



### Start using online booking

Before you can start booking GP appointments online, or use any of the other EMIS Access features, you must first register your details for this service.

It's quick and easy to register – simply follow the three steps below.

**Remember, when using EMIS Access all your personal information is safe and secure.**

### Register in three easy steps

#### Step one:

Ask at reception for a registration form. This provides all the information you need to register to use the EMIS Access internet facilities.

#### Step two:

Visit the practice website at:

Then select 'online facilities' and click 'create your account'.

#### Step three:

Enter your personal registration details exactly as they appear on the registration form. If the information does not match, your registration will not be accepted.

### You are now ready to book appointments online

Once registered, simply log on with your practice ID, patient ID and password. You can view any appointments you have already made, cancel them if necessary, or book a new appointment after checking which times are available.

When you book an appointment online, you will receive confirmation immediately. There is no need to re-confirm by email or telephone – just arrive promptly on the day.

### EMIS Access at a glance

New patient internet services that may be available at your surgery include:

- Online appointment booking
- Repeat prescription ordering
- Change of address
- Secure messaging
- New patient pre-registration

### Further information

If you have any questions or comments about using the internet appointment booking facility, please contact your practice receptionist, who will be happy to help you.

Practice stamp:



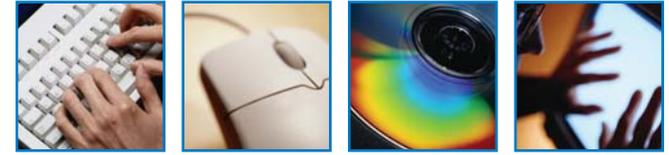
The single source of information for patients

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emisaccess

# EMIS Access is the new and convenient way to book appointments with your GP over the internet



## Book your next appointment online

It's quick and easy to use, and can be particularly useful during those times when the practice is closed or telephone lines are busy.

Easy to follow screens and prompts ensure it's simple for you to view, book, or cancel appointments online – whatever time of the day or night.

## Ease of use

EMIS Access online appointment booking has been carefully designed for ease of use, and can be used by most internet browsers. It is even possible to use EMIS Access from some mobile phones.

Using the internet, you will be able to view a range of available appointments and choose the most convenient time for you.

## Other internet features

The popularity of online appointment booking has led to extra features being introduced to help patients with busy lifestyles communicate more easily with their GP practice.

### Order repeat prescriptions online

The latest EMIS Access feature allows you to request repeat prescriptions from your own home.

Without visiting the practice, you can use the internet to quickly order any repeat prescriptions that are due. Once requested, simply collect your prescription from the practice.

### Contact the practice

A secure messaging service lets you send routine enquiries straight to your practice. Simply submit a short message via a secure form on the website.

Messages are handled by practice staff during normal working hours, so there may be a delay before you receive your reply.

Secure messaging is best used for queries that require a non-urgent reply. Unlike email, messages are encrypted for patient confidentiality. If you have an urgent query, please telephone the practice or emergency service as normal.

Examples of queries include your surgery opening hours, eligibility for flu vaccinations or details of your next asthma clinic.

### Update your personal details

Change of address enables you to add or update your address and contact details, including home or mobile telephone numbers and email address.

Changes made through this service are subject to approval by the practice.

## Pre-register with the practice

If you are a new patient, you may be able to pre-register at this practice online.

Completing your details using the online registration form will allow you to ensure your personal information is accurate, and means you'll only need to visit the surgery to confirm your details.

## Secure information

All personal information contained on EMIS Access is protected using the highest standard internet security.

**Your practice may not offer every EMIS Access feature, so please ask at reception to find out which services are available to you.**

