EMIS Patient Access
Patient User Guide

Contents

Registering for Patient Access

Once you receive your registration letter from the Practice, use the steps below to set up your Patient Access account.

PLEASE NOTE - You must register within 2 weeks of being given your PIN number after which time it will expire. In this case you will need to contact the practice to be given another registration letter and new PIN number.

(*Note that when registering, the email address field is mandatory. The details entered within the email address field will be recorded in your medical record.   Only one email address can be registered per patient***.)**

1. Click on the Patient Access link on the practice website or go to
   https://www.patientaccess.com
2. Click "Register online"
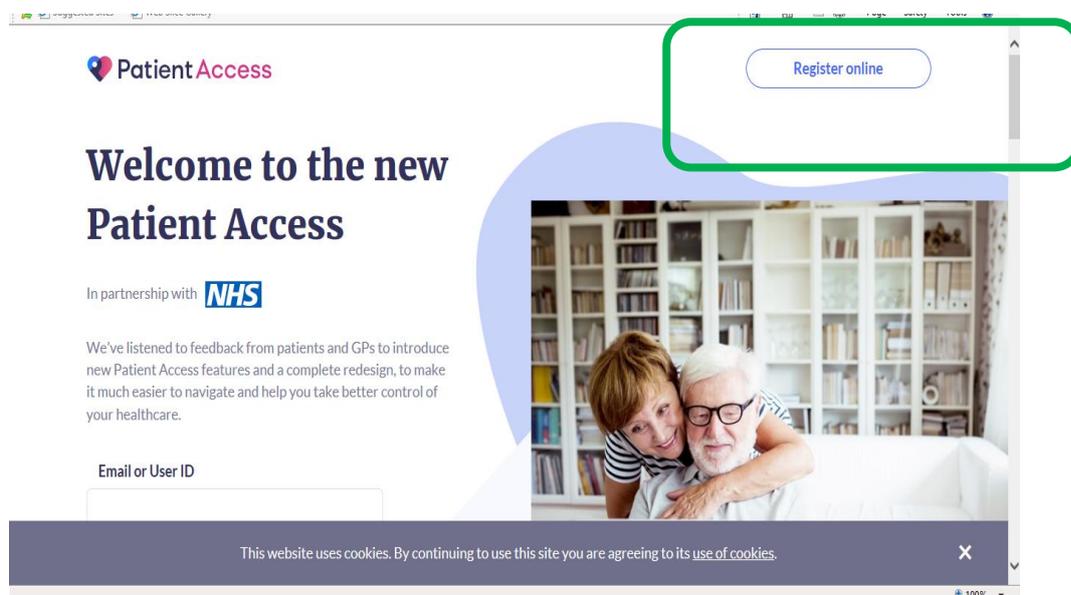
3. At the next page, select "click here" for practices in Scotland.
4. Complete all details, using the information from the registration letter. Complete all fields including CHI Number
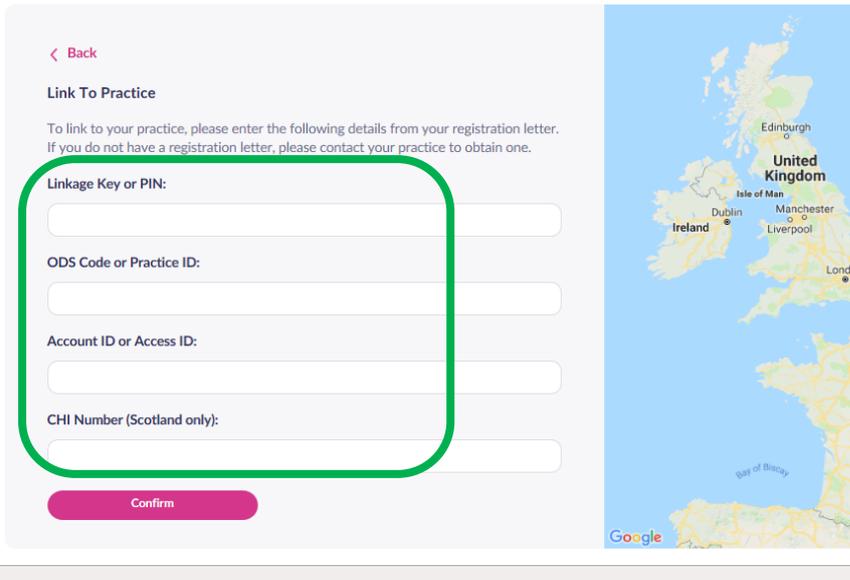
5. Confirm your personal details

