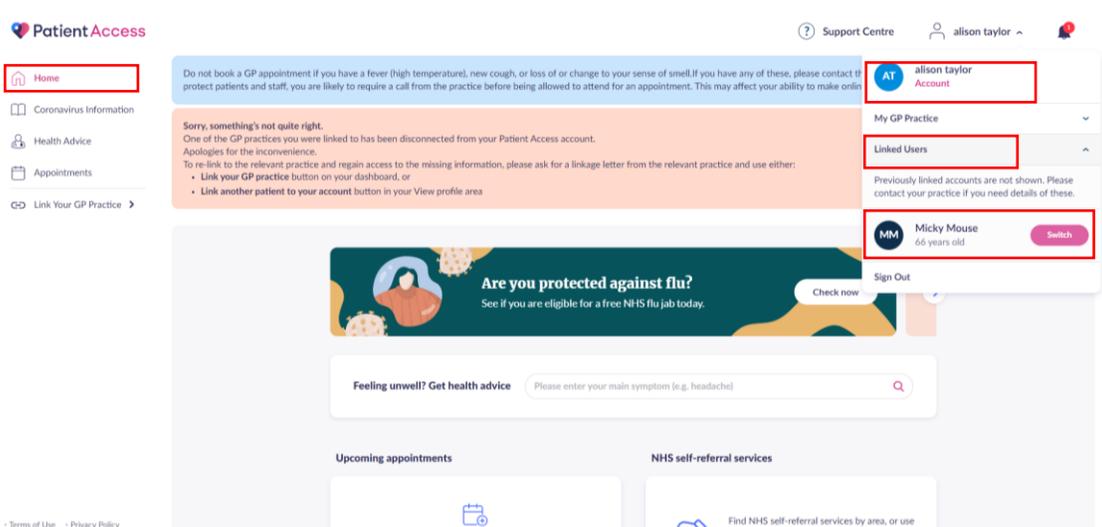
Repeat these steps for all practices that you have been sent a linkage key for.



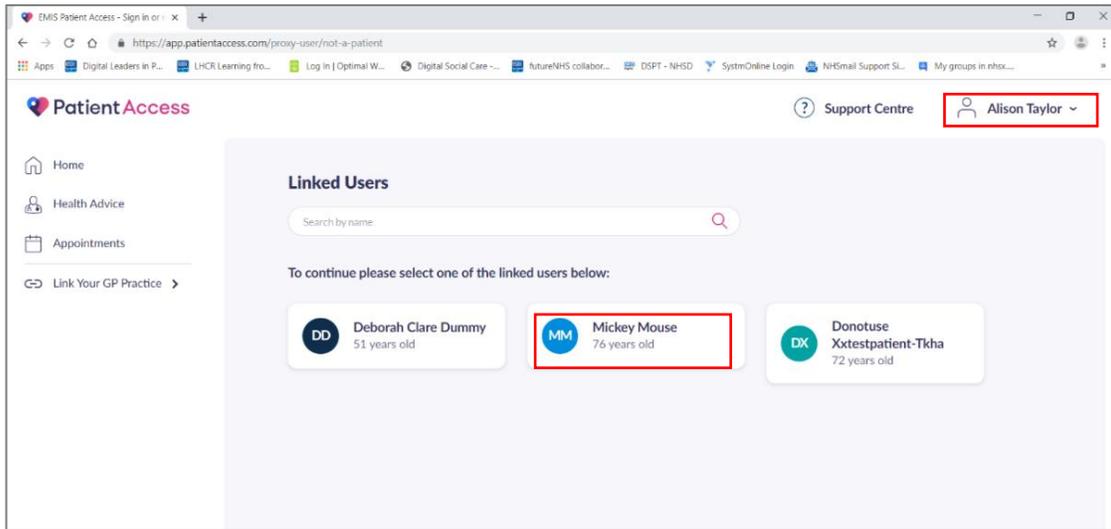
## Access to information in GP medical record

### 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.

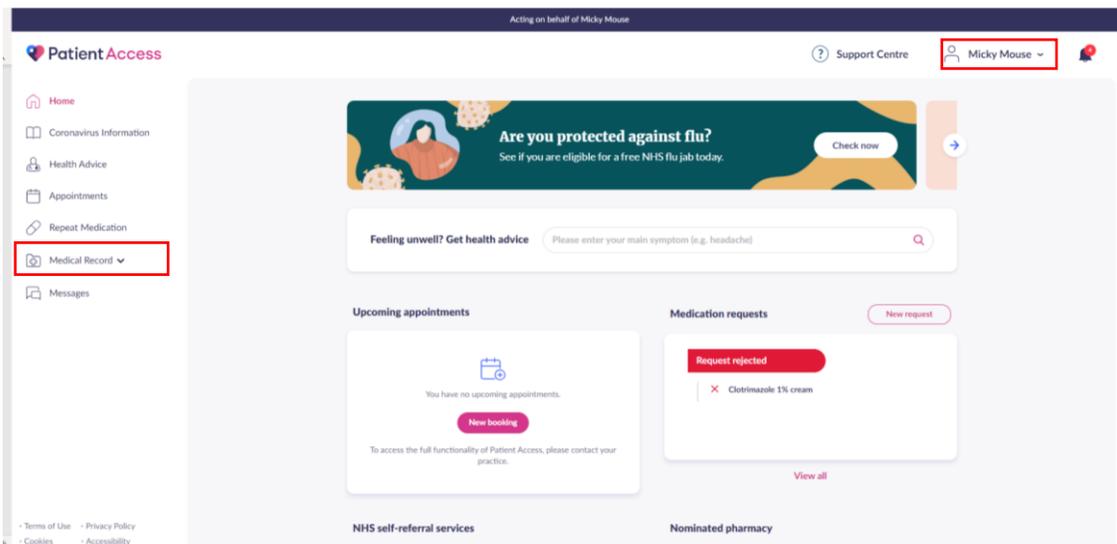


Select the resident you wish to access by proxy, on behalf of your resident. The example below show patients from two practices. When you select that patient you want, the system knows which GP they are registered with.



