

ONLINE APPOINTMENTS AND REPEAT PRESCRIPTIONS PATIENT INFORMATION

Online Account

Patients cannot register electronically for an Online Account because their identity must be checked and verified. Patients will need to produce a photographic identity document (passport/driving license etc) to staff at Reception who will then issue patients with an individual username and password.

It is also recommended that patients provide an email address for communication purposes

PLEASE NOTE THAT IT CAN TAKE BETWEEN 1 AND 4 HOURS FOR THE PASSWORD TO BE ACTIVATED BEFORE ATTEMPTING TO ACCESS AN ONLINE ACCOUNT

Logging on to SystemOnline

Access is via the Merchiston Surgery Website <http://www.merchistonsurgery.co.uk/>
Enter your user name and password and click **Login**. You will then see the SystemOnline Home Page, which shows your details and GP practice's contact details at the top.

You can navigate to all the online services from here, and can return to the home page by clicking **Home** in the blue menu bar, or by clicking the **Back** button on any page.

Note: The website will automatically log out after a period of inactivity. Type in your user name and password to re-enter the site.

The following Services are available to patients:

- Past & Future Appointments
- Making Appointments (GP Appointments only)
- Ordering Repeat Medication
- Change of Password
- Updating Contact Details
- Grant Additional Users

Past & Future Appointments

Patients can view both past and future appointments by Clicking on the appropriate tab.

Making an Appointment

Click **Book Appointment** & select the period you want to book.

Select a Date/Doctor and click View to see available times and Click **Book**

Patients can book a maximum of 2 future appointments with a Doctor

Requesting Repeat Medication/Prescriptions

Patients will be able to request certain medication online and to view which drugs are available click Current Prescriptions., you can request a new prescription.

All available current repeat prescriptions online are listed with the drug, dosage, quantity, last issued date and status. An empty tick box in the left-hand column signifies that a patient can submit a request for that particular drug.

To request a repeat prescription:

Select the drug by ticking the box in the left-hand column. If the item you require is not listed or if you need to include further information with your request, type the details into the **Medication Request Notes** field. When providing this information, you should bear in mind that it may be visible to all practice staff.

Click **Request Medication**. The Medication Order Summary is displayed, stating that a request has been sent to the practice to re-prescribe the item(s), and that the prescription will be ready for collection in two working days (after 4pm).

Click **Return to Current Medication** to return to Current Prescriptions page where the status of the drug will show that it has been requested.

Changing your SystemOnline Password

You will initially be given a random password but you can change this to something more memorable. Passwords must be eight or more characters long and must contain at least one number and one non-alphanumeric character, e.g. '!' or '?'

1. Click the **Change Password** link on the home page.
2. Enter the current password.
3. Enter the new password.
4. Re-enter the new password.
5. Click **Submit**. You are advised to memorise the new password, and not to write it down or disclose it to anyone else.
6. Click **Back**.

Passwords must be 8 or more characters and contain at least one number and one non-alphanumeric character such as "£" or "\$"

Changing your Contact Details

To change your address, telephone number(s) or email address:

1. Click the **Change Contact Details** link on the Home page.
2. Enter your new details then click **Submit New Contact Details**. A message is displayed, showing that your details were sent successfully.

Note: If patients want the Practice to send text messages to your mobile telephone, e.g. appointment reminders, select **Allow SMS notifications** and ensure that a mobile telephone number is provided.

Granting Access to Additional Users

There is an option for patients to grant additional access to their online account providing the individual(s) also has an Online account.

Logging out of SystemOnline

To log out:

1. Click the **Logout** link on the Home page or the **Logout** button on the main menu bar.
2. Close your Internet browser.

Using SystemOnline Responsibly and Patient Confidentiality

Patients are requested to use the Online System responsibly. If a patient does not then the Practice reserves the right to remove their Online access. Examples of improper use of the online system may include repeatedly booking/amending appointments with no intention of attending or repeatedly requesting medication that is not required.

Confidentiality with regard to patient medical information applies equally to the Online System and is strictly adhered to by the Practice and all members of staff.