

HOW TO REGISTER TO BOOK AN APPOINTMENT OR REQUEST A REPEAT PRESCRIPTION ONLINE

You will need to have a computer, laptop, smartphone or tablet, or access to one.

If you need help using a computer, Wilmslow Library offer the “Learn My Way” Basics course and staff-led Sessions, with IT Buddy help. You could also ask your children, grandchildren, a friend or neighbour. It is likely they will be happy to help and may even do it for you!

In order to use the on-line appointment booking system, first you will need to complete a Registration Form available from Reception. **You will be asked to provide two forms of ID (a photograph and a current utility bill** (a copy will be suitable) to confirm that you live in the Practice area. Reception will give you a Registration Letter which gives you account details unique to you.

If you register on the Practice Website www.kenmoremedicalcentre.co.uk, go to the Home Page and click on to either “Appointments” or “Order Repeat Prescriptions” which sends you to the “Welcome to Patient Access” page

Screen print of “Welcome to Patient Access” page

The screenshot shows a web browser window with the URL <https://patient.emisaccess.co.uk/account/login>. The page has an orange header with the 'access' logo and 'Home Help' links. The main content area is titled 'Welcome to Patient Access' and includes a sub-header: 'Patient Access lets you use the online services of your local practice. These may include arranging appointments, repeat medication, secure messages, medical record and updating your details.'

There are two main columns for user actions:

- Register:** A green box with the text: 'Have a letter from your practice? Click "Register" and enter the details.' and 'No letter but would like an account? Click "Register" to see if Patient Access is available to you.' Below this is a 'Register' button and a thumbnail of a registration form.
- Sign in:** A yellow box with a 'Sign in' button. It contains fields for 'User ID' (with a 'Get my user ID' link) and 'Password'. Below the password field is a 'Remember my user ID' checkbox and a 'I forgot my user ID or password.' link.

On the right side, there are three award logos: 'THE DUKIN MAMA AWARDS AWARD WINNER 2015', 'ehi 2014 WINNER', and 'MEDLINK WINNER INNOVATION HEALTHCARE BUSINESS AWARDS 2013'.

At the bottom, there are three informational boxes:

- Patient Access mobile app:** 'Free on Android and iOS' with Android and Apple logos.
- This site uses encryption:** 'How can I tell that this site is encrypted?' with a lock icon.
- Help with Patient Access:** 'View our most frequently asked questions' and 'View the current status of the Patient Access Service'.

NB This page is the start page of all the service providers.

The first time you use this service, you will need to enter the details as printed on your Registration letter as shown above.

You can then sign in using your User ID and create your unique password.

Next click **Sign In** to take you to the page to book appointments, order repeat prescriptions and leave non-urgent messages for staff at the Practice.

If you want to access the system via your phone, there are two free Apps available at the bottom left hand side of this page.

Please provide us with your mobile phone number so that we can send a reminder of your appointment by text. This can be done at reception.

You can now

- **Book appointments**
- **Order a repeat prescription**
- **Check up when you last requested a repeat prescription**
- **Leave a non-urgent message for the Practice which will be dealt with promptly**
- **View parts of your medical records e.g Immunisations, Allergies and Medication**

any time, day or night, and from anywhere.

Leave Non Urgent messages for practice staff

Please note that any message left will appear permanently on your health records held by the Practice - it is not possible to change this locally.

Rejected Prescription

If you do not attend for your Medical Review, you may have your prescription request rejected by the Practice.

Acting on behalf of another person

If it would be helpful to you, you can ask another person to act on your behalf. You will need to tell the Practice what access you would like them to have.

It will be your responsibility to keep login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, **you should change your password immediately.**

This leaflet has been produced by Kenmore Patients Group - 2017

