

My Health Online – Online Appointments

Release 0 & 0.5

Wales



Working in Partnership with NWIS



Table of Editions and Contents

Date	Version	Contents	Output
6/12/10	001	Draft document compiled HJOH	Docx & PDF
15/02/11	002	Updated email screenshots, and Registration letter details.	Docx & PDF
14/03/11	003	Updated following NWIS review.	Docx & PDF
23/09/11	004	Document Split to separate modular documents. Updated to VOSAPP2 and Release 0.5	Docx & PDF
01/11/11	005	Online Appointments Practice and Patient user guides merged.	Docx & PDF
09/11/11	006	Updated following review by ESTU	Docx & PDF
23/11/11	007	Update to Online Appointments (Patients) Booking an Appt, added details of Results link, and additional clinician's details.	Docx & PDF
05/12/11	008	Updated to remove SMS details	Docx & PDF
08/02/12	009	Removed Tomcat details.	Docx & PDF

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Online Appointments (Practice)

What's New

DLM 380

Vision Appointment (Practice)

Slot Type Changes

- **Non-Viewable** – Can define slots as viewable or non-viewable. Non viewable slots can only be seen in Vision Appointments. See [“Non-Viewable Slots”](#) on page 15.
- **Web Default** – This enables you define a slot for Web use. When added to a session these slots are updated each time the books are modified or extended and are displayed in the appointment book as Reserved for Web. See [“Web Default”](#) on page 15.

Reserving Slots Changes

- **Reserve for Web – Automatic** – When creating or editing sessions slots can be marked as Reserved for Web. This can be done directly in slot distribution, or by using a slot type which marked as Web Default. See [“Reserve for Web – Automatic”](#) on page 17.
- **Reserve for Web – All Sessions** – Recurring appointments can now be reserved for a specific time period. Select a start and end date, during this period slots will be marked as Reserved for Web each time the appointment book is extended or modified. See [“Recurring Appointments”](#) on page 19.

Session Setup Changes

- **Travel Clinic** – A session can be defined as a travel clinic, when patients select a travel clinic appointment they are prompted to select the country they are travelling too. This is then recorded and can be viewed at the practice. See [“Travel Clinic”](#) on page 10.

Reporting Changes

- **Online Appointment Report** – Is available which enables you to search for slots available, booked or cancelled. See [“Online Appointment Report”](#) on page 20.

- **Did Not Attend (DNA) Report** – Has been updated to display DNA's where the appointment was booked online. See "[Did Not Attend \(DNA\) Report](#)" on page 21.

Online Appointment (Patient)

Booking Appointment Changes

- **Save Filter** – When searching for specific appointments for example those available for a particular doctor or on a specific day, your selection can be saved and used as the default for future appointment searches. See "[Booking an Appointment](#)" on page 23.
- **New Date Search Options** – You can now select a specific date from a calendar, it is also possible to select a date range using the Between Dates option. See "[Booking an Appointment](#)" on page 23.
- **Clinician Details** – The clinicians' gender and role are now displayed in the appointments details, their special clinical interests may also be displayed (if recorded). See "[Booking an Appointment](#)" on page 23.
- **Book a Travel Clinic Appointment** – A travel clinic appointment enables you to record which country you are travelling to, so the practice can arrange your travel vaccinations and advice. See "[Booking a Travel Clinic Appointment](#)" on page 27.

Viewing Appointment Changes

- **Viewing Missed Appointments** – If you have missed an appointment it will be listed on the Appointments tab. See "[Viewing Missed Appointments](#)" on page 30.

Cancelling Appointment Changes

- **Cancellation Cut Off Time** – Your practice may have set a deadline for appointment cancellations. If you attempt to cancel an appointment that occurs in the cut-off period, you are prevented from doing so. You will need to contact your practice directly to cancel the appointment. See "[Cancellation Cut Off Period](#)" on page 32.

Other Changes

- **Bug Fix** – The error that prevented users creating a session with more than 60 slots has now been resolved.
- Original MHOL Online Appointment documentation re-organised into separate modular user guides:
 - **MHOL Configuration User Guide** – This is for Practices to enable and setup VOS and configure services eg Online Appointments.
 - **MHOL Registration** – This user guide explains how to register a patient for VOS and manage the registration, and also details how a patient creates and activates a MHOL user account.
 - **MHOL Using Online Appointment (Practice)** – This user guide explains how to configure Vision Appointments for use online. It also shows how Online Appointments is used to book or cancel appointments.

Introduction

My Health Online (MHOL) has been developed to expand the services practices offer to patients. This user guide details the use and setup of MHOL – Online Appointments.

Currently patients have to attend or phone the practice to book an appointment during surgery opening times. Online Appointments gives Practices the ability to create a website accessed by patients to book appointments, check appointment times and cancel appointments at any time.

Your Practice determines which of your appointment slots are available on the My Health Online Website and can customise how patients use the services.

Your practice is then responsible for registering patients to use My Health Online; this is done within the Patient Registration module of Vision. You can also disable Online Services to patients it feels are abusing the facility.

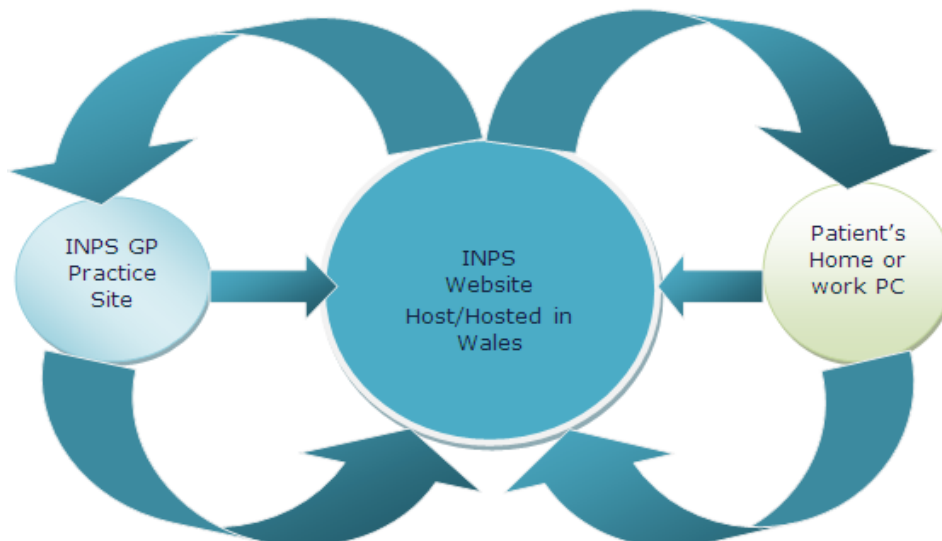
Benefits of Using Online Appointments

The benefits of Online Appointments are:

- 1 •It will help ease demand on a busy practice reception.
- 2 •Patients will no longer have to queue at the practice or on the telephone to manage their appointments.
- 3 •It will allow patients to manage their appointments outside of surgery opening times, where surgery hours are not always convenient.
- 4 •Patients will be able to access their appointments wherever they have access to the internet i.e. work/home.
- 5 •It will reduce DNA's by making it easier for patients to cancel or change appointments

Flow of Information

The following diagram demonstrates how the information flows between the practice, patient and the INPS hosted server.



Workflow Overview

- 1 • MHOL will be installed by INPS following a DLM download. This will then require additional setup by INPS prior to using this product.
- 2 • In Vision Control Panel you need to enable and configure Vision Online Services (VOS) for Online Appointments.
- 3 • Check Staff access and session setup.
- 4 • You may need to amend Vision Appointment Sessions, especially if Vision appointments is used by one or more branch surgeries.
- 5 • In Vision Appointments, you must then determine which appointments patients have access to online and reserve related appointment slots.
- 6 • Must add/review Appointment Cancellation messages for use online.
- 7 • Register patients for Vision Online Services, then print out the Registration Confirmation Letter.

Practice Setup

This software will be installed on your computer system using Down Line Manager (DLM) and will be accessible from your GPC machine. However, this will need to be configured and setup by staff at INPS prior to using this product.

Following INPS setup, you need to configure My Health Online – Online Appointments using the tools available in Control Panel.

NOTE – The VOS website is **not** available 24 hours per day. It may be unavailable, for example when backup is running at the Practice, or when the website is being updated.