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

**Click Medical Record**



## Click Problems

The screenshot shows the Patient Access interface for 'Micky Mouse'. The 'Problems' menu item in the left sidebar is highlighted with a red box. In the main content area, the 'Current' tab is selected and highlighted with a red box, and the 'Grid view' button is also highlighted with a red box. A table of medical problems is displayed, with a 'Read more' link for each entry.

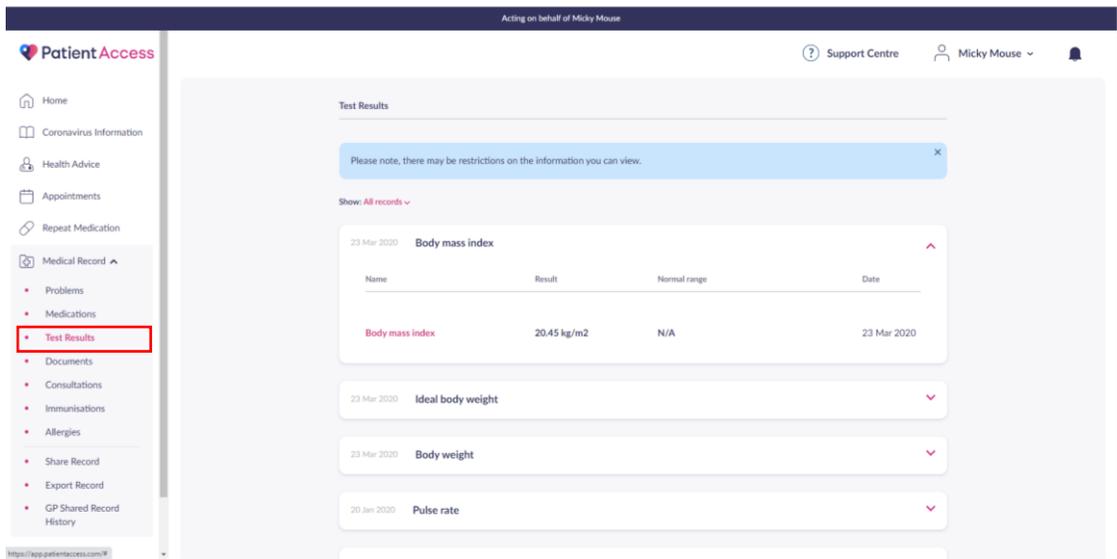
Date	Problem	Action
10 Aug 2020	Dementia in Alzheimer's dis, atypical or mixed type, other mixed symptoms	Read more
23 Mar 2020	Repeat medication check	Read more
19 Mar 2020	Chronic obstructive lung disease	Read more
1 Nov 2019	Consent declined for SMS messaging	Read more
3 Aug 2018	Fast track cancer referral	Read more
10 May 2018	Chronic obstructive pulmonary disease annual review	Read more
17 Apr 2018	Asthma	Read more
8 Mar 2018	Death	Read more

## Click Medications

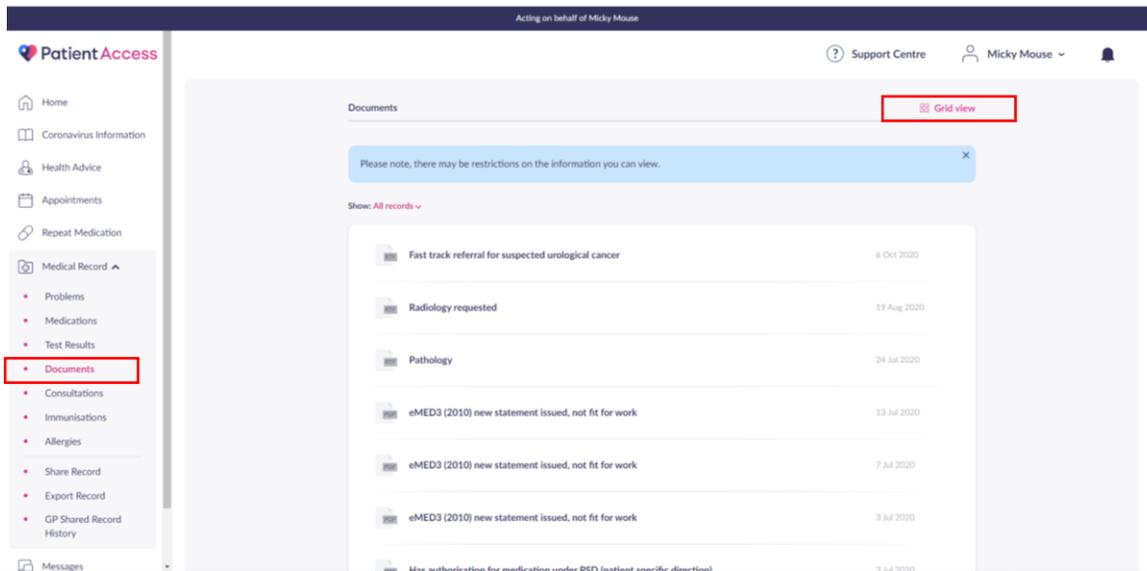
The screenshot shows the Patient Access interface for 'Micky Mouse'. The 'Medications' menu item in the left sidebar is highlighted with a red box. In the main content area, the 'Acute' tab is selected and highlighted with a red box, and the 'Grid view' button is also highlighted with a red box. A table of medications is displayed, with a 'Read more' link for each entry.

