

My Health Online

Phase 0.5 - Online Repeats

Wales



Working in Partnership with NWIS



Table of Editions and Contents

Date	Version	Contents	Output
3/8/11	001	Draft created	Docx & PDF
1/11/11	002	Online Repeats Practice and Patient user guides merged	Docx & PDF
08/11/11	003	Updated following review by ESTU	Docx & PDF
24/11/11	004	Updated to include new Online Repeat Requests report and instruction to archive messages.	Docx & PDF
07/02/12	005	Updated to include details of confirmation messages.	Docx & PDF
08/02/12	006	References to Tomcat Removed.	Docx & PDF
19/04/12	007	Updated Practice Registration and What do I need To Do sections – Changed contact to NWIS from INPS to get further info.	Docx & PDF

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Online Repeats (Practice)

Introduction

My Health Online (MHOL) is a web-based application which has been developed to expand the services available to patients in Wales from your GP Practice. MHOL allows the patient to request services from their GP Practice online at a time that is convenient to them.

Current MHOL modules are:

- **Online Appointments** - This enables patients to view, book, or cancel appointments with their doctor/nurse online.
- **Online Repeats** – This facility enables patients to request their repeat prescriptions online, the message is then sent to the practice to action, the patient then collects the prescription as per the practice protocol.

This user guide is separated into two sections:

- **Online Repeats (Practice)** - details the steps required to issue and print Online Repeat requests. See [Online Repeats \(Practice\)](#) on page 1.
- **Online Repeats (Patient)** – explains the process required by the patient to request a repeat prescription, then how to view the details once the request is processed. See [Online Repeats \(Patient\)](#) on page 16.

For further details see Vision on-screen help and the following user guides:

- MHOL Configuration User Guide – This explains how to setup and configure VOS and the available services for your practice using Vision – Control Panel.
- MHOL Registration User Guide – This explains how to register patients for MHOL and how the patient creates an active MHOL users account.

Practice Registration

If you are already using MHOL – Online Appointments you can quickly and easily add MHOL – Online Repeats to the services you provide. Patients already registered are, by default, enabled for Online Repeats. Contact NHS Wales Informatics Service (NWIS) for further details.






Patient Registration

Patients registered for MHOL – Online Appointments do not have to re-register to use Online Repeats. Patients not registered will need to complete the MHOL registration process, see the MHOL Registration user guide for further details.

What Do I Need To Do

- Online Repeats is available from DLM 380. Contact NWIS for further details about this product. This requires additional setup by INPS.
- From Control Panel, you need to enable and configure Online Repeats. This requires full access to Control Panel. See MHOL Configuration User Guide for further details.
- For patients new to My Health Online, you must print out the Registration Confirmation Letter which enables the patient to create an online account. See MHOL Registration for further details.

Workflow Overview

-  •Online Repeat requests are viewed in Mail Manager. You must have permission in Control Panel - Security to issue and print repeat masters.
-  •Locate the request in the Incoming Mail folder. You can filter online repeats from the Mail Category folder.
-  •Double click to process the request, this opens the patients record in Consultation Manager.
-  •The requested items are displayed and selected, press F9 to issue the repeat prescription.
-  •Press F9 again to print, or click Finalise. You are prompted to return to Mail Manager, select Yes. Continue processing further repeat requests.

Online Repeats

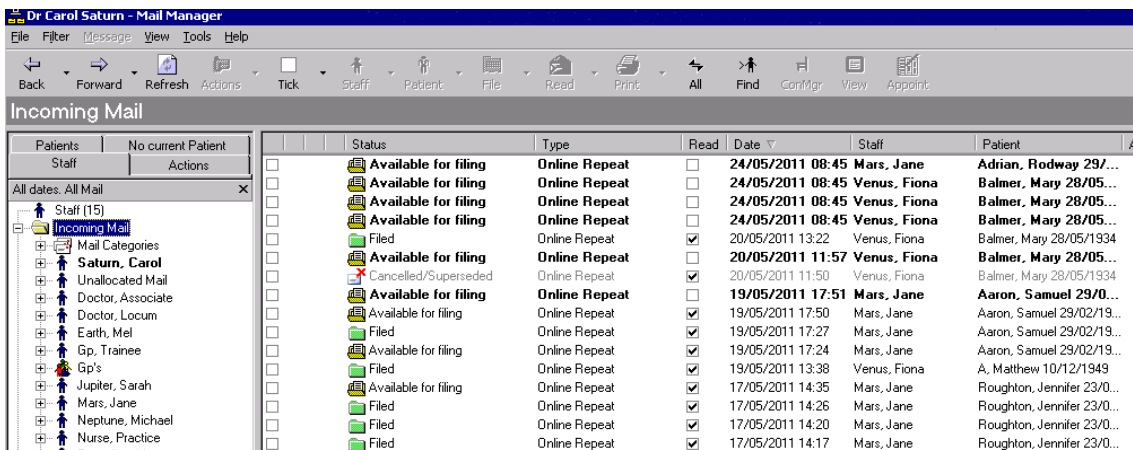
My Health Online (MHOL) registered patients can order repeat issues via the MHOL website. All requests are received by your practice in Vision Mail Manager where you can process and issue the repeat prescription. Only active Repeat Masters are available for the patient to select, any Repeat Masters that have expired or are awaiting reauthorisation will not be displayed on the website.

Note - For further information about Mail Manager see the Mail Manager user guides available at www.inps.co.uk and Onscreen help in Vision.

Process Online Repeat Requests

NOTE –Online Repeat messages can be viewed by all Mail Manager Users, they are not allocated to a staff member. To process messages you must have permission in Control Panel - Security to issue and print a repeat master.

1. Go to **Vision – Messaging – Mail Manager**; all repeat requests are listed in the Incoming Mail and Unallocated Mail folder. Requests can also be filtered using the Mail Category folder **Online Repeats**.