Patient Registration

Once Vision Online Services have been activated, a new Online Services tab becomes available in **Vision - Registration** to enable you to create a Vision Online Appointments web account for the patient. This will keep a record of the status of their account. This account can be disabled by the Practice if misused by the patient. See MHOL Registration User Guide for further details.

Configure Vision Appointment for Website Use

For appointments to be available for patients to book online, you must mark the required appointments as Reserved for Web (see “[Configure Vision Appointment for Website Use](#)” on page 6). Before you do this, it is advised that you review the following options in Vision Appointments:

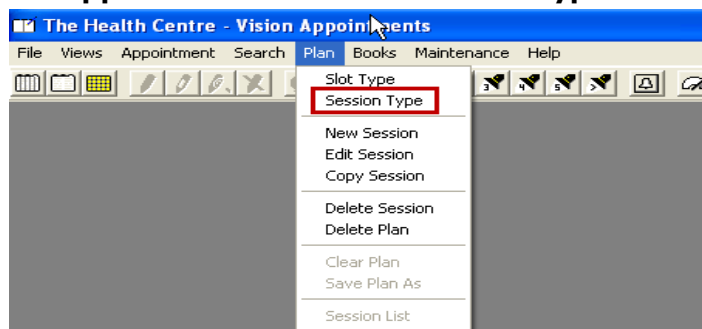
- **Session setup** – Review your session settings to ensure the correct details are available online, especially for branch surgery sessions. See “[Session Setup](#)” on page 6.
- **Travel Clinic** – Create a Travel Clinic session, patients can select the countries they are travelling to, when booking a Travel Clinic appointment. See “[Travel Clinic](#)” on page 10.
- **Cancellation Messages** – Are used in the practice and online to record a reason for cancelling an appointment. See “[Cancellation Reasons](#)” on page 12.
- **Patient Prompt** – In System Constants, turn on a prompt to enable you to register patients for Online Services. See “[Patient Prompt](#)” on page 13.
- **Appointments Refresh rate** – Determine how quickly Vision Appointments and Online Appointments details are updated. See “[Appointment Refresh Rate](#)” on page 14.

Session Setup

Session Type

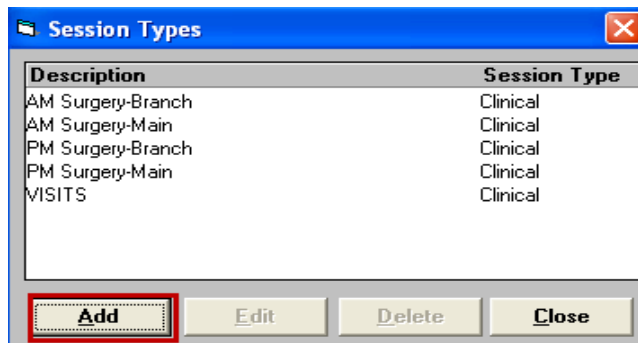
It is useful when using Online Appointments to keep the number of session headers to a minimum, for example AM Surgery, PM Surgery. These session headers can then be used to setup numerous individual sessions for the clinicians using appointments.

1. Go to **Vision Appointments – Plan – Session Type**.



Plan – Session Type

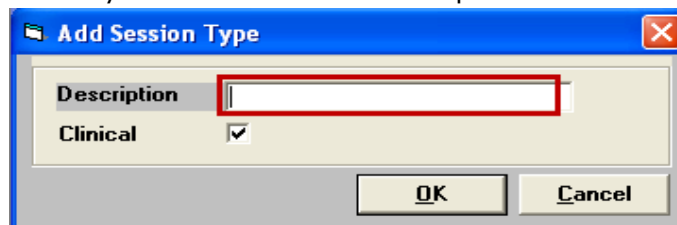
2. If you are a branch surgery and each site uses Appointments, it is recommended that you have a set of Session Headers for each site. For example, AM Surgery – Main Site, PM Surgery - Main Site, AM Surgery - Branch Site, PM Surgery – Branch Site etc. (Replace Main or Branch with actual name to identify site).



Session Types - Add

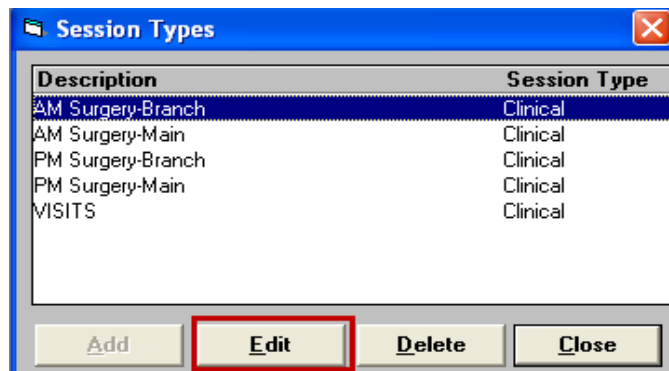
NOTE – Session Locations enables you to define which sessions are used at which locations. See “VOS Configuration User Guide” for further details.

- To add a new session, click **Add**, type your **description** in the description window; click **OK** to close. To add further sessions click on Add and repeat this process until you have added all the required sessions.



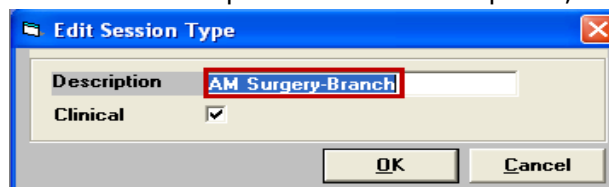
Session Type - Add

- To edit an existing session, highlight the session in the Session Types window, click **Edit**.



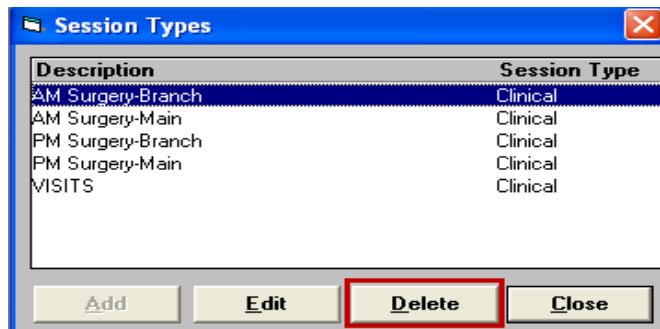
Session Types - Edit

- Change the text in the Description window as required, click **OK** to close.



Session Type - Edit

- To Delete an entry from Session Types, highlight the session in the Session Types window, click **Delete**.



Session Types - Delete

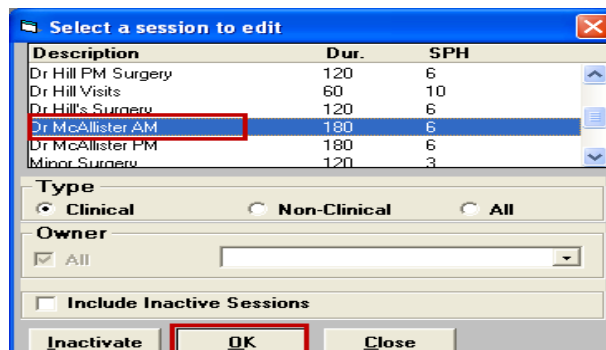
7. You are prompted: *Are you sure you want to delete the selected session types*, select **Yes** to confirm deletion, select **NO** to cancel the deletion.
8. If the Session is in use, you are prompted: *Session Type is being used in a Weekly Plan. You cannot delete this item. You will need to edit the Weekly Plan to enable the deletion of the session type.*

Editing a Session

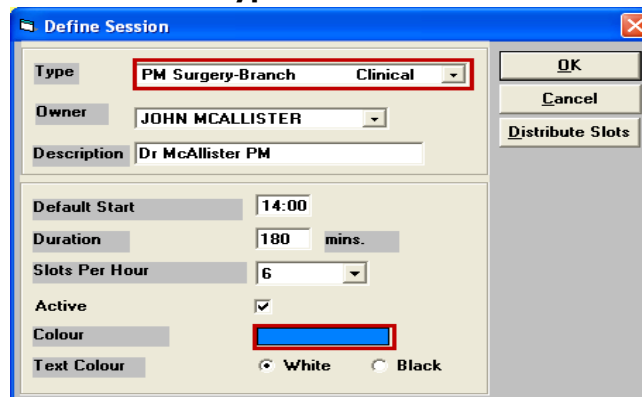
Editing a Session may be required to change a Session Type or to change the Session Header Colour. It is recommended that you use Header colours to identify each site on the screen, for example, the Main Site has green headers; the branch site has blue headers.