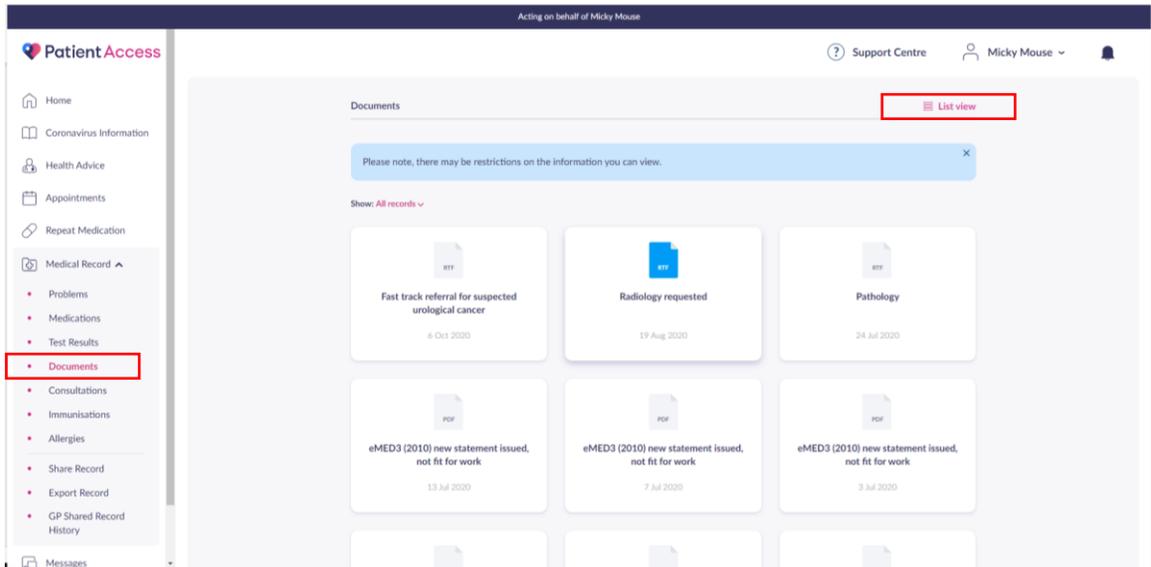
Medication	Date	Action
Sustanon 250mg/1ml solution for injection ampoules (Aspen Pharma Trading Ltd) Immediately	4 Sep 2020	Read more
Valupak Glucosamine sulfate 500mg tablets (BR Pharmaceuticals Ltd) As Directed	Not Issued	Read more
Levomoprazine 25mg/1ml solution for injection ampoules 6.25mg (SIX POINT TWO FIVE MILLIGRAMS) via syringe driver over 24 hours for palliative care	Not Issued	Read more
Ibuprofen 400mg tablets One To Be Taken Three Times A Day After Food	Not Issued	Read more
Diamorphine 10mg powder for solution for injection ampoules 5mg (FIVE MILLIGRAMS) via syringe driver over 24 hours for palliative care	Not Issued	Read more
Hyoscine hydrobromide 600micrograms/1ml solution for injection ampoules 1.3 MCC (ONE POINT TWO FIVE FIVE MILLIGRAMS) via syringe driver over 24 hours for palliative care	Not Issued	Read more