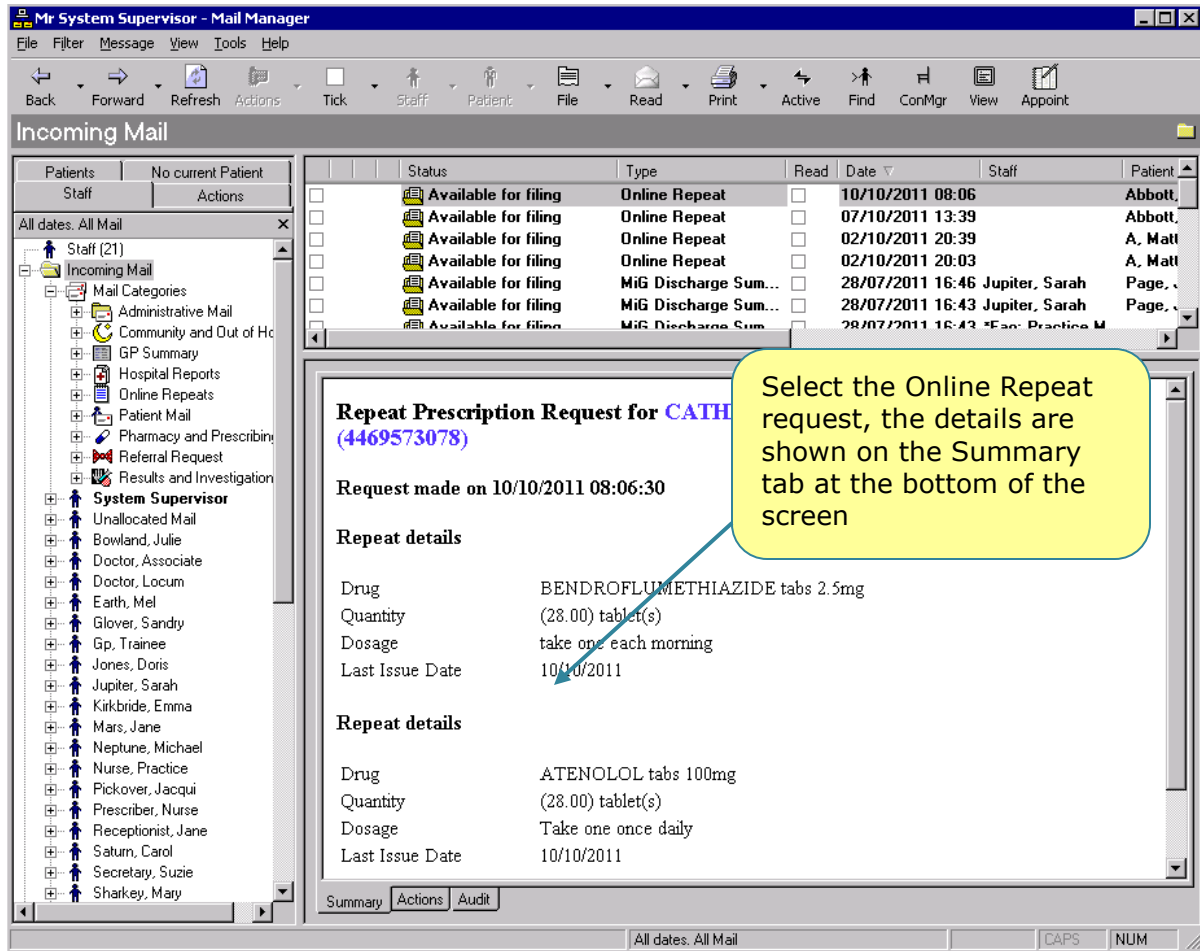


Status	Type	Read	Date	Staff	Patient
<input type="checkbox"/>	Available for filing Online Repeat	<input type="checkbox"/>	24/05/2011 08:45	Mars, Jane	Adrian, Rodway 29/...
<input type="checkbox"/>	Available for filing Online Repeat	<input type="checkbox"/>	24/05/2011 08:45	Venus, Fiona	Balmer, Mary 28/05...
<input type="checkbox"/>	Available for filing Online Repeat	<input type="checkbox"/>	24/05/2011 08:45	Venus, Fiona	Balmer, Mary 28/05...
<input type="checkbox"/>	Available for filing Online Repeat	<input type="checkbox"/>	24/05/2011 08:45	Venus, Fiona	Balmer, Mary 28/05...
<input type="checkbox"/>	Filed Online Repeat	<input checked="" type="checkbox"/>	20/05/2011 13:22	Venus, Fiona	Balmer, Mary 28/05/1934
<input type="checkbox"/>	Available for filing Online Repeat	<input type="checkbox"/>	20/05/2011 11:57	Venus, Fiona	Balmer, Mary 28/05...
<input type="checkbox"/>	Cancelled/Superseded Online Repeat	<input checked="" type="checkbox"/>	20/05/2011 11:50	Venus, Fiona	Balmer, Mary 28/05/1934
<input type="checkbox"/>	Available for filing Online Repeat	<input type="checkbox"/>	19/05/2011 17:51	Mars, Jane	Aaron, Samuel 29/0...
<input type="checkbox"/>	Available for filing Online Repeat	<input checked="" type="checkbox"/>	19/05/2011 17:50	Mars, Jane	Aaron, Samuel 29/02/19...
<input type="checkbox"/>	Filed Online Repeat	<input checked="" type="checkbox"/>	19/05/2011 17:27	Mars, Jane	Aaron, Samuel 29/02/19...
<input type="checkbox"/>	Available for filing Online Repeat	<input checked="" type="checkbox"/>	19/05/2011 17:24	Mars, Jane	Aaron, Samuel 29/02/19...
<input type="checkbox"/>	Filed Online Repeat	<input checked="" type="checkbox"/>	19/05/2011 13:38	Venus, Fiona	A, Matthew 10/12/1949
<input type="checkbox"/>	Available for filing Online Repeat	<input checked="" type="checkbox"/>	17/05/2011 14:35	Mars, Jane	Roughton, Jennifer 23/0...
<input type="checkbox"/>	Filed Online Repeat	<input checked="" type="checkbox"/>	17/05/2011 14:26	Mars, Jane	Roughton, Jennifer 23/0...
<input type="checkbox"/>	Filed Online Repeat	<input checked="" type="checkbox"/>	17/05/2011 14:20	Mars, Jane	Roughton, Jennifer 23/0...
<input type="checkbox"/>	Filed Online Repeat	<input checked="" type="checkbox"/>	17/05/2011 14:17	Mars, Jane	Roughton, Jennifer 23/0...

Mail Manager – Incoming Mail

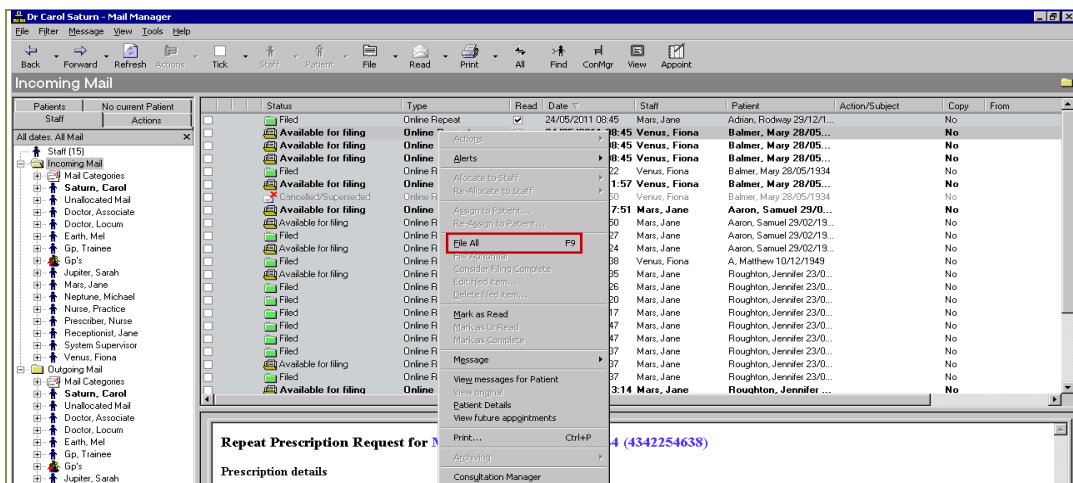
2. Request messages are initially displayed with the status “**Available for filing**”. Highlight the message you want to process and check the request details which are shown in the bottom window.

