



My Health Online 2017 Website Update - Registration User Guide

Version 1

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Vision
The Bread Factory
1a Broughton Street
London SW8 3QJ



Registered No: 1788577 England

www.visionhealth.co.uk

T +44(0) 20 7501 7000

F +44(0) 20 7501 7100

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In Practice Systems Limited
The Bread Factory
1a Broughton Street
London
SW8 3QJ

Website: www.visionhealth.co.uk

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My Health Online 2017 Website Update - Registration User Guide

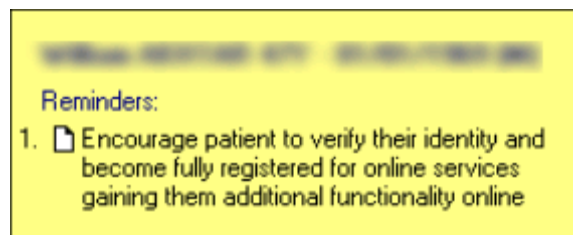
What's New?

June 2017

- Guide simplified and updated to Vision Release DLM 510 and the updated My Health Online.


DLM 510 September 2016

-  **New Patient Messaging App** - This new app enables you to both send and receive messages directly to and from your patients without leaving Vision, see Patient Messaging App for full details.
-  **Pharmacy Nomination - All Countries** - You can now choose to allow your patients to view their Preferred Pharmacy, see Pharmacy Nomination.
-  **Online Service User Reminder** - If a patient has registered for My Health Online as an Online Service User (OSU) only, a reminder is displayed in both **Appointments** and **Consultation Manager** when the patient is selected, reminding you to encourage the patient to register for full online services. If the patient does not want to register fully for online services, and you want to cancel the reminder, add a Medical History entry with the Read code **912P0 Online access to local general practice service declined** to their patient record.





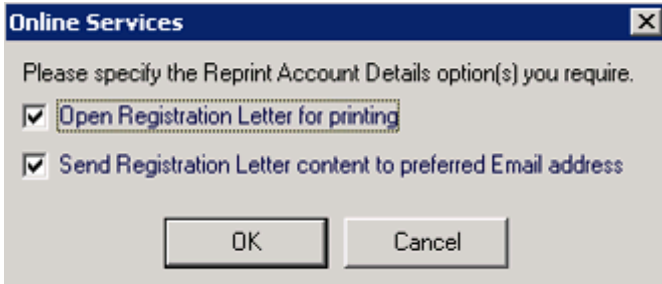
OSU Reminder

A new audit is available to support this functionality, from **Clinical Audit**, select **Admin for SCR, Patient Facing Services & Care.Data - Upgrade to ROSU**:

Admin for SCR, Patient Facing Services & Care.Data			
Patient Facing Services			
Upgrade to ROSU (Version 1, 29/06/2016)			
	3104		Total Practice Population
	3	0.10%	Pts who are OSU only
	1	0.03%	Pts who are OSU only and declined online access (912P0)
	2	0.06%	Pts who are OSU only and have NOT declined online access (912P0)

Clinical Audit - Admin for SCR, Patient Facing Services & Care.Data

- 
Create Online Account/Reset Online Account - The **Create Online Account** button within the **Online Services** tab in the **Registration** module now automatically changes to **Reset Online Account** once an account is created. If you select this option, a new registration letter with a new set of registration codes is created and the patient needs to re-register. This option is not to be used if a patient has already started to register online using their original letter.
- 
Reprint Account Details - The **Reprint Account Details** button has been moved to just above the **Create Online Account/Reset Online Account** button. The messages displayed when you reprint a Registration Letter has been updated so you may specify the reprint option(s) you require:



Reprint options

- **Open Registration Letter for printing** - Tick to print the letter
- **Send Registration Letter content to preferred Email address** - Tick to email the letter
- 
Global Mail Address - Any emails sent from your practice's online services to patients now have the following email address as the sender:
 - **noreply@wales.nhs.uk.**



DLM 500 September 2016

The following was included in the DLM 500 Vision update:

- You can now choose to allow your patients to view their demographic information and update phone numbers and email addresses via the MHOL website, see Patient Access to Demographic Information.
- The Online Service User (OSU) is being introduced, this new restricted account type offers your patients the ability to book appointments online, see Online Services User.
- You can now choose to allow your patients to order Acute Therapy online, see Registration - Online Services Tab.

DLM 490 March 2016

The following was included in the DLM 490 Vision update

-  **Online Services** - All the **Disable** tick boxes within the Online Services tab on a patient's Registration have been relabelled Enable  **Enable**. Any records that have previously had the **Disable** tick removed are updated to **Enable** ticked as part of the DLM 490 update process.



DLM 483 (06/08/2015)

The following was included in the DLM 483 Vision update:

- ★ **Online Services tab** - In preparation for the release of the new My Health Online website which will replace the myvisiononline website the following options have been added to the Online Services tab within patient registration, details of the new website release will be posted on the INPS Website shortly.
 - **Verify** - There is a new option available to enable you to verify the patients email addresses and mobile numbers, see [Creating a My Health Online Account](#) (page 11)
 - **Identification** - There is a new Identification option available from the Online Services tab, see [Add Patient Identity Verification Details](#) (page 16)
 - **ROSU Message tab** - A new Registered Online Service User (ROSU) Message tab has been added ready for future development.
 - **Summary Data tab** - A new Summary Data tab has been added, so when the new website is available patients will be able to access their summary information.
 - **Change of Service** - If an online service, that was disabled, is enabled, within Online Services in the patients Registration screen, a new Online Services - Consent Type screen is displayed, see [Re-enable Online Services](#) (page 22).
 - **Patient Registration Services Letter** - The letter has been updated and now includes two sets of codes, one for current use and one for future development, see [Creating a VOS Online Account](#).
- **My Health Online Registration Letter Reprint** - It is now possible to reprint the Patient Registration Services Letter, see [Reprinting a My Health Online Registration Letter](#) (page 23).


September 2014

(09/2014)

-  **New link to the NHS Wales webpage** - We have added a link to the NHS Wales webpage from our FAQs tab. From the NHS Wales website patients can access information on issues with the service, training documentation and frequently asked questions:
<http://www.nhsdirect.wales.nhs.uk/doityourself/myhealthonline/>
(<http://www.nhsdirect.wales.nhs.uk/doityourself/myhealthonline/>)
-  **Bug Fix** - The My Health Online website is now configured to accept special characters entered in text boxes.




DLM 460

(07/2014)

-  **Bug fix - Patient Confirmation Code** - We have removed potentially ambiguous characters (ie o,O, 0, i, I, l, L) from the automatically generated confirmation code sent for MHOL registration. This will help prevent inadvertently entering an incorrect code and seeing the invalid confirmation code warning screen.