To Edit a session and/or change Session Header colour:

1. Go to **Vision Appointments – Plan – Edit Session**, highlight the session from the list. Click **OK** to select.

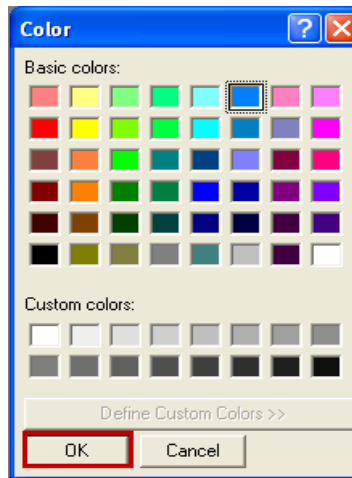


2. To change the Session Type, click on the arrow at the end of the Type box, select the correct **Session Type** from the list.



Edit Session

- To Change the Session Header Colour, click in the coloured box, you will be presented with a Colour Palette, select the required colour from the palette, click **OK** to return to the Edit Session Window.



Colour Palette

- Check the details, click **OK** to close. You may need to run modify books if already extended.

The Health Centre - Vision Appointments			
Reception View			
Doctors			
Mon	Tue	Wed	THUR
ALISON HILL		DAVID BURTON	
DR HILL'S SURGERY		DR BURTON AM	
08:30	08:30	08:30	08:30
08:10	08:40	08:50	08:40
08:20	08:50	09:00	08:50
08:30	09:00	09:10	09:00
08:40	09:10	09:20	09:10
08:50	09:20	09:30	09:20
10:00	09:30	09:40	09:30
10:10	09:40	09:50	09:40
10:20	09:50	10:00	09:50
10:30	10:00	10:10	10:00
10:40	10:10	10:20	10:10
10:50	10:20	10:30	10:20
DR HILL VISITS		10:30	10:30
12:00	10:40	10:40	10:40
12:05	10:50	10:50	10:50
12:10	11:00	11:00	11:00
12:15	11:10	11:10	11:10
12:20	11:20	11:20	11:20
12:30			
12:35			
12:40			
12:45			
12:50			

Appointment List showing Coloured Headers

Travel Clinic

Sessions can now be defined as travel clinics. This enables the patient to select a country from a drop-down list, which is then added to the appointments comments and can be viewed in Consultation Manager and Appointments.

Appointments

Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test.

Book Appointment:

Date:	Tuesday 29 Nov 2011
Time:	9:45 AM - 10:30 AM
Duration:	45 minutes
	Miss Nurse Prescriber
Clinician/Clinic:	Main Speciality: Anaesthetics Interest Speciality: Blood Transfusion Role: Practice Nurse Gender: Female
Location:	The INPS Practice
Appointment Type:	Travel Immunisation

Countries you are visiting

The appointment you have selected is for a Travel Clinic. Please select the countries you will be visiting below. [If you selected this appointment by mistake, click here to return to the previous page.](#)

Select Countries

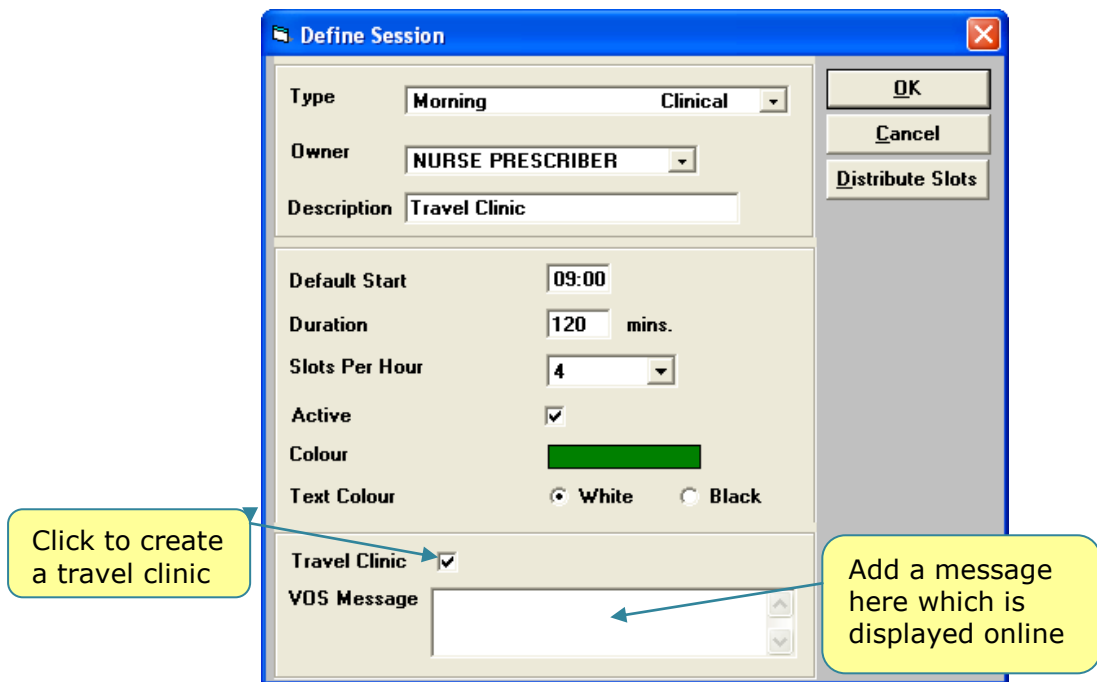
- Afghanistan
- Albania
- Algeria
- American Samoa
- Andorra
- Angola
- Anguilla
- Antarctica
- Antigua And Barbuda
- Argentina

Online Appointment – Travel Clinic

Create a Travel Clinic

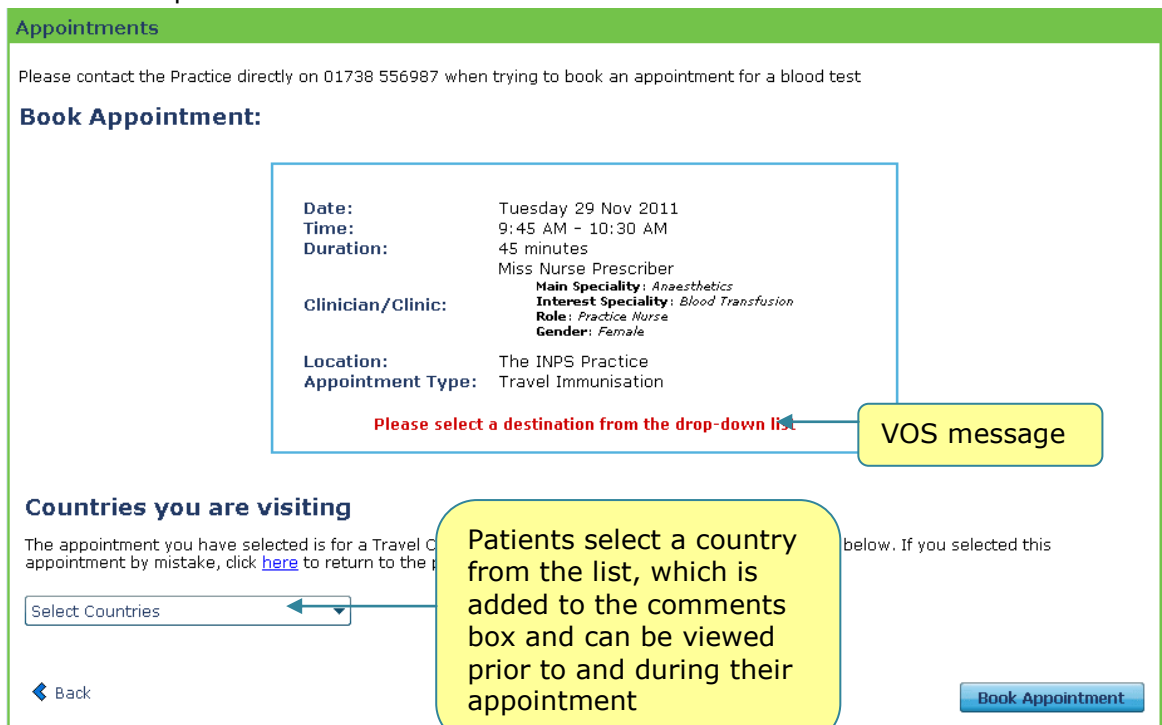
NOTE – Create a Travel Clinic slot type so patients can identify Travel Clinic appointments.