NOTE – Online Repeat messages cannot be allocated to staff, actioned or copied. If you need to query the request with the GP, do so before processing the message. Messages can only be processed once, either fully or partially.



Mail Manager – View Request Details

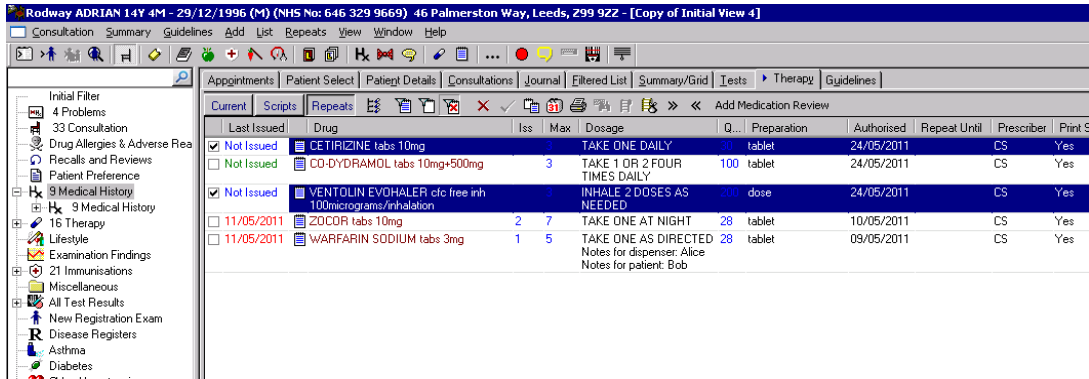
- To process the request, **double click**, or right click and choose **File All** from the menu.




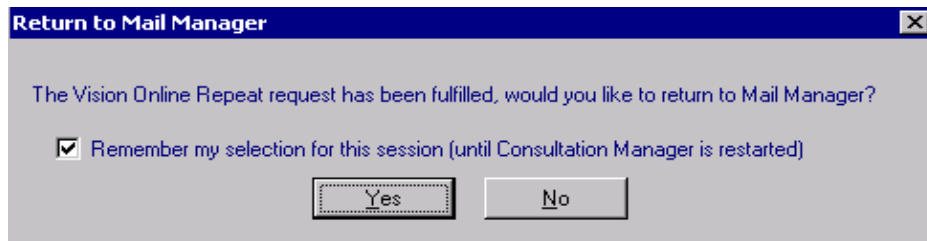
Mail Manager – Process Request

- A Repeat Issue consultation is started for the patient in Consultation Manager. The Therapy Repeat screen is displayed with the requested items selected. See also “Process Request without Issuing All Items Requested” on page 7.

NOTE – If Consultation Manager is already opened and a patient selected, you are prompted to close the consultation and patient record.



- Click the **Print**  icon or press **F9**, check the details and if correct click **Finalise** or **F9** to print the prescription. If prompted to preview the Drug Label details check the information and click **Continue**.
- You are then prompted to Return to Mail Manager:
“The Vision Online Repeat request has been fulfilled, would you like to return to Mail Manager? Remember my selection for this session (until Consultation Manager is restarted), Yes/No”.



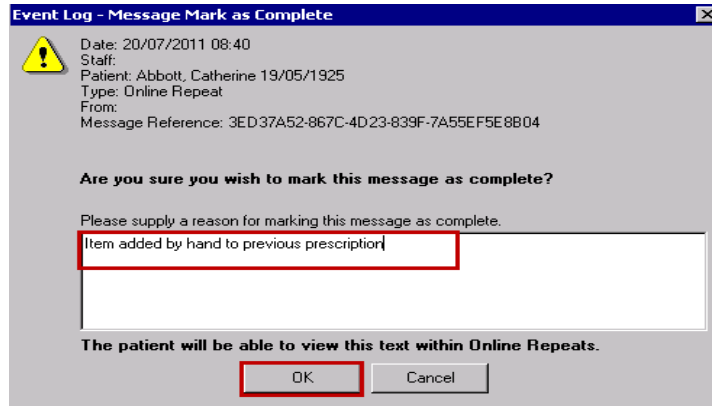
- Click **Yes**, you are returned to Mail Manager. The completed message status is now shown as **Filed**. The message is now marked as filed and completed. The patient screen is also updated to show that the request has been processed.
- Select the next Online Repeat request and repeat steps 2 - 8.

Manually Complete the Request

If you have issued the prescription manually, you can mark the message as **Read** using the right click menu.

- Go to **Vision – Messaging – Mail Manager**.
- Select the Online Repeat request you wish to manually complete.
- Right click and select **Mark as Read**.
- Right click again and select **Mark as Complete**.

- The Event Log window opens, you are prompted: "Are you sure you wish to mark this message as complete? Please supply a reason for marking this message as complete. The patient will be able to view this text within Online Repeats".
- Type the reason for manually completing the message in the window (mandatory), then click **OK**.



Event Log – Mark Message Complete – Message Added

- The request is now marked as complete, and the request is displayed as **Processed** on the MHOL website for the patient.

Prescriptions

Please allow **48 hours** before collecting your prescription.

