PATHHEAD MEDICAL CENTRE

210 Main Street, Pathhead EH37 5PP
www.pathheadmedicalcentre.co.uk

Online Prescriptions

Guide for Patients

Online Prescriptions – Patient Guide

Patient Access Services allows you to view what repeat medications can be ordered. It provides direct access to your notes on our system (called Vision) to view medication only, and shows the last time you received the medication as well the progress of any requests. There is no need to type in medication names and quantities just simply tick what you require. It also shows your preference pharmacy which is held on your record.

Once registered you can access via the Practice website prescription page, or directly at www.patient-services.co.uk

How to Register:

Complete the one-page form either from Reception whilst in the practice, or via our website. We will verify your ID either in person if you are in the Practice or via a phone call if submitting online. Please note that every person must have a unique email address as multiple people cannot be connected with the same email. This account gives the patient direct access to your medical record (albeit prescriptions only for now) therefore it is imperative that we verify directly with the patient before setting up access.

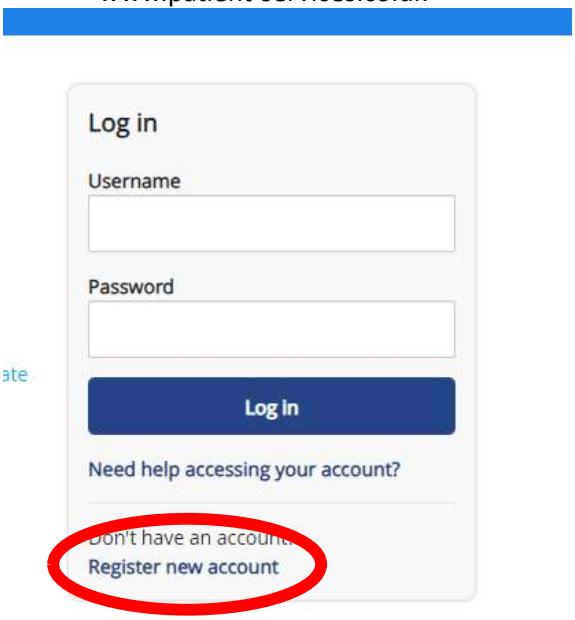
Once verified you will receive an email from noreply@myvisiononline.co.uk with an attachment containing instructions as well as an Unique Linkage Key.

If you misplace your email simply let us know and we can resend the registration instructions and codes.

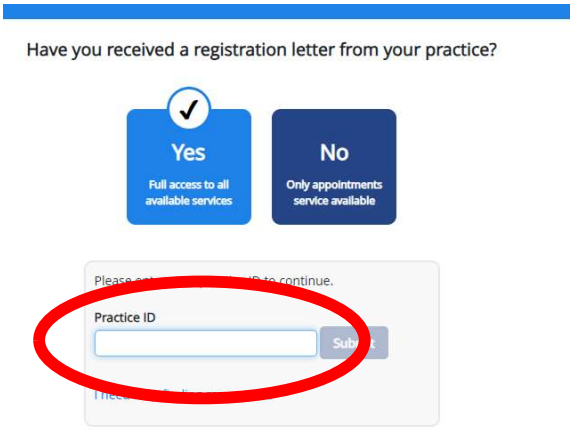
If you forget your password at any point simply select the Forgotten Password option to reset.

Once you receive the email confirmation, to register follow these instructions:

1. **Login Screen :**
   www.patient-services.co.uk

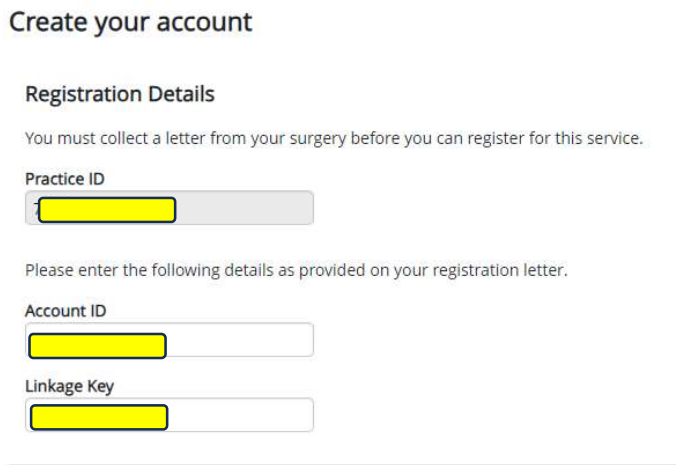


2. **Register**



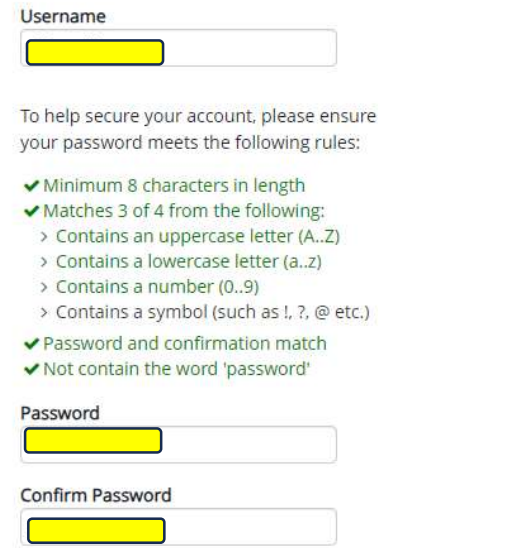
Add Practice code: 77125

3. **Create Account**



Information as per email/letter.

4. **Username and Password**



5. **Personal Details:**

These must match what is held on your medical record:

- First name and Last name
- Email (one you provided to register)
- Date of Birth
- Tick to agree to T&Cs

Once completed you will get an email verification with a link to confirm from: no-reply@patient-services.co.uk

Your Account

Once logged in you will have access to My Prescriptions and My Account. Your account is directly linked to our own system (called Vision) therefore when accessing and requesting there is usually a slight delay for when it interacts with our system.

For repeat medications: simply tick the box for the medication you require and press request.

For another medication: tick the box “I’d like to request an expired repeat or another medication” and simply type in the box.

By logging back into your account at any point you can see if your request has been processed. You are able to see your prefered pharmacy but if you wish your prescription to go elsewhere simply write in the box (where you request other medication).

Please note that although you can see your “My Account” it will not allow you to change this information with the exception of the telephone number. If you change this number it will automaticaly update on your patient record on our system and will therefore effect how we contact you.

For under 16 years:
Unfortunately we are not able to offer this service to children due to data protection.

What if I order medication for a relative?:
Only the patient can grant access to ther medications therefore if the patient gives permission we must also verify ID for both the patient as well as their nominated person.