1. From **Vision – Appointments – Plan** select **New Session** to create a new session, or **Edit Session** to change an existing session.
2. Check the existing details or add new details as required.
3. Tick the **Travel Clinic** box.



Session – Travel Clinic

4. Type a message in the **VOS Message** box; this is displayed to the patient when they select a travel clinic appointment.
5. Click Distribute Slots and change the slots to a travel clinic slot type. Click **OK**.
6. Click **OK** to save and close the session.
7. The session is now a travel clinic and can be added to the appointment books as required.



Online Appointments – Travel Clinic Booking

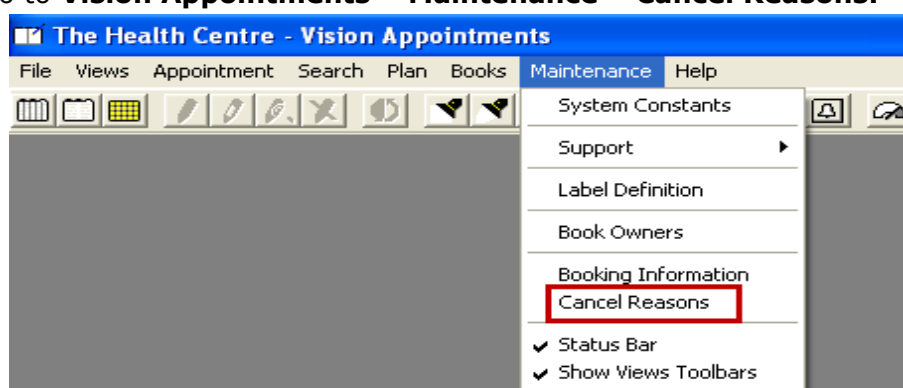
Cancellation Reasons

Cancellation reasons are used by Online Appointments for patients to record a reason why they are cancelling their appointments.

Note –Cancellation Reason text can be edited in **Vision – Management Tools – Control Panel –Online Services Config** to make it more explicit to the patient. You can also define which reasons are available for patients, also cancellation reasons can be displayed in English and Welsh. See “MHOL VOS Configuration User Guide” for further details.

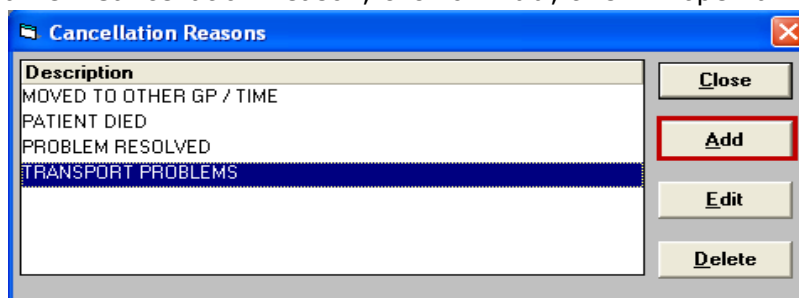
To review or add further Cancellation reasons:

1. Go to **Vision Appointments – Maintenance – Cancel Reasons**.



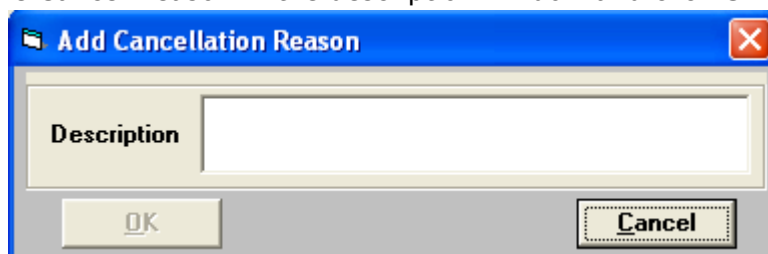
Maintenance – Cancel Reasons

2. To add a new Cancellation Reason, click on **Add**, this will open a new window.



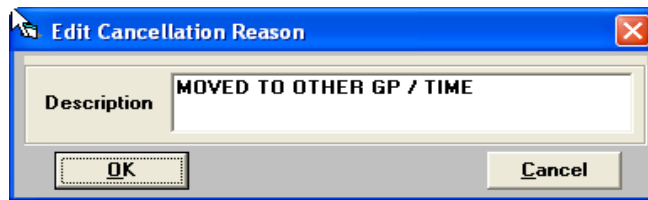
Cancellation Reasons - Add

3. Type the Cancel Reason in the description window and click **OK** to close.



Add Cancellation Reason

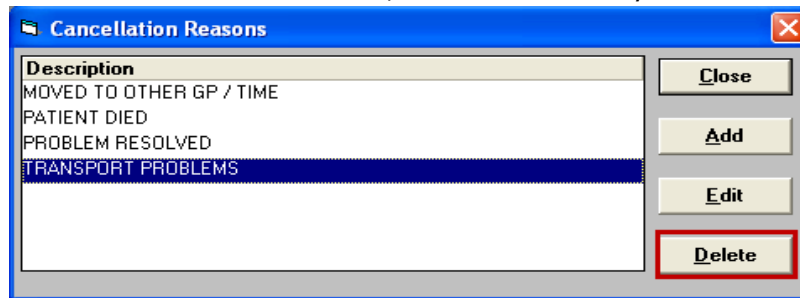
4. To edit a Cancellation Reason, select the appropriate line in the description window and click the **Edit** button, make the required changes, then click **OK** to close.



Cancellation Reason – Edit

NOTE: Do not delete the reason **Moved to Other GP Practices/Time** as this is automatically used each time an appointment is re-arranged and forms part of the audit trail.

- To delete a Cancellation Reason, select the appropriate line in the description window and click the **Delete** button, the selected entry will now be deleted.



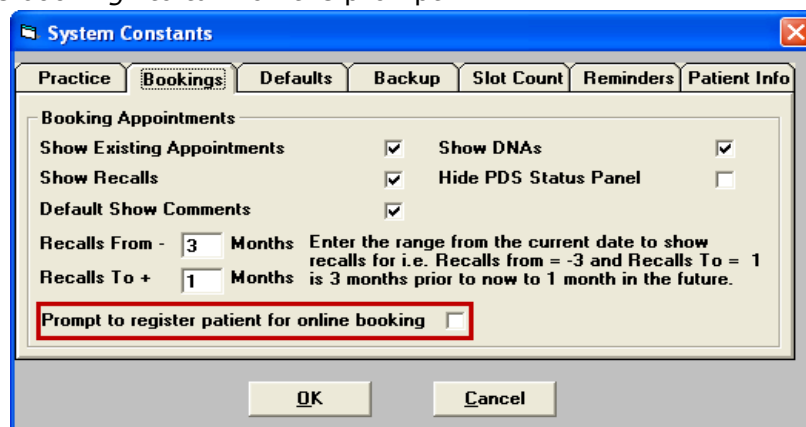
Cancellation Reason – Delete

- Click **Close** to close the Cancellation Reasons window.
- Go to **Vision – Management Tools – Control Panel – Online Services Config**, click the Appointments **Configuration** button and check the cancellation details are added to the list. Add a Welsh translation for each cancel reason. See “MHOL VOS Configuration User Guide” for further details.

Patient Prompt

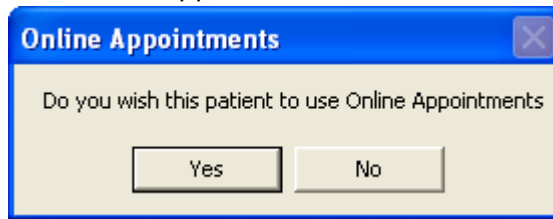
There is a setting in System Constants which you can turn on to prompt you that a patient is not registered for Online Appointments. When used, the prompt directs you to the patient’s Registration Screen to enable registration for Online Services.

- Go to **Vision – Appointments – Maintenance - System Constants – Bookings**; at the bottom of the page, select “Prompt to register patient for online booking” to turn on the prompt.



System Constants – Bookings

2. Click **OK** to close.
3. Once selected, each time you select a patient in Vision Appointments who is not registered for Online Appointments, you will be prompted "Do you wish this patient to use Online Appointments".