Recent Prescription Requests

The list below displays all your outstanding prescription requests and any other requests made in the last

Date	Status
⊕ Fri 7 Oct 2011	Processed
⊖ Mon 10 Oct 2011	Processed
Item added by hand to previous prescription	
Drug	Dosage Quantity Last Issued
ATENOLOL tabs 100mg	Take one once daily (28) tablet(s) Mon 17 Oct 2011
BENDROFLUMETHIAZIDE tabs 2.5mg	take one each morning (28) tablet(s) Mon 10 Oct 2011
⊕ Mon 10 Oct 2011	Processed
⊕ Thu 13 Oct 2011	Processed
⊕ Mon 17 Oct 2011	Processed
⊖ Mon 17 Oct 2011	In Progress
⊖ Mon 17 Oct 2011	In Progress

Click [here](#) to make a new request

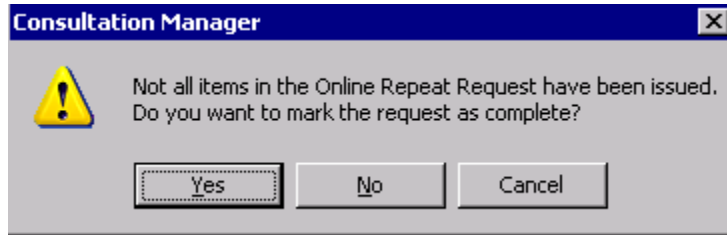
MHOL Website – Patients Online Repeat Request – Manually Updated

Process Request without Issuing All Items Requested

There may be occasions when you are unable to issue all the items requested by the patient, for example, the medication has been recently changed, or the Doctor needs to review the patient.

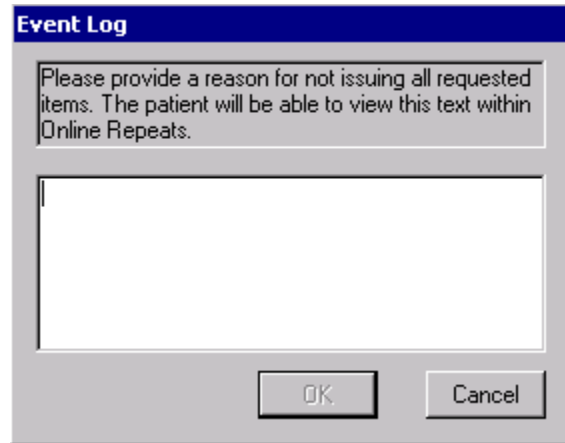
- Process the request as normal, Go to **Vision – Messaging – Mail Manager**, select the Online Repeat message and double click, or right click and select **File All**.

- A Repeat Issue consultation is started for the patient in Consultation Manager. The Therapy Repeat screen is displayed with the requested items selected. Deselect (remove the tick from the box) the items you are not issuing. Print the prescriptions, then close Consultation Manager.
- You are then prompted: "Not all items in the Online Repeat Request have been issued. Do you want to mark the request as complete?" select **Yes**.



Not All Items Issued

- You are then prompted to give a reason for not issuing all the items. Type your message in the window (this is Mandatory and will be recorded in the Event Log).



Not All Items Issued – Add Message

- Click **OK**.
- The request is marked as **Filed** in Mail Manager. The patient can view your message when they check their request details online.

Prescriptions

Please allow **48 hours** before collecting your prescription.

Recent Prescription Requests

The list below displays all your outstanding prescription requests and any other requests made in the last

Date	Status
Fri 7 Oct 2011	Processed
Mon 10 Oct 2011	Processed
Mon 10 Oct 2011	Processed

Please make an appointment with your GP for a review of your migraine medication

Drug	Dosage	Quantity	Last Issued
ATENOLOL tabs 100mg	Take one once daily	(28) tablet(s)	Mon 17 Oct 2011
BENDROFLUMETHIAZIDE tabs 2.5mg	take one each morning	(28) tablet(s)	Mon 10 Oct 2011
ERGOTAMINE TARTRATE + CAFFEINE tabs 1mg + 100mg	TAKE ONE AS NEEDED	(30) tablet	Not Issued

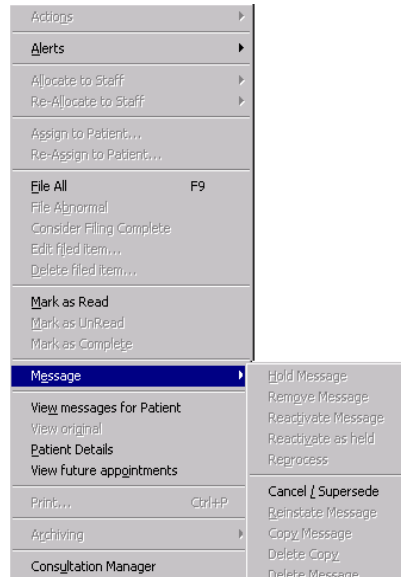
MHOL Website – Patient Request Not fully Issued

Reject the Online Repeat Request

If you do not want to issue the Online Repeat request, you can reject the message.

To Reject the Request

1. Go to **Vision – Messaging – Mail Manager**.
2. Select the Online Repeat request you wish to cancel.
3. Right click and select **Message – Cancel/Supersede** from the menu.

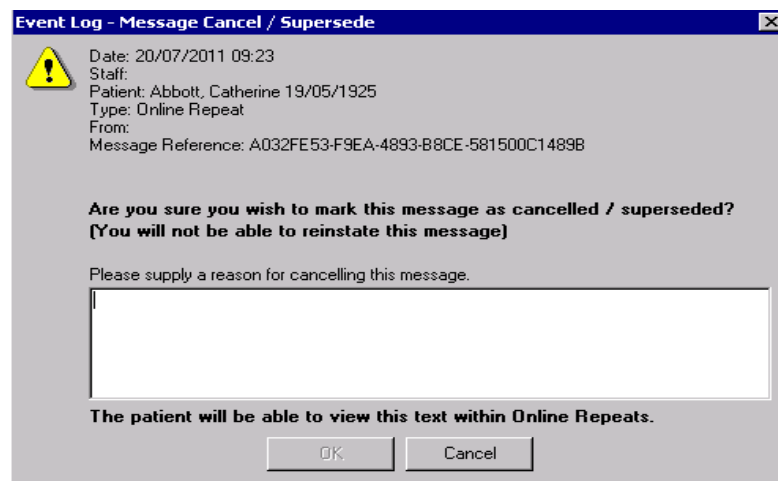


Mail Manager – Cancel Message

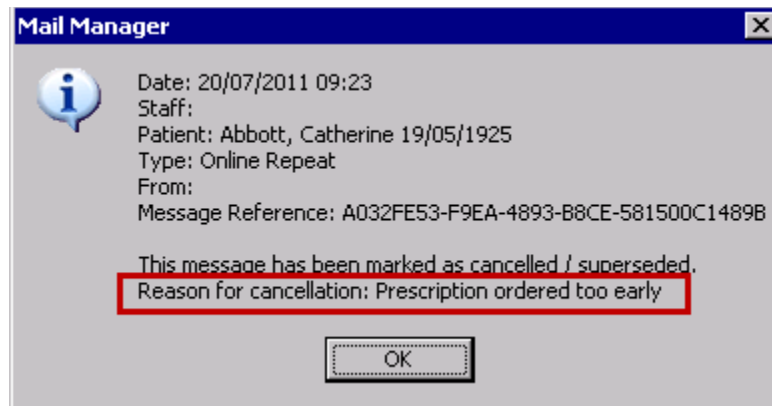
4. You are then prompted:

"Are you sure you wish to mark this message as cancelled/superseded? (You will not be able to reinstate this message) Please supply a reason for cancelling this message."

