

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
- Pin
- Practice ID
- Access ID
- NHS number

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-emisweb.wales.nhs.uk
- 2. Select your preferred language English / Cymraeg
- 3. Click on the "New users create your account here

	CYLEL Gwybade NHS NHS WALTS Service
New users <u>create your acc</u>	ount here
Existing users sign	n in. Help?
Practice ID number Access ID number Password	I have a username.
Access to this system is permit Unauthorised attempts are con be prosecuted.	Sign in tted to authorised users ONLY. sidered a criminal offence and could
	Existing users sign Practice ID number Access ID number Password Access to this system is permi Unauthorised attempts are con

4. Using the information on your registration letter complete the required fields.

Screen 1

Fy l	echyd Ar-lein		Help Change language
	My Health Online		CTWEE CONFORM
ome			
	Periotor	Your progress:	
	Register		
	You should have been provided practice.	d with the following details. If not or if you have any problems contact y	your
	PIN	*	
	Practice ID	*	
	Access ID	*	
	NHS Number	*	
	Cancel Reset	Next	
	*	 Indicates a required field. 	

Screen 2

Fy lechyd A My Home	Ar-lein / Health Online		Help Change language
	Register Enter your details below to create	Your progress:	E
	Surname Date of birth Choose a password Confirm your password	About you	
<u>د</u> [Cancel Reset	Next	€_100% ▼

Screen 3

 ,			
	Your progress:		
Register			
Finally, complete the security details.	and contact information so that we can help	p if you forget your	
Associate us	ername to logon credential	s	
You can associate a sign in quickly.	username with your logon credentials. This	will help you	
Username]	
Practice ID	10981		
Access ID	3977		
Contact detai	ls		
Email			
address as your prac	mail address is optional. Use an up to date tice will use this address in future for any er	mails they	
-	etails will be used if you ever need to reset he contact details your practice holds. If the fields.	•	

- 5. 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-emisweb.wales.nhs.uk
- 2. Select your preferred language English / Cymraeg
- 3. Put a tick in 'I have a username' and complete the 2 login boxes

Fy lechyd Ar-lein My Health Online	Help Change language
Home	
Welcome to My Health Online.	New users create your account here
Your GP practice provides this website in collaboration with NHS Wales and your GP system supplier. Once 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 your personal information Keep an online health diary Send a message to your GP 	Existing users sign in. Heip? I have a username. Username Password Sign in
Before being able to create an account you must get a registration letter from your GP. As part of the registration process you will be asked to prove your identity. This is one of the measures in place to protect the information that your GP holds about you. Full details about the process are available from your GP	Access to this system is permitted to authorised users ONLY. Unauthorised attempts are considered a criminal offence and could be prosecuted.
mactice. III	

- 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/username/address/contact details

Fyl	lechyd Ar-lein My Health	Online				CYMEU CYMEU NHS Informatic WALES Service
Home My ac	ccount					Log off
	ne Miss Might in on: 04/06/2014 15:45:59	ty Mouse	gout immediately and c	ontact your	practice for advice	
🙎 Your de	etails		Update	your details	Change password	Associate username
	s Mighty Mouse Splott Road, Cardiff, South	Glamorgan, CF24 2XY				
📸 Appoin	Itments					Book an appointment
Date	Time	Clinician	Locati	on	Actio	on
You have no ap	ppointments booked.					
Repeat	prescriptions		Make a request	See your	r repeat prescriptions	See requests detail
Date		Drug		Status		
You have no pr	rescription requests					
						a 100%

Booking Appointments

From the My Health Online front page, click on Book an Appointment, and select an appointment from the choices shown on the screen.

1. To book an appointment choose your preferred date, GP and time and click onto the green time square.

Foo much information? Jse the choices below to pick the ap	pointment slots you want.		
Pick a person: All View	Pick a place:	Pick a clinician gender:	
Monday 9th June 2014			
RAYANI, Atual (Dr) (General Medical Practitioner) MORNING SURGERY Sully Surgery 09:30	ROBINSON, Thomas (Dr)	ROBINSON, Thomas (Dr) (General Medical Practitioner) PM SURGERY Sully Surgery 16:10 16:40 17:10 17:30	
Tuesday 10th June 2014			
FRANCO, Beatriz (Dr) (General Medical Practitioner) MORNING SURGERY Sully Surgery 11:00	ROBINSON, Thomas (Dr)		
		III	100%

2. Confirm your booking by clicking onto the blue 'Book' button at the bottom of the page and you will be taken to a page that will confirm your booking.

Fy	y lechy	d Ar-lein	Help Change language
		/ly Health Online	NHS Informatics
Home	ly account		Log off
Appoir	ntmer	t booked	
Your appointr	ment has be	en made!	
You've succes forward to see		ed your appointment with ROBINSON, Thomas (Dr) at 10:30 on Friday 5th Sept	tember 2014 at Sully Surgery. We look
And the second second second	80.000 MD8 462.400 MD8 660	appointment, let us know as soon as possible. You can cancel by telephone or he	ere at the website.
Thank you for	r using our v	ebsitel	
Print confirma	ation		
Go to homep	page		
		m	
			a 100%

Cancelling Appointments

It is important to cancel any unwanted appointments. You can cancel appointments either by ringing the surgery, or on-line.