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

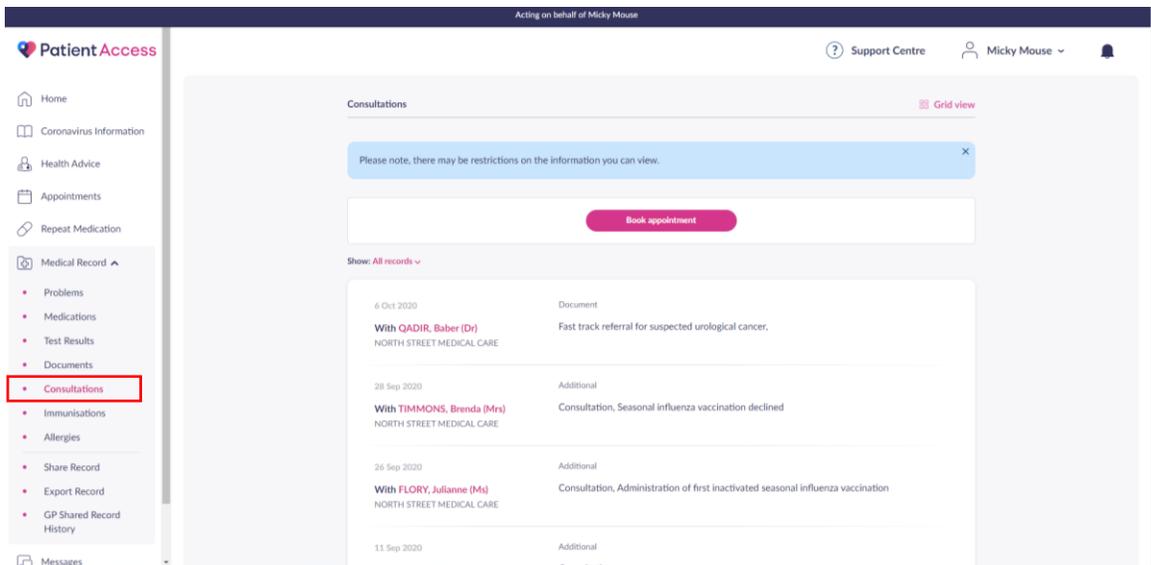


Click Documents - can be seen from date agreed and set by practice

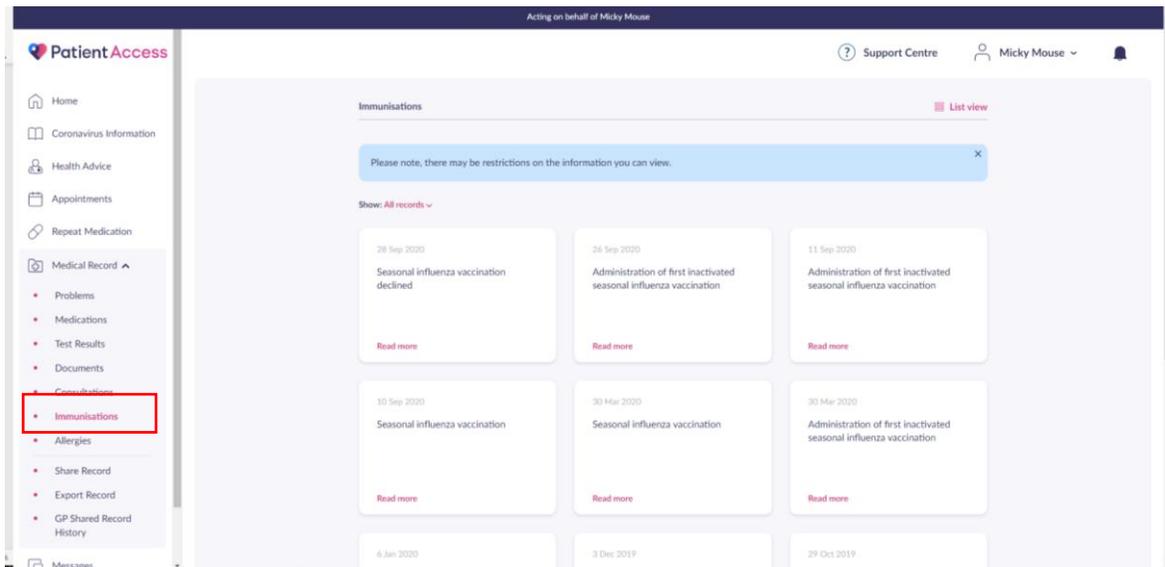




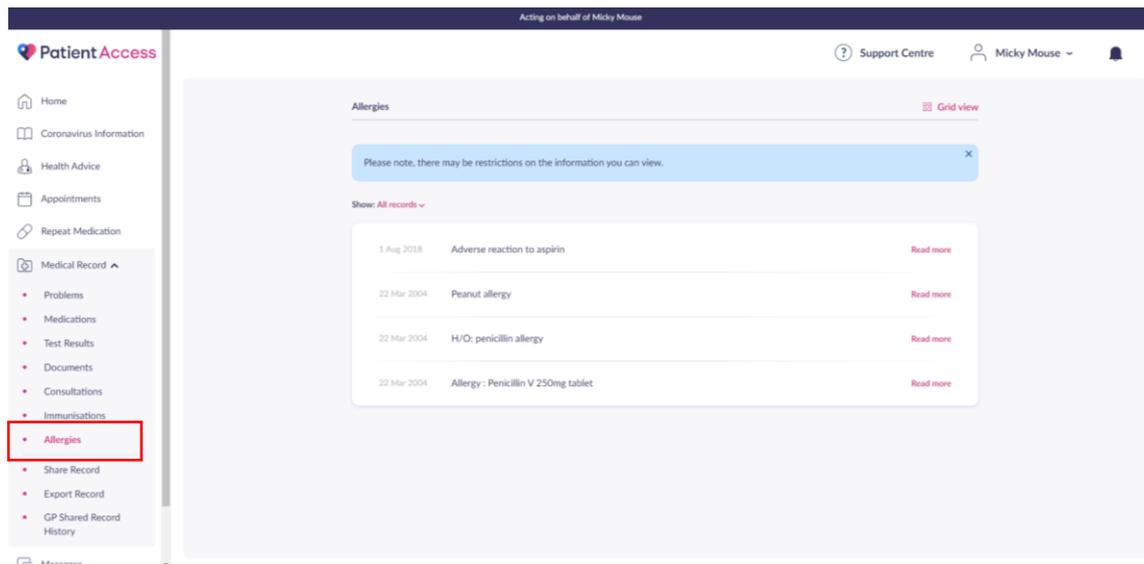
Click Consultations - can be seen from date agreed and set by practice



