

User Guide for Patients

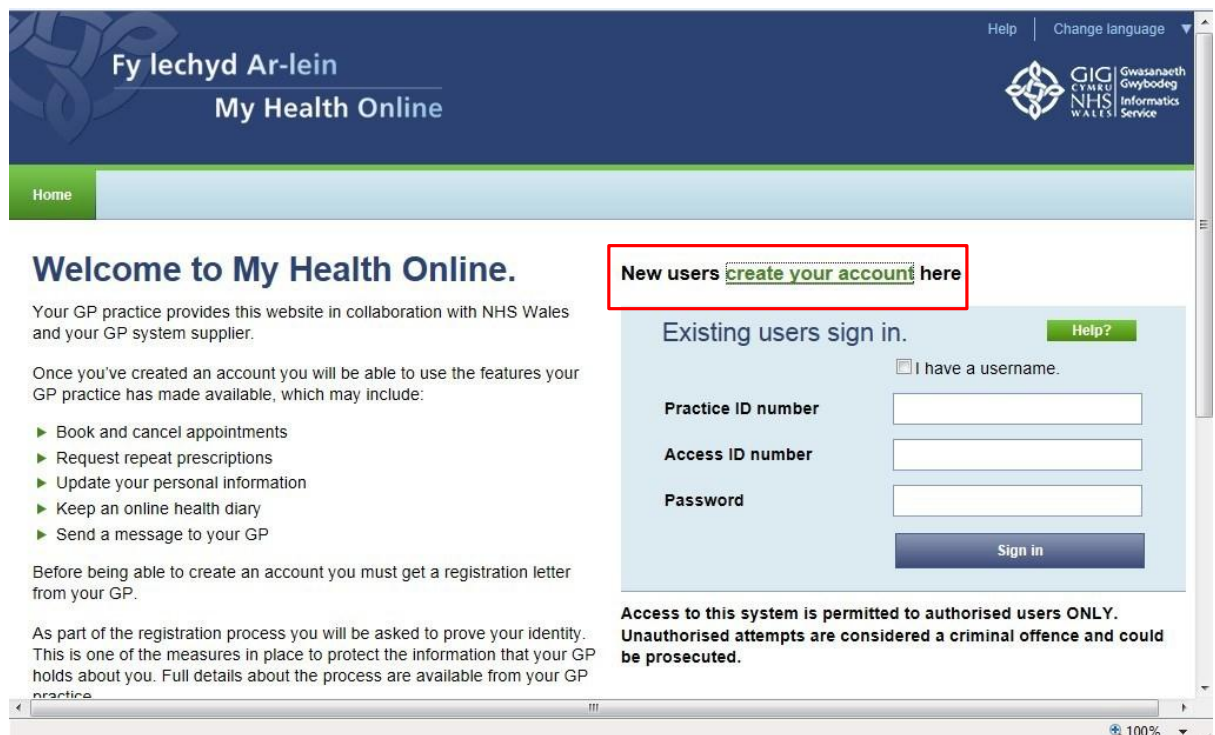
Creating a My Health Online Account

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



The screenshot shows the My Health Online website interface. At the top, there is a navigation bar with the text 'Fy Iechyd Ar-lein My Health Online' and the GIG CYMRU NHS WALES logo. Below the navigation bar, there is a 'Home' button. The main content area is titled 'Welcome to My Health Online.' and includes a list of features available to users, such as 'Book and cancel appointments', 'Request repeat prescriptions', 'Update your personal information', 'Keep an online health diary', and 'Send a message to your GP'. A red box highlights the text 'New users create your account here' in the top right corner of the main content area. Below this, there is a sign-in form for existing users, which includes fields for 'Practice ID number', 'Access ID number', and 'Password', and a 'Sign in' button. A 'Help?' button is also present. At the bottom of the sign-in form, there is a warning: 'Access to this system is permitted to authorised users ONLY. Unauthorised attempts are considered a criminal offence and could be prosecuted.'

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

Screen 1

Fy Iechyd Ar-lein
My Health Online

Help | Change language

GIG CYMRU NHS WALES Gwasanaeth Gwybodeg Informatics Service

Home

Your progress:

Register

You should have been provided with the following details. If not or if you have any problems contact your practice.

PIN	*	<input type="text"/>
Practice ID	*	<input type="text"/>
Access ID	*	<input type="text"/>
NHS Number	*	<input type="text"/>

Cancel Reset Next

* Indicates a required field.