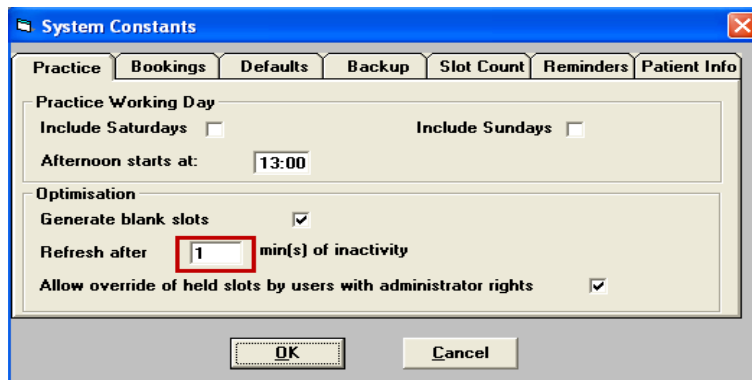
Online Appointment Prompt

4. Click on the appropriate button to proceed.
 - If you select **Yes**, the patient's Registration screen opens in the background. Complete the appointment booking then click on the Registration tab and register the patient for Online Appointments. See [Patient Registration](#) on page 5
 - Selecting **No** from the prompt, results in no further action this time. You will be prompted the next time this patient is selected.
5. If the Patient is already registered for Online Appointments, you will not be prompted.

Appointment Refresh Rate

Vision Appointments will refresh to show appointments booked at other sites and via Online Appointments. The rate the refresh takes is determined by the settings in System Constants.

1. Go to **Vision - Appointments – Maintenance- System Constants – Practice Tab.**



System Constants - Practice

2. Check the refresh settings at the prompt: *Refresh after XX min(s) of inactivity*. Amend this rate to 1, if required, for the quickest refresh rate.

NOTE: If your screen does not refresh quickly, you may find that when selecting a slot to book, the slot may appear on your screen to be free, however, if it has been selected and booked at a Branch or Online, you will not be able to proceed with the booking.

Configure Slot Type & Reserve Slots for Web Use

Slot Type

We have added some new options which are available when creating or editing Slot Types. New slot type options are:

- **Non-Bookable**
- **Non-Viewable**
- **Web Default**

NOTE – You can configure slot types to display a message to the patient when they book an appointment online. See “MHOL Configuration User Guide” for further details.

Non-Bookable Slots

This enables you to create a slot type which can be added and viewed in the appointment book but cannot be booked. Non-bookable slots cannot be viewed or booked elsewhere in Vision or online.

Non-Viewable Slots

Non-viewable slots can only be viewed from Vision Appointments. They are not visible to Consultation Manager, Mail Manager, MHOL (Online) or any other module or application.

Web Default

Defining a slot as Web Default automatically marks the slot as reserved for web when added to a session. Each time the session is extended these slots are automatically created and marked **Reserve for Web**.

When used in a session the slot type warning message is displayed to the patient when booking the appointment. See “Reserve for Web – Automatic” on page 17.

Appointments

Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test

Book an appointment

Please be aware this service is for booking a routine appointment only and is not suitable for emergency appointments or for people who need urgent medical care.

- For emergency appointments please ring the surgery
- For life threatening emergencies dial 999
- For general Medical advice ring NHS Direct on 0845 46 47, or go to www.nhsdirect.wales.nhs.uk
- If the surgery is closed please contact the Out of Hours GP Service for the area

Search Filter

Date	Day	Time	Clinician/Clinic	Location	
Next 48 Hours	Any	Morning	Multiple	The INPS Practice	<input type="button" value="Search"/>

Save Filter

Date	Time	Clinician		
Tue 18 Oct 2011	9:10 AM	Dr Carol	Appointment type: Telephone Consultation	<input type="button" value="Details"/> <input type="button" value="Book"/>
Tue 18 Oct 2011	9:15 AM	Miss Nur	Appointment type: Travel Immunisation	<input type="button" value="Details"/> <input type="button" value="Book"/>

Web default slot types are displayed to the patients when booking an appointment

Online Appointments – Appointment Booking

Make a Slot Non-Viewable, Non-Bookable or Web Default

1. From **Vision – Appointments - Plan – Slot Type**, select an existing slot type and click **Edit**, or click **Add** to create a new slot type.
2. Click the **Non – Bookable**, **Non-Viewable** or **Web Default** box as required.

Edit Slot Type

Description: Coffee Break

Warning Message: Protected time

Number of days that slot can be booked prior to appointment date: []

Colour: [Blue]

Non-Bookable

Non-Viewable

Web Default

Slot Type – Non-Viewable

3. Click **OK** to save.

Reserving Slots

All appointment slots required for Online Appointments must be reserved in Vision Appointments. Only slots marked **Reserved for Web** will be available to patients to book online.

NOTE – Reserved for Web Slots also require Staff and Session setup in Vision Online Services before they are available to patients. See “VOS Configuration User Guide” for further details.

You can define slots for web booking when adding/editing sessions. If slots are defined as Web Default in a session, each time the session is extended the Reserved for Web slots are created automatically.

Reserved for Web slots can also be booked by the Practice manually, this process will need to be repeated each time the appointment books are extended or modified.

Reserve for Web – Automatic

Slots can be reserved for web use in the following ways:

- Define slots as Web Default, then add the slot type to a session using Distribute Slots, then extend or modify the session. Each time the session is extended the slots will be reserved for web use.
- Or, when creating or editing a session, click Distribute Slots then double click the **Web** column (double click again to remove), for the required appointment slots.

	Time	Type	Web
1	09:00		
2	09:10	Phone	
3	09:20	Phone	Yes
4	09:30		
5	09:40		Yes
6	09:50		
7	10:00	MS	
8	10:10	MS	
9	10:20	MS	
10	10:30		
11	10:40	paperwork	
12	10:50	paperwork	
13	11:00		
14	11:10	BOD	
15	11:20	BOD	
16	11:30		
17	11:40	Web	Yes
18	11:50		
19	12:00		
20	12:10	Emergency	
21	12:20	Emergency	

Slot Type: Blank

Duration: []

Arrange

Custom

Double click to mark the slot for web use.

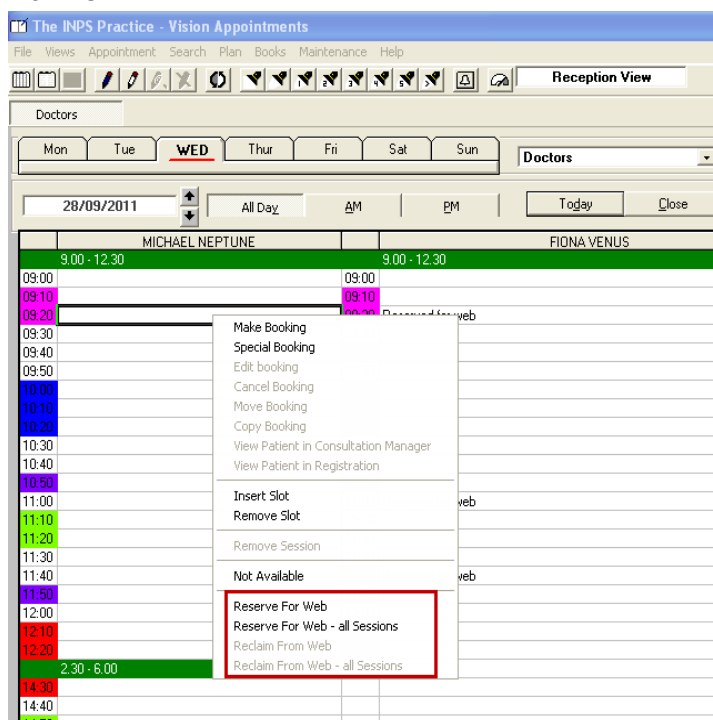
Select the required Slot Type from the drop-down list, click the required appointment slots. The Slot type and web use are displayed.

Slot Distribution

Reserve for Web - Manual

Reserving Slots can be done for:

- **Individual Appointments**
- **Multiple appointments**
- **Recurrent Appointments** - eg 11:00 appointment slot for all future matching 11:00 slots with matching session type and book owner.



Reserve Web Slots

Individual Appointments

Individual Appointments can be reserved for use by Online Appointments:

1. Go to Vision Appointments, open a view and highlight the required slot.
2. Right click; select **Reserve for Web** from the menu.
3. You will see the selected slot is now displayed as Reserved for web.
4. This slot can be released by highlighting the slot and right clicking, select **reclaim from Web**.