## Click Immunisations



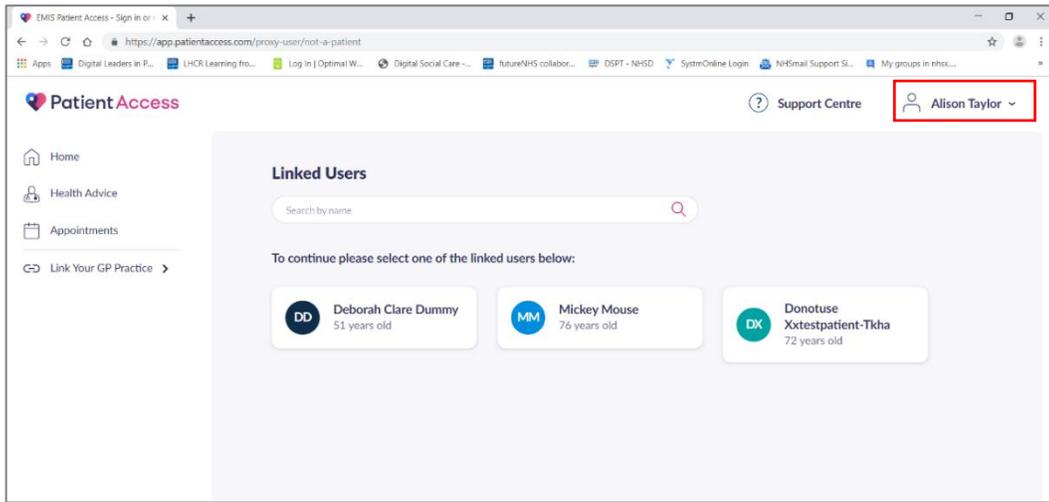
## Click Allergies



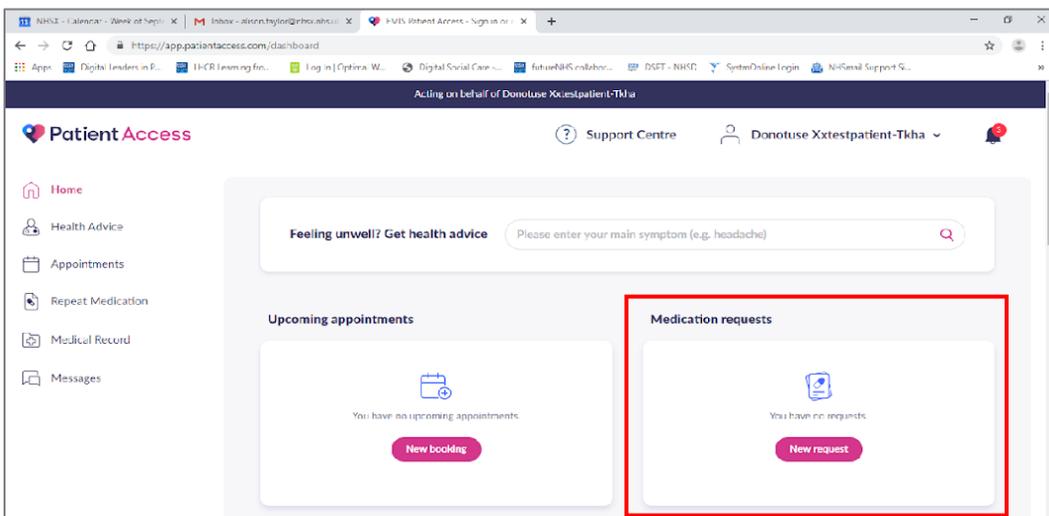
## Ordering medication

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.

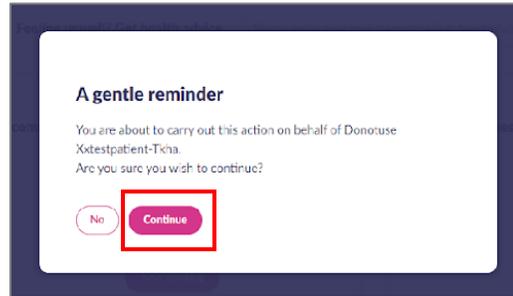


- In the Medications requests box, select **New request**.

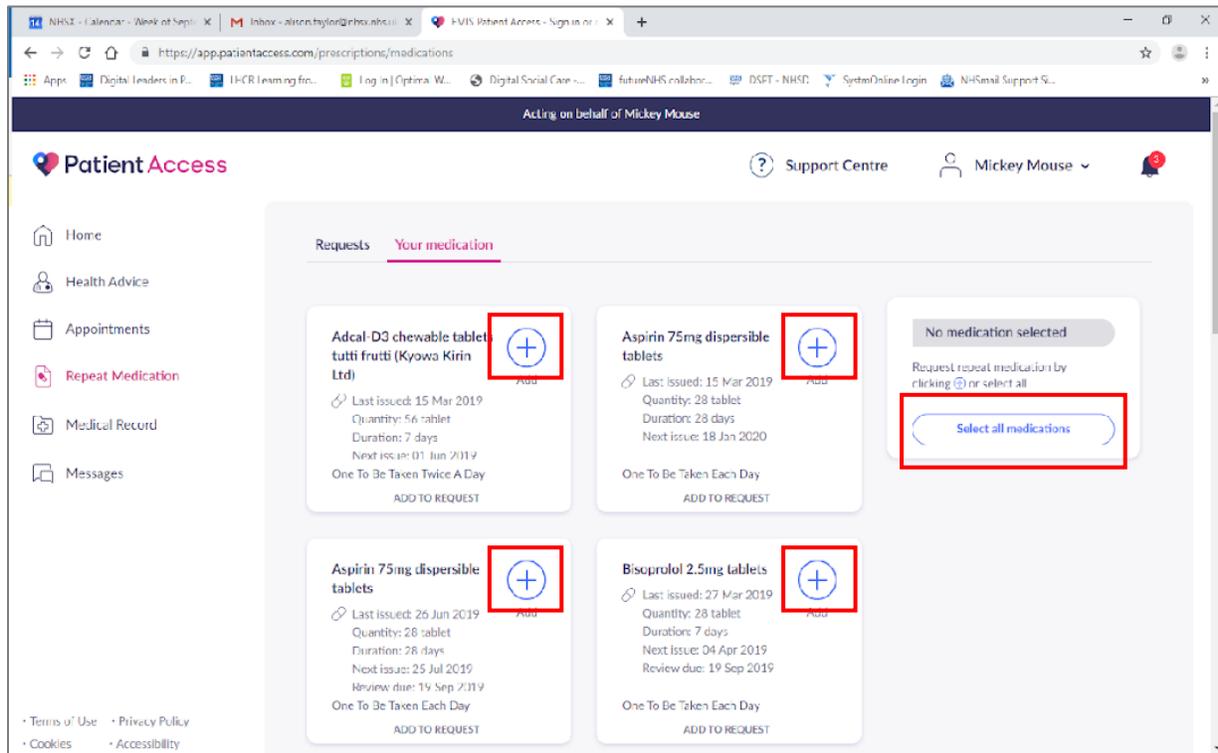


- You will see a 'Gentle reminder' message.

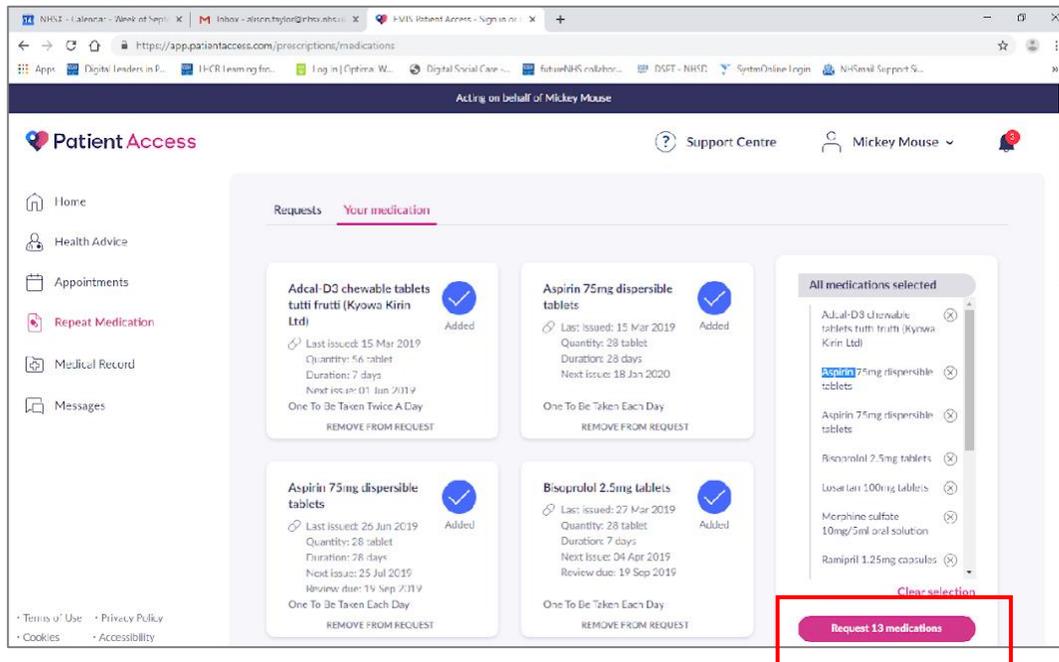
- Click **Confirm** to continue.



