



## Online Services SystmOnline – Patient User Guide

### Logging in

SystmOnline is the software that we are using to manage the online booking of routine doctor appointments and the ordering of repeat prescriptions.

Once you have your user name and a random password you can log in to the system via our website.

Click the link on the front page 'Appointments', then 'Enter Online Services'

You will be taken directly to the SystmOnline Login page, which opens in a separate browser window.

Enter your username and password and click Login.

You will then see the SystmOnline Home Page, which shows your details and the Practice's contact details at the top.

You can reach all the online services from here. You can return to the Home Page by clicking Home in the blue menu bar, or by clicking the Back button on any page.

### Changing your SystmOnline Password

You will initially be given a random password but you can change this to something more memorable. Passwords must be eight or more characters long and must contain at least one number and one non-alphanumeric character, e.g. '!' or '?'

1. Click the Change Password link on the Home Page.
2. Enter the current password.
3. Enter the new password.
4. Re-enter the new password.
5. Click Submit. You are advised to memorise the new password, and not to write it down or disclose it to anyone else.

6. Click Back.

**Note: The practice cannot remind you if you forget your password.**

If this happens we will need to issue you a new password which will take some time to process, in the same way as your initial registration.

## Changing your Contact Details

Please make sure that we have your up to date contact details.

To change your address, telephone number(s) or email address:

Click the **Change Contact Details** link on the Home page.

Enter your new details then click Submit new contact details. A message is displayed, showing that your details were sent successfully.

**Note:** In the future we may send text messages to your mobile phone, e.g. appointment reminders. If you would be happy for us to contact you in this way, select Allow SMS notifications and ensure that you have provided your mobile telephone number.

## Appointments

You will be able to see up to five past appointments and all future appointments. You will also be able to book and cancel appointments.

You can only book one future appointment at a time. If you need to book another appointment, please contact us on 01279465700.

## Viewing Past/Future Appointments

Click the View Past Appointments/View Future Appointments link on the Home Page, or click the Past Appointments/Future Appointments button on the main menu bar.

This page shows the date, day, start and end time of past appointments as well as the location, clinician and booking status, e.g. 'Booked'.

Click Details to see the full address and any special instructions, e.g. 'Please remember to bring your medication.'

To print these details, click Print.

## Booking an appointment

If you have not already booked an appointment online, you can book a future appointment.

Click the Book Appointment link on the Home Page or the Book Appointment button on the main menu bar.

The page displayed shows details of all the available surgeries. The table shows the date an appointment is available, the earliest and latest slot (appointment) times, as well as the location, clinician and session type.

You can book up to four weeks in advance. The initial screen shows available appointments for the next two weeks. A drop-down list is available for you to select dates further in the future.

Select an option from the list and click Show.

Click View Available Appts at the end of the row for the session you require.

A list of appointments is displayed showing the appointment type, start and end time, and duration of the appointment. The most useful columns for you are 'Start Time' and 'End Time'.

Click Book at the end of the row for the appointment you require.

Check the details of the appointment. If appropriate, enter the reason for your appointment in the Reason field, e.g. Blood Pressure check. This will help us to prepare for your appointment.

Bear in mind, however, that any information you enter may be visible to a number of staff members and not just to the clinician you are going to see.

To continue without booking the appointment, click Cancel.

To confirm the appointment, click Book Appointment. The appointment is confirmed.

To print the details, click Print. Otherwise, click Back or any other menu option.

## **Cancelling an appointment**

To cancel an appointment:

Go to the Future Appointments page and click the Cancel Appointment button relating to the appropriate appointment.

Check the appointment details and click Cancel this appointment.

To continue without cancelling the appointment, click Back or any other menu option; otherwise, click Close.

If you wish to log out at this point please following the instructions at the end of this guide.

## **Prescriptions**

For certain drugs, you can request a repeat prescription.

Click the Current Prescriptions link on the Home Page, or the Current Prescriptions button on the main menu bar.

All your current repeat prescriptions are listed with the drug, dosage, quantity, last issued date and status. An empty tick box in the left-hand column means you can ask for a new prescription for that drug.

**To request a repeat prescription:**

Select the drug by ticking the box in the left-hand column. If the item you require is not listed or if you need to include further information with your request, type the details into the Medication Request Notes field.

Bear in mind that this information will be visible to members of the practice staff.

Click Request Medication. The Medication Order Summary is displayed, stating that a request has been sent to us to re-prescribe the item(s), and will provide details of when the prescription will be ready for collection.

Click Return to Current Medication to return to the Current Prescriptions page where the status of the drug will show that it has been requested.

If you wish to log out at this point please following the instructions at the end of this guide.

## **Logging out**

To logout:

Click the Logout link on the Home Page or the Logout button on the main menu bar.

Close your Internet browser.

Note: The website will automatically log out after a period of inactivity. Type in your user name and password to re-enter the site.

## **Use of SystmOnline**

Please use this service responsibly. In the case of any abuse of the service, we will have to prevent you from accessing the service by stopping your user name and password from working.

Examples of irresponsible use of the system may include, but are not limited to:

Booking appointments you do not attend

Repeatedly booking and then cancelling appointments

Repeatedly requesting prescriptions that you do not need

We and SystmOnline are committed to protecting your privacy online. The personal information you enter on this website is strictly controlled. Information entered is available only to members of staff with appropriate access rights at this practice – i.e. those managing appointment booking, repeat prescribing and patient registration. Your personal information will not be shared with any third parties.