6. Set up your account details and password. You will be able to log into Patient Access using either your email address or your user ID number.

Forgotten Password/Email/User ID

1. If you forget your Password, you can reset it by following the steps below:

- Select Forgot

- Enter your email address or User ID and then select **Continue.** You will receive an email with a link.

- Once you select the link you will be redirected to a verification page on the website and a code will be generated and sent to your mobile. Simply enter the verification code, select **Submit,** then enter and confirm your new password.

- **Tip:** If you are using a private computer or device, not a public computer, and would like your password to be visible as you type, select **Show** at the end of the password field.

2. If you have forgotten your registered email address, please follow the steps below:-

- Select **Forgot**

- Select **Forgotten Email**

- Enter your mobile phone number, then select **Continue.** You will be redirected to a verification page on the website and a code will be generated and sent to your mobile. Simply enter the verification code, then select **Continue**. Select your email address then sign in as normal.

3. If you have forgotten your **User ID**, your practice will be able to provide you with a note of this.

Change Password & Contact details

1. You can change your password once you have signed in. If you would like to change your password, follow the steps below:

   - Select your name in the top right hand corner.

2. Select View Profile.
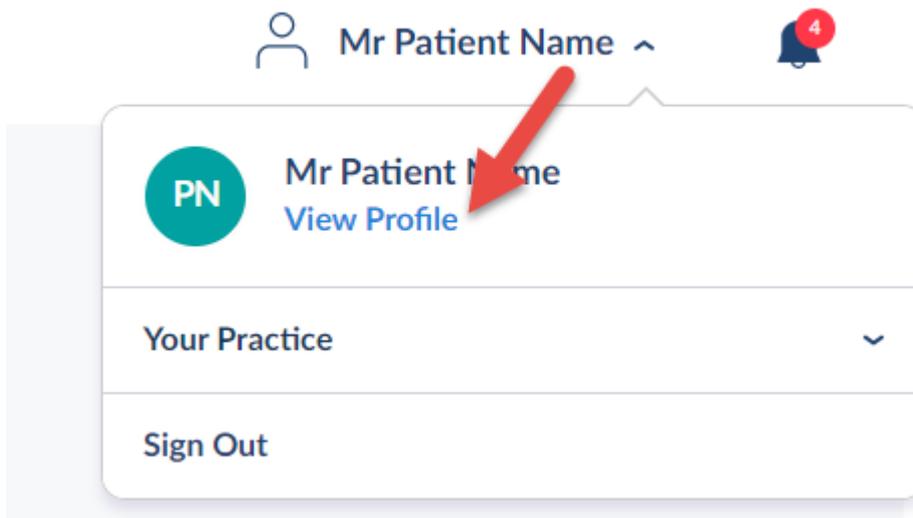
   - The My account details screen is displayed.
   - Select **Change password**.
   - Enter the following:

        a. Current Password
        b. New Password
        c. Confirm New Password.

   Tip: If you are using a private computer or device, not a public computer, and would like your password to be visible as you type, select **Show** at the end of the password field.

   - Select **Save**.