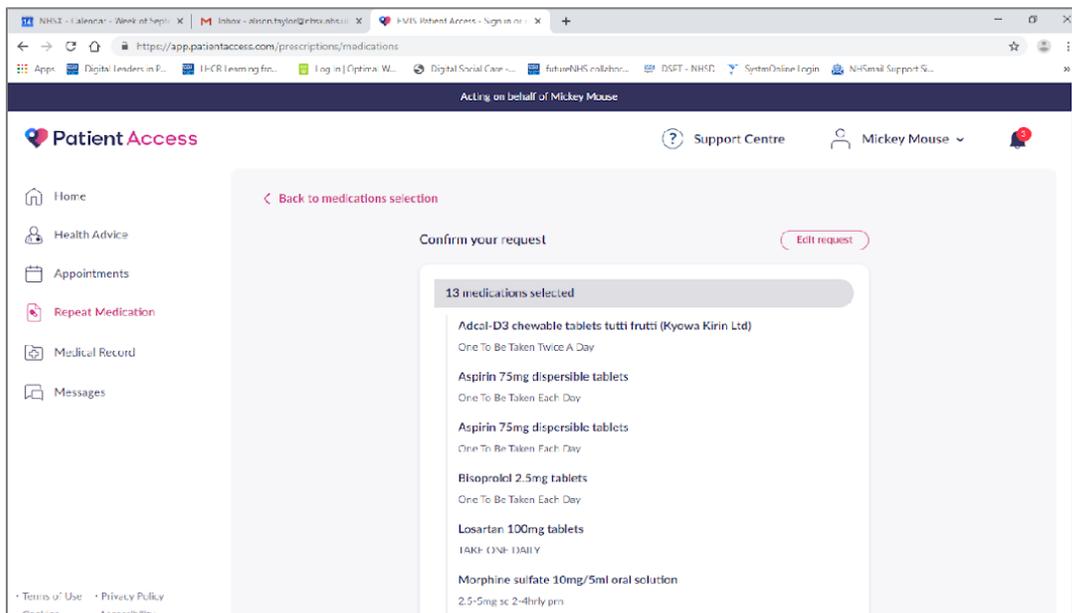
- Select medications individually by **+ button** OR on right-hand side **Select all medications** button.



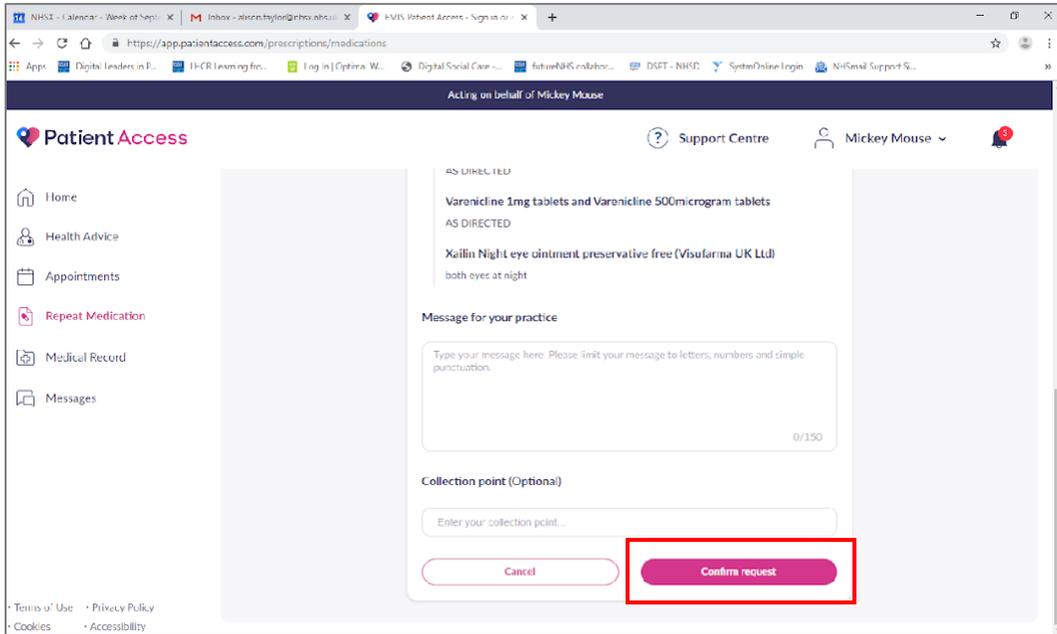
- Confirm **Request medications** button bottom right-hand corner.



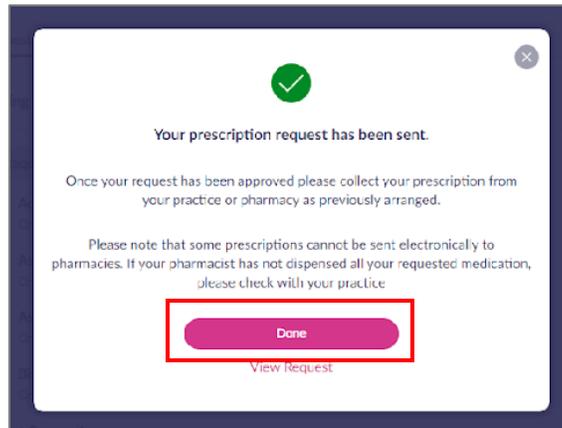
- Review your request, as below.



