



## 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](http://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 divided into two columns. The left column contains a 'Welcome to My Health Online.' message, followed by 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'. The right column contains a sign-in form for existing users, with fields for 'Practice ID number', 'Access ID number', and 'Password'. A 'Sign in' button is located below the password field. A red box highlights the text 'New users create your account here' in the top right corner of the sign-in form. 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.'

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

### Screen 1

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My Health Online

Help | Change language

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"/> |

\* Indicates a required field.

### Screen 2

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My Health Online

Help | Change language

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"/> <input type="button" value="i"/>                         |
| Confirm your password | * | <input type="text"/>  |

Password strength

\* Indicates a required field.

### 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**

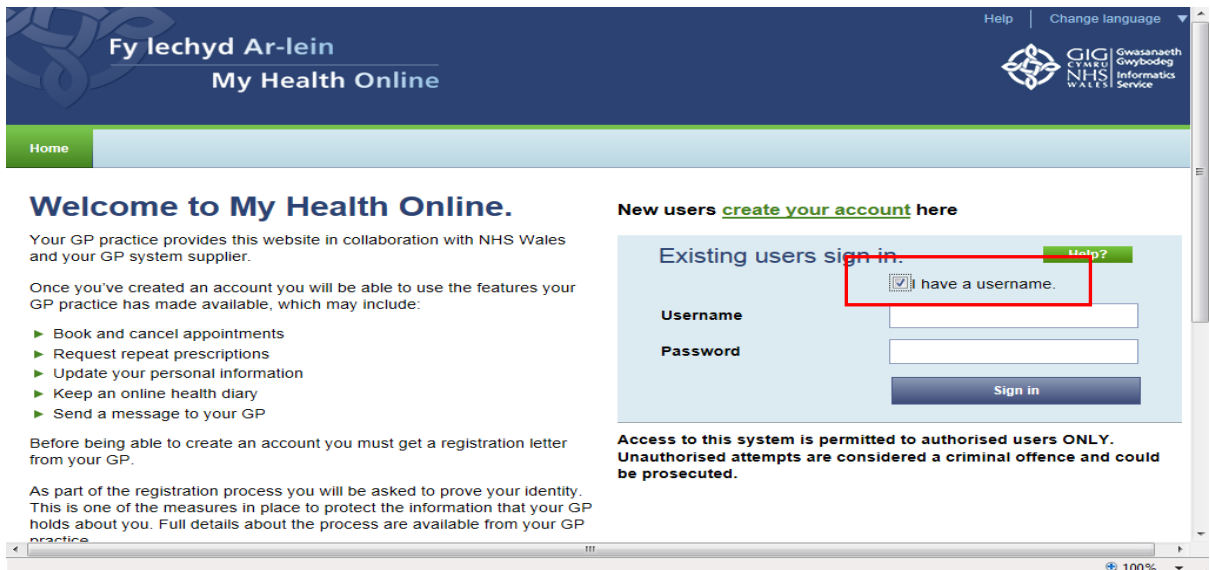
*Note: Supplying an email address is optional. Use an up to date and accurate address as your practice will use this address in future for any emails they send to you. These details will be used if you ever need to reset your password. They are the contact details your practice holds. If they are incorrect,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

