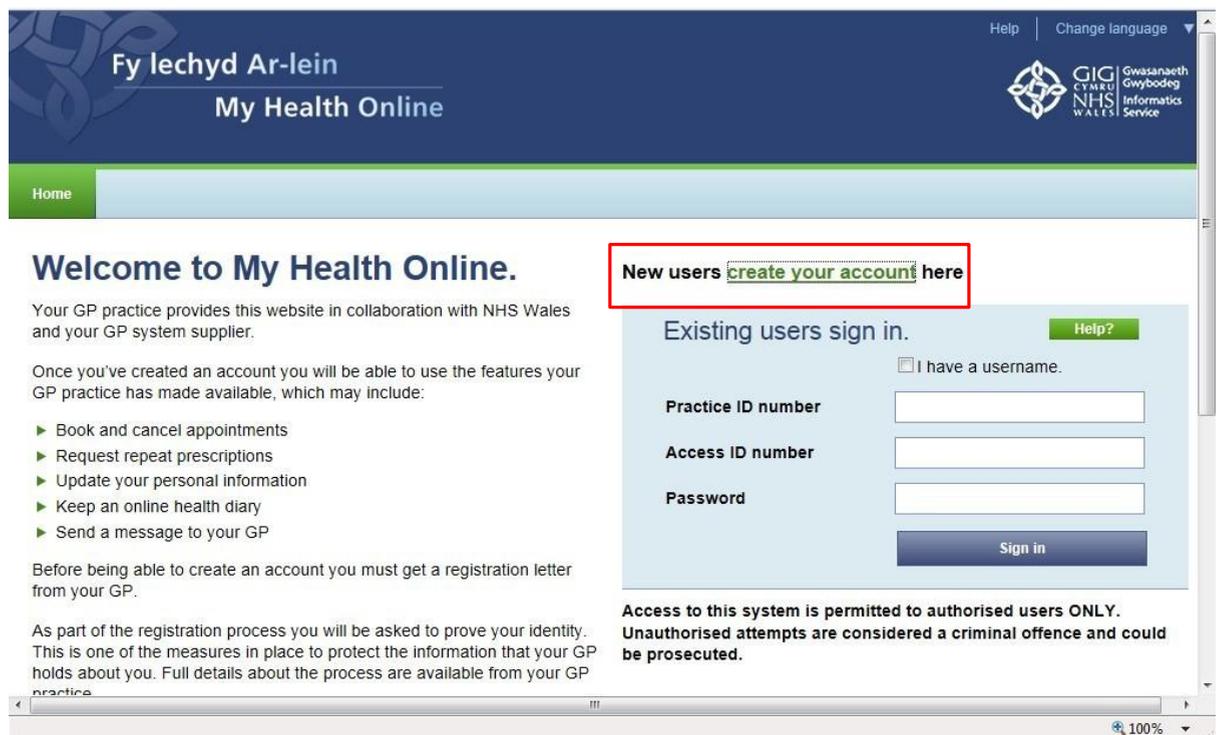# User Guide for Patients

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
2. Select your preferred language – English / Cymraeg
3. Click on the "New users create your account here

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

Screen 1

Screen 2

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
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
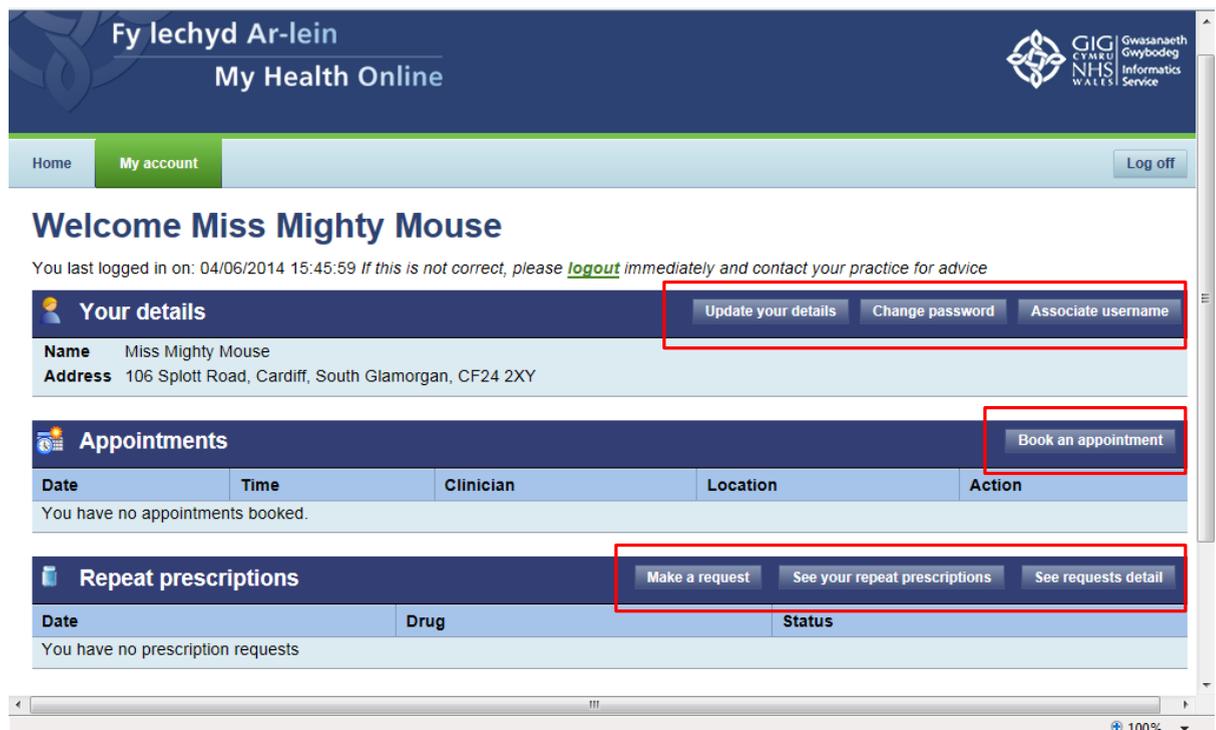
Booking Appointments

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.

2. 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.

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.

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.

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.

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

6. 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		1
Number and street	*	Mhol Street
Village		
Town/city	*	LI29 9Np
County		
Postcode	*	
Telephone		
Mobile		
Email		

Save changes   Don't save changes

Terms of use   Privacy policy   Cookies policy   v3.0.2.0

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 contact NHS direct on: 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 contact NHS direct on: amb_myhealthonline@wales.nhs.uk providing your practice ID, your full name and the error message you are getting.