April 2014

Registration (Patient)

-  **Bug fix - Password Reminder** - We have fixed the problem that prevented patients from accessing the necessary screens when requesting a password reminder.
-  **Privacy Policy and Terms of Use Topics Added** - These topics have been added to the help and contain the content of the Privacy Policy and Terms of Use which are available from the My Health Online website. See Privacy Policy and Terms of Use.
-  **MHOL Contact Email** - The MHOL contact email address (MHOL@Wales.nhs.uk ([mailto://MHOL@Wales.nhs.uk](mailto:MHOL@Wales.nhs.uk))) that you should use if experiencing problems registering or logging in, has been added to the FAQs page.

December 2013

DLM 450

(03/13)

Registration (Practice/Patient)

- **Registration Letter Updated** - The registration letter issued by the practice to patients who want to use Online Services now advises patients to register as soon as possible rather than waiting until they need to use the system - to avoid letter expiry.

DLM 440

03/2013

Registration (Practice)

Vision Registration Changes

- **Re-entered online patient email address** - New topic explains where newly entered, online patient email address is stored in the system. See Re-entered Online Patient Email Address.
- **Account Temporary Locked** - After 5 unsuccessful log in attempts, the patient's online account will be temporarily locked for 4 hours. See Log In – Failed Attempt. The account can still be locked manually in Vision 3. See Unlock User Account.

Registration (Patient)

Log In Changes

- **Account Temporary Locked** - After 5 unsuccessful log in attempts, your account will be temporarily locked for 4 hours. See Log In – Failed Attempt.
- **Re-enter email address** - If your email address is not recorded in the system, you will be prompted to re-enter your email address when logging in. See Log In - Re-enter Email Address.

DLM 380

(01/12/11)

Registration (Practice)

Vision Registration Changes

- **Registration - Online Service** – The Online Services tab has been updated; there is an Add button for email addresses and mobile numbers. See "*Creating a My Health Online Account* (page 11)".

Note - Mobile numbers may be recorded, but will not be used for SMS messaging. This function is not currently available in Wales.

- **Registration Letter Update** – The registration letter has been updated to include the patients address and the Registration Token expiry date (if set).
- **Warning if patient is less than 16 years old** – When registering a patient, on clicking the Create Online Account button a message is displayed

if the patient is under 16 years of age. See [Creating a My Health Online Account](#) (page 11).

Registration (Patient)

Creating an Online Account Changes

- **Registration Letter Expiration** – Your GP practice can determine how long your registration letter is valid for, the expiry date (if set) is displayed on your registration letter. Once the letter has expired you are prevented from registering and will need to contact the practice for a new letter.
- **Account Activation** – When sent an activation token, there is now a time period for activation. If you do not activate your account before it expires you will need to get a new registration letter and re-register. See "Activating Your My Health Online Account".

Log In Changes

- **Forgotten Username** – There is a link on the login screen to request a username reminder if required. See "Forgotten Username".
- **Forgotten Password** – There is a link on the login screen to request a password reminder if required. See "Forgotten Password".

My Profile Changes

- **Email Address** – You can now change your email address. See "Change Email".
- **Password** – You can change your password. See "Change Password".
- **Security Question**– When logging in, if no security question exists you are prompted to create a security question. You will then be prompted for your security question details when changing your profile settings. See "Change Security Question".


Other Changes


- **Browser Requirements/Unsupported Browser** – If the browser used is not supported an info bar is displayed at the top of the webpage. See "Prerequisites".

My Health Online 2017 Website Update - Registration (Practice)

Once **Online Services** are activated in **Control Panel**, the **Online Services** tab becomes available in **Registration**. This enables you to create a My Health Online (MHOL) account for your patients.

When a patient's registration is completed, a registration letter is printed and emailed to the patient, who must then go to the My Health Online website to complete their registration.

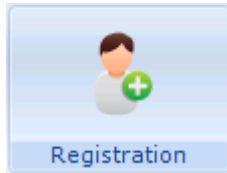
 **Note** - Your patient needs an email address to register for My Health Online.

 **Note** - Patients are advised to contact MHOL@Wales.nhs.uk (<mailto://MHOL@Wales.nhs.uk>) or 0845 4647 if they have any problems registering or logging in to the system.

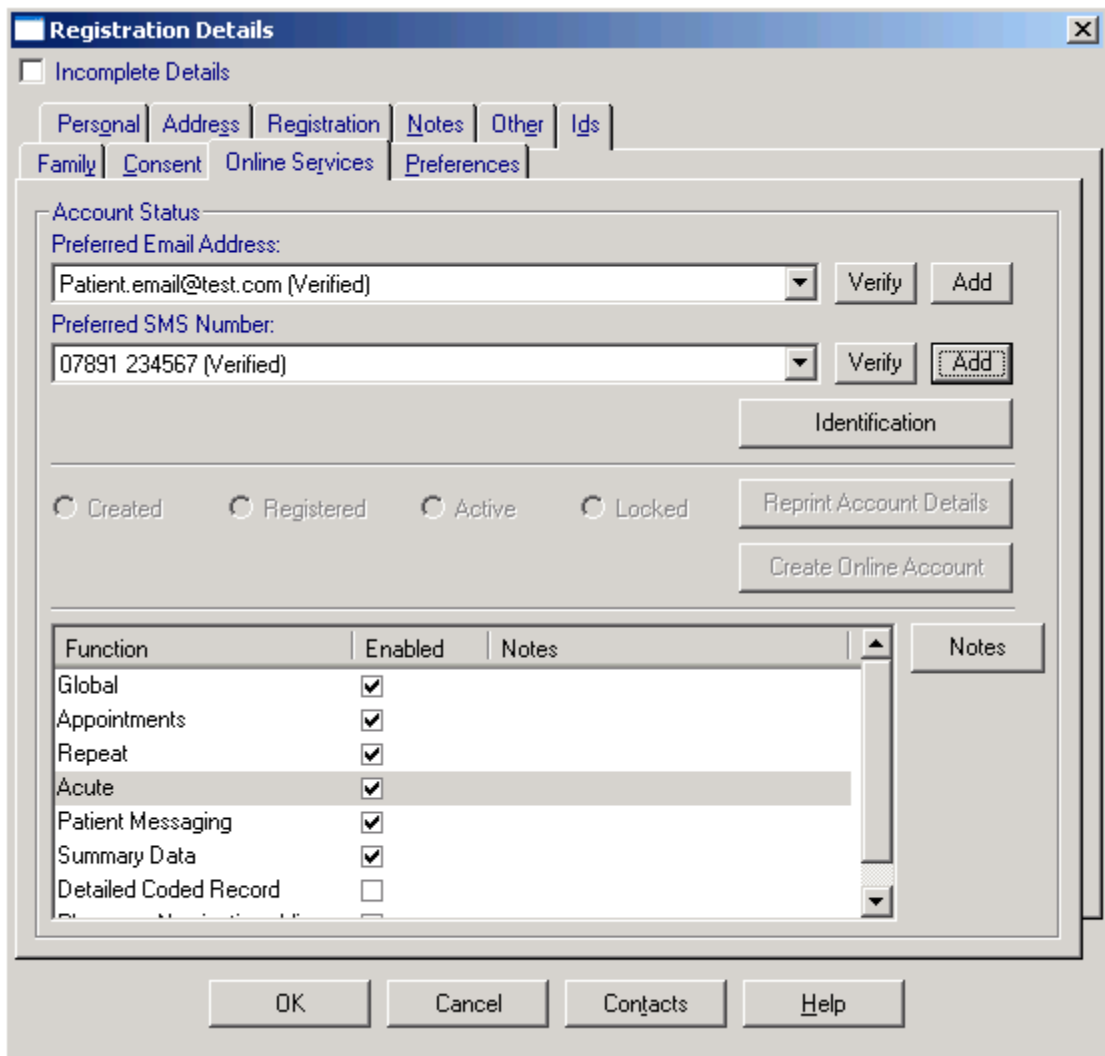
Creating a My Health Online Account

Note - If the patient has already created an Online Account for Online Appointments purposes, they do not have to register again to use Online Repeats.

