

Patient Online Services

Patient Online Services is our new online system which enables you to book appointments at your surgery and order your repeat prescriptions.

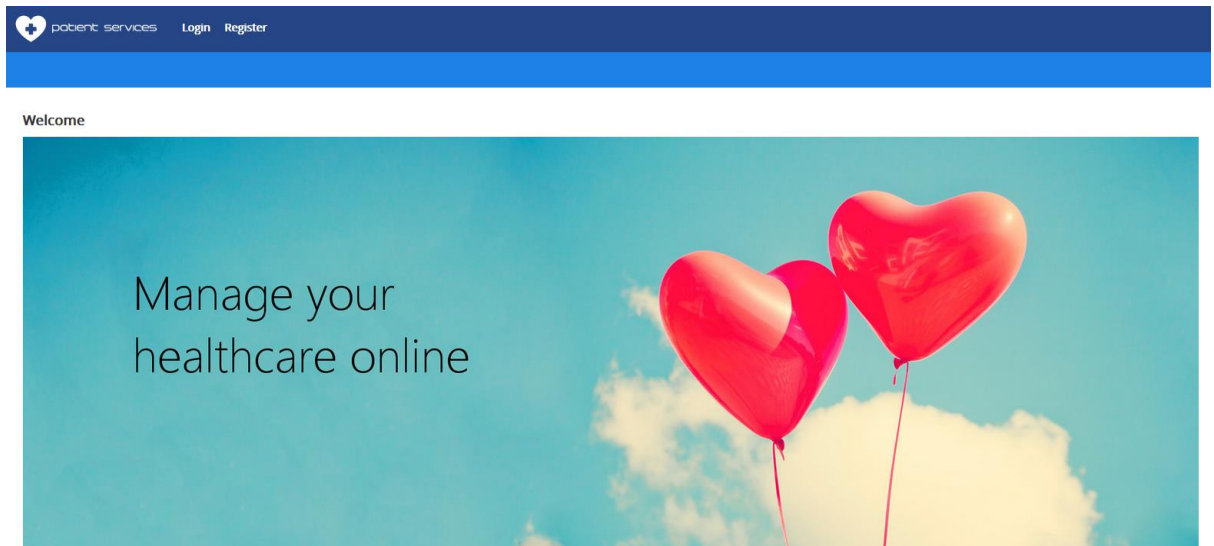
1. First go to the Rosebank Health website or click on the link below which will redirect you to it.

<http://www.rosebankhealth.nhs.uk/>

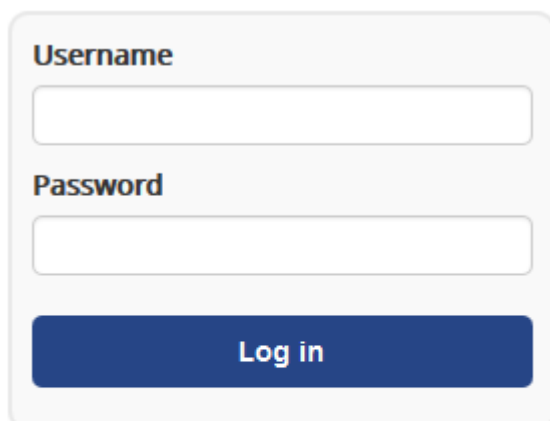
2. When the page loads find the box which looks like this a click on it.



3. This will now take you to the Patient Services website which looks like this, you then need to click on Login at the top.



- Once the login page loads you need to enter your username and password then click login. To see how to use Patient Online Services please go to page 4.



The login form consists of a light gray rounded rectangle containing two text input fields. The first field is labeled 'Username' and the second is labeled 'Password'. Below the fields is a dark blue button with the text 'Log in' in white.

[Forgotten username?](#)
[Forgotten password?](#)

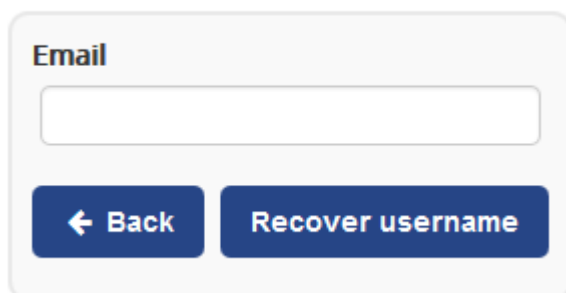
[Register new account](#)

Forgotten username or password?

