# Online Services
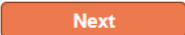
## Patient Information

The information we have provided will enable you to:

- Book, cancel and amend appointments
- Request repeat prescriptions and view the progress of your request

There are currently two options available for you to access these services:

| Option 1 : Patient Access | Option 2: i-Patient |
|---|---|
| Either<br>1) Search for "Patient Access" or visit https://patient.emisaccess.co.uk/account/login<br>2) Download the Patient Access app, which can be used on Apple devices (iPhones and iPads) and on Android devices (mobile phones and tablets). The app can be downloaded for free from the Apple App Store and from the Google Play Store. | Search for "i-patient" or visit https://www.i-patient.net/login |
| Click "Register" to complete your online registration.<br>Register | Click "New User" to complete your online registration.<br>New User |
| When asked if you have received a registration letter from your practice – select "Yes".<br>Register<br>Have you received a registration letter from your practice?<br>◉ Yes ○ No | Provide your account signup information to create an account.<br>Account Signup<br>e-mail: Please enter your email<br>Name: First name |
| Enter the details on the registration letter provided by your practice.<br>Please enter the following details as printed on your registration letter.<br>Account Linkage Key or PIN *<br>Practice ODS Code or Practice ID *<br>Account ID or Access ID *<br>NHS Number or CHI Number<br>Next | Enter the practice ODS Code or Practice ID on the registration letter provided by your practice and find your practice.<br>Connect to your GP<br>In order to get the most out of i-Patient, you need to link to your GP please enter the Practice or ODS code to find your practice.<br>Practice (ODS Code): Practice (ODS Code) Find Practice |
| Remember should your Account ID and Password as you will need this to login in future. | Enter the Account ID and Account Linkage Key on the registration letter provided by your practice. Provide your date of birth and click "Link Account".<br>Account ID: Account ID<br>Account Linkage Key: Your account linkage key should and is case sensitive. Account Linkage Key<br>Date of Birth: Day Month Year<br>Not now Link Account |
| Help and support is available at https://support.patient-access.co.uk/ | Help and support is available at https://www.i-patient.net/Help |

## More information

- NHS guidance on keeping your online health and social care records safe and secure
  http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf
- Patient online website https://www.england.nhs.uk/ourwork/pe/patient-online/