

## User Guide for Patients

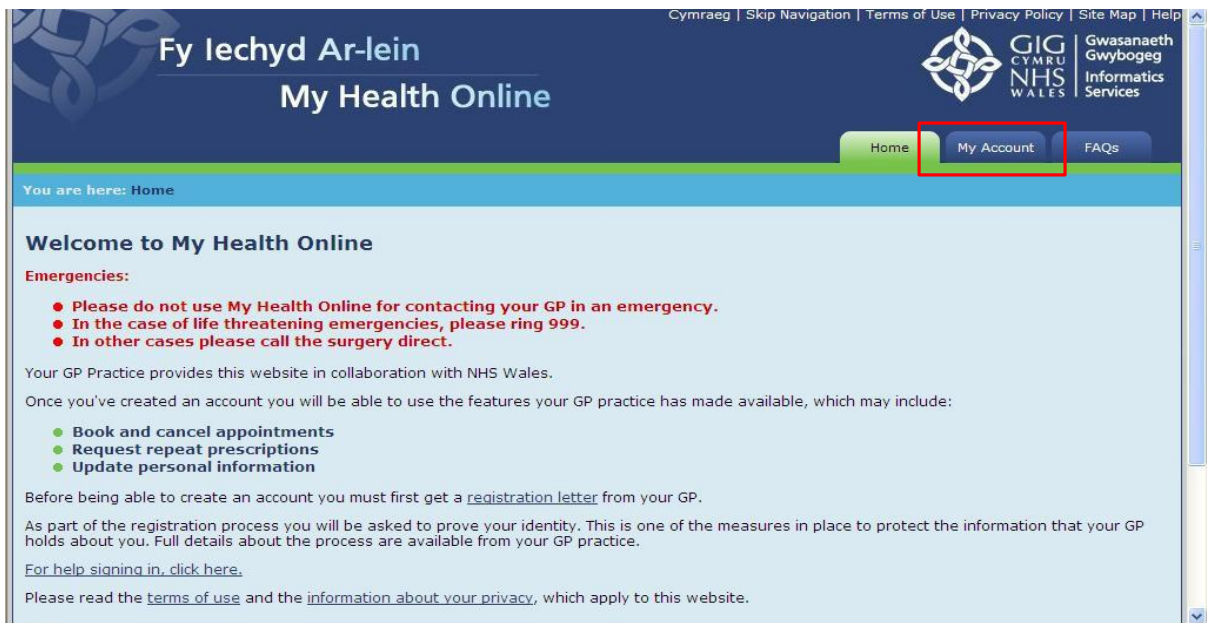
### Creating a My Health Online Account

Before you can create a My Health Online account you must register for this service at your GP practice. Your practice will provide you with a registration letter that will contain the following information.

- Web Address
- Practice ID
- Patient ID (NHS number)
- The Registration Token

**Note : You cannot create an account without a registration letter.**

1. In your internet browser, type or copy and paste, the following web address:  
[www.myhealthonline-inps.wales.nhs.uk](http://www.myhealthonline-inps.wales.nhs.uk)
2. Select your preferred language – English / Cymraeg
3. Click on the “My Account” tab



4. You will need to scroll to the bottom of this page to Register – Click on the “Register” button

**You are here: My Account**

## Login or Register

Do you have an existing account for online services with your GP Practice?

**Yes, login:**

Access to this system is permitted to authorised users ONLY. Unauthorised attempts are considered a criminal offence and could be prosecuted.

Practice ID:

Username:  [Forgotten username?](#)

Password:  [Forgotten password?](#)

[For help signing in, click here.](#)

When you have finished your online session, you should either close the browser or logout.

**No, I do not have an account for online services with my GP Practice:**

5. Using the information on your registration letter complete the required fields and click register

## My Health Online

**You are here: My Account > Register**

### Register: Step 1 of 2

Please enter the details printed on the registration letter obtained from your GP Practice:

Practice ID:

Patient ID:

Registration Token:

Username:

Password:  Passwords must be a minimum length of 6 characters with a combination of uppercase, lowercase and numbers

Confirm Password:

[Reset form](#)

I agree to the [Terms of Use](#) and [Privacy Policy](#) ☐

[For help registering, click here.](#)

[Cancel](#)

6. You will receive an e-mail message sent to the account that you supplied at the GP Practice, the e-mail will contain an activation code and a link to complete your registration. Follow the link and type in your activation code.
7. You're my Health Online account is now active. You can now sign in and proceed to:
  - a. Book or cancel appointments.
  - b. Order repeat prescriptions.