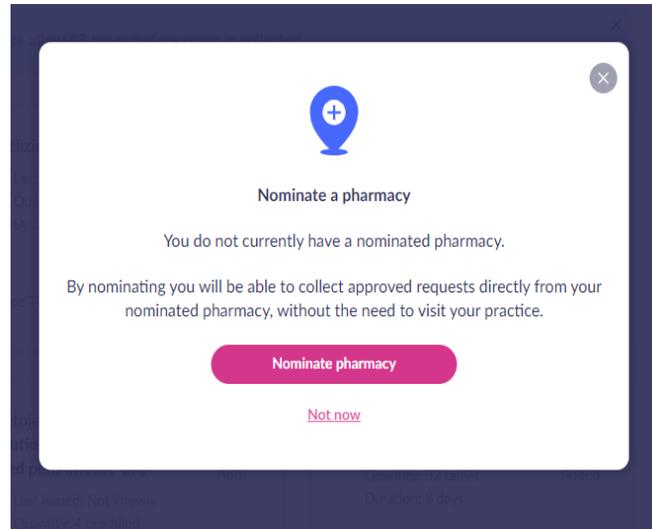
- Click **Confirm request**.



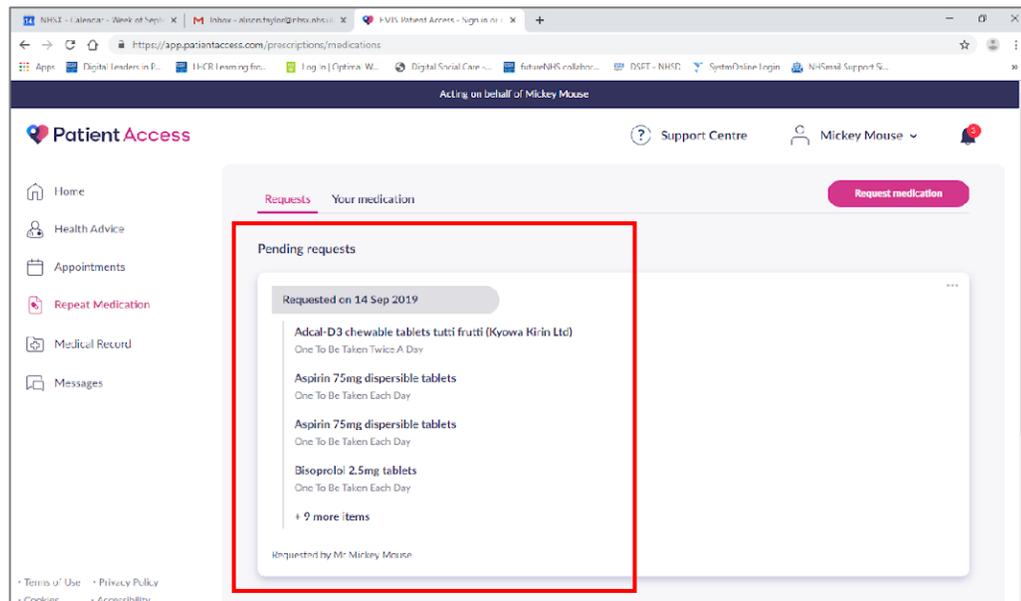
- Click **Done**.



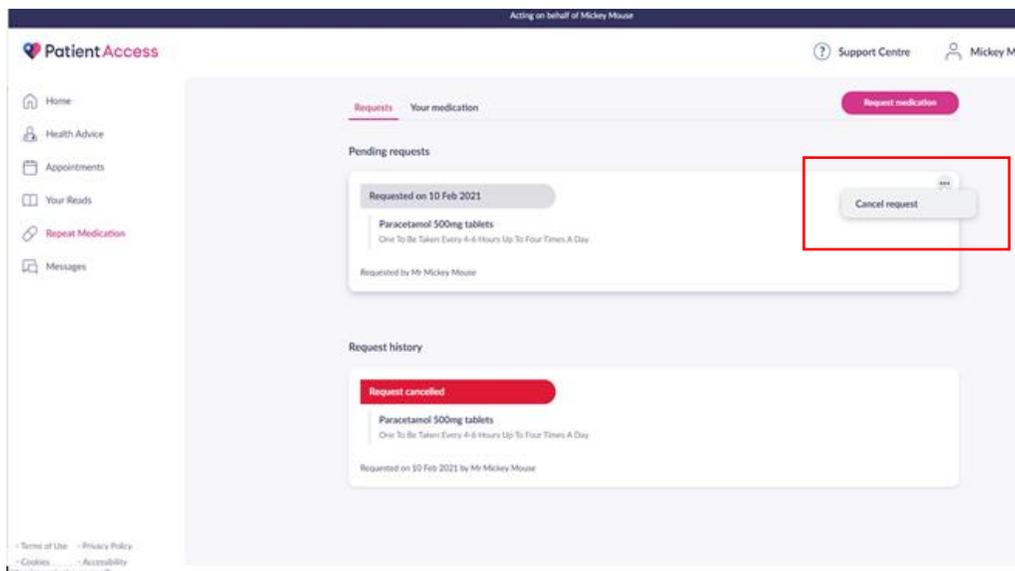
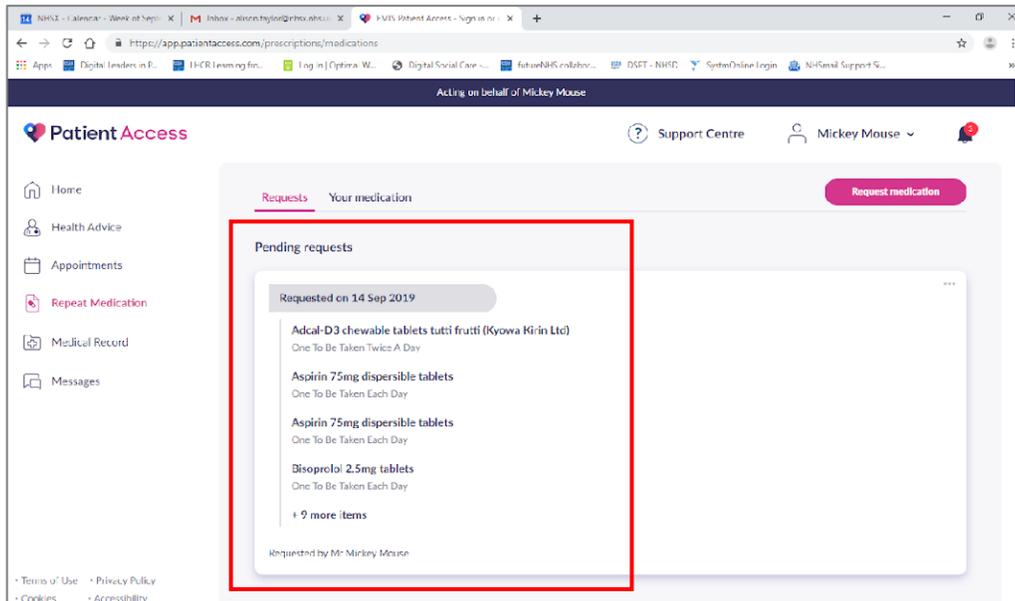
- Nominated pharmacy should be shown here – if a pharmacy has not been selected or it is not correct then click on nominate pharmacy and follow-on screen instructions