Type a message if required, (Optional, max 60 characters).



- Click **OK**.
- A confirmation message is displayed confirming the cancellation and showing the reason (if added).



- Click **OK** to close. The Online Repeat request in Mail Manager is marked as Cancelled/superseded. The Request details on the MHOL website are updated, so the patient knows that their request has been rejected, the reason for cancelling is also displayed.

Prescriptions

Please allow **48 hours** before collecting your prescription.

Recent Prescription Requests

The list below displays all your outstanding prescription requests and any other requests made in the last

Date	Status		
Mon 17 Oct 2011	Processed		
Mon 17 Oct 2011	Rejected		
Prescription ordered too early			
Drug	Dosage	Quantity	Last Issued
ZANIDIP tabs 10mg	take one daily	(28) tablet(s)	Not Issued
IRBESARTAN tabs 150mg	take one once daily	(28) tablet(s)	Not Issued
Mon 17 Oct 2011	In Progress		

Click [here](#) to make a new request

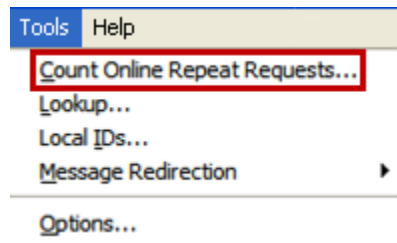
MHOL Website – Rejected Request

Online Repeat Requests Report

A report is available in Mail Manager to show the number of online repeat requests that have been made during a defined period of time.

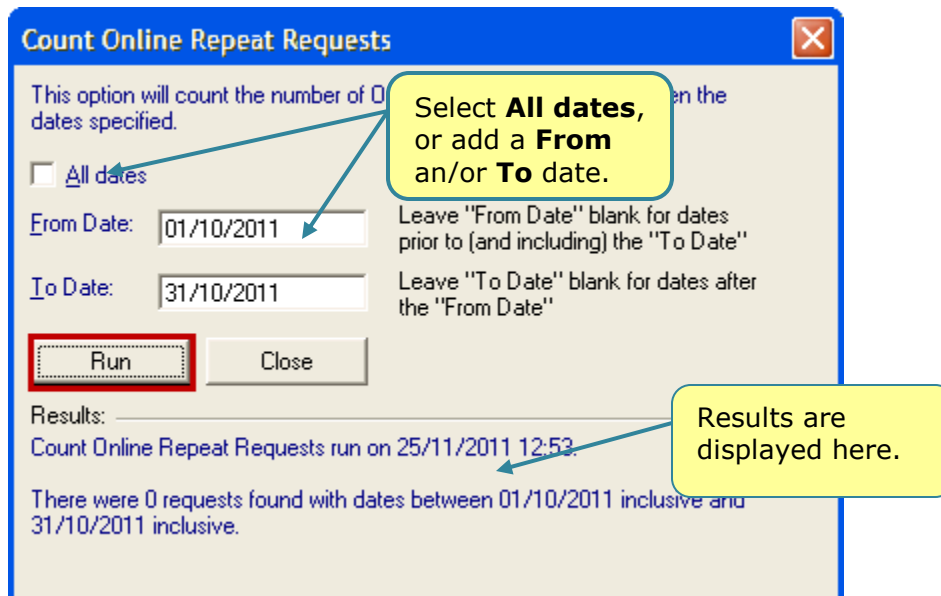
Running the Count Online Repeat Requests Report

1. From the Vision front screen, select **Messaging - Mail Manager**.
2. From the **Tools** menu, select **Count Online Repeat Requests**.



Mail Manager - Tools

3. This opens the Count Online Repeat Requests window. Select **All dates** for a count of all requests received to date.



Count Online Repeat Requests

4. Or to search on specific dates: type the **From Date** and **To Date** in the available boxes.

For example:

- To search for all requests from a specific date – Type the date eg 01/11/11 in the **From Date** box. The results will include all requests received from 1/11/11 (inc today).

- To search for all requests in one month – Type the start date in the **From Date** box eg 01/10/11, then the end date in the **To Date** box eg 31/10/11. The results will include all requests received between the two dates.
 - To search for all requests until a specific date – Type the date in the **To Date** box eg 31/10/11. The results will include all requests received up to and including the **To** date ie 31/10/11.
5. Click **Run**, the result are displayed in the **Results** window.
 6. Click **Close** to finish.

Troubleshooting

Patient Not Registered

You cannot process repeat request for inactive patients eg those who are transferred out. When you select a message for such patients, you are prompted "*Warning this message is assigned to an inactive patient*". This is also displayed in the message details window.

The screenshot shows the 'Mr System Supervisor - Mail Manager' application. The main window displays a list of messages under 'Incoming Mail'. The table below represents the data shown in the screenshot:

Status	Type	Read	Date	Staff	Patient	Action/Subject
Filed	Online Repeat	<input checked="" type="checkbox"/>	19/07/2011 09:00		Abbott, Catherine 19/05/...	
Available for filing	Online Repeat	<input type="checkbox"/>	18/07/2011 15:28		Unknown Patient	
Filed	Online Repeat	<input checked="" type="checkbox"/>	18/07/2011 14:06		Raw, Vision 06/09/1990	
Filed	Online Repeat	<input checked="" type="checkbox"/>	18/07/2011 11:58		Alan, Andrew 02/01/1966	
Filed	Online Repeat	<input checked="" type="checkbox"/>	18/07/2011 11:29		Alan, Andrew 02/01/1966	
Cancelled/Superseded	Online Repeat	<input checked="" type="checkbox"/>	18/07/2011 10:45		Alan, Andrew 02/01/1966	
Filed	Online Repeat	<input type="checkbox"/>	18/07/2011 10:41		Alan, Andrew 02/01/...	
Available for filing	Online Repeat	<input type="checkbox"/>	15/07/2011 12:50		Alan, Andrew 02/01/...	
Available for filing	Online Repeat	<input type="checkbox"/>	15/07/2011 12:40		Alan, Andrew 02/01/...	
Available for filing	Online Repeat	<input type="checkbox"/>	15/07/2011 11:10		Alan, Andrew 02/01/...	
Available for filing	Online Repeat	<input type="checkbox"/>	15/07/2011 11:04		Alan, Andrew 02/01/...	
Available for filing	Online Repeat	<input type="checkbox"/>	15/07/2011 10:40		Alan, Andrew 02/01/...	
Cancelled/Superseded	Online Repeat	<input checked="" type="checkbox"/>	14/07/2011 16:43		Alan, Andrew 02/01/1966	
Available for filing	Online Repeat	<input type="checkbox"/>	14/07/2011 16:30		Alan, Andrew 02/01/...	
Available for filing	Online Repeat	<input type="checkbox"/>	14/07/2011 11:36	*Fao: Practice M...	Alan, Alexander 19/...	
Available for filing	Online Repeat	<input type="checkbox"/>	13/07/2011 14:57	Mars, Jane	Babbage, Stacey 28...	
Available for filing	Online Repeat	<input type="checkbox"/>	13/07/2011 14:54	Mars, Jane	Babbage, Stacey 28...	
Available for filing	Online Repeat	<input type="checkbox"/>	13/07/2011 14:53	Mars, Jane	Babbage, Stacey 28...	
Available for filing	Online Repeat	<input type="checkbox"/>	13/07/2011 14:52	Mars, Jane	Babbage, Stacey 28...	
Available for filing	Online Repeat	<input type="checkbox"/>	13/07/2011 14:38	Mars, Jane	Babbage, Stacey 28...	
Filed	Online Repeat	<input checked="" type="checkbox"/>	13/07/2011 13:32	Mars, Jane	Babbage, Stacey 28/11/...	
Available for filing	Online Repeat	<input type="checkbox"/>	13/07/2011 12:57	Mars, Jane	Alan, Alexander 19/...	