## Signing in & Using My Health Online

1. In your internet browser, type or copy and paste, the following web address:  
[www.myhealthonline-inps.wales.nhs.uk](http://www.myhealthonline-inps.wales.nhs.uk)
2. Select your preferred language – English / Cymraeg
3. Click on the “My Account” tab and complete the login details

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**Fy Iechyd Ar-lein**  
**My Health Online**

GIG CYMRU NHS WALES | Gwasanaeth Gwybogaeth Informatics Services

Home My Account FAQs

You are here: My Account

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Practice ID:  Search

Username:  Forgotten username?

Password:  Forgotten password?

Login

For help signing in, click here.

When you have finished your online session, you should either close the browser or logout.

4. You will now see your home page for on-line services, from here you can
  - a. View / book / cancel appointments
  - b. Order repeat prescriptions
  - c. Change your e-mail address / password

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You are here: My Account

**Logout**

**My Account**

**Appointments**

**Prescriptions**

**My Profile**

Welcome Ms Minnie Mouse!

Today is **Thursday 29 of March 2012**, you last logged in on **Wednesday 28 of March 2012 at 12:01 PM** - if this is incorrect, please log out immediately and contact your GP Practice for advice.

Welcome to : Surgery

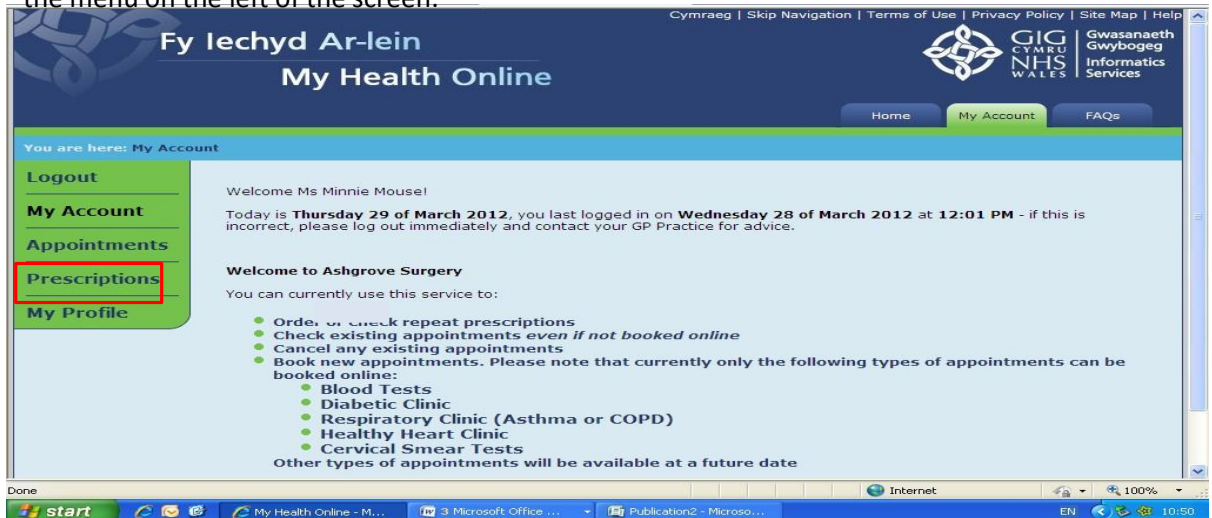
You can currently use this service to:

- Order or check repeat prescriptions
- Check existing appointments *even if not booked online*
- Cancel any existing appointments
- Book new appointments. Please note that currently only the following types of appointments can be booked online:
  - Blood Tests
  - Diabetic Clinic
  - Respiratory Clinic (Asthma or COPD)
  - Healthy Heart Clinic
  - Cervical Smear Tests