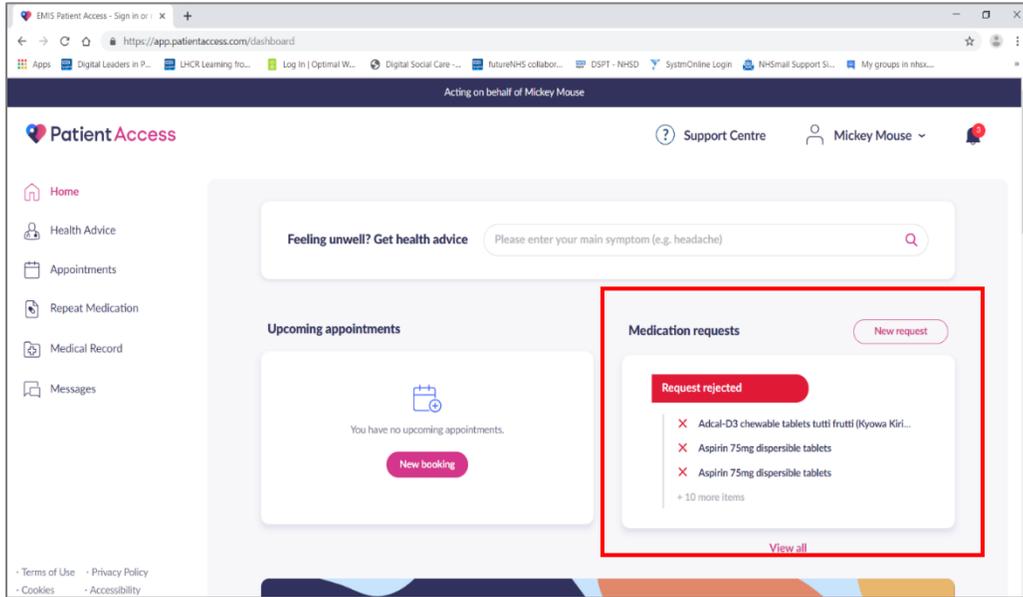
- You will see a **pending request** message.



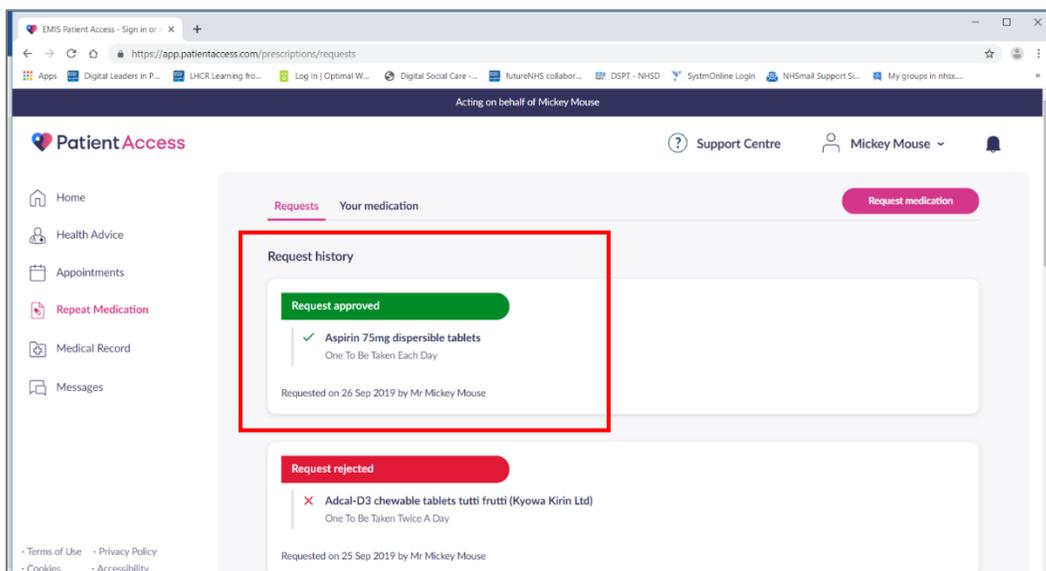
- **Cancel a pending request** – if you realise that the item is no longer required, and it has not been processed by the GP practice you can click on the 3 buttons in the corner and then click on cancel request made



- 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** will be sent to the GP for signature and then medication dispensed.



## 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.