To create an online account for a patient complete the following:



1. From **Registration**, select the patient required.
2. Click the **Online Services** tab.



Registration Details

Incomplete Details

Personal | Address | **Registration** | Notes | Other | Ids

Family | Consent | **Online Services** | Preferences

Account Status

Preferred Email Address:
Patient.email@test.com (Verified) [Verify] [Add]

Preferred SMS Number:
07891 234567 (Verified) [Verify] [Add]

[Identification]

Created Registered Active Locked [Reprint Account Details]

[Create Online Account]

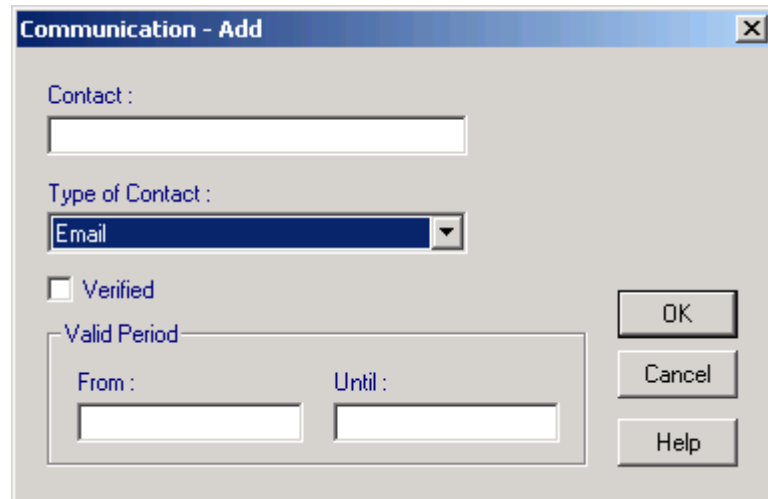
Function	Enabled	Notes
Global	<input checked="" type="checkbox"/>	
Appointments	<input checked="" type="checkbox"/>	
Repeat	<input checked="" type="checkbox"/>	
Acute	<input checked="" type="checkbox"/>	
Patient Messaging	<input checked="" type="checkbox"/>	
Summary Data	<input checked="" type="checkbox"/>	
Detailed Coded Record	<input type="checkbox"/>	

[OK] [Cancel] [Contacts] [Help]

Registration – Online Services

3. Select an existing email address or click **Add** [Add], enter a new email address for the patient in **Contact**, tick **Verified** and then click **OK** to save

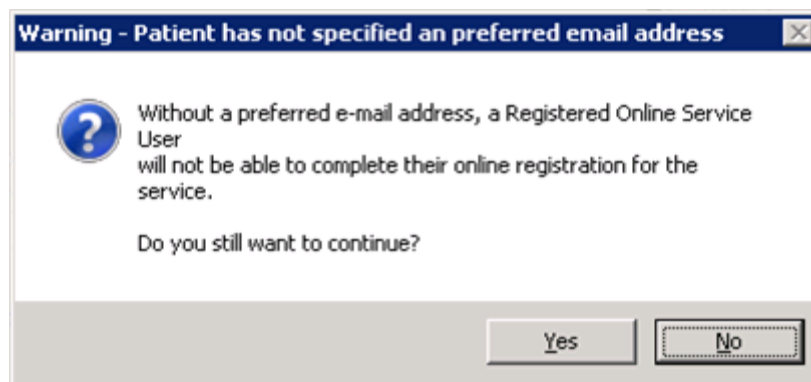
and close (this email address is used to send confirmation and reminder messages to the patient).



Registration - Online Services - Communication Add – Email Address

The patient is not required to have a recorded email address, however without a verified email recorded when you click **Create Online Account** the following message is displayed:

'Without a preferred e-mail address, a Registered Online Service User will not be able to complete their online registration for the service. Do you still want to continue?'



Warning - Patient has not specified a preferred email address

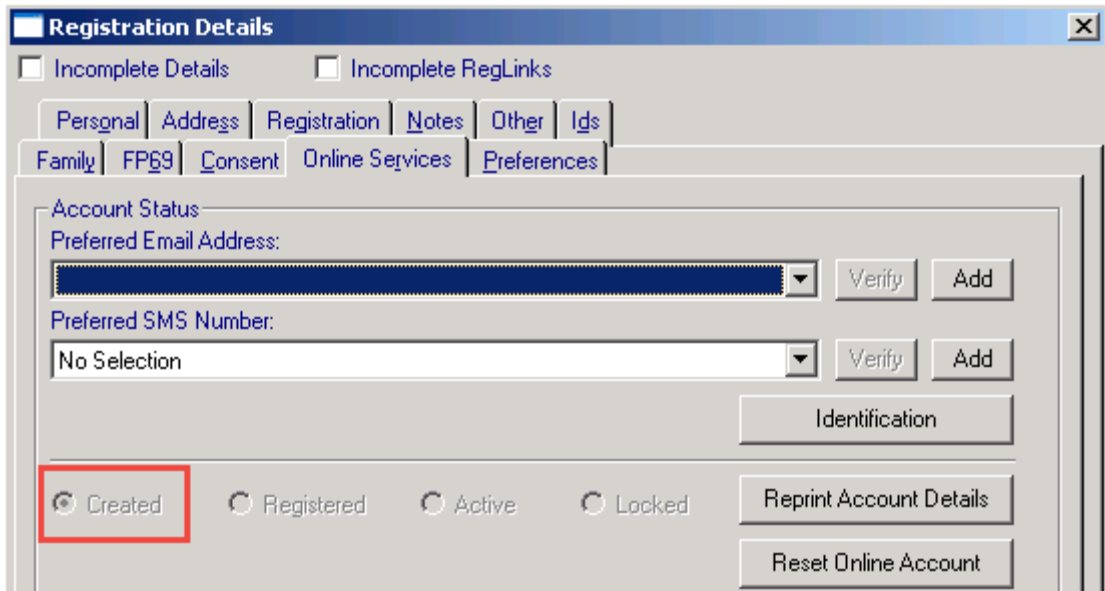
Click:

- **Yes** to continue the online account creation, or
- **No** to return to the **Online Services** tab without creating an online account.