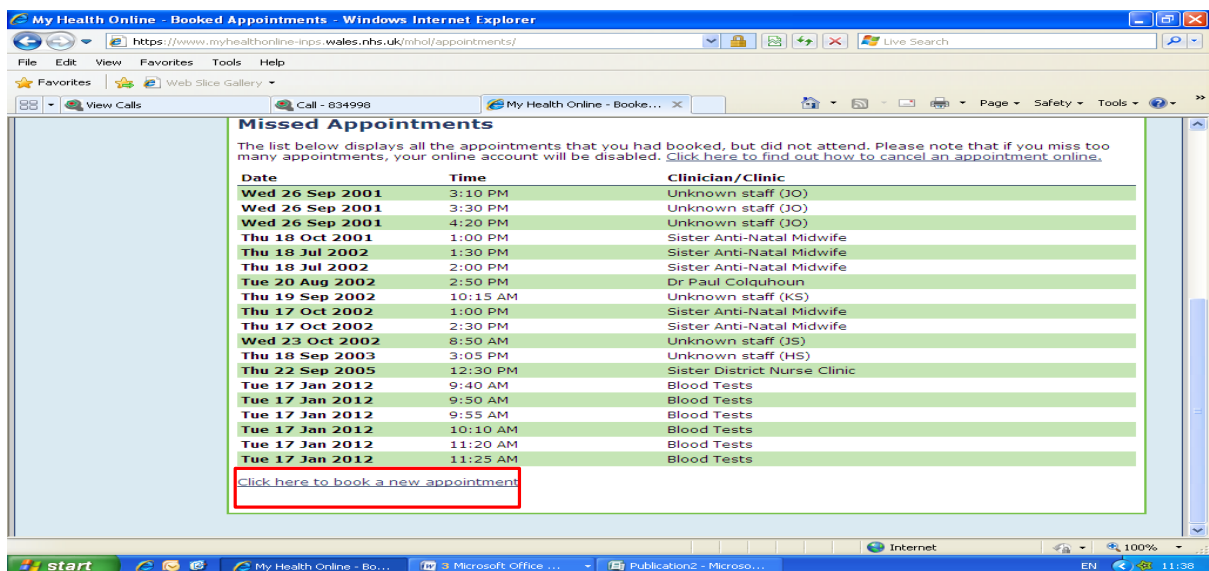
Other types of appointments will be available at a future date

# Booking Appointments

1. From the My Health Online front page, click on My Account, and select Appointments from the menu on the left of the screen.



2. You will then be shown:
  - a. Any existing appointments you have
  - b. Any missed appointments
  - c. And be able to book a new appointment
3. To book a new appointment – you will need to scroll to the bottom of the page and click on [Click here to book a new appointment](#)



4. Using the drop down filters search for available appointments.
5. Select an Appointment and click the **Details** link, check the Appointment details and click **Book Appointment**.
6. Click **Confirm Booking** to complete.
7. You will receive an **Appointment Details: Successful message** on screen and an email to confirm the booking.



## Cancelling Appointments

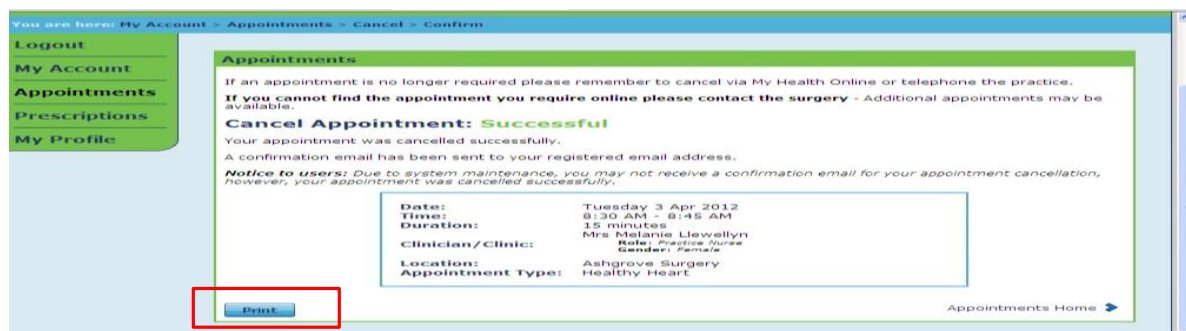
It is important to cancel any unwanted appointments as failure to do so more than 3 times within a 12 month period may invalidate your on-line account. You can cancel appointments either by ringing the surgery, or on-line.