Screen 2

Fy Iechyd Ar-lein
My Health Online

Help | Change language

GIG CYMRU NHS WALES Gwasanaeth Gwybodeg Informatics Service

Home

Your progress:

Register

Enter your details below to create an account.

Surname	*	<input type="text"/>
Date of birth	*	Day <input type="text"/> Month <input type="text"/> Year <input type="text"/>
Choose a password	*	<input type="text"/> ⓘ
Confirm your password	*	<input type="text"/>

Password strength

Cancel Reset Next

Screen 3

Home

Your progress:

Register

Finally, complete the security and contact information so that we can help if you forget your details.

Associate username to logon credentials

You can associate a username with your logon credentials. This will help you sign in quickly.

Username

Practice ID

Access ID

Contact details

Email

Note: Supplying an email address is optional. Use an up to date and accurate address as your practice will use this address in future for any emails they send to you. These details will be used if you ever need to reset your password. They are the contact details your practice holds. If they are incorrect, update the fields.

Read the [terms and conditions](#) before continuing.

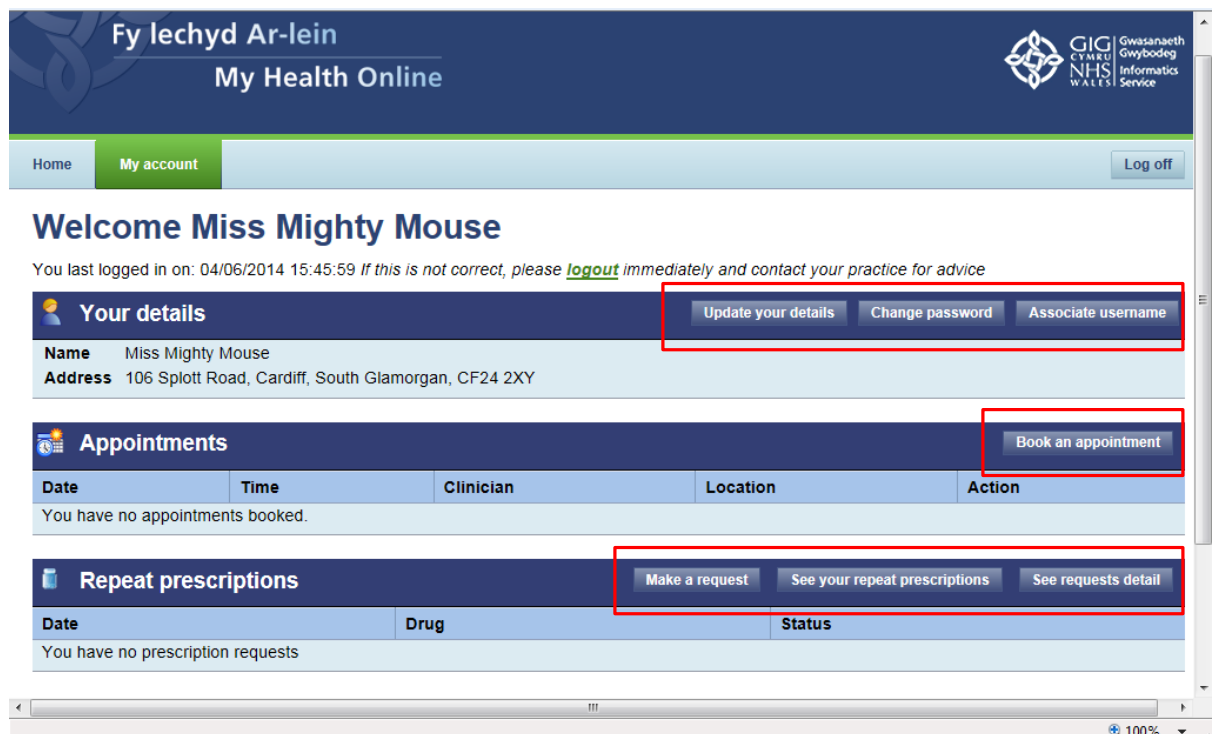
5. Your my Health Online account is now active. You can now sign in and proceed to:
 - a. Book or cancel appointments.
 - b. Order repeat prescriptions.

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



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



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.

Too much information?
Use the choices below to pick the appointment slots you want.