Note -The My Health Online website does not send communications via email unless the communication details have been verified. If the patient has more than one email addresses, the contact that is displayed when you click **OK** is the contact used by My Health Online. This is known as the 'preferred' contact.

- 4.** Click **Create Online Account**, Microsoft Word is launched with a letter containing the patient's online registration details.
- 5.** Check the details, print out the letter and hand it to the patient. If there is a verified email address a pdf copy of the letter is also emailed to the patient.

- The **Online Services** tab is updated to show that the account has been **Created**. Click **OK** to close.



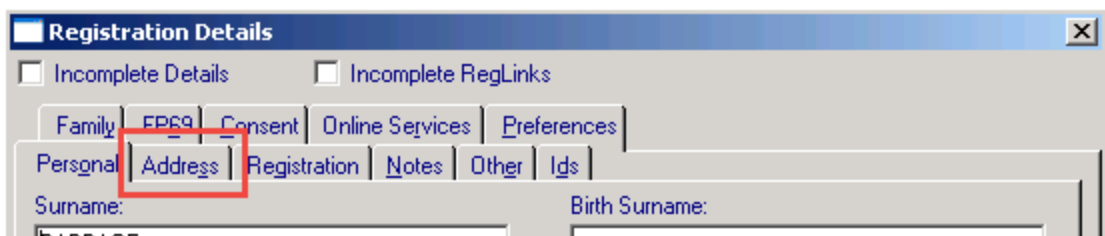
Registration - Online Services - Account Created

Important - Patients wanting to set up more than one account should be advised to use different email addresses due to potential breaches in confidentiality.


See Creating an Account for a Dependant for information on patients who want to create/manage accounts for dependants.

Adding Communication Details

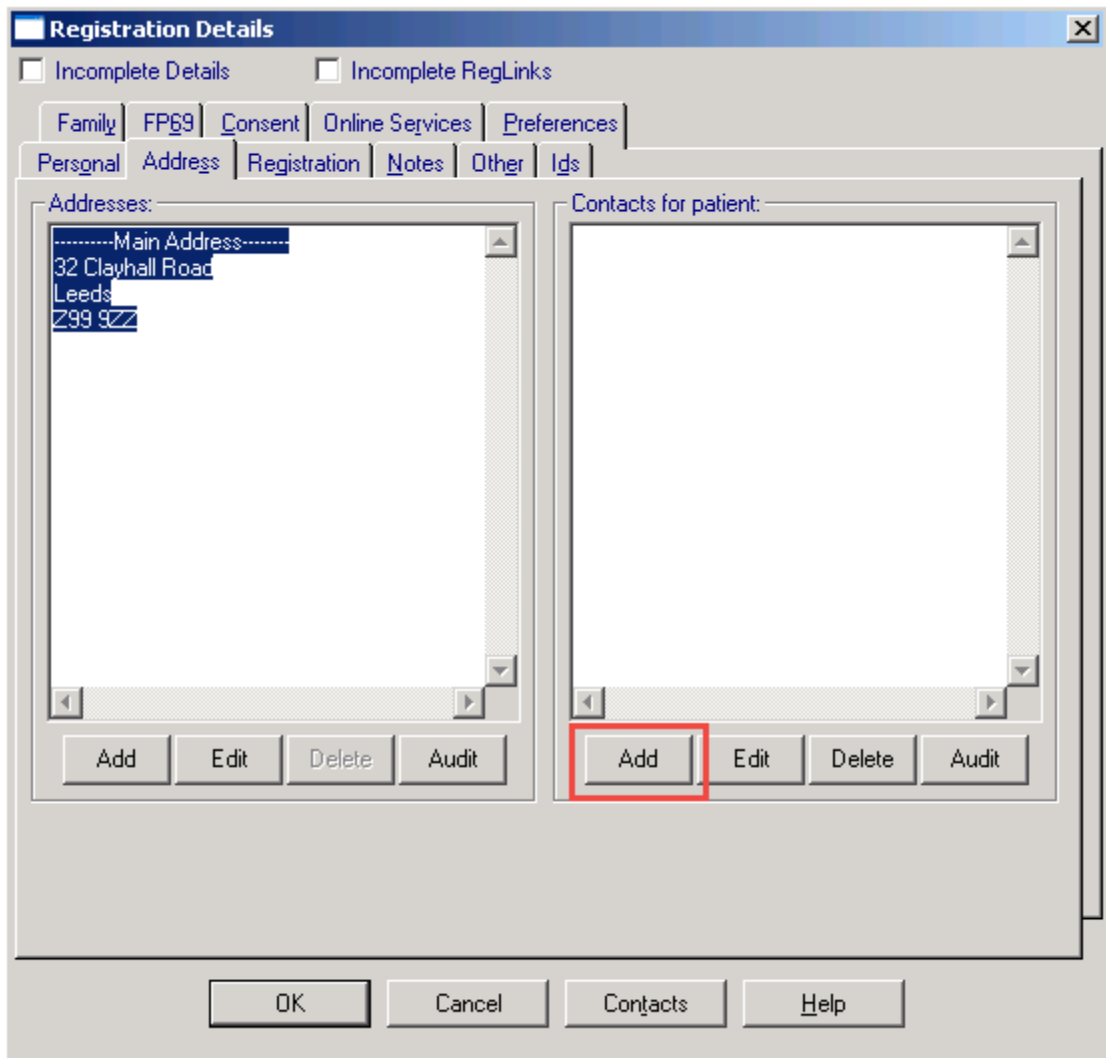
- From **Registration**, select a patient, click on the **Address** tab.



Patient Registration Screen

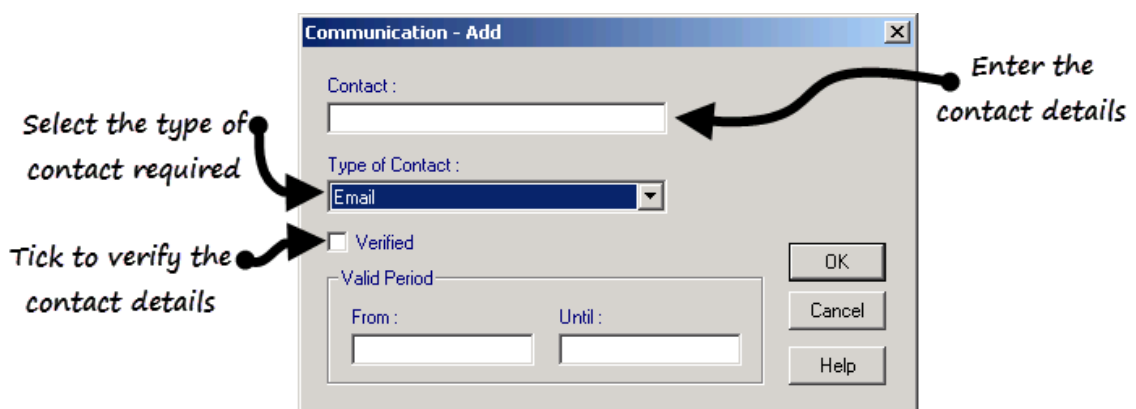
- Click **Add**  to add contact details for the patient.