The detailed view of the selected message shows the following information:

Repeat Prescription Request for ALEXANDER ALAN 19/04/1978 (6461662014)

WARNING: This patient has been transferred out

Request made on 14/07/2011 11:36:22

Repeat details

Drug: PARACETAMOL caps 500mg
Quantity: (80) capsule
Dosage: TAKE TWO FOUR TIMES DAILY
Last Issue Date:

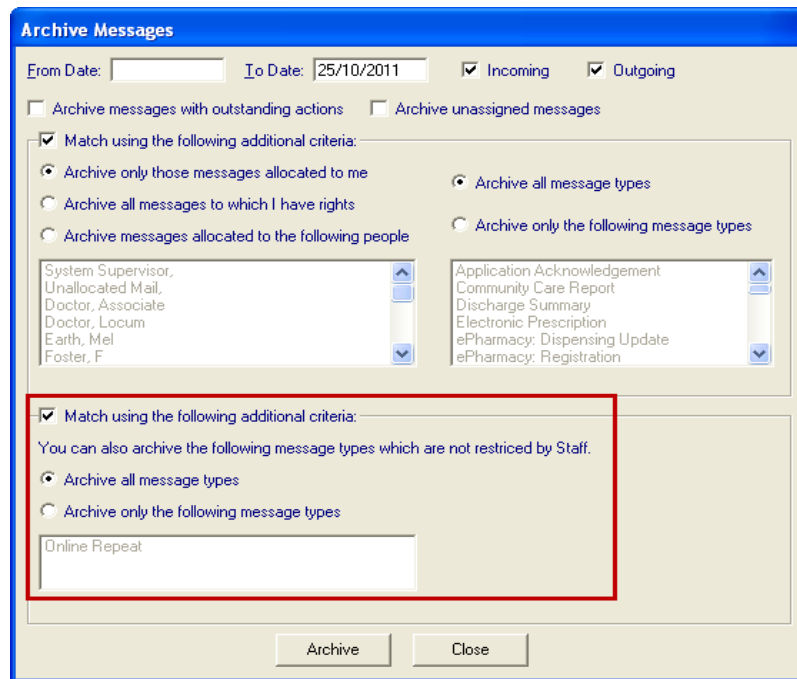
Message from patient

Archiving Online Repeat Messages

A new option has been added to the Archive Messages option in Mail Manager. This enables Online Repeat messages to be archived; this is required because Online Repeat messages are not assigned to a user.

To archive:

1. In Mail Manager, click **File – Archive**.



Archive Messages

2. In the bottom half of the Archive Message window, click Match using the following additional criteria, then select one of the following bullet options:
 - **Archive all message types** – This option will archive all completed messages which are not allocated to a particular staff member eg completed Online Repeat messages.
 - **Archive only the following message types** – Select **Online Repeat** from the box, this option will then archive all completed online repeat messages.
3. Click Archive to run and archive completed messages.

Online Repeat messages are not archived if the following conditions exist:

- The message is less than 2 weeks old.
- The status is "Available for Filing".
- The status is "filed" but not "complete".

Event Log

An audit trail of all Online Request messages can be viewed in the Event Log. Go to Vision – Management Tools – Event Log. There are two Event Types for Online Repeats:

- Online Repeat Request Received
- Online Repeat Completed

The screenshot shows the 'System Event Log' application window. At the top, there are filters for 'User' (set to '<All Users>'), 'From Date' (02/11/2011), and 'To Date' (09/11/2011). Below these are buttons for 'Select Patient', 'Deselect Patient', and 'Search'. The main area is divided into two panes. The left pane, titled 'Event Type', lists various event categories, with 'Online Repeat Request Received' highlighted in red. The right pane displays a table of events with columns for Date, Time, User, Event, Patient, WorkStation, and Detail. The first row shows an event on 08/11/2011 at 3:20:18pm, triggered by 'System ...', for 'Catherine W...' at workstation 'SLEWTOSH'. Below this, a 'Detail' pane provides a closer look at the selected event, showing the user as 'System Supervisor, Mr, [SYS]', the event as 'Online Repeat Request Received', and the patient as 'Catherine Winifred Abbott' with ID '19/05/1925'.

Date	Time	User	Event	Patient	WorkStation	Detail
08/11/2011	3:20:18pm	System ...	Online Repeat Request...	Catherine W...	SLEWTOSH	<repeatRequest r...
08/11/2011	3:20:18pm	System ...	Online Repeat Request...	Catherine W...	SLEWTOSH	<repeatRequest r...
08/11/2011	3:20:19pm	System ...	Online Repeat Request...	Jane Doe 1...	SLEWTOSH	<repeatRequest r...
08/11/2011	3:20:19pm	System ...	Online Repeat Request...	Matthew M ...	SLEWTOSH	<repeatRequest r...
08/11/2011	3:20:19pm	System ...	Online Repeat Request...	Catherine W...	SLEWTOSH	<repeatRequest r...
08/11/2011	3:20:19pm	System ...	Online Repeat Request...	Catherine W...	SLEWTOSH	<repeatRequest r...
08/11/2011	3:20:19pm	System ...	Online Repeat Request...	Catherine W...	SLEWTOSH	<repeatRequest r...
08/11/2011	3:20:20pm	System ...	Online Repeat Request...	Catherine W...	SLEWTOSH	<repeatRequest r...
08/11/2011	3:20:20pm	System ...	Online Repeat Request...	Jane Doe 1...	SLEWTOSH	<repeatRequest r...
08/11/2011	3:20:20pm	System ...	Online Repeat Request...	Pearl Diann...	SLEWTOSH	<repeatRequest r...
08/11/2011	3:20:20pm	System ...	Online Repeat Request...	Jane Doe 1...	SLEWTOSH	<repeatRequest r...
08/11/2011	3:45:23pm	System ...	Online Repeat Request...	Matthew M ...	SLEWTOSH	<repeatRequest r...