11:30	
11:40	Reserved for web
11:50	Reserved for web
12:00	
12:10	

Appointment Slot Reserved

Multiple Appointments

Multiple Appointments can be reserved for use by Online Appointments:

1. Go to Vision Appointments, open a view and find a slot to add, highlight the required slots by holding the **Control Key** on the keyboard, then clicking on each slot required.
2. Right click; select **Reserve for Web** from the menu.
3. You will see the selected slots are now shown as Reserved for web.
4. These slots can be released by highlighting the slots and right clicking, select **reclaim from Web**.

Recurring Appointments

Recurrent Appointments; for example, 11:00 appointment slot and all future matching 11:00 slots with matching session type and book owner, within a specified time frame, can be reserved for use by Online Appointments:

1. Go to Vision Appointments, open a view and highlight the required slot.
2. Right click; select **Reserve for Web – All Sessions** from the menu, this opens the Reserve For Web – all sessions window.
3. Enter a **Start** and **End** date (double click to access the calendar) to specify when the slots are to be reserved.
4. You are prompted to "Reserve the selected slots for all instances of their session in the selected time range". Select either:
 - **Option 1** – Irrespective of the owner of the session instance.
 - **Option 2** – Only if the owner of the session instance is the same as the owner of the selected slot.

Session	Date\Time	Owner
9.00 - 12.30	11:30:00	CS
9.00 - 12.30	11:40:00	CS

Reserve For Web – all sessions

5. Each current slot that matches the selection will now be reserved for use by Online Appointments. When extending appointment books, slots will be reserved for the time period specified.

IMPORTANT - You will need to repeat this process when the time period expires to reserve new extended slots.

6. The reserved slot(s) can be released by highlighting a matching slot and right clicking, select **reclaim from web – all sessions**.

Reporting

To manage MHOL Online Appointments, a new search is available in Vision Appointments to enable you to search for Reserved for Web slots. The Did Not Attend search has also been updated:

- **Online Appointment Report** – this enables you to analyse online appointment usage by patients, looking at slots available, booked or cancelled. See “[Online Appointment Report](#)” on page 20 for further details.
- **Did Not Attend (DNA) Report** – this has been updated; the report now indicates whether the appointment was booked online. See “[Did Not Attend \(DNA\) Report](#)” on page 21.

A further search tool has been added to Search and Reports to enable you to list patients at each stage of MHOL registration eg patients with an active MHOL account. See “MHOL Registration User Guide” for further details.

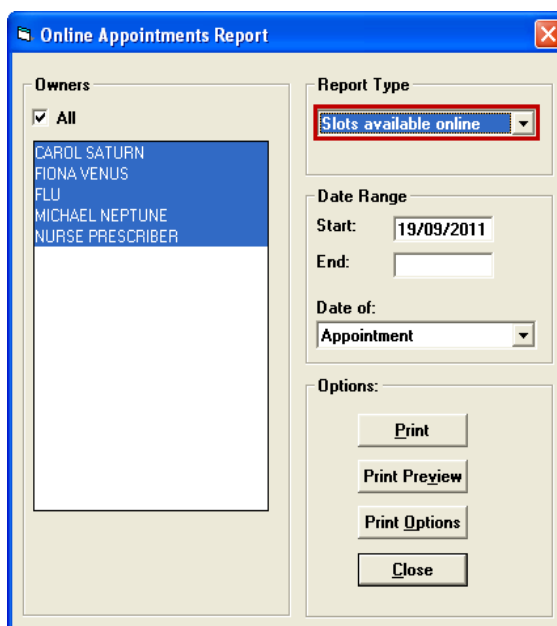
Online Appointment Report

The Online Appointments Report allows you to create the following report types:

- **Slot Available Online**
- **Slots Booked Online**
- **Slots Cancelled Online**

To print the report:

1. From the Appointments module, go to **Search – Online Appointments Report**.



Online Appointments Report

2. Select the required report form the **Report Type** drop down list eg Slots available online.
3. Select the required owners, use the tick box for **All**.
4. Select the required date range. The start date is today's date by default. The end date can be left blank.
5. Select a **Date of** option from the drop-down list, the options are:
 - **Slots available online** – Date of Appointment only.
 - **Slots booked online** – Select date of Appointment, or date of Booking.
 - **Slots cancelled online** – Select date of Appointment, Booking or Cancelled.
6. Click **Print** to run and print the report.
7. To view the report on screen, click **Print Preview**, this report can then be printed. To print click the **Print** button. Click **Close** to finish

Did Not Attend (DNA) Report

The DNA report has been updated to display DNA's which have been booked online. To run the report go to **Vision – Appointments – Search – Did Not Attend Report**, select a date range, clinician(s) and exclude booking reasons if applicable. Click **Print Preview** to view the report prior to printing, then **Print** to print the report.

Did Not Attend Report

<p>Owners</p> <p><input checked="" type="checkbox"/> ALL</p> <p>CAROL SATURN FIONA VENUS FLU MICHAEL NEPTUNE NURSE PRESCRIBER</p>	<p>Date Range</p> <p>Start: 30/06/2011 End: 29/09/2011</p> <p>Minimum Number of DNAs</p> <p>Include patients with <input type="checkbox"/></p> <p>Options:</p> <p><input type="button" value="Print"/> <input type="button" value="Print Preview"/> <input type="button" value="Print Options"/> <input type="button" value="Create Group"/> <input type="button" value="Close"/></p>	<p>Exclude Booking Information</p> <p>Description</p> <p>AT RECEPTION PHONE CALL WEBSITE BOOKING</p>
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DNA Report

Print Preview

Print Next Page Prey Page **Zoom In** Zoom Out Close

Did Not Attend Report

Range : 08/08/2011 to 12/10/2011 **Requested by : SYS**

Owners: MICHAEL NEPTUNE

OWEN BENJAMIN 1109746415 11/09/1974	2 DNAs from 2 booked appointments
<div style="border: 1px solid red; padding: 2px;"> On 11/08/2011 at 09:50 with MICHAEL NEPTUNE (Online Booking) On 24/08/2011 at 09:10 with MICHAEL NEPTUNE (Online Booking) </div>	
RAJESH JORDAN 3004889137 30/04/1988	2 DNAs from 2 booked appointments
On 11/08/2011 at 17:40 with MICHAEL NEPTUNE On 30/08/2011 at 16:30 with MICHAEL NEPTUNE	
JACK DANIEL 0108459314 01/08/1945	1 DNAs from 1 booked appointments
On 15/09/2011 at 15:50 with MICHAEL NEPTUNE	
HAINES SHEILA 2909612503 29/09/1961	1 DNAs from 1 booked appointments
On 21/09/2011 at 15:00 with MICHAEL NEPTUNE	
Total: 6 DNAs from 6 booked appointments	

DNA Report – showing Online Bookings

Online Appointments (Patients)

Overview

Once the patient has registered and activated their MHOL user account they can use the modules available at the practice. This section of the user guide details how the patient uses the Online Appointments module to book, cancel and view appointment details.

Note – The My Health Online website is available in both English and Welsh.

Booking an Appointment

To book an appointment online:

1. From the My Health Online front page, click on the **My Account** tab, then select Appointments **Appointments** from the menu on the left of the screen.
2. Next, click on the link on the Appointments Screen to search for available appointments: [Click here to book a new appointment.](#)
3. Use the drop down arrows to make selections ie, date period, day of the week, time, clinician/clinic, location then click **Search**.

NOTE – Hold the CTRL or Shift key when selecting from the lists eg. Clinicians, this will keep the list open so that you can select multiple items.

The screenshot shows a 'Search Filter' interface with five dropdown menus and two buttons. The dropdown menus are: Date (Next 48 Hours), Day (Any), Time (Any Time), Clinician/Clinic (Any Clinician/Clinic), and Location (Any Location). The Location dropdown is open, showing a list of test practices including 'Test Practice 24062'. A 'Search' button is located to the right of the Location dropdown, and a 'Save Filter' button is located below it.

Search Filter

- To search for a Specific Date: Select **Specific Date** from the Date Period drop-down list, a calendar is displayed defaulting to today's date. Change the month and/or year using the drop-down menus or arrows at the top of the calendar, then click on the specific date required. The selected date is displayed in the search filter.