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

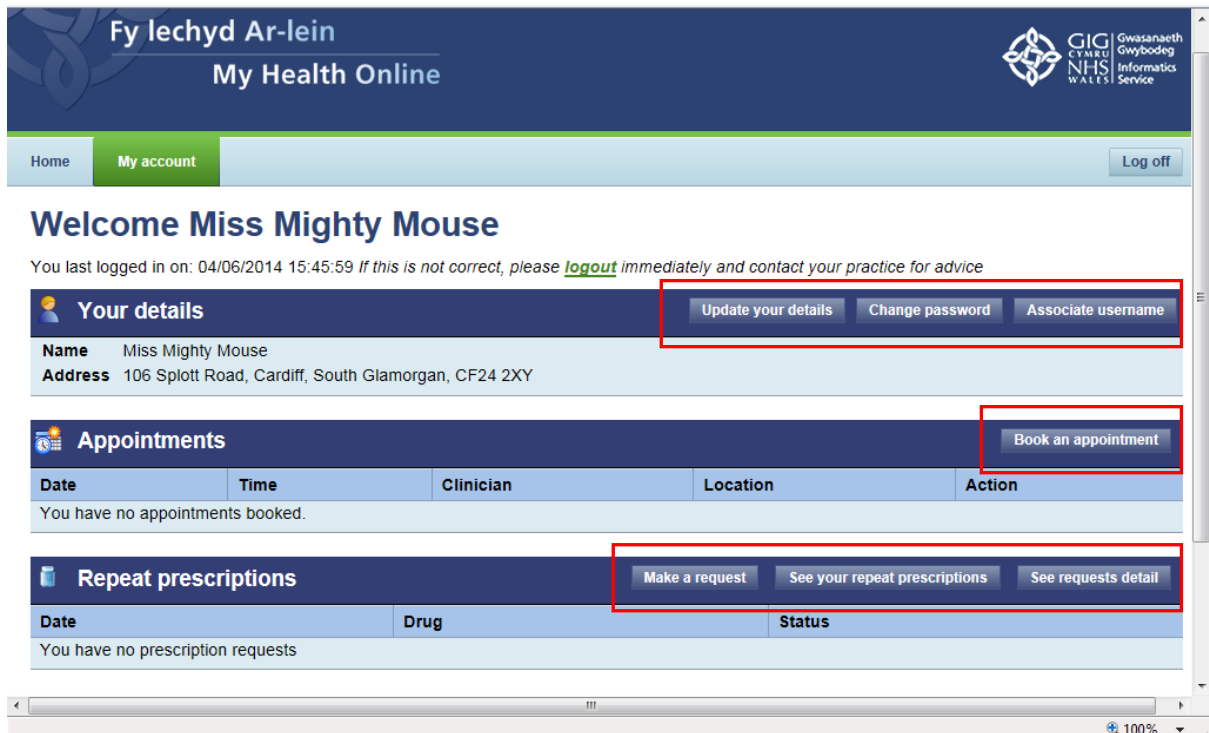
5. You're my Health Online account is now active. You can now sign in and proceed to:
  - a. Book or cancel appointments.
  - b. Order repeat prescriptions.

## 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](http://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><b>RAYANI, Atual (Dr)</b> </p> <p>(General Medical Practitioner)<br/><b>MORNING SURGERY</b><br/>Sully Surgery</p> <p><input type="button" value="09:30"/></p> | <p><b>ROBINSON, Thomas (Dr)</b> </p> <p>(General Medical Practitioner)<br/><b>MORNING SURGERY</b><br/>Sully Surgery</p> <p><input type="button" value="08:40"/><br/><input type="button" value="10:40"/></p> | <p><b>ROBINSON, Thomas (Dr)</b> </p> <p>(General Medical Practitioner)<br/><b>PM SURGERY</b><br/>Sully Surgery</p> <p><input type="button" value="16:10"/><br/><input type="button" value="16:40"/><br/><input type="button" value="17:10"/><br/><input type="button" value="17:30"/></p> |
|--|--|---|

**Tuesday 10th June 2014**

|  |   |
|--|---|
| <p><b>FRANCO, Beatriz (Dr)</b> </p> <p>(General Medical Practitioner)<br/><b>MORNING SURGERY</b><br/>Sully Surgery</p> <p><input type="button" value="11:00"/></p> | <p><b>ROBINSON, Thomas (Dr)</b> </p> <p>(General Medical Practitioner)<br/><b>MORNING SURGERY</b><br/>Sully Surgery</p> <p><input type="button" value="08:40"/><br/><input type="button" value="09:10"/><br/><input type="button" value="09:40"/></p> |
|--|---|

- 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.

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My Health Online

Help | Change language

GIG CYMRU NHS WALES | Gwasanaeth Gwybodeg Informatics Service

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](#)

## 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.

**Your messages: you have 1 message**  
 Welcome to Sully Surgery - Online Services

**Welcome Mr Test Patient**

**Your details** [Update your details](#) [Change password](#) [Associate username](#)  
 Name Mr Test Patient  
 Address Big House, On A Hill, Far Far Away

**Appointments** [Book an appointment](#)

| Date            | Time  | Clinician             | Location      | Action                                       |
|-----------------|-------|-----------------------|---------------|--|
| Fri 05 Sep 2014 | 17:00 | ROBINSON, Thomas (Dr) | Sully Surgery | <a href="#">Print</a> <a href="#">Cancel</a> |

**Repeat prescriptions** [Make a request](#) [See your repeat prescriptions](#) [See requests detail](#)

| Date                              | Drug | Status |
|-----------------------------------|------|--------|
| You have no prescription requests |      |        |

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## 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.