3. You can change or add your contact details by following the steps below:

   - Select your name in the top right hand corner.
   - Select **View Profile**. The My Account screen is displayed
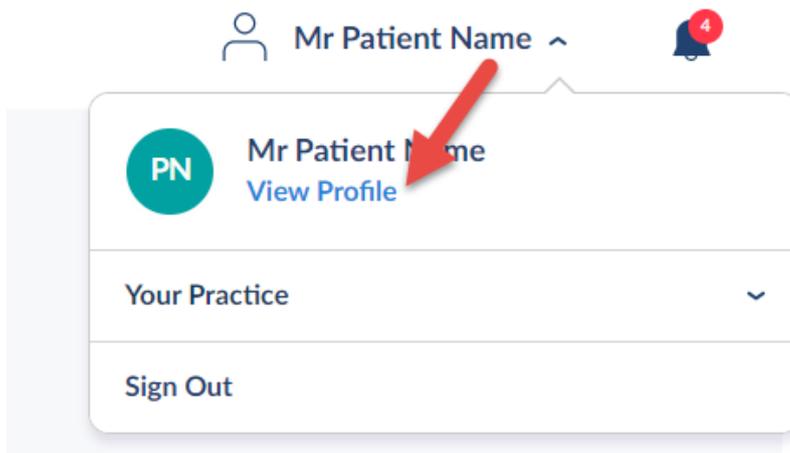
- Enter your existing password to confirm the changes.
- In the Account Details section, select Update account details
- Edit or add your email address and/or phone number accordingly.
- Select **Save changes**.

Note: You can also choose to verify your email address and mobile number using the links provided. This will increase the security of your account and simplify the process if you need to reset your password.

Your email address and mobile number will update on your medical record. Please ensure that you take care when entering your details. Note that each person who registers for Patient Access will require their own personal email address. Unfortunately it is not possible to share email addresses.

Order repeat medication using Patient Access

1. On the Home screen, click New Request next to Medication Requests.
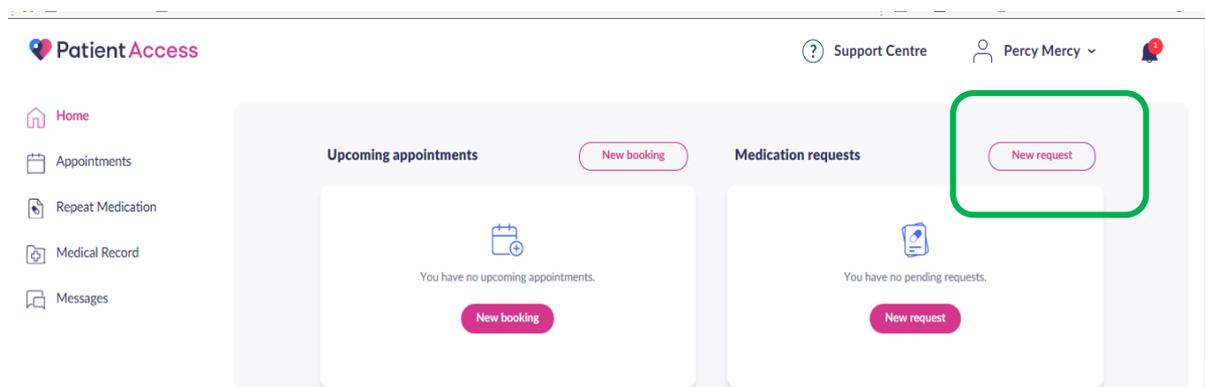
2. Your medication screen is displayed, showing a list of all your repeat items. Click "Add" at each repeat item you are requesting. Your list will be displayed on the right hand side of the screen. Click "Request" once all items have been added to the list.
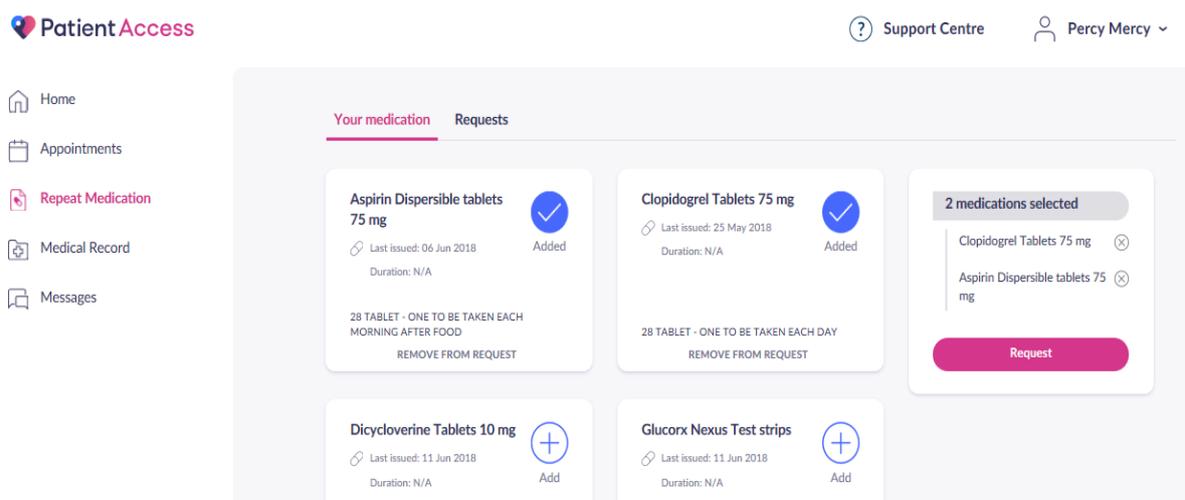
3. The "Confirm your request" screen is displayed. Please review your medication request and if required you have the option to send a message to the practice e.g. if you are going on holiday and need to order your medication early. You also have the option to select your collection point, e.g. your preferred pharmacy or collection from reception desk.