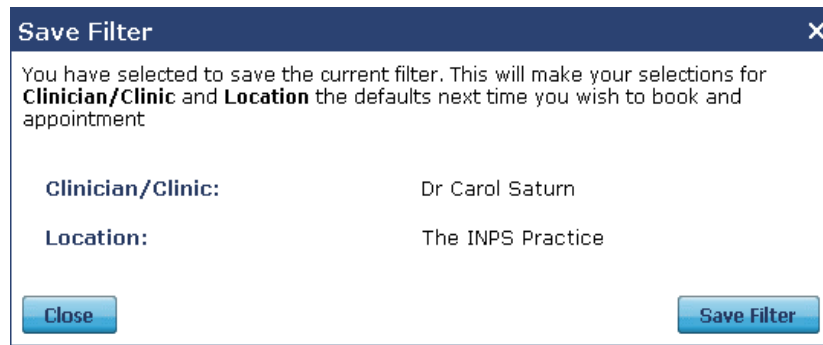


Select Date - Calendar

- To search between dates: Select **Between Dates** from the Date Period drop-down list, a **Select Range** window opens displaying two calendars. Change the month and/or year using the drop-down menus or arrows at the top of each calendar, then select the start date on the first calendar and an end date on the second calendar.. The selected date range is displayed in the search filter.



- You can save the Clinician/Clinic and Location selections you have made to use again next time you make an appointment. Click **Save Filter** you are prompted: "You have selected to save the current filter. This will make your selections for **Clinician/Clinic** and **Location** the defaults next time you wish to book an appointment"



Save Filter

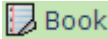
- Click **Save Filter**, you are prompted: "Your filter has been saved successfully". Click **Close** to finish.



NOTE – The saved filter is used next time you login.

- Use the presented list of available appointments to choose the appropriate appointment for you.

NOTE – The Clinicians gender, role and special clinical interest(s) (if recorded) are displayed.


- Select an appointment by clicking the **Book**  link at the end of the line or double clicking the appointment details.

Date	Time	Clinician/Clinic	Location
Wed 23 Nov 2011	9:50 AM - 10:00 AM	Dr Carol Saturn Main Speciality: <i>Speech Therapy</i> Interest Speciality: <i>Ante-natal clinic</i> Role: <i>Partner</i> Gender: <i>Female</i>	The INPS Practice
Wed 23 Nov 2011	10:00 AM - 10:10 AM	Dr Carol Saturn Main Speciality: <i>Speech Therapy</i> Interest Speciality: <i>Ante-natal clinic</i>	The INPS Practice
Wed 23 Nov 2011	10:10 AM - 10:20 AM	Dr Carol Saturn Main Speciality: <i>Speech Therapy</i> Interest Speciality: <i>Ante-natal clinic</i>	The INPS Practice

Appointment Type: **Minor Surgery**

Appointment Type: **Minor Surgery**

Appointment Type: **Minor Surgery**

Details |  Book

Book an Appointment

- In the Appointment Details screen, please check the details, if correct click **Book Appointment** .

Appointments

Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test.

Book Appointment:

Date:	Wednesday 23 Nov 2011
Time:	11:00 AM - 11:10 AM
Duration:	10 minutes
Clinician/Clinic:	Dr Carol Saturn Main Speciality: <i>Speech Therapy</i> Interest Speciality: <i>Ante-natal clinic</i> Role: <i>Partner</i> Gender: <i>Female</i>
Location:	The INPS Practice

◀ Back **Book Appointment**

Selecting an appointment to book

11. This opens the Appointments window, click **Book Appointment**



12. If successful, a **Book Appointment: Successful** confirmation message is displayed along with your appointment details. Please make a note of these. You will also receive a confirmation email with these details.

Appointments

Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test.

Book Appointment: Successful

Your appointment booking was successful.

Please make a note of the details below. You will receive a confirmation email shortly.


Date:	Wednesday 23 Nov 2011
Time:	11:00 AM - 11:10 AM
Duration:	10 minutes
Clinician/Clinic:	Dr Carol Saturn Main Speciality: <i>Speech Therapy</i> Interest Speciality: <i>Ante-natal clinic</i> Role: <i>Partner</i> Gender: <i>Female</i>
Location:	The INPS Practice

Print **Save to Calendar** ◀ Results | Appointments Home ▶

Book Appointment - successful

13. If unsuccessful, a **Book Appointment: Failed** confirmation message is displayed. Click **Back** or click **here** to return to the list of available slots.


14. To print the details, click the **Print**  button, this will open the printer window (if available) click Print to continue.

15. To save the details to your calendar, click the **Save to Calendar**  Button, you are prompted to Open or Save.

16. Click **Appointments Home**  to return to the Appointments tab or **Results**  to return to the **Book an appointment** page to select another appointment.

Booking a Travel Clinic Appointment

You practice may have created some appointments as Travel Clinic appointments, when selected to book, you are prompted to select the country you are travelling to.

1. Select a Travel Clinic appointment, click **Book** .
2. Click to expand the **Countries you are visiting** drop-down list, tick the boxes of the countries you are visiting.

Appointments

Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test.

Book Appointment:

Date: Tuesday 29 Nov 2011
Time: 9:45 AM - 10:30 AM
Duration: 45 minutes
Miss Nurse Prescriber
Main Speciality: Anaesthetics
Interest Speciality: Blood Transfusion
Role: Practice Nurse
Gender: Female

Clinician/Clinic:

Location: The INPS Practice
Appointment Type: Travel Immunisation

Countries you are visiting

The appointment you have selected is for a Travel Clinic. Please select the countries you will be visiting below. [If you selected this appointment by mistake, click here to return to the previous page.](#)

Select Countries

- Afghanistan
- Albania
- Algeria
- American Samoa
- Andorra
- Angola
- Anguilla
- Antarctica
- Antigua And Barbuda
- Argentina

Book Appointment

Travel Clinic

3. Click **Book Appointment** to book the appointment. A **Book Appointment: Successful** confirmation message is displayed along with your appointment details. Please make a note of these. You will also receive a confirmation email with these details.

Appointments

Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test.

Book Appointment: Successful

Your appointment booking was successful.

Please make a note of the details below. You will receive a confirmation email shortly.

Date: Tuesday 29 Nov 2011
Time: 9:45 AM - 10:30 AM
Duration: 45 minutes
Miss Nurse Prescriber
Main Speciality: Anaesthetics
Interest Speciality: Blood Transfusion
Role: Practice Nurse
Gender: Female


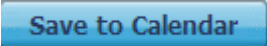


Clinician/Clinic:

Location: The INPS Practice
Appointment Type: Travel Immunisation

Print **Save to Calendar**

◀ Results | Appointments Home ▶

Appointment Booking Confirmed

- To print the details, click the **Print**  button, this will open the printer window (if available) click Print to continue.
- To save the details to your calendar, click the **Save to Calendar**  Button, you are prompted to Open or Save.
- Click **Appointments Home**  to return to the Appointments tab or **Results**  **Results** to return to the **Book an appointment** page to select another appointment.

Maximum number of bookings

Depending on the preferences of your practice, there may be a maximum number of appointments you can make. Once the maximum limit is reached, no further bookings can be made online and “*you have reached the maximum number of booking allowed. No further bookings can be made at this time*” is displayed. The website will list all appointments you currently have booked, regardless of whether you booked at your GP Practice or using My Health Online.





To book further appointments, you can review the list of booked appointments and if necessary cancel one of the bookings, which will then permit you to make a new appointment. Alternatively, contact your GP Practice to make a further appointment.

Appointments

Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test

Existing Appointments

The list below displays all the appointments that you currently have booked.

Date	Time	Clinician/Clinic	Location	
Tue 18 Oct 2011	9:00 AM	Miss Nurse Prescriber	The INPS Practice	 Details  Cancel
Tue 18 Oct 2011	9:30 AM	Miss Nurse Prescriber	The INPS Practice	 Details  Cancel

Missed Appointments

The list below displays all the appointments that you had booked, but did not attend. Please note that if you miss too many appointments, your online account will be disabled. Click [here](#) to find out how to cancel an appointment online.

Date	Time	Clinician/Clinic	Location
Mon 26 Sep 2011	11:00 AM	Dr Michael Neptune	
Tue 4 Oct 2011	9:00 AM	Miss Nurse Prescriber	
Fri 14 Oct 2011	2:40 PM	Dr Carol Saturn	


You have reached the maximum number of bookings allowed. No further bookings can be made at this time. Click [here](#) for more information.