Select the medicine(s) you want to request by selecting the check box. Add a message related to the request if required and click the "Submit request" button.

**Note:** If the medication type or dose has been changed within the last 28 days by anyone other than your/the patient's GP practice e.g. at hospital, this repeat prescription may not be up to date. If this is the case please contact your GP practice.

Unless you have not done so already, or you collect your prescription from the surgery, please add a message to your My Health Online prescription request, informing us of the chemist that you would like to collect your prescription from.

Please allow 48 hours (i.e. 2 working days), excluding weekends and Bank Holidays, for your request to be processed. Please note that if you choose a pharmacy as a collection point, the turnaround time is at least 3 working days rather than the usual 2 if collecting your prescription from the surgery. Please speak to your chosen chemist to find out how long it will normally take. Online requesting should not be used for urgent prescriptions or for medications that are not on repeats. Thank you.

| Select                              | Drug                             | Details  | Last Issued |
|-------------------------------------|----------------------------------|--|-------------|
| <input checked="" type="checkbox"/> | Aspirin 75mg dispersible tablets | take one daily with food to thin your blood and help prevent a heart attack, 28 tablet | 02 May 2014 |
| <input checked="" type="checkbox"/> | Simvastatin 40mg tablets         | One To Be Taken At Night, 28 tablet  | 02 May 2014 |

You may include a message relating to your request.  
 If you need to request something that is not listed above, contact your practice.  
 The only characters allowed are numbers, letters, full stops, commas and apostrophes.

I'm ordering early because I'm going away on holiday

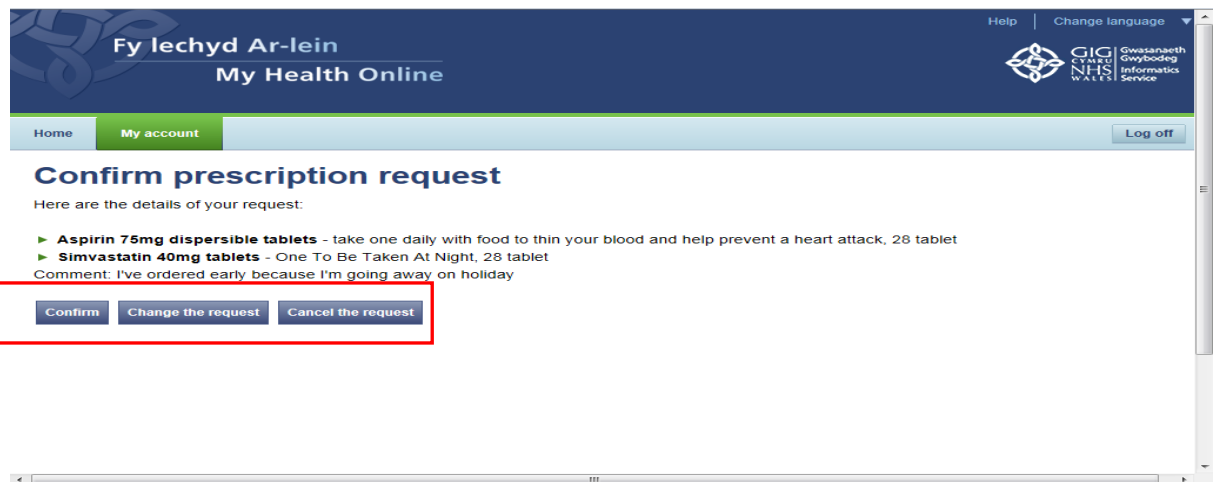
Maximum characters 200. You have 148 characters left.

If your doctor works at more than one place, remember to say where you usually collect your repeat prescriptions.

[Submit request](#)

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- 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 e-mail [Amb\\_myhealthonline@wales.nhs.uk](mailto: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 e-mail [Amb\\_myhealthonline@wales.nhs.uk](mailto:Amb_myhealthonline@wales.nhs.uk) providing your practice ID, your full name and the error message you are getting