Note - Contact details should be added to the **Contacts for patient** section.



Registration Address

3. The **Communication - Add** screen is displayed.



4. Complete as follows:

- **Contact** - Enter the email address or mobile phone number.
- **Type of Contact** - Select the appropriate type of contact from the drop down list.
- **Verified** - Tick to confirm the details are Verified.

Note – Communication details must be verified to enable email and SMS (not available in Wales) communication to the patient from the online services website.

5. Click **OK** to save and close and then click **OK** again to close the patient **Registration** screen.

Note – If, following online registration, the email address is removed; your patient is unable to log in.

Add Patient Identity Verification Details

When a patient asks to register for Online Services, you must ask them to provide a form of identification. Once viewed, you must record that you verified their identity on their patient record in both of the following ways:

Record a patient registration data verified history entry

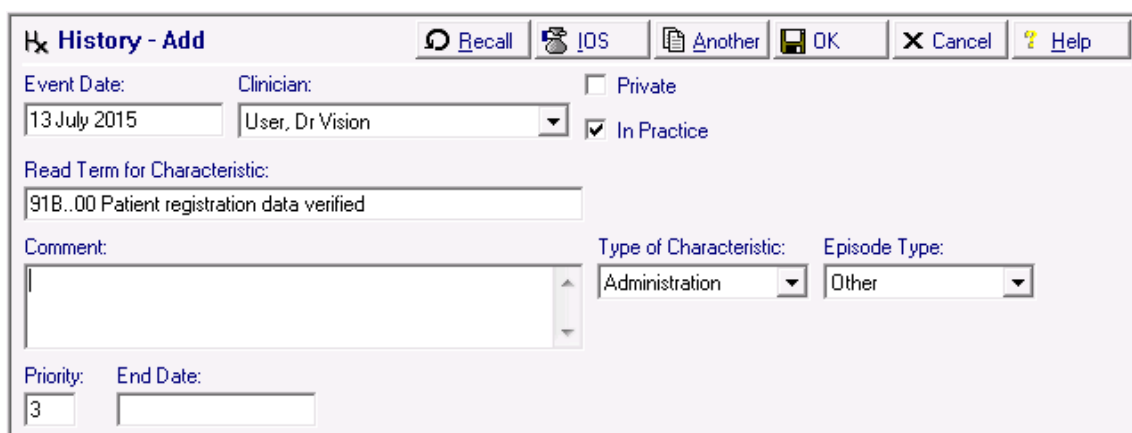


1. From **Consultation Manager**, select the patient required.
2. In **Read Term - Add**, type **#91B** and press enter.
3. **91B..00 Patient registration data verified** is displayed, click **OK** to invoke the **History - Add** form.



Consultation Manager - Read Term - Add

4. On the **History - Add** form, add comments and change the **Priority** if your practice protocols dictate.



History Add - Patient Registration Data Verified

5. Click **OK** to save.

Record an Identification entry

Identification is a screen for recording the type of identification presented by the patient within Registration. If identification is not recorded it is not possible to complete the creation of the online account.

Select either:



- **Registration**, select the patient required, select **Online Services** tab and then click **Identification**.

A screenshot of a software window titled "Registration Details". The window has a blue header bar with a close button (X) on the right. Below the header, there are two checkboxes: "Incomplete Details" and "Incomplete RegLinks". A series of tabs are visible: "Personal", "Address", "Registration", "Notes", "Other", "Ids", "Family", "FP69", "Consent", "Online Services", and "Preferences". The "Online Services" tab is selected. Underneath, there is a section for "Account Status" with two dropdown menus: "Preferred Email Address" and "Preferred SMS Number". Each dropdown menu has a "Verify" and an "Add" button to its right. Below these, there is a button labeled "Identification" which is highlighted with a red rectangular border. At the bottom of the window, there are radio buttons for "Created", "Registered", "Active", and "Locked", along with two buttons: "Reprint Account Details" and "Reset Online Account".

Registration - Online Services - Identification

or,



- **Consultation Manager**, select the patient required, click on **List** and select **Identification**.

1. The **Identification Type** screen is displayed:

Date	Type	User	Text
17/06/2015	Personal Vouch	Dr Anne Marie Loop	Known the patient for many years
30/06/2015	Birth Certificate	Mrs D Macd	

Consultation Manager - List Identification screen

2. Click **Add** to add details.

3. The **Identification - Add** screen is displayed.

Date: 06/07/2015
Type: Bank Statement
Staff: Macd, Mrs D
Freetext:

OK Cancel

Consultation Manager - List Identification - Add

4. Complete as required:

- **Date** - Completes with today's date. Click to display a calendar and select the date the identification was presented if required.
- **Type** - Select from the available list:
 - **Personal Vouch**
 - **Information confirmation**
 - **Passport**
 - **Driving Licence**
 - **Birth Certificate**
 - **Bank Statement**
 - **Utility Bill**

- **Other**

- **Staff** - Select the staff member that checked the identification from the available list, this initially defaults to the person currently logged in.
- **Freetext** - Enter any free text comments required.

📌 **Note** - If a patient provides another form of ID in the future, rather than edit the existing information, you should add a new entry.

Registration Status

There are four online account statuses within **Registration**, they are:

- **Online Account Created**
- **Online Account Registered**
- **Online Account Active**
- **Online Account Locked**

Online Account Created

Once you have entered a patient's verified email address, their identification details, and clicked **Create Online Account**, their status is **Created**.

Online Account Registered

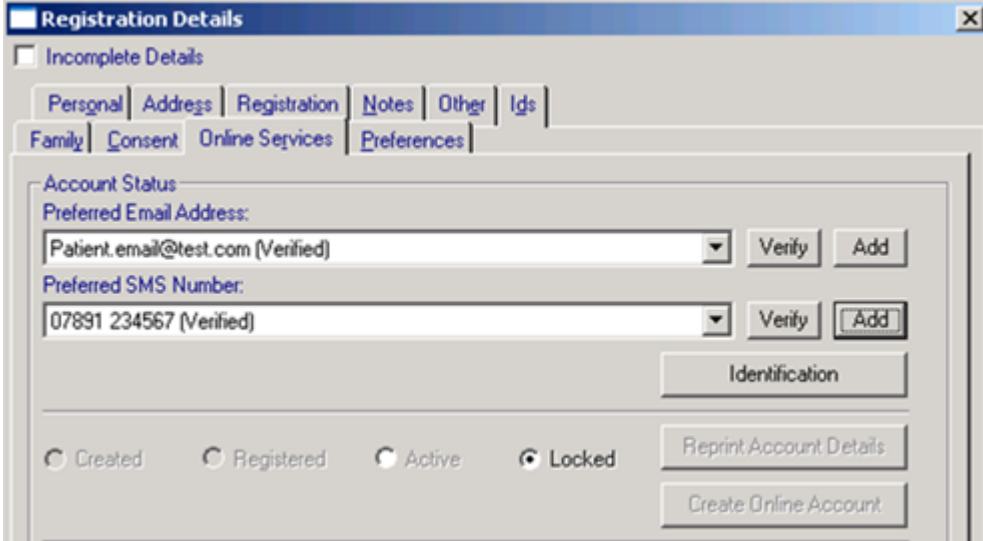
Once the patient has completed the online registration process by creating a username and password, but not activating the account by confirming their email, the status is **Registered**.