1. From the appointments home screen choose the appointment you wish to cancel and click the red cancel box. You will then be asked to confirm the cancellation and are able to put a reason for cancelling if you think it's necessary. The screen will then confirm your appointment cancellation.

	-	Jes: you hav surgery - Online Serve	ve 1 message					^
Welco	me Mr T	est Patie	nt					
🙎 Your	details			Update ye	our details	Change password	Associate us	ername
	Mr Test Patient Big House, On A ⊦	Hill, Far Far Away						
📸 Аррс	ointments					1	Book an appoir	ntment
Date	т	lime	Clinician	Lo	cation	Action		
Fri 05 Sep 2	2014 1	7:00	ROBINSON, Thomas (Dr)	Sul	ly Surgery	Print	Cancel	
📕 Repe	eat prescripti	ons		Make a request	See your	repeat prescriptions	See requests	s detail
Date			Drug		Status			
You have n	o prescription requ	uests						
Terms of use	Privacy policy	Cookies policy						v3.0.2.0
4								

Ordering Repeat Prescriptions

From the My Health Online front page, you are able to order your repeat medication, see your repeat prescriptions and any requests already made.

- 1. To order your repeat medication, click on the 'Make a Request' button and you will be taken to a screen with a list of all your available medication.
- 2. Put a tick in the box to the left of each item you require and then click on 'Submit Request' at the bottom of the page.
- 3. You can also send a brief message to the surgery by typing in the message box at the bottom of the page.

	edicine(s) you want to request by s ated to the request if required and		last 28 days by anyone other your/the patient's hospital, this repeat prescription may not be up case please contact your GP practice.	
Ple cho froi	scription request, informing us of t ase allow 48 hours (i.e. 2 working bose a pharmacy as a collection po m the surgery. Please speak to yo	he chemist that you would like to c days), excluding weekends and Ba int, the turnaround time is at least	ank Holidays, for your request to be processed. Pl 3 working days rather than the usual 2 if collecting ong it will normally take. Online requesting should	ease note that if you your prescription
select	Drug	Details		Last Issued
	Aspirin 75mg dispersible table	ts take one daily with food to thir tablet	n your blood and help prevent a heart attack, 28	02 May 2014
	Simvastatin 40mg tablets	One To Be Taken At Night, 28	3 tablet	02 May 2014
	The only char		listed above, contact your practice. s, full stops, commas and apostrophes.	*
		Maximum characters 200. You h	ave 148 characters left.	
	If your doctor works at mor	e than one place, <i>remember</i> to say	where you usually collect your repeat prescription	ns.
Submit requ	est			

4. Once you've submitted your request you'll be taken to a screen that will confirm your request, change the request or cancel your request. Click on the relevant button.

Fy lechyd Ar-lein My Health Online	Help Change language
Home My account	Log off
Confirm prescription request Here are the details of your request: Aspirin 75mg dispersible tablets - take one daily with food to thin your blood and help prevent a heart attack, 2 Simvastatin 40mg tablets - One To Be Taken At Night, 28 tablet Comment: I've ordered early because I'm going away on holiday Confirm Change the request Cancel the request	8 tablet

- 5. If confirming your request you will go to a screen that states 'Prescription Request Confirmed'.
- 6. By going back to the home page you will be able to see the status of your request.

Requested - waiting for the practice to process.

Rejected - contact your practice for the reason.

Cancelled - contact your practice for the reason.

Issued - the request has been approved. Allow up to 2 working days before collection. Check with your surgery for specific collection times

Updating your Personal Details

You can change your password and username from the home screen by clicking onto the relevant button.

You are also able to update your details from the home screen by clicking onto the 'Update your Details' button. This will then take you to a screen where you can update your address, phone numbers and email address.

Change details

Please updat	te the details below	v and then click 'S	ave changes'.
Hou	ise name	1	
Num	nber and street	* Mhol Stree	t
Villa	ige		
Tow	/n/city	* LI29 9Np	
Cou	inty		
Post	tcode	*	
Tele	phone		
Mob	oile		
Ema	ail		
0			
Save change	es Don't save cha	nges	
Terms of use	Privacy policy	Cookies policy	

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Troubleshooting

- 1. When registering the system states your details are incorrect. Please try again and copy the details exactly as they are on the registration letter provided by your practice. If you are still experiencing a problem please contact NHS direct on: amb myhealthonline@wales.nhs.uk providing your practice ID, your full name and the error message you are getting.
- 2. You are trying to log in but the system gives you an error message- please contact NHS direct on: amb_myhealthonline@wales.nhs.uk providing your practice ID, your full name and the error message you are getting.