Date	Time	User	Event	Patient	WorkStation	Detail
08/11/2011	3:20:18pm	System Supervisor, Mr, [SYS]	Online Repeat Request Received	Catherine Winifred Abbott 19/05/1925	SLEWTOSH	<repeatRequest reques

Event Log – Online Repeat Request Received

System Event Log

User: <All Users> From Date: 02/11/2011 To Date: 09/11/2011 [Select Patient] [Deselect Patient] [Search]

Event Type

- Patient selected
- Patient deselected
- Prescribing**
 - Drug Options Changed
 - High Level Drug Warning
 - Medium Level Drug Warning
 - Low Level Drug Warning
 - Reason for Drug Warning Overrid
 - Drug Warnings Suppressed
 - Online Repeat Completed**
 - Online Repeat Request Receive
 - Repeat Inactivation
 - Repeat Reactivation
 - Prescription Cancellation
 - Prescription Amendment
 - Prescription Reprint
 - Off Formulary Prescription
 - Drug Name Update
 - Bulk Finalise Record
 - Bulk Therapy Replace
- Deleted Records**
 - Deleted records
- Other Events**
 - Patient Merge Started
 - Patient Merge Complete

Date	Time	User	Event	Patient	WorkStation	Detail
08/11/2011	3:47.20pm	System ...	Online Repeat Completed	Matthew M ...	SLEWTOSH	<repeatRequest><re...
08/11/2011	9:41.42pm	System ...	Online Repeat Completed	Matthew M ...	INPSESLAP215	<repeatRequest><re...
08/11/2011	9:44.09pm	System ...	Online Repeat Completed	Catherine W...	INPSESLAP215	<repeatRequest><re...
08/11/2011	9:45.08pm	System ...	Online Repeat Completed	Matthew M ...	INPSESLAP215	<repeatRequest><re...
08/11/2011	10:06.29pm	System ...	Online Repeat Completed	Jane Doe 1...	INPSESLAP215	<repeatRequest><re...
08/11/2011	10:10.20pm	System ...	Online Repeat Completed	Jane Doe 1...	INPSESLAP215	<repeatRequest><re...
08/11/2011	10:17.18pm	System ...	Online Repeat Completed	Jane Doe 1...	INPSESLAP215	<repeatRequest><ca...
08/11/2011	10:25.26pm	System ...	Online Repeat Completed	Jane Doe 1...	INPSESLAP215	<repeatRequest><ca...
08/11/2011	11:07.06pm	System ...	Online Repeat Completed	Jane Doe 1...	INPSESLAP215	<repeatRequest><re...

Detail

Date	Time	User	Event	Patient	WorkStation	Detail
08/11/2011	9:44.09pm	System Supervisor, Mr, [SYS]	Online Repeat Completed	Catherine Winifred Abbott 19/05/1925	INPSESLAP215	<repeatRequest><re...

[Close] [Help] [Print]

Event Log – Online Repeat Completed


Online Repeats (Patient)

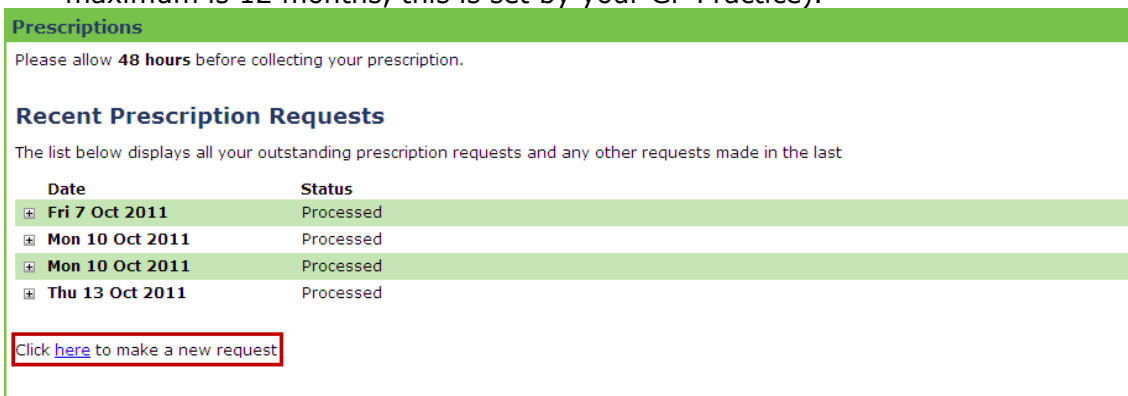
Introduction

Online Repeats enables your patients to request issues of their existing repeat prescriptions via the internet. The prescription is then processed, as detailed in the previous section. To use this facility patients must have registered for My Health Online (MHOL) and have created a username and password.

The following explains how the patient makes a request, and then views the details once the request is processed.

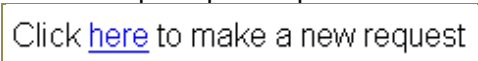
Request a Prescription

1. Once logged in to MHOL, click on the **Prescriptions**  tab. This displays all previous requests in a given period (minimum is 1 month maximum is 12 months, this is set by your GP Practice).



Date	Status
<input type="checkbox"/> Fri 7 Oct 2011	Processed
<input type="checkbox"/> Mon 10 Oct 2011	Processed
<input type="checkbox"/> Mon 10 Oct 2011	Processed
<input type="checkbox"/> Thu 13 Oct 2011	Processed

Click [here](#) to make a new request

2. To request a new repeat prescription click on the link "*Click [here](#) to make a new request*". 
3. Your eligible repeat prescriptions are listed. Tick the box next to the required item(s).

Prescriptions

Please allow **48 hours** before collecting your prescription.

Available Repeat Prescriptions


Please note, if your medication has been changed within the last 28 days by anyone other than your GP, e.g. at an outpatient appointment, this list may not be up to date. If this is the case contact your GP.

