

# NEW Patient Access service - FAQs

Since the launch of Patient Access version 2, we have received a large number of queries about the new functionality. To assist you with handling any queries, we have listed the most frequently asked questions below.

## FAQs

### **Why can't our patients sign in with their email address and password?**

The first time a patient signs in to the new version, they **MUST** use their user ID and password. They can then confirm their email and account details, using the message on the homepage, and use their email to sign in, in future.

#### **IMPORTANT NOTICE**

Please **confirm your account details**. Once you confirm your email address you will be able to use it instead of your User ID to sign in.

*The message on the homepage*

### **Does each patient need to have an individual email address?**

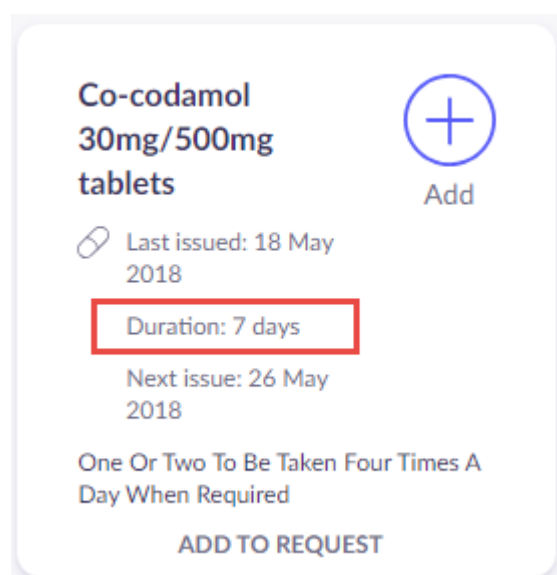
Every patient, when registering as a NEW Patient Access user, requires a unique email address.

In terms of existing patients, they will still be able to sign in with their user ID and password if they wish. They do not have to record an email address and can simply ignore the 'confirm your account details' message. So essentially, existing users should continue using their user ID and password, or get a unique email address which can then be successfully recorded.

### **Why has the quantity of medication for a patient been changed?**

The new service displays duration, not quantity. It displays the number of days worth of medication, not for example, the number of tablets. The following information is displayed:

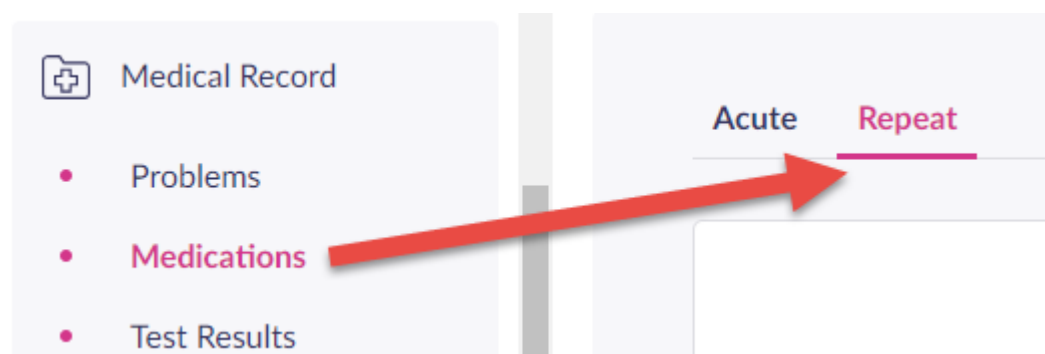
- Medication
- Last issued date
- Duration
- Next issue date
- Dosage



*How medication is displayed in the Repeat Medication section*

### Under Medical Record, why are some patients unable to view their repeat medication?

When a patient first accesses Medical Record > Medications, the default tab is set to Acute. If they select the **Repeat** tab at the top of the screen they will be able to view, and order, repeat medication.



*Repeat medications in the Medical Record section*

### Why are some patients unable to view their consultations or documents?

When a patient first accesses Medical Record > Consultations (or Documents), a filter is applied by default to only show the last month of data. The filter can be removed by selecting **x** at the end of the date range. A different filter (date range) can be added by selecting **Show: All records**.

## Known issues

We are also aware of a number of issues with the new Patient Access service and we are working hard

to resolve them. The known issues are listed below.

Description	Advice	Fix
Some Patients are unable to view or book appointments.	We are aware and working to resolve the issue.	Resolved in v2.0.2.
Personal Health Record is disabled.	We have temporarily disabled Personal Health Record while we investigate an issue with this feature.	We have identified the cause of this problem and are testing the resolution.
Android devices that work on WiFi only are unable to download the app.	We are aware and working to resolve the issue.	Resolved in v2.0.2.
Some Patients are unable to confirm their email address when using the iOS or Android app.	We are aware and working to resolve the issue.	Resolved in v2.0.2.
Delays with users who reset their password receiving the confirmation email.	We are aware and working to resolve the issue.	Resolved.

## Further guidance

- [Introducing the new Patient Access](#)
- [Pharmacy nominations and dispensing practices](#)
- [Patient Access help guides for practices](#)
- [Support for patients](#)