Pick a person: Pick a place: Pick a clinician gender:

Monday 9th June 2014

<p>RAYANI, Atual (Dr) </p> <p>(General Medical Practitioner) MORNING SURGERY Sully Surgery</p> <p><input type="button" value="09:30"/></p>	<p>ROBINSON, Thomas (Dr) </p> <p>(General Medical Practitioner) MORNING SURGERY Sully Surgery</p> <p><input type="button" value="08:40"/></p> <p><input type="button" value="10:40"/></p>	<p>ROBINSON, Thomas (Dr) </p> <p>(General Medical Practitioner) PM SURGERY Sully Surgery</p> <p><input type="button" value="16:10"/></p> <p><input type="button" value="16:40"/></p> <p><input type="button" value="17:10"/></p> <p><input type="button" value="17:30"/></p>
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Tuesday 10th June 2014

<p>FRANCO, Beatriz (Dr) </p> <p>(General Medical Practitioner) MORNING SURGERY Sully Surgery</p> <p><input type="button" value="11:00"/></p>	<p>ROBINSON, Thomas (Dr) </p> <p>(General Medical Practitioner) MORNING SURGERY Sully Surgery</p> <p><input type="button" value="08:40"/></p> <p><input type="button" value="09:10"/></p> <p><input type="button" value="09:40"/></p>
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- 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 Iechyd Ar-lein
My Health Online

Help | Change language

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Home | **My account** |

Appointment booked

Your appointment has been made!

You've successfully booked your appointment with **ROBINSON, Thomas (Dr)** at **10:30** on **Friday 5th September 2014** at **Sully Surgery**. We look forward to seeing you!

If you cannot attend your appointment, let us know as soon as possible. You can cancel by telephone or here at the website.

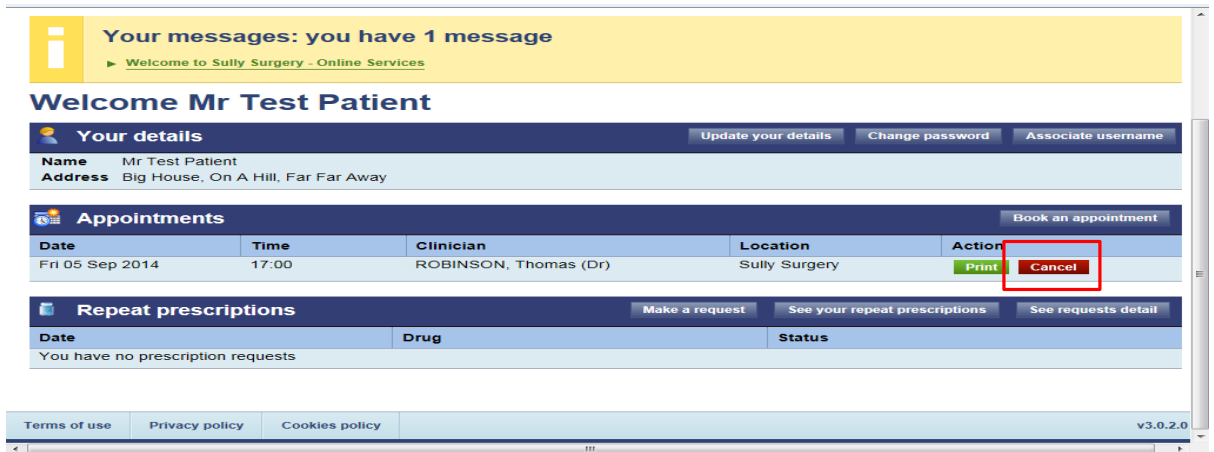
Thank you for using our website!

[Go to homepage](#)

