Ballantrae - Colmonell

Medical Practice

Pinwherry - Barrhill

**Before registering to EMIS ACCESS please read the following guidance and keep this document for future reference.**

**EMIS ACCESS what can I use it for?**

* **Ordering repeat medication only**

**Ordering Repeat Prescriptions**

EMIS Patient Access allows you to order **repeat** medication only. Requests for other medication should be made in the usual way through the Dispensary by phoning or calling into either surgery.

* Log into your Patient Access account and scroll down to the Repeat Prescriptions.
* Select ‘Make a request’ and you will see a list of your current repeat medications which you can select from.
* Please note there is a comment box underneath where you can type any messages you have relating to the medication. Please use this box to inform us of the following;
  + Where you wish to collect your medication e.**g. Ballantrae or Barrhill - t**his must be advised.
  + If you are not a dispensing patient, please also use this box to advise whether you will be collecting your prescription or where you wish your prescription to be sent for example, home address or specific chemist. (*If we are posting*, p*lease remember to supply us with stamped, addressed envelopes in advance)*.
  + If you are not able to collect the medication or signed prescription yourself please also use this box to advise us of who will be collecting on your behalf.
* Click ‘Submit request’, check the details are correct and then select ‘Confirm’. **Please allow 48 hours for staff to process your request.**
* Log into your account and scroll down to “Repeat Prescriptions” again where you can check the progress of your request.
* **Please note we will be unable to process your request during the weekend, over any public or practice holidays. The requests inbox will be monitored twice daily during normal opening hours.**
* **Please allow at least 48 hours notice hours for your request to be processed during normal opening hours.** For example if you submit a request on a Thursday you will be able to collect from your stated preferred site on the following Tuesday.
* If the request has been accepted your prescription will be available for collection during Dispensary opening hours at Ballantrae 9am – 11am & 3pm – 5pm (Mon – Fri) or if you specify Barrhill branch site, collection is available during Barrhill opening hours – please see website or practice leaflet for times.
* It may be necessary for a request to be declined by the GP. In this instance you will receive a comment as to the reason why. It may be due to GP wishing to see you before medication can be issued. If this is the case you will be required to book an appointment either using the online facility or by phoning the surgery.

**Inappropriate Use**

We will be monitoring the use of EMIS Access and we are sure that you will find it useful. If however, we find that any users are abusing the service, we will revoke your access to the service and you will have to liaise with our reception team for services.

***Please note access to this service can be withdrawn at any point without notice.***

**If you forget your sign in details**

You can use the Forgot Password and Forgot Email or User ID features to recover your details, without contacting the practice.

**If you have any problems**

Please contact Patient Access Support direct.

**Please note**

**An E-mail address and mobile number are required to use this facility. All family members must have a separate e-mail address. (For example two adults and two children registering from the same household need four separate e-mail addresses to register all members of the household).**