

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
- 2. Select your preferred language English / Cymraeg
- 3. Click on the "My Account" tab

| My Llealth Opline | |
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| Ny Health Online | WHS I Informa WALES Services |
| | Home My Account FAQs |
| are here: Home | |
| elcome to My Health Online | |
| argencies: | |
| Please do not use My Health Online for contacting your GP in an emer In the case of life threatening emergencies, please ring 999. In other cases please call the surgery direct. | rgency. |
| r GP Practice provides this website in collaboration with NHS Wales. | |
| e you've created an account you will be able to use the features your GP practice | has made available, which may include: |
| Book and cancel appointments Request repeat prescriptions Update personal information | |
| ore being able to create an account you must first get a <u>registration letter</u> from yo | ur GP. |
| art of the registration process you will be asked to prove your identity. This is one Is about you. Full details about the process are available from your GP practice. | e of the measures in place to protect the information that your GP |
| help signing in, click here. | |
| ise read the <u>terms of use</u> and the <u>information about your privacy</u> , which apply to t | this website. |

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

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| | | | | Home | My Accour | t FAQs | |
| | | | | | | _ | |
| You are here: My Account | | | | | | | |
| Login or Register | | | | | | | |
| Do you have an existing account | t for online services with your | GP Practice? | | | | | |
| | | | | | | | |
| Yes, login: | | | | | | | |
| Access to this system is permitte | ed to authorised users ONLY. | Unauthorised attempts are consi | dered a crimina | l offence and | d could be pro | secuted. | |
| Practice ID: | Search | | | | | | |
| Username: | Forgotten us | ername? | | | | | |
| Password: | Forgotten pa | assword? | | | | | |
| | Login | | | | | | |
| For help signi | ing in, click here. | | | | | | |
| | | | | | | | |
| When you have finished your on | line session, you should eith | er close the browser or logout. | | | | | |
| | | | | | | | |
| No, 1 do not have an | account for onlin | e services with my G | P Practice | e: | | | |
| Register | | | | | | | |
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5. Using the information on your registration letter complete the required fields and click register

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| | | Home | My Acco | unt FAQs | |
| You are here: My Account > Regi | ster | | | | |
| Register: Step 1 of 2 | | | | | |
| Please enter the details printed o | on the registration letter obtained from your GP Practice: | | | | |
| Practice ID: Patient ID: Registration Token: | Search | | | | |
| Username: [Password: [Confirm Password: [| Passwords must be a minimum length of 6 characters with a combination of uppercase, lowercase and numbers Reset form | | | | |
| I agree to the <u>Te</u> | erms of Use and Privacy Policy Register 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
- 2. Select your preferred language English / Cymraeg
- 3. Click on the "My Account" tab and complete the login details

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| | | | | | Home | My Acc | ount | FAQs |
| You are here: My Accou | int | | | | | | | |
| Login or Regist | er | | | | | | | |
| Do you have an existing | account for online serv | ices with your GP Pr | actice? | | | | | |
| | | | | | | | | |
| Yes, login: | | | | | | | | |
| Access to this system is | permitted to authorised | l users ONLY. Unaut | horised attemp | ots are considered a c | riminal offence a | nd could be | prosecut | ed. |
| Practice ID: | | Search | | | | | | |
| Username: | | Forgotten username | 17 | | | | | |
| Password: | | Forgotten password | 2 | | | | | |
| | | 1 | | | | | | |
| For h | lelp signing in, click here | | | | | | | |
| | | | | | | | | |
| When you have finished | l your online session, yo | u should either clos | e 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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| | | | Home | My Acc | count | FAQs |
| You are here: My Acco | unt | | | | | |
| Logout | Welcome Ms Minnie Mouse! | | | | | |
| My Account | Today is Thursday 29 of March 2012 , you last logged in on incorrect, please log out immediately and contact your GP Pr | Wednesday 28 of Marc | ch 2012 a | t 12:01 P | M - if this | is |
| Appointments | | | | | | |
| Prescriptions | Welcome to Surgery You can currently use this service to: | | | | | |
| My Profile | | | | | | |
| | Order or check repeat prescriptions Check existing appointments even if not booke | d online | | | | |
| | Cancel any existing appointments | | | | | |
| | Book new appointments. Please note that curre booked online; | ently only the followir | ig types | of appoin | tments o | can be |
| | Blood Tests | | | | | |
| | Diabetic Clinic | | | | | |
| | Respiratory Clinic (Asthma or COPD) Healthy Heart Clinic | | | | | |
| | Cervical Smear Tests | | | | | |
| | Other types of appointments will be available a | at a future date | | | | |