labelling Cancellng Appointments

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

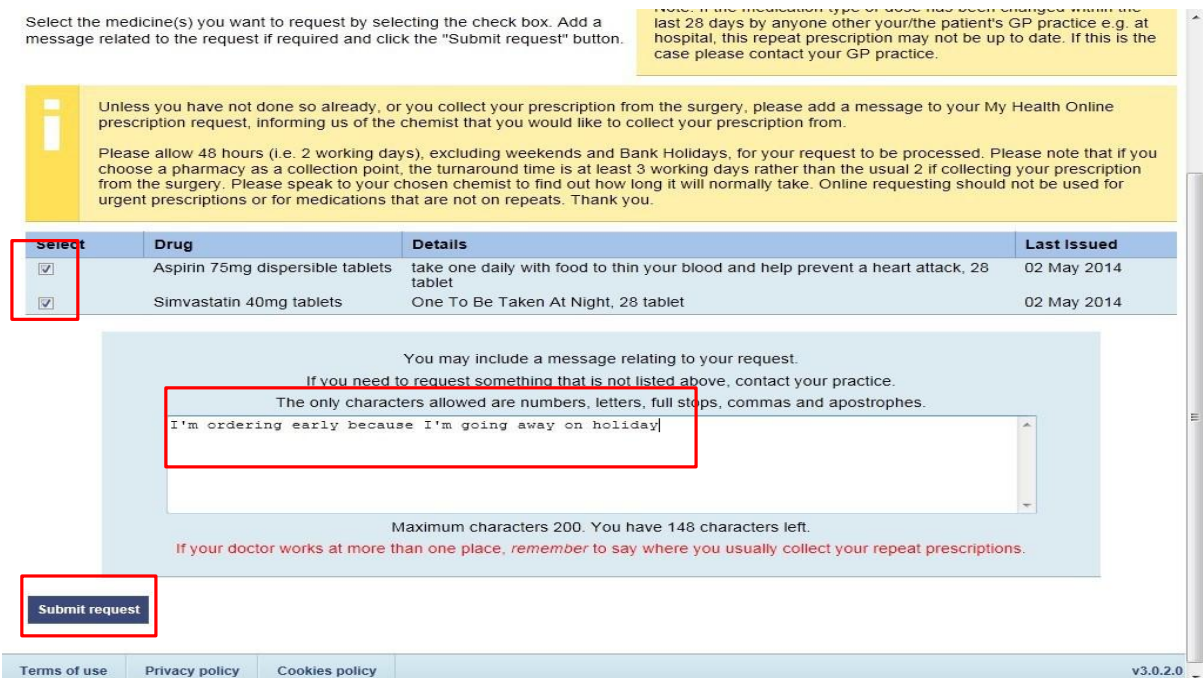
1. From the appointments home screen choose the appointment you wish to cancel and click the red cancel box. You will then be asked to confirm the cancellation and are able to put a reason for cancelling if you think it's necessary. The screen will then confirm your appointment cancellation.



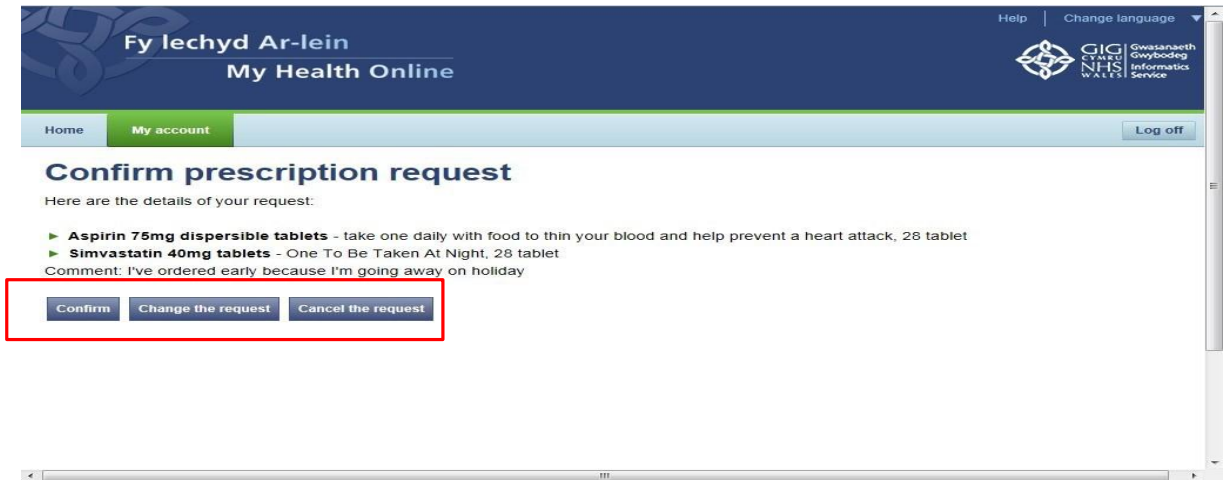
Ordering Repeat Prescriptions

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.



- 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.



- If confirming your request you will go to a screen that states 'Prescription Request Confirmed'.
- 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 update the details below and then click 'Save changes'.

House name	<input type="text" value="1"/>
Number and street	* <input type="text" value="Mhol Street"/>
Village	<input type="text"/>
Town/city	* <input type="text" value="LI29 9Np"/>
County	<input type="text"/>
Postcode	* <input type="text"/>
Telephone	<input type="text"/>
Mobile	<input type="text"/>
Email	<input type="text"/>

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.