



Cookham Medical Centre

Setting up an account to access On-line renewal of prescriptions.

Once you have set up your account, you will be able to access additional on-line services with the medical Centre as they become available.

Initial step

Visit the Medical Centre, taking with you means of identification (Passport, or your full Birth Certificate and National Insurance Number)

You will be given a letter which will provide the details you will need to set up your account.

1. The letter will tell you to visit <http://patient.emisaccess.co.uk>

The Patient Access Welcome screen is displayed

To set up an account, you need to use the Register section, shaded in green, on the left side of the screen. You only need to use this section once.

2. Click **Register**

The Register screen is displayed

3. On the Register screen

- a. Select **Yes**
- b. Type the details from your registration letter into the fields on the screen. You must complete all the fields marked with an asterisk *
- c. Click **Next**

A screen is displayed to enable you to add your personal details (name, date of birth, sex and address) and choose a password)

The screenshot shows the 'Register' page on Patient.co.uk. At the top, there are links for 'Home' and 'Help', and a 'powered by emis' logo. A progress bar indicates the current step. The main heading is 'Register', followed by a sub-heading: 'Great news! Dr EMIS Web And Partners offers Patient Access. Please enter your details below to create an account.' The form is divided into two sections: 'About you' and 'Your account'. 'About you' includes fields for Surname, Date of birth (with Day, Month, and Year dropdowns), Sex (with a Select dropdown), House name/number, and Home postcode. 'Your account' includes fields for Choose a password, Confirm your password, and Password strength. A 'Next' button is at the bottom. A legend indicates that an asterisk (*) denotes a required field. At the very bottom, there are links for 'Terms of use', 'Privacy policy', and 'Cookies notice'.

4. Type your details in the fields on the screen.

You must complete all the fields marked with an asterisk *

5. Click **Next**


A screen is displayed to enable you to add contact details and security information

The screenshot shows the 'Register' page on Patient.co.uk, continuing from the previous step. The progress bar is further along. The main heading is 'Register', followed by a sub-heading: 'Finally, please complete this security and contact information so that we can help you in the event that you forget your details.' The form is divided into two sections: 'Contact details' and 'Security questions'. 'Contact details' includes fields for Email and Mobile number. 'Security questions' includes two sets of fields for Security question and Security answer. A note states: 'Please enter at least 2 security question(s). Note: Adding or Removing a security question will clear all unsave data you have already input on this page.' At the bottom, there are buttons for 'Next', 'Add Question', and 'Remove Question'. A legend indicates that an asterisk (*) denotes a required field. At the very bottom, there are links for 'Terms of use', 'Privacy policy', 'Cookies policy', and 'Feedback', along with the version number 'v6.4.1.0'.

6. Type your E-mail address

7. Type your mobile number

8. For each security question:

- a. In the security question field click  and select the question you wish to use
- b. In the Security answer field, type your answer to the selected question

9. Click **Next**

A screen is displayed to confirm that your registration was successful and to provide your Patient Access used ID

10. Make a note of your user ID for future reference

Sign in to Patient Access using your account details

1. Go to the patient access website <http://patient.emisaccess.co.uk>



2. To sign in, you need to use the Sign In section, shaded in yellow on the right side of the screen

The first time you sign in

- Click Get my User ID

The Get your new user ID section is displayed on the right side of the screen, shaded in grey.



- In the Access ID field, type your Access ID
- In the Practice ID field, type your practice ID
- Click **Get my user ID**
- Make a note of your user ID for future reference

3. In the password field, type your password

4. Click **Sign In**

The Welcome screen will be displayed

Home Patient access Sign out Help

powered by **emis**

Welcome Mr John Smith

You last signed in on: 27/01/2014 09:33:11 *if this is not correct, please sign out immediately and contact your practice for advice*

Your Details [Update your contact details](#) [Change password](#)
[Change security questions](#)

Name	Mr John Smith
Address	98 High Street Cookham

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

Date	Drug	Status
You have no prescription requests		

Ordering and monitoring prescriptions

1. Log in as described above

To request a prescription

a. Click on **Make a request**. The Repeat Medication screen will be displayed

Home Patient access Sign out Help

powered by **emis**

Your Repeat Medication

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

You can search for information on each item by clicking the **i** icon. This will open in a new window. This information is taken from www.patient.co.uk where you can find information on medicines and other medical topics.

Select Drug	Details	Last issued
<input type="checkbox"/> Amlodipine 5mg tablets i	ONE TO BE TAKEN DAILY, 2 x 28 tablet	28 Jan 2014
<input type="checkbox"/> Aspirin 75mg gastro-resistant tablets i	ONE TO BE TAKEN DAILY, 56 tablet	28 Jan 2014
<input type="checkbox"/> Atorvastatin 10mg tablets i	ONE TO BE TAKEN DAILY, 56 tablet	28 Jan 2014
<input type="checkbox"/> Candesartan 16mg tablets i	ONE TO BE TAKEN DAILY, 2 x 28 tablet	28 Jan 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.

Maximum characters 200. You have 200 characters left.

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

[Submit Request](#)

Terms of use Privacy policy Cookies policy Feedback v6.0.0.000

b. Check the boxes to the left of the items that you require.
You may add a note in the space provided if there is anything that is not straightforward.

To view a list of your current medication

a. Click on See your repeat prescriptions
A list of your current medications is shown.

b. Click on the **i** icon to see information about an item

To check on the status of a prescription

a. Click on **See request details**

The status of any requests that you have made will be displayed. The meaning is as follows:

Status	What this means
You have no prescription requests	Any earlier requests have been completed
Requested	The request has been sent but is waiting for the practice to action it.
Accepted	The practice has accepted your repeat request. You might need to wait another two working days before you can collect it. Check with your practice for specific collection times as different practices have different routines for this.
Rejected	The practice has rejected the request. Contact your practice for the reason for rejection

Troubleshooting

The hints and tips in the following table may help patients who are having problems with signing in to Patient Access. If patients cannot resolve problems with signing in, they should contact their practice.

Problem	Email address and mobile number provided when registering	Email address and mobile number <i>not</i> provided when registering
Forgotten your user ID	Click I forgot my User ID on the Patient Access Welcome screen.	Contact your practice.
Forgotten your password	Click I forgot my password on the Patient Access Welcome screen.	Contact your practice.
Internal error message	This can happen for a number of reasons, but should not be a regular occurrence. If this happens frequently and there is no problem with your internet service, contact your practice.	

The hints and tips in the following table may help practice staff to deal with queries from patients who are having problems with signing in to Patient Access.

Problem	Email address and mobile number provided when registering	Email address and mobile number <i>not</i> provided when registering
Forgotten user ID	You can disable or delete the patient's account, and then the patient can complete a new online registration.	You can disable or delete the patient's account, and then generate a new registration letter which the patient can use to set up a new account.
Forgotten password	You can disable or delete the patient's account, and then the patient can complete a new online registration.	You can disable or delete the patient's account, and then generate a new registration letter which the patient can use to set up a new account.
Internal error message	If multiple patients report this and the service status is online, contact EMIS Support in the usual way and they will investigate.	