

## Registering your Patients for Basic Online Services (OSU)

You can enable your patients to register for basic online services, also known as an **Online Services User (OSU)**. Registering as an OSU allows patients to quickly and easily register and book appointments online via **Patient Services**.

### Enabling Online Services Users

To allow your patients to register as an OSU:

1. From **Control Panel** - select **File Maintenance - Online** , tick **OSU**.
2. Select **OK** to save:

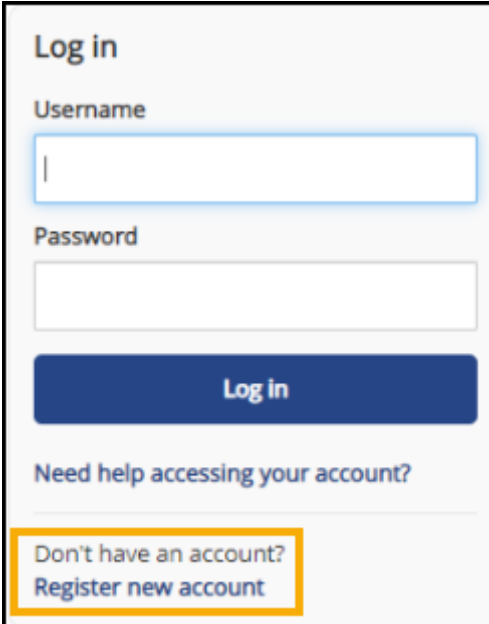


Now, let your patients know they can request online services. You may want to consider the following methods of promotion:

- Provide a link on your website to the registration page
- NHS Choices
- Text campaign
- Email campaign
- In-house promotion
- Newsletter

## Patient Registration

Your patients can now register and create a login and password via <http://www.patient-services.co.uk>:



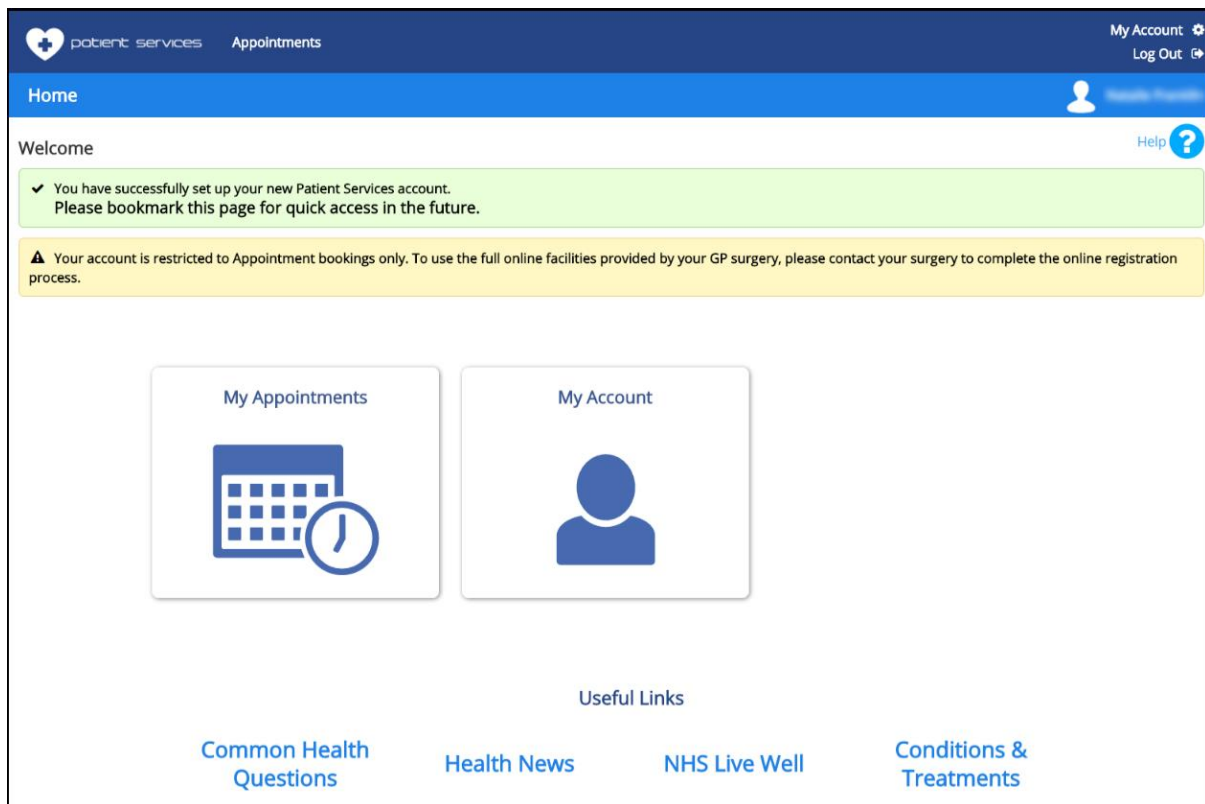
The screenshot shows a 'Log in' form with the following elements:

- Log in** (Section Header)
- Username** (Label) above a text input field.
- Password** (Label) above a text input field.
- Log in** (Blue button)
- Need help accessing your account?** (Text link)
- Don't have an account? Register new account** (Text link, highlighted with a yellow border)

- Written registration guidance for your patients is available from the Vision patient help files:
  - [https://help.cegedim-healthcare.co.uk/Patient\\_Services\\_-\\_Patient\\_Help\\_Centre/Content/B\\_Help/Registration/Basic\\_Patient\\_Services\\_Registration.htm](https://help.cegedim-healthcare.co.uk/Patient_Services_-_Patient_Help_Centre/Content/B_Help/Registration/Basic_Patient_Services_Registration.htm)
- Video registration guidance for your patients is available from the Vision patient help files:
  - [https://help.cegedim-healthcare.co.uk/Patient\\_Services\\_-\\_Patient\\_Help\\_Centre/Content/B\\_Help/Videos/Video\\_Tutorial\\_-\\_How\\_do\\_I\\_Create\\_a\\_Basic\\_Patient\\_Services\\_Account.htm](https://help.cegedim-healthcare.co.uk/Patient_Services_-_Patient_Help_Centre/Content/B_Help/Videos/Video_Tutorial_-_How_do_I_Create_a_Basic_Patient_Services_Account.htm)


# Appointments

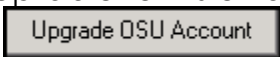
Your patients can now book appointments via **My Health Online**:



Your patients are prompted via the **Welcome screen** that if they want to create a full online services account they need to provide two proofs of identification.

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 **Note** - Should your patient wish to upgrade their basic online account to a full online services account, from the patient's registration record, select their **Online Services** tab, record the two acceptable forms of identification and select **Upgrade OSU Account**

**Account** 

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## Considerations

The following should be considered:

- When submitting the online form the patient's demographics, for example, name, address and date of birth, have to be an exact match to the information held in the medical record, or the request is rejected and the patient needs to contact the practice.
- It is recommended that applications for proxy access and children should not be accepted via this method. Such applications should be via manual application process.
- The patient creates their own login/password and receives a system generated message to say they may need to present two forms of ID to the practice.
- As the patient has created their own ID and password you do not need to print a PIN document for them if they come into the practice with ID.
- When accepting the registration from the system workflow, you should use appropriate vouching methods. Confirming the patient's identity by vouching via a telephone call is acceptable when giving access to appointments and prescriptions. Patients should answer the following:
  - Name
  - DOB
  - Address
  - Last appointment details
  - Current repeat medications (if applicable)
- If a patient wishes to request access to their medical record they should be advised to submit a completed practice application form and undergo further ID verification. Click [here](#) to register for full RCGP guidance on Identity Verification.

