



If you have Sky, NTL, Telewest or Virgin Media installed at home, you can now book your GP appointment using interactive services on DiTV.

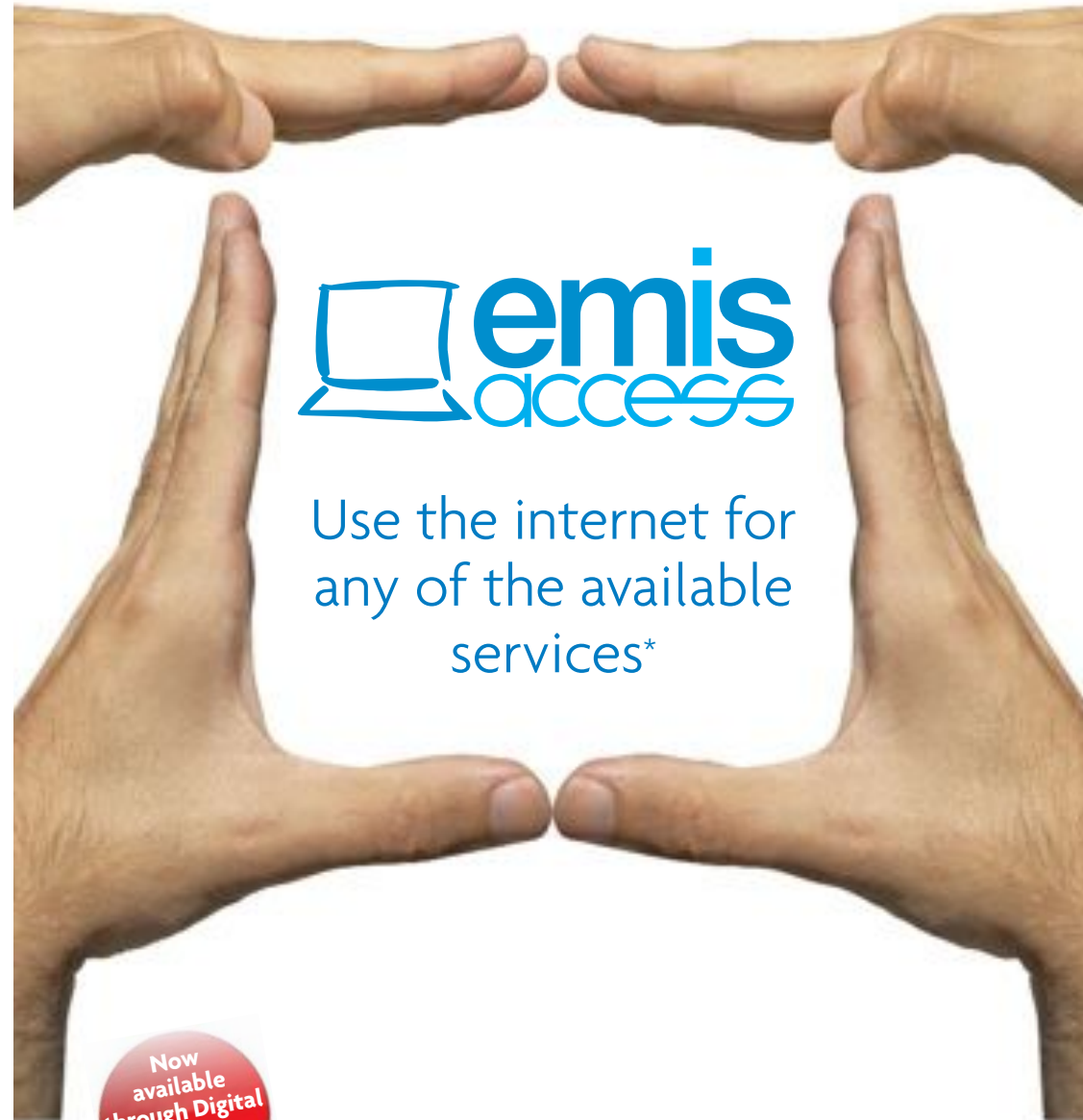
#### Further information

Your practice may not offer every EMIS Access feature, so please ask at reception to find out which services are available to you.



#### Practice stamp:







Hook Surgery  
Merritt Medical Centre  
Merritt Gardens  
Chessington  
KT9 2GY  
Tel. 020 8397 6361  
Fax 020 8974 1573







- ➔ Appointment booking
- ➔ Repeat prescription ordering
- ➔ Change of address
- ➔ Secure messaging
- ➔ New patient pre-registration

EMIS Access is the convenient way to book appointments and order repeat medication.

## Book your next appointment

-  Quick and easy to use, avoid busy phone lines or closed practices
-  Easy to follow screens and prompts ensure it's simple for you to view, book, or cancel appointments – whatever time of the day or night
-  When you book an appointment, you will receive confirmation immediately. There is no need to re-confirm by email or telephone – just arrive promptly on the day
-  Electronic management of your appointment
-  Available via most internet browsers, it is even possible to use EMIS Access from some mobiles
-  Use your digital TV to book your next appointment, using your remote control

## Request repeat prescriptions

-  Request repeat prescriptions without visiting the surgery or pharmacy
-  Use the internet to quickly order any repeat prescriptions that are due. Once requested, simply collect your prescription from the practice
-  Fewer queues to order or collect repeats
-  No more busy phone lines

*appointment booking*



Appointments				<a href="#">Book a New Appointment</a>
Date & Time	Doctor	Location		
02/01/2007 14:00	Dr Stanley Fraser	Back Lane Surgery	<a href="#">Cancel</a>	
04/01/2007 14:40	Dr Stanley Fraser	Back Lane Surgery	<a href="#">Cancel</a>	

Repeat Prescriptions		
Request		27-A-2007
<input type="checkbox"/> Aspirin Dispersible Tablets 75mg		Awaiting Action
<input type="checkbox"/> Brufen Tablets 200mg		Awaiting Action
<input type="checkbox"/> Inhalant Asthacorder 250 micrograms/Inhaler		Awaiting Action
Request		27-A-2007
<input type="checkbox"/> Aspirin Dispersible Tablets 75mg		Awaiting Action
<input type="checkbox"/> Brufen Tablets 200mg		Awaiting Action
<input type="checkbox"/> Inhalant Asthacorder 250 micrograms/Inhaler		Awaiting Action
Request		27-A-2007

## Other online features that may be available to you.

The popularity of online appointment booking has led to extra features being introduced to help patients with busy lifestyles communicate more easily with their GP practice.

### Contact the practice

A secure messaging service lets you send routine enquiries straight to your practice. Simply submit a short message via a secure form on the website.

Messages are handled by practice staff during normal working hours, so there may be a delay before you receive your reply.

Secure messaging is best used for queries that require a non-urgent reply. Unlike email, messages are encrypted for patient confidentiality. If you have an urgent query, please telephone the practice or emergency service as normal.

Examples of queries include your surgery opening hours, eligibility for flu vaccinations or details of your next asthma clinic.

### Update your personal details

Change of address enables you to add or update your address and contact details, including home or mobile telephone numbers and email address.

Changes made through this service are subject to approval by the practice.

### Pre-register with the practice

If you are a new patient, you may be able to pre-register at this practice online.

Completing the details using the online registration form will allow you to ensure your personal information is accurate, and means you'll only need to visit the surgery to confirm your details.

### Secure information

All personal information contained within EMIS Access is protected using the highest standard internet security.