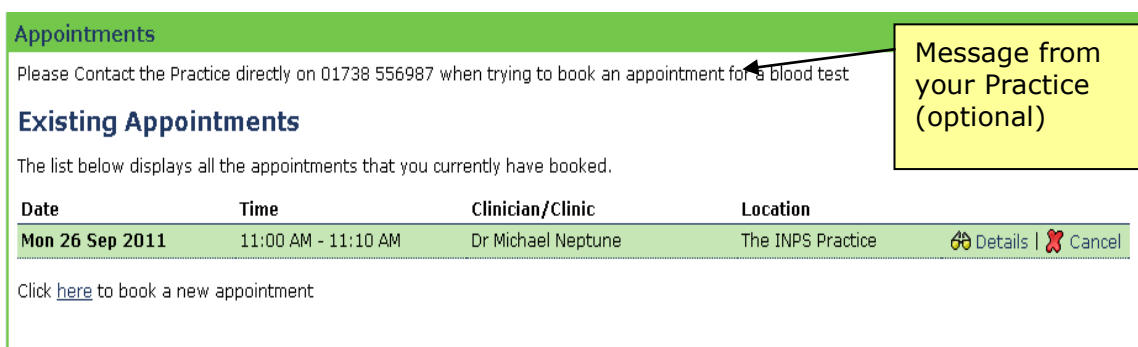
Maximum Bookings Reached

Viewing existing Appointments

To access Online Appointments:

1. From the My Health Online front page, click on the **My Account** tab, then select Appointments **Appointments** from the menu on the left of the screen.
2. Any existing appointments you have booked, whether they were booked at the Practice or Online, are displayed. The following details are displayed:
 - date
 - time
 - clinician/Clinic
 - location

Click Details  **Details** to view further information.





Appointments

Please Contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test

Existing Appointments

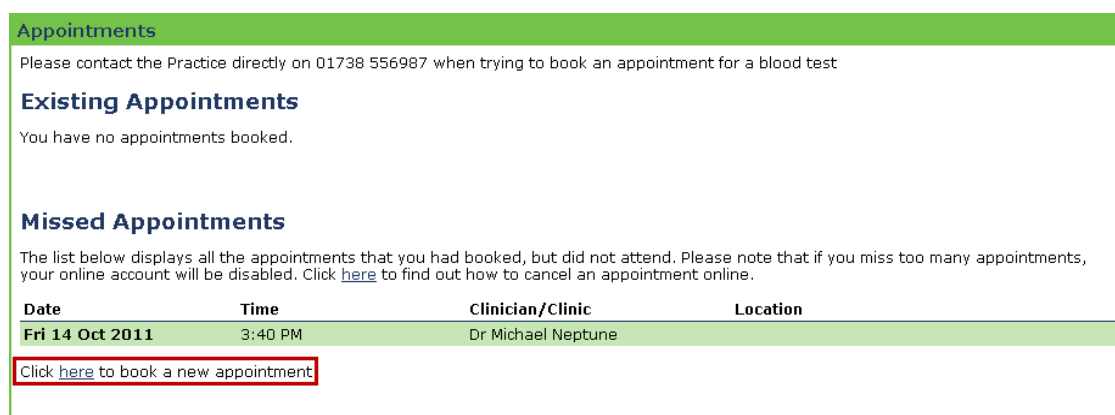
The list below displays all the appointments that you currently have booked.

Date	Time	Clinician/Clinic	Location	
Mon 26 Sep 2011	11:00 AM - 11:10 AM	Dr Michael Neptune	The INPS Practice	 Details  Cancel

Click [here](#) to book a new appointment

Appointments Screen – with appointments booked

If you do not have any booked appointments, “You have no appointments booked” is displayed. You are prompted to click **here** to book a new appointment.



Appointments

Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test

Existing Appointments

You have no appointments booked.

Missed Appointments

The list below displays all the appointments that you had booked, but did not attend. Please note that if you miss too many appointments, your online account will be disabled. Click [here](#) to find out how to cancel an appointment online.

Date	Time	Clinician/Clinic	Location
Fri 14 Oct 2011	3:40 PM	Dr Michael Neptune	

Click [here](#) to book a new appointment

Appointments Screen – no appointments booked

Viewing Missed Appointments

Appointments that you have booked, whether booked at the practice or online that you failed to keep or cancel are displayed on the Appointments tab.

Appointments

Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test

Existing Appointments

The list below displays all the appointments that you currently have booked.

Date	Time	Clinician/Clinic	Location	
Tue 18 Oct 2011	9:00 AM	Dr Carol Saturn	The INPS Practice	Details Cancel

Missed Appointments

The list below displays all the appointments that you had booked, but did not attend. Please note that if you miss too many appointments, your online account will be disabled. Click [here](#) to find out how to cancel an appointment online.

Date	Time	Clinician/Clinic	Location
Fri 14 Oct 2011	3:40 PM	Dr Michael Neptune	

Click [here](#) to book a new appointment

Online Appointments – Missed Appointments

Depending on preferences of your practice, there may be a limit to how many appointments you can miss before your account is disabled. Once the limit is reached you are prevented from signing in to Vision Online website. Contact your practice for further details.


The screenshot shows the 'My Health Online' login page for 'Fy Iechyd Ar-lein'. The page has a dark blue header with the NHS logo and navigation links. Below the header, there is a breadcrumb trail 'You are here: My Account'. The main content area is light blue and contains a 'Login or Register' section. A message in red text states: 'User account has been disabled. Please contact your Practice.' Below this message are input fields for 'Practice ID', 'Username', and 'Password', each with a 'Search' or 'Forgotten' link. A 'Login' button is present, along with a link for help. At the bottom, there is a 'Register' button for users who do not have an account.

Account Disabled

Cancelling an Appointment Booking

If you no longer require an appointment, please remember to cancel it as soon as possible so it can be used by someone else. Failure to cancel the appointment before the appointment time will result in a missed appointment.

To cancel an appointment:

1. From the My Health Online front page, click the **My Account** tab, then select Appointments **Appointments** from the menu on the left of the screen.
2. Any existing appointments you have booked, whether they were booked at the Practice or Online, are displayed. You can view the date, start and finish time, clinician and location of the appointment(s).
3. Find the appointment you wish to cancel and click **Cancel** .
4. The Cancel Appointment window is displayed. Please check the appointment details and select the **Reason for the cancellation** from the drop down menu.

Appointments

Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test.


Cancel Appointment:

Date:	Wednesday 23 Nov 2011
Time:	11:40 AM - 11:50 AM
Duration:	10 minutes
Clinician/Clinic:	Dr Carol Saturn Main Speciality: <i>Speech Therapy</i> Interest Speciality: <i>Ante-natal clinic</i> Role: <i>Partner</i> Gender: <i>Female</i>
Location:	The INPS Practice

Select the reason for the cancellation:

Select

[Back](#)

5. Next, click **Cancel** .
6. If successful, a **Cancel Appointment: Successful** confirmation message is displayed. You will also receive a cancellation confirmation email.

Appointments


Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test.

Cancel Appointment: Successful


Your appointment was cancelled successfully.

A confirmation email has been sent to your registered email address.

Date:	Wednesday 23 Nov 2011
Time:	11:40 AM - 11:50 AM
Duration:	10 minutes
Clinician/Clinic:	Dr Carol Saturn Main Speciality: <i>Speech Therapy</i> Interest Speciality: <i>Ante-natal clinic</i> Role: <i>Partner</i> Gender: <i>Female</i>
Location:	The INPS Practice

[Appointments Home](#) 

Cancelled Appointment Confirmation

7. If unsuccessful, the **Cancel Appointment: Failed** message is displayed, click **Back**  [Back](#) to return to the Cancel Appointment details.

Cancellation Cut Off Period

Your practice may have set a cancellation cut off period; this prevents booked appointments from being cancelled at a set time period before the appointment time. For example, your Practice set a cut off period of 30 minutes. If you try to cancel an appointment 30 minutes before you are due to attend, you are prevented from cancelling the appointment online. You will have to contact your GP Practice directly to cancel the appointment.

Appointment Details ✕

Please contact the Practice directly on 01738 556987 when trying to book an appointment for a blood test

This appointment cannot be cancelled online. Please contact your GP Practice.

Appointment Details:

Date:	Tuesday 29 Nov 2011
Time:	9:45 AM - 10:30 AM
Duration:	45 minutes
	Miss Nurse Prescriber
	Main Speciality: Anaesthetics
	Interest Speciality: Blood Transfusion
	Role: Practice Nurse
	Gender: Female
Clinician/Clinic:	
Location:	The INPS Practice
Appointment Type:	Travel Immunisation

Appointment Details – Cannot Cancel Appointment Online