

ONLINE ORDERING - HELP SHEET

The layout of our online ordering system has changed. This sheet has been devised to guide you through the process of sending your medication request through to us. The pages are in the order that you will see online once you have logged in with your username and password.

The words highlighted in red are the ones you need to click on.

Page 1

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Appointments

Medication

Patient Record

Messages

Questionnaires

Online Account Management

Help

Logout

Page 2

Medication

Home

Medication

Prescription Requests

Change Pharmacy

Page 3

Medication

To order medication from the practice, tick which items you would like to order and press the 'Request Medication' button. If the item you require is not listed or you need to include further information with your request then enter this information into the 'Medication request notes' field.

Once your request has been submitted, a member of staff at the practice will process your request and issue the medication ready for collection.

- Request existing medication **TICK THIS BOX BEFORE SELECTING ITEMS**

Recent Medication

There are no recent medications to display.

Regular Medication

Drug

Epaderm cream (Molnlycke Health Care Ltd)

500 gram - AS DIRECTED

Last Issued: 08 Oct 2013, Reauthorised

Cannot order medication until the current request has been processed

Last requested 18 Jan 16, status Undetermined

Paracetamol 500mg tablets

100 tablet - USE AS DIRECTED

Last Issued: 09 Dec 2013, Reauthorised

Cannot order medication until the current request has been processed

Last requested 18 Jan 16, status Undetermined

- Make custom request

Medication request notes

You can use this field to include notes with your request. If you require a reply from the practice please include contact details (please check with the practice regarding their policy on contacting online users).

DO NOT WRITE A MESSAGE IN HERE IF YOU HAVE TICKED THE ITEMS ABOVE. WAIT UNTIL PAGE 4 TO DO THIS

Notes entered into this field may be visible to all staff at the practice

ONLINE ORDERING - HELP SHEET

Request Medication

Page 4

Request Medication

The following medications are about to be requested. You should check that these are correct, add notes as required, and press the 'Request Medication' button to complete the request.

Once your request has been submitted, a member of staff at the practice will process your request and issue the prescriptions ready for collection.

Drug	Notes
Epaderm cream (Molnlycke Health Care Ltd)	<input type="text"/>
500 gram - AS DIRECTED Last Issued: 08 Oct 2013, Reauthorised	YOU CAN ENTER ANY ADDITIONAL NOTES RELATING TO THE TICKED ITEM IN HERE
Paracetamol 500mg tablets	<input type="text"/>
100 tablet - USE AS DIRECTED Last Issued: 09 Dec 2013, Reauthorised	

Medication request notes

You can use this field to include notes with your request. If you require a reply from the practice please include contact details (please check with the practice regarding their policy on contacting online users).

IF YOU HAVE A MESSAGE, PLEASE WRITE IT IN THIS BOX.

Notes entered into this field may be visible to all staff at the practice

Request Medication

Page 5

Medication Order Summary

A request was sent to the practice to prescribe the following items on 18 Jan 2016 13:27

This prescription will be available to collect from 21 Jan 2016

Thank you for your request. Please allow two working days (after 2pm) before you collect your prescription. Please note we are not here at weekends to process your request.

Item

Epaderm cream (Molnlycke Health Care Ltd)

Paracetamol 500mg tablets

[Print Confirmation](#) [Return to Medication](#)

If you are still experiencing problems, please phone Dispensary on **01935 810909**.