Booking Appointments

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

| the menu o | on the | e left of the scree | en | Cymraeg Ski | ip Navigation T | erms of Use | Privacy Policy | Site Map Help 🔀 |
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| You are here: My | Accoun | t | | | | | | |
| Logout | _ | Welcome Ms Minnie Mous | el | | | | | |
| Appointmen | ts | Today is Thursday 29 of incorrect, please log out i | March 2012, you last lo immediately and contact | ogged in on Wednesday your GP Practice for adv | 28 of March 2 vice. | 2012 at 12: | 01 PM - if this | is |
| Prescription My Profile | | Welcome to Ashgrove S You can currently use this Order or crieck r Check existing a Cancel any exist | urgery s service to: epeat prescriptions ippointments <i>even if</i> ing appointments | not booked online | | | | |
| | | Book new appoint booked online: Blood Tes Diabetic C | ntments. Please note Its Clinic | that currently only t | he following | types of ap | pointments | can be |
| | | Respirato Healthy H Cervical S Other types of a | ry Clinic (Asthma o leart Clinic Smear Tests ppointments will be a | or COPD) ovailable at a future d | late | | | |
| Done | | | | | | JINTERNET | 4 ₈ | • 🔍 100% • |
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- 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 <u>Click here to book a new appointment</u>

| 🏉 My Health O | nline - Booked | Appointments - Windows | s Internet Explorer | | |
|-----------------|----------------|---|--|---|---------------------------------|
| G - E | https://www.my | /healthonline-inps.wales.nhs.uk/ | 'mhol/appointments/ | 💌 🔒 🐼 🍫 🔀 Live Search | |
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| | | Missed Appoin The list below displays many appointments, ye | all the appointments th our online account will b | nat you had booked, but did not attend. Please no e disabled. <u>Click here to find out how to cancel an</u> | te that if you miss too |
| | | Date | Time | Clinician/Clinic | |
| | | Wed 26 Sep 2001 | 3:10 PM | Unknown staff (JO) | |
| | | Wed 26 Sep 2001 | 3:30 PM | Unknown staff (JO) | |
| | | Wed 26 Sep 2001 | 4:20 PM | Unknown staff (JO) | |
| | | Thu 18 Oct 2001 | 1:00 PM | Sister Anti-Natal Midwife | |
| | | Thu 18 Jul 2002 | 1:30 PM | Sister Anti-Natal Midwife | |
| | | Thu 18 Jul 2002 | 2:00 PM | Sister Anti-Natal Midwife | |
| | | Tue 20 Aug 2002 | 2:50 PM | Dr Paul Colquhoun | |
| | | Thu 19 Sep 2002 | 10:15 AM | Unknown staff (KS) | |
| | | Thu 17 Oct 2002 | 1:00 PM | Sister Anti-Natal Midwife | |
| | | Thu 17 Oct 2002 | 2:30 PM | Sister Anti-Natal Midwife | |
| | | Wed 23 Oct 2002 | 8:50 AM | Unknown staff (JS) | |
| | | Thu 18 Sep 2003 | 3:05 PM | Unknown staff (HS) | |
| | | Thu 22 Sep 2005 | 12:30 PM | Sister District Nurse Clinic | |
| | | Tue 17 Jan 2012 | 9:40 AM | Blood Tests | |
| | | Tue 17 Jan 2012 | 9:50 AM | Blood Tests | |
| | | Tue 17 Jan 2012 | 9:55 AM | Blood Tests | |
| | | Tue 17 Jan 2012 | 10:10 AM | Blood Tests | |
| | | Tue 17 Jan 2012 | 11:20 AM | Blood Tests | |
| | | Tue 17 Jan 2012 | 11:25 AM | Blood Tests | |
| | | Click here to book a ne | ew appointment | | |
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- 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.