4. Once you confirm your repeat medication request, you have the option to view your request.

5. Pending requests are shown in grey until they have been processed at the practice. Requests which are shown in red have some rejected items and requests which are shown in green have been issued by the practice. Click on each request to view any messages which have been sent to you by the practice.

__Booking an Appointment via Patient Access__

1. Do one of the following:
   - Select New booking from the Upcoming appointments section of the homepage.
   - Select Appointments from the dashboard, then select Book new appointment.

     (*Note that if this option is not available, your practice may not have enabled appointment booking*)

2. Select Filters, if required, to choose the practice member you would like to book the appointment with from the list provided. Alternatively, leave as 'No preference'.
3. Select the date for the appointment, or use the arrows left and right to see more available dates.
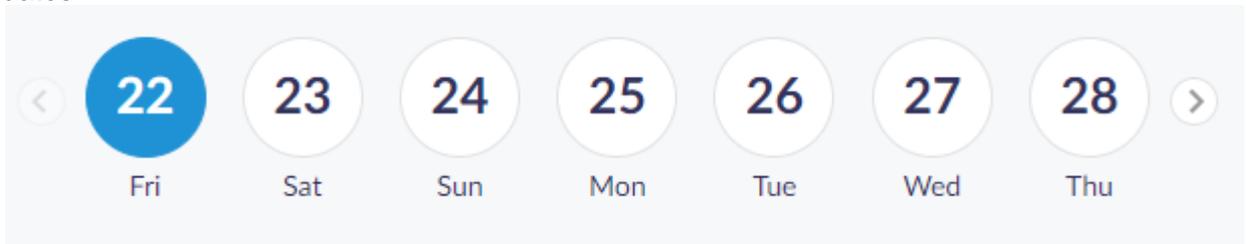
4. Select the appropriate time.
5. Add the reason for the appointment.
6. Select Book appointment.

   The appointment has been booked.

Note: You can choose to print or export/add the appointment to your calendar at this point by scrolling down.

Support

Online video tutorials are available to assist you with registering, requesting medication and booking appointments. You can access the video tutorials for Web and Mobile here:

https://support.patientaccess.com/videos

FAQs and guidance documents can be found on the website at the link below:-

https://support.patientaccess.com/