Sort by: Last Issued

	Last Issued	Drug	Requests Available	Dosage	Quantity
<input type="checkbox"/>	Thu 13 Oct 2011	IRBESARTAN tabs 300mg	3	take one once daily	(28) tablet(s)
<input type="checkbox"/>	Mon 10 Oct 2011	BENDROFLUMETHIAZIDE tabs 2.5mg	19	take one each morning	(28) tablet(s)
<input type="checkbox"/>	Mon 10 Oct 2011	ATENOLOL tabs 100mg	3	Take one once daily	(28) tablet(s)

[Back](#)
[Request Selection](#)

Online Prescriptions – Available Items

- Click **Request Selection**  to send your request.
- The **Confirm Repeat Prescription Request** window is displayed; check you have selected all the items you require.

Prescriptions


Please allow **48 hours** before collecting your prescription.

Confirm Repeat Prescription Request

Drug	Dosage	Quantity
BENDROFLUMETHIAZIDE tabs 2.5mg	take one each morning	(28) tablet(s)
ATENOLOL tabs 100mg	Take one once daily	(28) tablet(s)

[Submit Request](#)

Online Prescriptions – Confirm Selection

- Click on **Submit Request** . The request is now sent to your GP Practice.
- If delivery is successful, a **Prescription Request: Delivered** confirmation message is displayed. You will also receive a confirmation email with these details.

Prescriptions

Please allow **48 hours** before collecting your prescription.

Prescription Request: Delivered

Your request has been submitted to the Practice and a confirmation email sent to your registered email address.

Please check back later to see if your request has been fulfilled.

Drug	Dosage	Quantity
BENDROFLUMETHIAZIDE tabs 2.5mg	take one each morning	(28) tablet(s)
ATENOLOL tabs 100mg	Take one once daily	(28) tablet(s)

[Prescriptions Home](#)

Online Prescriptions – Delivery Successful

8. If delivery fails a **Prescription Request: Failed** message is displayed, click the link to resend the message. Click [here](#) to retry the request or try again later. If you still cannot send your request, please try again later or contact your GP Practice.

Prescriptions

Please allow 48 hours before contacting the practice to see if your requests are available.

Prescription Request: Failed
Unable to connect to practice server.

Click [here](#) to retry the request or try again later.

Drug	Dosage	Quantity
BENDROFLUME THIAZIDE tabs 2.5mg	take one each morning	28 tablet(s)
ATENOLOL tabs 100mg	take one once daily	28 tablet(s)

[← Back](#) [Prescriptions Home](#) →

Online Prescriptions – Delivery Failed

9. When successfully delivered, click **logout** to exit My Health Online. You can monitor the status of your request via the Prescriptions tab, see “[Checking your Request](#)” on page 19.

Checking your Request

To check the status of your request, log in to MHOL at www.myhealthonline-inps.wales.nhs.uk or www.fyiechydarlein-inps.cymru.nhs.uk, then click the **Prescriptions** tab.

All requests made in the display period set by your GP Practice are displayed here. The requests will have one of the following statuses displayed:

- **In Progress** – This is a new request which has not been processed by your GP Practice yet.
- **Not Processed** – This is an outstanding request which has not been processed within 5 days.
- **Processed** – This request has been processed and the Repeat Prescription is ready to collect.
- **Rejected** – This request has been cancelled by the practice. See [Rejected Requests](#) on page 21 for further details.

Prescriptions

Please allow **48 hours** before collecting your prescription.

Recent Prescription Requests


The list below displays all your outstanding prescription requests and any other requests that have been made in the last 6 months.

Date	Status
⊕ Tue 21 Feb 2012	In Progress
⊕ Mon 17 Oct 2011	Not Processed
⊕ Mon 17 Oct 2011	Rejected
⊕ Mon 17 Oct 2011	Processed

[Click here to make a new request](#)

Online Prescriptions – Status Message

Reviewing your Requests

When processing your prescription request the practice can, add a message to your request. To view the message, expand the request details by clicking on the plus sign .

Prescriptions
Please allow **48 hours** before collecting your prescription.

Recent Prescription Requests
The list below displays all your outstanding prescription requests and any other requests made in the last

Date	Status
Mon 17 Oct 2011	Processed
Mon 17 Oct 2011	Rejected
Mon 17 Oct 2011	In Progress

Drug	Dosage	Quantity	Last Issued
ATENOLOL tabs 100mg	take one each morning	(28) tablet(s)	Mon 17 Oct 2011
SIMVASTATIN tabs 10mg	take one at night	(28) tablet(s)	Mon 17 Oct 2011
ZANIDIP tabs 10mg	take one daily	(28) tablet(s)	Not Issued
IRBESARTAN tabs 150mg	take one once daily	(28) tablet(s)	Not Issued
ASPIRIN disp tab 75mg	take two daily	(56) tablet(s)	Not Issued
FUROSEMIDE tabs 40mg	take one each morning	(28) tablet(s)	Not Issued

Click [here](#) to make a new request

Processed Request

Rejected Request – Message from Practice shown in red

In Progress Message – Showing Drug details, Dosage and Quantity Details, Date of last Issue.

If you select multiple items in your request, your Practice might partly complete the request, issuing some items but not others. This request will be shown as **Processed**. The Practice may add a message explaining why the item(s) have not been issued. The Last Issued column will show the item(s) as not issued.

Prescriptions
Please allow **48 hours** before collecting your prescription.

Recent Prescription Requests
The list below displays all your outstanding prescription requests and any other requests made in the last

Date	Status
Fri 7 Oct 2011	Processed
Mon 10 Oct 2011	Processed
Mon 10 Oct 2011	Processed


Please make an appointment with your GP for a review of your migraine medication

Drug	Dosage	Quantity	Last Issued
ATENOLOL tabs 100mg	Take one once daily	(28) tablet(s)	Mon 17 Oct 2011
BENDROFLUMETHIAZIDE tabs 2.5mg	take one each morning	(28) tablet(s)	Mon 10 Oct 2011
ERGOTAMINE TARTRATE + CAFFEINE tabs 1mg + 100mg	TAKE ONE AS NEEDED	(30) tablet	Not Issued

Recent Prescription Requests – Request Partially Fulfilled

Rejected Requests

If your practice has not processed your repeat request, it is marked as Rejected on your request list.




To view the reason why your request has been rejected, click on the plus sign  to expand the request, the message is displayed in red.

Prescriptions

Please allow **48 hours** before collecting your prescription.

Recent Prescription Requests

The list below displays all your outstanding prescription requests and any other requests made in the last

Date	Status		
 Mon 17 Oct 2011	Processed		
 Mon 17 Oct 2011	Rejected		
Prescription ordered too early			
Drug	Dosage	Quantity	Last Issued
ZANIDIP tabs 10mg	take one daily	(28) tablet(s)	Not Issued
IRBESARTAN tabs 150mg	take one once daily	(28) tablet(s)	Not Issued
 Mon 17 Oct 2011	In Progress		

Click [here](#) to make a new request

Online Prescriptions – Cancelled Request