1. From the appointments home screen chose the appointment you wish to cancel and click cancel



2. The appointment details box will appear and by clicking on the "Cancel Appointment" button you will be asked to select a reason for cancelling from a drop down box. Select your reason and click Cancel.
3. You will now see the following message





## Ordering Repeat Prescriptions

1. From the My Health Online front page, click on My Account, and select Prescriptions from the menu on the left of the screen.
2. You will now see any recent requests and be able to order your next repeat due, by clicking on [Click here to make a new request](#)



3. You can sort by Drug Name / Last Issued
4. Select the item(s) required by clicking in the tick box and click on [Request Selection](#)

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Home My Account FAQs

You are here: My Account > Prescriptions > Request

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**Prescriptions**

If you cannot see the item you require on your online list it may need updating - you should have received a yellow slip informing you of this. Please allow 2 full working days before collecting your prescription.

**Available Repeat Prescriptions**

Please note, if your medication has been changed within the last 28 days by anyone other than your GP, e.g. at an outpatient appointment, this list may not be up to date. If this is the case contact your GP.

Sort by: Last Issued

Last Issued	Drug	Requests Available	Dosage	Quantity
<input checked="" type="checkbox"/> Wed 28 Mar 2012	Neocate LCP special diet food [NUTRICIA]	5	AS DIRECTED	(400) gram

Back Request Selection

- You will need to click on Submit Request to send it to the Practice

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**Prescriptions**

If you cannot see the item you require on your online list it may need updating - you should have received a yellow slip informing you of this. Please allow 2 full working days before collecting your prescription.

**Confirm Repeat Prescription Request**

Drug	Dosage	Quantity
Neocate LCP special diet food [NUTRICIA]	AS DIRECTED	(400) gram

Back Submit Request

- A message appears on line stating your prescription has been delivered, also an e-mail confirming this will be sent to your e-mail address you supplied to the Practice.
- As your prescription is being dealt with you will see the following progress markers within the prescriptions screen
  - In Progress** – This means that the Practice has received your request
  - Processed** – This means that the Practice has authorised your request and printed your prescription. **Please note: This does not indicate that the prescription is ready to be picked up, the process still requires 2 working days before you are able to collect your prescription.**
  - Rejected** – This means that your request has been denied. Further information will be available when you click on the + box

If you cannot see the item you require on your online list it may need updating - you should have received a yellow slip informing you of this. Please allow 2 full working days before collecting your prescription.

**Recent Prescription Requests**

The list below displays all your outstanding prescription requests and any other requests that have been made in the last 3 months.

Date	Status		
Thu 29 Mar 2012	In Progress		
<b>Drug</b>	<b>Dosage</b>	<b>Quantity</b>	<b>Last Issued</b>
Neocate LCP special diet food [NUTRICIA]	AS DIRECTED	(400) gram	Wed 28 Mar 2012
Wed 28 Mar 2012	Rejected		
<b>I'm sorry but this item isn't due until 28th April, please re-submit then.</b>			
<b>Drug</b>	<b>Dosage</b>	<b>Quantity</b>	<b>Last Issued</b>
Neocate LCP special diet food [NUTRICIA]	AS DIRECTED	(400) gram	Wed 28 Mar 2012
Wed 28 Mar 2012	Processed		
Wed 28 Mar 2012	Processed		
Thu 22 Mar 2012	Processed		
Thu 15 Mar 2012	Processed		
Fri 17 Feb 2012	Processed		
Tue 14 Feb 2012	Processed		

[Click here to make a new request](#)

## My Profile Tab

1. Within the my profile tab you can:
  - a. Change your e-mail address
  - b. Change your username / password

## Troubleshooting

1. No confirmation code received after 24 hours – please contact your GP Practice and ask reception to verify the e-mail address held within the clinical system is the one you supplied for your account. If the e-mail address is incorrect then you will require another registration letter and start the process again.
2. If your e-mail address has been confirmed as correct then please inform us at [amb\\_myhealthonline@wales.nhs.uk](mailto:amb_myhealthonline@wales.nhs.uk) with the following information – the Practice ID and your full name to enable us to investigate
2. Practice unavailable message when accessing the site – please e-mail [amb\\_myhealthonline@wales.nhs.uk](mailto:amb_myhealthonline@wales.nhs.uk) with the following information – The Practice ID and your full name and the time you tried accessing the site.
4. There are no appointments or items are not available on your prescription – please contact your practice to enquire.