| | If an appointment is no longer required please remember to cancel via My Health Online or tel | lephone the practice. | | | | | |
|---------------|--|-------------------------------|--|--|--|--|--|
| Appointments | (f you cannot find the appointment you require online please contact the surgery - Additional appointments may be available. | | | | | | |
| Prescriptions | Book an appointment | | | | | | |
| My Profile | Please be aware this service is for booking a routine appointment only and is not suitable for people v Appointment Details | for emergency appointments or | | | | | |
| | For e For g If the appointment is no longer required please remember to cancel via My For g If the alth Online or telephone the practice. If you cannot find the appointment you require online please contact the surgery - Additional appointments may be available. | lirect.wales.nhs.uk aa | | | | | |
| | Search Fi Date Next Mont | ocation | | | | | |
| | Date: Tuesday 3 Apr 2012 Time: 8:30 AM - 8:45 AM Duration: 15 minutes Mrs Melanie Lewellyn Role: Redice Ausse | Save Filter | | | | | |
| | Tue 3 Apr 2 Appointment Type: Healthy Heart | Surgery 🔗 Details I 💭 Book | | | | | |
| | Tue 3 Apr 2 Close Book Appointment | Surgery 🔗 Details 🗔 Book | | | | | |
| | Tue 3 Apr 2012 9:15 AM - 9:30 AM Mrs Jennifer Reynolds Ashgrove | Surgery 🔗 Details 🗍 Book | | | | | |
| < | Appointment Typer Reart Role: Practice Nurse | > | | | | | |
| | | | | | | | |

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

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| | Appointment Details | | × e My Account FAQs |
| You are here: My Account > Appoin Logout | If an appointment is no longer required ple Health Online or telephone the practice. If you cannot find the appointment you re | ease remember to cancel via My equire online please contact the | |
| My Account Appoint Appointments If you of available | surgery - Additional appointments may be Appointment Details: | available. | r telephone the practice. itional appointments may be |
| Prescriptions My Profile Date Tue 3 / | Date: Tuesday 3 Apr Time: 8:30 AM - 8:4. Duration: 15 minutes Mrs Melanie Lie Clinician/Clinic: Role: Practo: Location: Ashgrove Surg Appointment Type: Healthy Heart | 2012 5 AM swellyn re <i>Nurse</i> nale ery | gery 🔗 Details 🎘 Cancel |
| Miss The list many ap Date | Close pointments, your online account will be disa Time | Cancel Appointment abled. <u>Click here to find out how to</u> Clinician/Clinic | be note that if you miss too |
| Wed 26 | Sep 2001 2:10 PM | Linknown staff (10) | |

- 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

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|------------|---|--|--|--|--|--|
| Account | Appointments | | | | | |
| | If an appointment is no longer required please remember to cancel via My Health Online or telephone the practice. | | | | | |
| ointments | If you cannot find the appointment you require online please contact the surgery - Additional appointments may be available. | | | | | |
| scriptions | Cancel Appointment: Successful | | | | | |
| Profile | Your appointment was cancelled successfully. | | | | | |
| | A confirmation email has been sent to your registered email address. | | | | | |
| | Notice to users: Due to system maintenance, you may not receive a confirmation email for your appointment cancellation, however, your appointment was cancelled successfully. | | | | | |
| | Date: Tuesday 3 Apr 2012 Time: 8:30 AM - 8:45 AM Duration: 15 minutes Mrs Melanite Llawellyn Clinician/Clinic: Kein Pratice Nurse | | | | | |
| | Location: Ashgrove Surgery Appointment Type: Healthy Heart | | | | | |