If you have forgotten your username or password then once you get to the login page there is a Forgotten username? Option if you have forgotten your username. Or there is a Forgotten password? Option if you have forgotten your password.

Once you click on one of these it will ask for your email address, this must be the email address which is registered to your account. Once you have entered your email address click on Recover ... (it will either be username or password depending on the option you have chosen)

Username Recovery

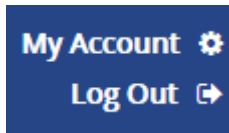


The Username Recovery form is a light gray rounded rectangle. It features a text input field labeled 'Email'. Below the field are two dark blue buttons: one with a white left-pointing arrow and the text 'Back', and another with the text 'Recover username'.

Want to change your username or password?

To change your current username or password you first need to log into your account. This option will not work if you have forgotten your username or password.

1. Once you log into your account you need to click on My Account in the top right hand corner.



2. Once this comes up there are 3 boxes:
Username: this will contain your current username, if you want to change this the delete what is in there and type in what you would like and then click Update.

Email: Your current email address, if you want to change this the delete what is in there and type in what you would like and then click Update.

Password: This will be blank for security purposes, if you want to change your password you need to go to Password Reset. You will need to enter your current password in the Old Password box then enter your new password in the New Password box and the Confirm Password box.

▼ **Password Reset**

To help secure your account, please ensure your password meets the following rules:

- Minimum 8 characters in length
- Matches 3 of 4 from the following:
 - > Contains an uppercase letter (A..Z)
 - > Contains a lowercase letter (a..z)
 - > Contains a number (0..9)
 - > Contains a symbol (such as !, ?, @ etc.)
- Password and confirmation match

Old Password

New Password

Confirm Password

Update

How to use Patient Services (appointments)

1. When you first log in you should see a page which across the top of the screen has the words, Appointments, Prescriptions and Summary

Appointments Prescriptions Summary


2. If you click on the Appointments tab, this should take you to another screen which shows you any appointments that you currently have booked. If you want to book an appointment click on the following button.


You currently don't have any appointments.


+ Add New Appointment


3. Here you can filter the appointments to when you want your appointment to be, where and who you want to see. To do this click on one of these and this will allow you to select options. If you do not mind, when, where or who you see then you do not need to do this.

Available Appointments

 When?

 What Time?

 Where?






 Seeing Who?

4. If you scroll down the page you can find appointments which you are able to book, these look like the following. Telling you when the appointment is, what type of appointment it is, who it's with and which surgery it is at. If you want this appointment just click on 'Book'

Date	Type	Clinic/Clinician	Location	
Tue 12 Apr 2016 at 8:50 AM	Fasting Blood Test Severnvale Surgery	Hca SV (2) (more)	Severnvale Surgery	Book

- This will then show you the following screen which will allow you to make sure the appointment you want is correct. Here you can put in a reason for the appointment if you wish too.

Confirm your booking

-  **Severnvale Surgery**
-  **Tue 12 Apr 2016 8:50 AM**
-  **8:50 AM for 10 minutes**
-  **Fasting Blood Test Severnvale Surgery**
-  **with Hca Sv (2)**

- Click 'Confirm' and your appointment is booked!

How to use Patient Services (prescriptions)

- Click on the prescriptions tab, this is where you can order new prescriptions, this will also show you old prescriptions you have requested
- To request a new prescription you need to tick the medication that you require and click '**Request**' at the bottom of the page
- If you want to collect your prescription from a pharmacy, or Rosebank or Severnvale please write this in the '**message to practice**' box before you click request

Available Repeat Prescriptions				
Only order what you need. Click here for more information about wasted or unused medicine.				
Drug(s)	Dosage	Quantity	Last Issued	Available Requests
Aspirin 75mg dispersible tablets	TAKE ONE IN THE MORNING AFTER BREAKFAST	(28) tablet	Tue 22 Mar 2016	3 <input checked="" type="checkbox"/>
Salbutamol 5mg/2.5ml nebuliser liquid unit dose vials	AS NEEDED	(20) unit dose	Tue 22 Mar 2016	3 <input checked="" type="checkbox"/>
Cerazette 75microgram tablets (Merck Sharp & Dohme Ltd)	1 TABLET ONCE A DAY	(7) tablet	Thu 18 Feb 2016	3 <input type="checkbox"/>

- This will then show you what medication you are trying to request where you can do a final check, now click '**Confirm**'
- Your prescription has been requested!