Online Account Active

This is the desired status for all online accounts, once the patient has activated their online account by following the link in the confirmation email, the account status is **Active**.

Online Account Temporary Locked

After 5 unsuccessful log in attempts the patient's online account is locked temporarily for 60 minutes, the account status is changed from **Active** to **Locked**.



The screenshot shows a software window titled "Registration Details" with a close button (X) in the top right corner. Below the title bar is a checkbox labeled "Incomplete Details". A series of tabs are visible: "Personal", "Address", "Registration", "Notes", "Other", "Ids", "Family", "Consent", "Online Services", and "Preferences". The "Registration" tab is selected. Underneath, there is a section for "Account Status". It includes two dropdown menus: "Preferred Email Address:" with the value "Patient.email@test.com (Verified)" and "Preferred SMS Number:" with the value "07891 234567 (Verified)". Each dropdown has "Verify" and "Add" buttons. Below these is an "Identification" button. At the bottom, there are four radio buttons for account status: "Created", "Registered", "Active", and "Locked". The "Locked" radio button is selected. To the right of the radio buttons are two buttons: "Reprint Account Details" and "Create Online Account".

Registration - Online Services - Account Locked

Note - After 60 minutes the patient's online account is unlocked automatically and the status changed back to **Active**. See Unlock User Account for instructions on how to unlock the patient's online account manually.

Unlock User Account

To unlock a patient's online account manually:

1. From **Registration**, select the patient required.
2. Select **Registration Details - Online Services** and click on **Active** to unlock the patient's online account:

The screenshot shows a software window titled "Registration Details" with a close button (X) in the top right corner. Below the title bar is a checkbox labeled "Incomplete Details". A series of tabs are visible: "Personal", "Address", "Registration", "Notes", "Other", "Ids", "Family", "Consent", "Online Services", and "Preferences". The "Online Services" tab is active. Under this tab, there is a section for "Account Status" with the following fields and controls:

- Preferred Email Address:** A text box containing "Patient.email@test.com (Verified)", a dropdown arrow, a "Verify" button, and an "Add" button.
- Preferred SMS Number:** A text box containing "07891 234567 (Verified)", a dropdown arrow, a "Verify" button, and an "Add" button.
- Identification:** A button.
- Account Status:** Four radio buttons: "Created", "Registered", "Active" (which is selected), and "Locked".
- Reprint Account Details:** A button.
- Create Online Account:** A button.

A yellow callout box with a black border and an arrow pointing to the "Active" radio button contains the text: "Click on Active to unlock the patient's online account".

Registration - Online Services - Unlock Online Account

Disabling Online Services

You can disable the patient's online services globally or by specific module if:

- The patient chooses to opt out of Online Services or a specific module, or
- The service is being abused by the patient

Online Appointments functionality is disabled automatically for a patient if they exceed the practice's online DNA limit.

To disable a specific patient's access to all or a selection of online services:



- 1.** From **Registration**, select the patient you require and click **Online Services**.
- 2.** Remove the tick from **Enabled** to disable the following:
 - **Global** - This disables all services available to the Account. The patient is unable to log in.
 - **Appointments** - This stops the patient being able to book appointments online.
 - **Repeats** - This stops the patient being able to order repeat prescriptions online.
 - **Acutes** - This stops the patient being able to order acute prescriptions online.
 - **Patient Messaging** - This stops the patient being able to send messages to the surgery via their online account.
 - **Summary Data (England Only)** - This stops the patient being able to view their summary data online.
 - **Detailed Coded Record (England Only)** - This stops the patient being able to view their detailed coded medical record online.
 - **Pharmacy Nomination - View** - This stops the patient being able to view their nominated pharmacy.
 - **Pharmacy Nomination - Update (England only)** - This stops the patient being able to update their Electronic Prescription Service (EPS) nominated pharmacy.

If a service has been disabled, it is no longer visible when a patient logs in.

The screenshot shows a software window titled "Registration Details" with a close button (X) in the top right corner. Below the title bar, there is a checkbox for "Incomplete Details". A series of tabs are visible: "Personal", "Address", "Registration", "Notes", "Other", "Ids", "Family", "Consent", "Online Services", and "Preferences". The "Online Services" tab is selected. Under "Account Status", there are fields for "Preferred Email Address" and "Preferred SMS Number", each with a dropdown menu, "Verify", and "Add" buttons. Below these are "Identification", "Reprint Account Details", and "Reset Online Account" buttons. A row of radio buttons shows "Created" selected, with "Registered", "Active", and "Locked" unselected. At the bottom of the window are "OK", "Cancel", "Contacts", and "Help" buttons.

Function	Enabled	Notes
Global	<input checked="" type="checkbox"/>	
Appointments	<input checked="" type="checkbox"/>	
Repeat	<input checked="" type="checkbox"/>	
Acute	<input checked="" type="checkbox"/>	
Patient Messaging	<input checked="" type="checkbox"/>	
Summary Data	<input checked="" type="checkbox"/>	
Detailed Coded Record	<input checked="" type="checkbox"/>	

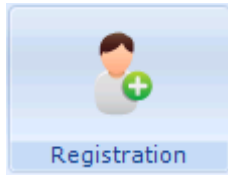
Registration - Online Services - Account Disabled

3. Click **OK**, to save and close.

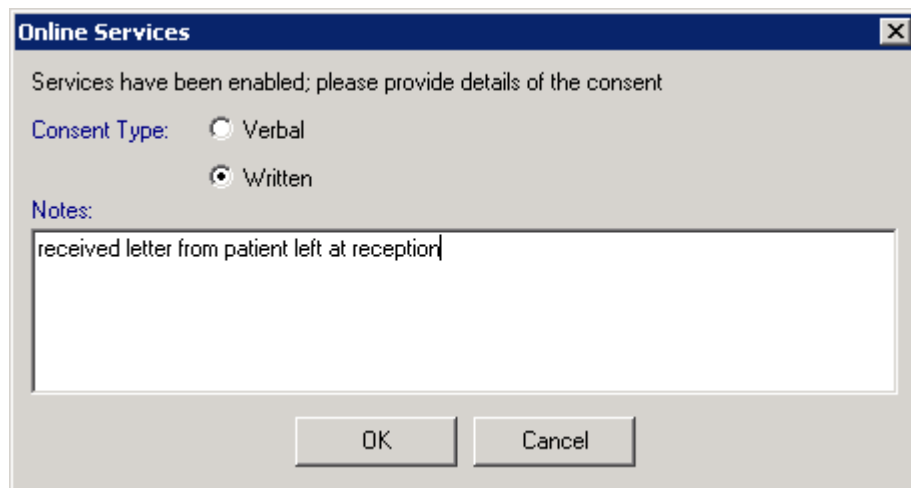
The Account can be **Reactivated** by ticking **Enabled** on the relevant screen. The patient can now log in without having to re-register, see Re-enable On-line Services.

