

User Guide for Patients

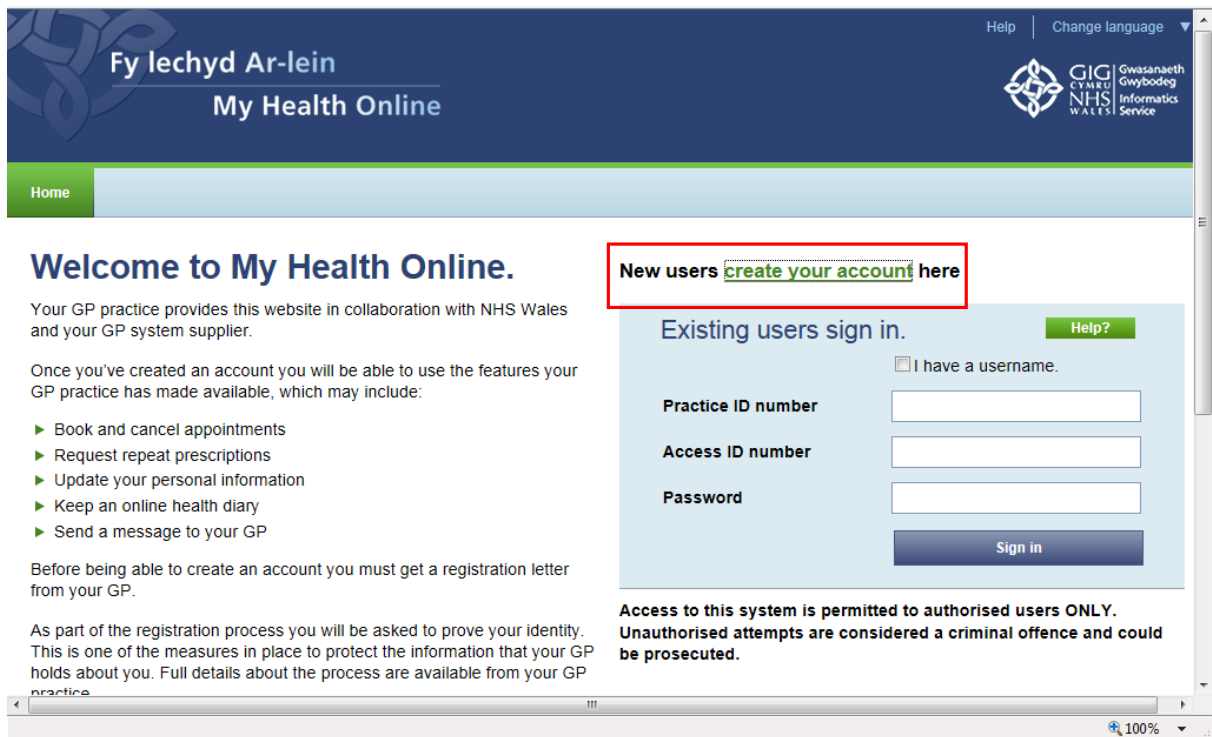
Creating a My Health Online Account

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:
2. www.beechhouse.gpsurgery.net or
3. www.myhealthonline-emisweb.wales.nhs.uk
4. Select your preferred language – English / Cymraeg
5. 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 contains a list of features available to users with an account, such as booking appointments and requesting prescriptions. 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', along with a 'Sign in' button and a 'Help?' link. A warning message at the bottom of the sign-in form states: '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

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

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		<input type="text"/>

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:
2. www.beechhouse.gpsurgery.net or
3. www.myhealthonline-emisweb.wales.nhs.uk
4. Select your preferred language – English / Cymraeg
5. Put a tick in 'I have a username' and complete the 2 login boxes

Fy Iechyd Ar-lein
My Health Online

Help | Change language

GIG Cymru Gwasanaeth Gwybodeg NHS WYALLES Informatics Service

Home

Welcome to My Health Online.

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

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 practice.

New users [create your account](#) here

Existing users sign in.

I have a username. [Help?](#)

Username

Password

Sign in

Access to this system is permitted to authorised users ONLY. Unauthorised attempts are considered a criminal offence and could be prosecuted.

6. You will now see your home page for on-line services, from here you can
 - a. View / book / cancel appointments or Order repeat prescriptions
 - b. Change your e-mail address / password/username/address/contact details

Fy Iechyd Ar-lein
My Health Online

Home **My account** Log off

Welcome Miss Mighty Mouse

You last logged in on: 04/06/2014 15:45:59 *If this is not correct, please [logout](#) immediately and contact your practice for advice*

Your details

[Update your details](#) [Change password](#) [Associate username](#)

Name Miss Mighty Mouse
Address 106 Splott Road, Cardiff, South Glamorgan, CF24 2XY

Appointments

[Book an appointment](#)

Date	Time	Clinician	Location	Action
You have no appointments booked.				

Repeat prescriptions

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

Date	Drug	Status
You have no prescription requests		

Ordering Repeat Prescriptions

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](#)

Terms of use Privacy policy Cookies policy v3.0.2.0

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.

If confirming your request you will go to a screen that states 'Prescription Request Confirmed'.

5. 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.

Making Appointments

1. Select the appointment section on the screen.
2. You can select a named Doctor or ANP, gender and location for your appointment or scroll through the whole list giving dates, times and which Doctor or ANP have appointments available.
3. Select the time you wish to be seen and click.
4. Another screen will be shown asking you to confirm the appointment.
5. Please remember to cancel any appointments if they are no longer needed.
6. Either go back to the appointment screen, click on the appointment you had made and cancel or contact the surgery.

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.

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 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 providing your practice ID, your full name and the error message you are getting