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 <u>Click here to make a new request</u>

| | | | | | Home | My Account | FAQs |
|-------------------------|---------------------------------------|-----------------------|-----------------------|------------------|--------------|-------------------|----------|
| You are here: My Accour | nt > Prescriptions | | | | | | |
| Logout | | | | | | | |
| | Prescriptions | | | | | | |
| My Account | If you cannot see the item | you require on your (| online list it may ne | ed updating - y | ou should ha | ave received a ye | ellow |
| Appointments | slip informing you of this. Pl | ease allow 2 full wor | king days before co | ollecting your p | rescription. | | |
| | Recent Prescripti | on Requests | | | | | |
| Prescriptions | The first halon dealers all | on Requests | | | | | |
| Mu Drofilo | last 3 months. | our outstanding pres | scription requests a | ind any other r | equests that | nave been mad | e in the |
| My Profile | Date | Status | | | | | |
| | ⊞ Wed 28 Mar 2012 | Rejected | | | | | |
| | ■ Wed 28 Mar 2012 | Processed | | | | | |
| | Wed 28 Mar 2012 | Processed | | | | | |
| | Thu 22 Mar 2012 | Processed | | | | | |
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| | E 100 14 FED 2012 | Flocessed | | | | | |
| | Click here to make a new re | equest | | | | | |
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| | L | | | | | | |

- 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 Accoun | t > Prescriptions > Request | | | | |
| Logout | | | | | |
| | Prescriptions | | | | |
| My Account | If you cannot see the item y | ou require on your online list it may need up | dating - you should h | ave received a ye | ellow |
| Appointments | slip informing you of this. Pl | ease allow 2 full working days before collectii | ng your prescription. | | |
| | Available Repeat | Prescriptions | | | |
| Prescriptions | Bloaso poto if your modicat | ion has been changed within the last 28 day | s by apyone other th | DD VOUR GD o g - | at an |
| My Drofile | outpatient appointment, thi | s list may not be up to date. If this is the cas | e contact your GP. | an your op, e.g. a | at an |
| Myrronic | Sort by: Last Issued | • | | | |
| | Last Issued | Drug | Requests Availabl | e Dosage | Quantity |
| | Ved 28 Mar 2012 | Neocate LCP special diet food [NUTRICIA |] 5 | AS DIRECTE | D (400) gram |
| | & Back | | | Request Se | election > |
| | | | | | |

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

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| | | Но | me My Account FAQs | |
| You are here: My Accour | nt > Prescriptions > Request > Confirm | | | |
| Logout | | | | |
| | Prescriptions | | | |
| My Account | If you cannot see the item you require on your online | list it may need updating - you sho | ould have received a yellow | |
| Appointments | slip informing you of this. Please allow 2 full working d | ays before collecting your prescrip | tion. | |
| Prescriptions | Confirm Repea | t Prescription Reque | st | |
| Mu Drofilo | Drug | Dosage | Quantity | |
| My Prome | Neocate LCP special diet food [NUTRICIA] | AS DIRECTED | (400) gram | |
| | & Back | | Submit Request | |
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- 6. 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.
- 7. As your prescription is being dealt with you will see the following progress markers within the prescriptions screen
 - a. In Progress This means that the Practice has received your request
 - b. 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.
 - c. Rejected This means that your request has been denied. Further information will be available when you click on the + box

| slip informing you of | this. Please allow 2 full working days | before collecting your pr | escription. | |
|--|---|---|-----------------------------------|---|
| criptions Recent Prese The list below displa last 3 months. | cription Requests ays all your outstanding prescription r | equests and any other re | quests that have been made in the | e |
| Date | Status | | | |
| 🖃 Thu 29 Mar 201 | 12 In Progress | | | |
| Drug | Dosage | Quantity | Last Issued | |
| Neocate LCP spe [NUTRICIA] | ecial diet food AS DIRECTED | (400) gram | Wed 28 Mar 2012 | |
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My Profile Tab

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

Troubleshooting

- 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.
- If your e-mail address has been confirmed as correct then please inform us at <u>amb_myhealthonline@wales.nhs.uk</u> with the following information – the Practice ID and your full name to enable us to investigate
- Practice unavailable message when accessing the site please e-mail <u>amb_myhealthonline@wales.nhs.uk</u> 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.