Re-Enable Online Services


To re-enable an online service:



1. From **Registration**, select the patient and select the **Online Services** tab.
2. Tick **Enabled** for either **Global**, if all services have been disabled, or the specific service that has been disabled.
3. The **Online Services - Consent Type** screen is displayed:



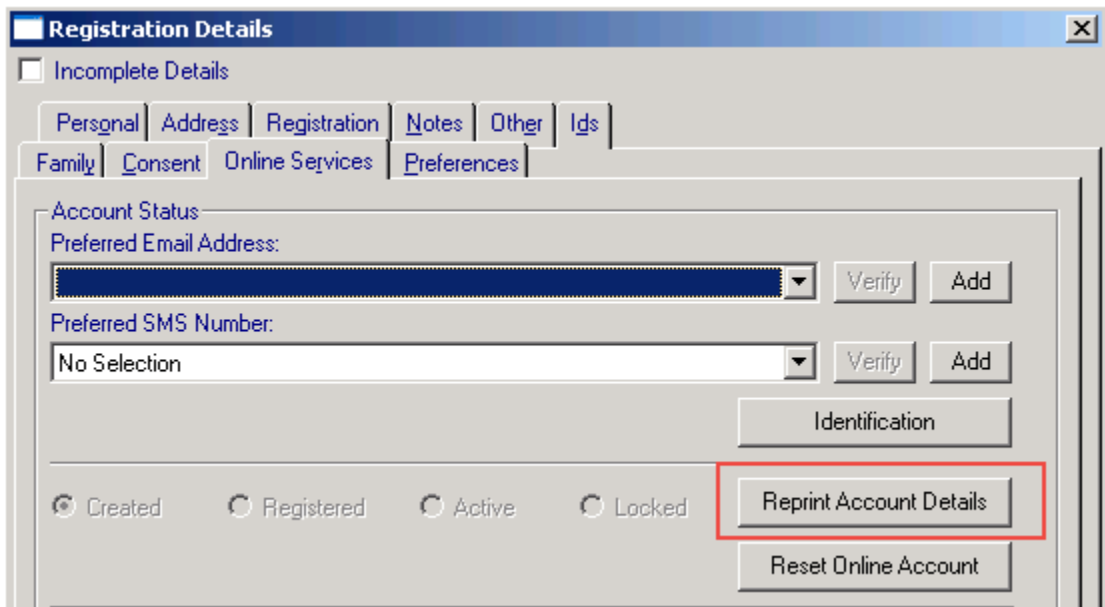
Registration - Online Services Consent Type screen

4. Select as appropriate to record either:
 - **Verbal** - For spoken consent
 - **Written** - For consent given in writing
 5. Enter any free text comments in **Notes**.
 6. Click **OK** to save and close.
-
-  **Note** - This creates an entry in the **Event Log**, not the patient record.
-

Reprinting a My Health Online Registration Letter

You can reprint a Registration Letter should your patient mislay their original:

1. From **Registration**, select the patient you require and click on **Online Services**.
2. Click on **Reprint Account Details**.



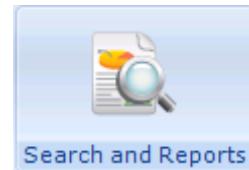
The screenshot shows a software window titled "Registration Details" with a close button (X) in the top right corner. Below the title bar is a checkbox labeled "Incomplete Details". A series of tabs are visible: Personal, Address, Registration, Notes, Other, Ids, Family, Consent, Online Services, and Preferences. The "Registration" tab is currently selected. Underneath the tabs, there is an "Account Status" section. It includes a "Preferred Email Address:" field with a dropdown menu and "Verify" and "Add" buttons. Below that is a "Preferred SMS Number:" field with a dropdown menu showing "No Selection" and "Verify" and "Add" buttons. A button labeled "Identification" is positioned below the SMS field. At the bottom of the window, there are four radio buttons for account status: "Created" (which is selected), "Registered", "Active", and "Locked". To the right of these radio buttons, the "Reprint Account Details" button is highlighted with a red rectangular box. Below it is a "Reset Online Account" button.

Registration Details - Reprint Account Details

3. The letter is displayed.
4. Print if as appropriate.
5. Click **OK** to close.

Searching for Patients with an Online Account

You can create an ad-hoc search to identify patients with an online account. You can also filter by registration status.



1. From **Reporting**, click on **Search and Reports**

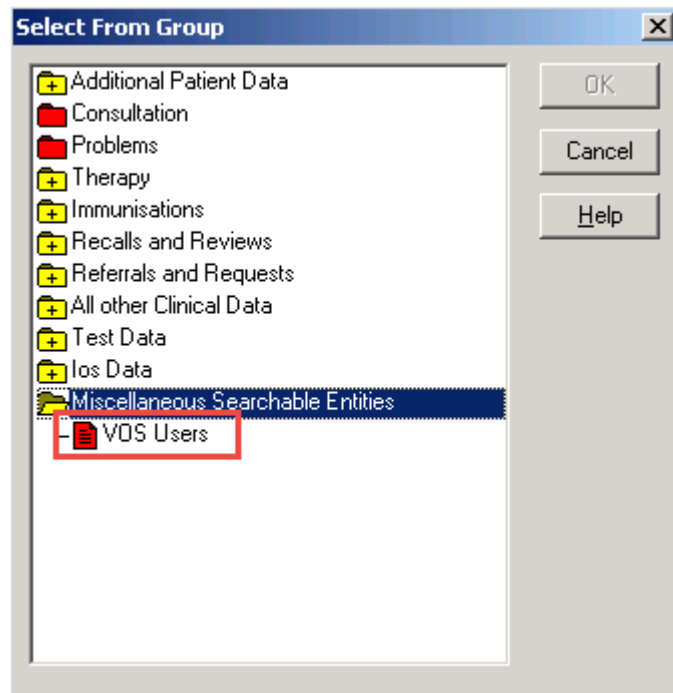
2. Click **New Ad-Hoc Search**  to open the ad-hoc search screen:

A screenshot of a software window titled "SEARCH: New Search". The window has a menu bar with "File", "Edit", "Maintenance", and "Help". The main area is divided into four quadrants. Top-left: "Search Input" with a "Group Input:" text box and a "Select" button. Top-right: "Report Output" with a "View" dropdown menu and a "Group Output:" text box. Bottom-left: "Search Details" with "Selections" and "Add Entity" buttons, and a list containing "Patient Details". Bottom-right: "Report Details" with an "Add Entity" button and a list containing "Patient Details (All)". At the bottom left, there is a section titled "Match on all or any" with a text box and two radio buttons: "Match Any" and "Match All". At the bottom right, there are six buttons: "Run", "New", "Save", "Close", "Help", and "Save As".

