

### **Patient Portal Guide**

As you may be aware we have recently moved to a new software system, Qinec. One of the main benefits to our patients will be the 'Patient Portal'. This will enable you to have access to booking your own appointments online as well as being able to view test results and some documents online.

The aim of this guide is to help you navigate the system with ease and to explain some areas more clearly.

## Registering and logging in

You will have been sent a time sensitive link to register yourself (and any children) by email. Please follow the instructions given on this email and use the username provided (see below) to log in and create a password/ security questions. If for some reason you did not receive an email from us or have missed the 48 hour window to register, please contact reception and another email can be sent to you.

Your username will be the email address you have registered with us. *Please note that we are unable to have two patients registered with the same email address*. Therefore if you have children, their username by default has been created by prefixing their first name to your own personal email address. For example, if your child is named Leo and your email address is <a href="mailto:patient@yahoo.co.uk">patient@yahoo.co.uk</a>, your child's username will be <a href="mailto:leo@patient@yahoo.co.uk">leo@patient@yahoo.co.uk</a>.

# **Home Page**

When you first log in, you will see your home page (below). This shows you the details of any upcoming appointments. You are able to cancel appointments here, although this can only be done online if it is more than 24 hours before your appointment. After this time, please telephone reception.



On the left hand side of the screen you will see a navigation bar. These will be explained in detail on the following pages.

## My Details

In this tab you will be able to update phone numbers and your email address. If you need to amend or change your postal address, then please telephone reception.

You do not need to worry about the marketing tick boxes at the bottom of the page.

You are able to change your password on this screen.

# **My Appointments**

This tab enables you to see any upcoming and previous appointments that have been booked either online, by phone or in person. You can also book an appointment through this screen.

# **My Forms**

We may upload forms to the patient portal for completion ahead of your consultation and these will be found in the "My Forms" section. At present this will be limited to registration forms for new patients but we may extend this facility in the future, for example for you to complete some information before a medical.

### **Book Appointment**

Please click this tab to book an appointment online.



The first page you see (above) will be entitled "Booking Type".

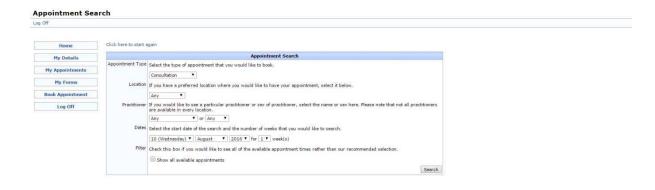
There is only an option to make a private booking, so please select this and press continue.

NB. The prices shown will automatically reflect your membership status so you do not need to worry about the statement about booking as a scheme member.

You will then be presented with a choice of doctors to book an appointment with:



Please select a doctor from the drop down list and press continue. The next screen will help you find an appointment:



Please select the type of consultation you wish to have under "Appointment Type" (i.e. a standard 30 minute Consultation, a Full Health Screen or a Well Woman check).

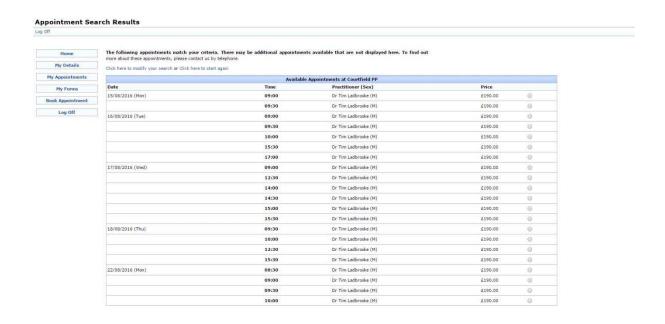
You can leave the "Location" as "Any" or select "Courtfield PP". There are no other locations that we use so this function is not needed.

Under the "Practitioner" drop down menu you will be presented only with the doctor already selected on the previous screen, so you can either select this doctor or leave your choice as "Any".

Please then select the date you are looking to book for. On the next screen you will find a selection of available appointments for the date range entered, or if you select "show all available appointments", you will see a comprehensive list.

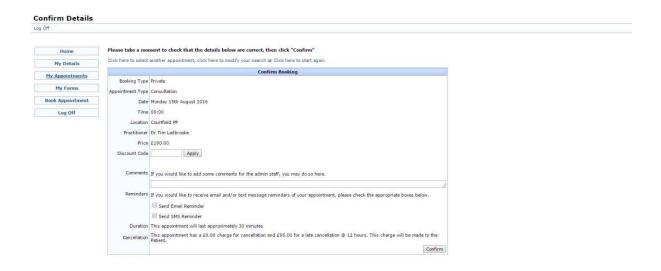
Please note, not all of our appointments are bookable online so if you cannot find a suitable appointment time then please call reception.

The next screen (below) will take you to a list of available appointments. At the top of the screen you will see the option to modify your search or start again:



To select the appointment simply click the circle next to the appointment you want to book and click the 'book appointment' button at the bottom of the page.

Please confirm your selection on the next screen. This will show you the appointment details and gives you the option to leave any further details for reception staff in the free text box:



Please check the appropriate box as to whether you wish to receive an email or SMS reminder for your appointment.

When you select 'Confirm' at the bottom of the page, you will then see the final screen below.



If you have any issues booking an appointment or using the Patient Portal then please contact reception on 020 7373 3541 and they will be very happy to help.