Reporting Searches & Reports - Ad-Hoc Search

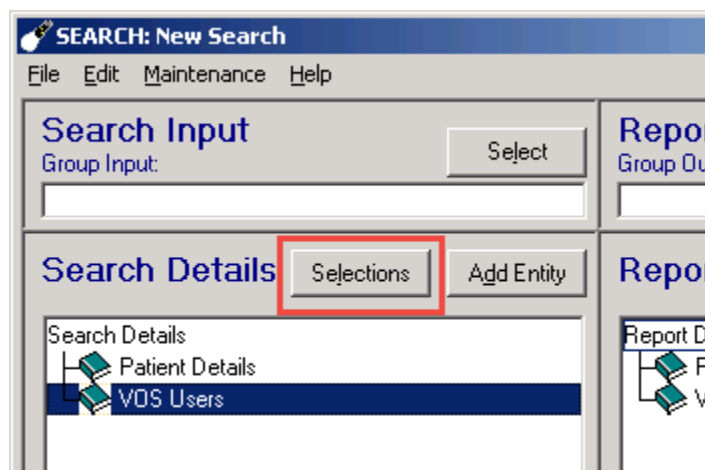
3. Click **Add Entity** above the **Report Details** panel to open the **Select from Group** screen.

4. Double click the **Miscellaneous Searchable Entities** folder and select **VOS Users**.



Reporting Searches & Reports - Ad-Hoc Search - Add Entity

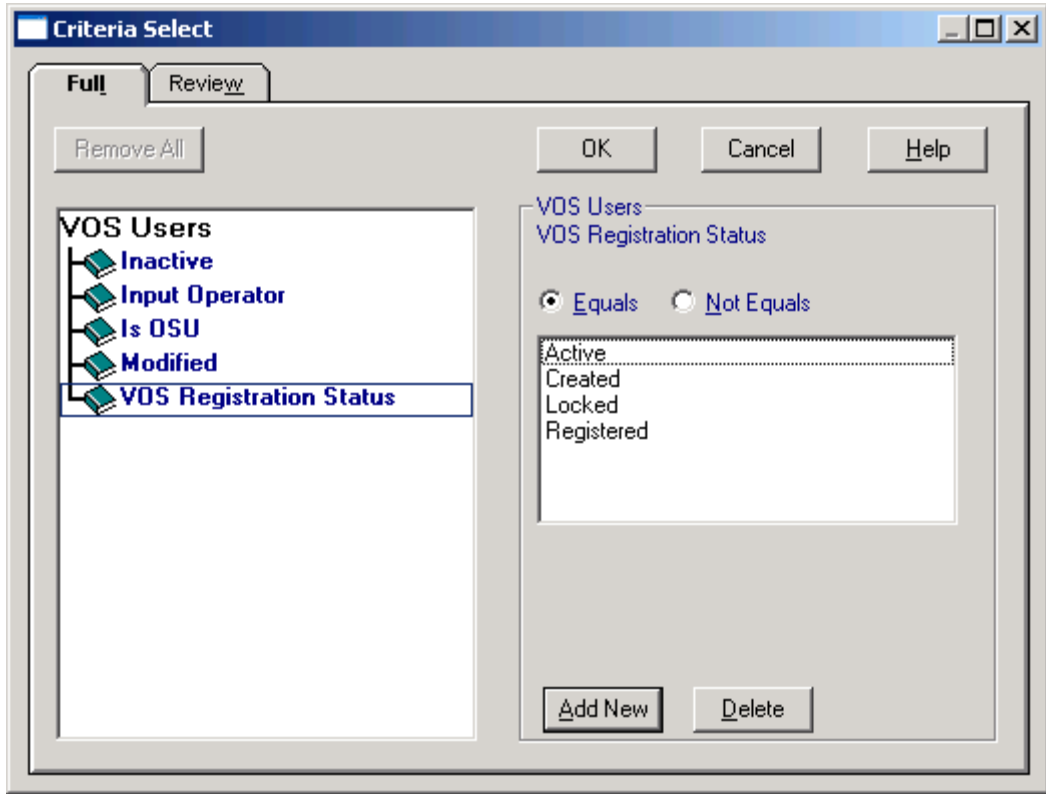
5. Click **OK**.
6. To select the criteria for your search, highlight **VOS Users** in **Search Details** and click **Selections**.



Reporting Searches & Reports - Ad-Hoc Search - Entity Selections

7. The **Criteria Select** screen is displayed, select your criteria using the following options:
- **Inactive** - Select **Inactive = Yes** to find patients whose online account has been disabled.
 - **Input Operator** - A particular user(s) can be selected if required.

- **VOS Registration Status** - Select from **Active, Created, Locked, Registered**. See *Registration Status* (page 19)

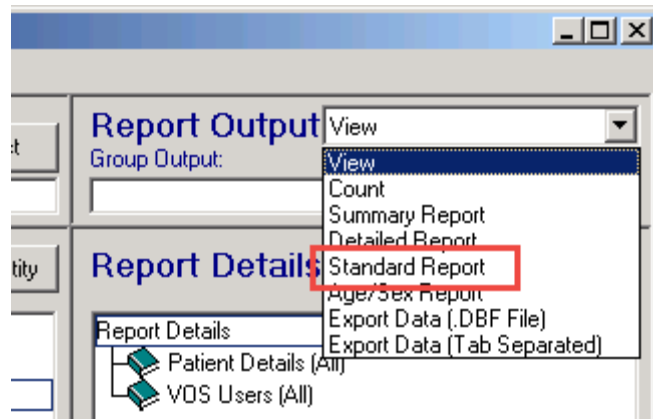


Reporting Searches & Reports - Ad-Hoc Search - Entity Criteria

8. Click **Run** to display the search results.

Print a Standard Report

1. Select **Standard Report** from the **Report Output** drop-down list.



Reporting - Searches & Reports - Ad-Hoc Search - Report Output

- Click **Run** to create the report, or if the search has previously been run, select **File – Report on Last Search** which uses the previous run to produce the report.

Reporting - Searches & Reports - Ad-Hoc Search Report Print

- Click **Print**.

Help for your Patients

Your patients can access help in both English and Welsh, complete with video tutorials, from the Help link on the My Health Online web site:

My Health Online - Help link

You can access the patient help from:

- <http://my-health-online.helpscoutdocs.com/> <http://my-health-online.helpscoutdocs.com/> in English
- <http://fy-iechyd-ar-lein.helpscoutdocs.com/> http://fy-iechyd-ar-lein.helpscoutdocs.com in Welsh

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