

For further help and information



<https://www.evergreen-life.co.uk/gp-online-services>



<https://support.patientaccess.com/>



<http://www.dimec.me/how-it-works/>

Troubleshooting & Helpful Hints

Please do not tick the 'remember my login details' option on any online access applications, especially if more than one user uses the same device to access a different online access account.

If you are having issues with logging into your Online Account, please ask for a reset form from the Practice so that we can reset your account. **Please note** that proof of ID **will** be required for account resets, this is a requirement to keep your account safe and secure.

If you have had your account reset, please allow 24 hours before trying to login.

If you are unhappy with the online service provider, remember there are others on the list that you may wish to try.

Most online service providers now let you use your email for your username so you do not have to remember a separate login name. However, we do advise you keep your original account set-up letter containing your unique account ID, just in case!

Please note that Patient Access and Evergreen Life will only show **routine GP** appointments that are available. Online access does **not** display emergency appointments, please phone the Practice if you require an emergency appointment.

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Introduction

You can now use the Internet to book your own routine GP appointments, request your own repeat prescriptions, view your allergies, immunisations, test results and view your coded medical record.

This leaflet has been put together to provide help and guidance with your Online Account.

Account Security

- Your password and other information for logging in are important for keeping your records safe and secure. Create a strong password and keep it secret.
- Protect the computer or other device you use to access your records – for example, by using a password or PIN and antivirus software.
- If you think someone might have seen your records without your permission, change your password straightaway and contact your Practice if you wish to have your account reset.
- Be particularly careful about the security of your records if you use a shared computer or a mobile device.
- Before you share your records with anyone else, consider whether it's in your best interests and what they might do with the information, now or in the future. Think carefully about what sensitive information may be in your records, and how you would feel if it was shared more widely. If you're in any doubt, don't share.
- If someone is trying to force you to share your records with them, tell your health or social care professional.



Online Service Providers

There are three Service Providers that you can choose from for your Online Account. When you have registered, we will send you out a set of unique login details; this document will provide the three Service Providers. (See below)

Online Services for (Your Name)

You have requested access to online services.

Accessing Online Services

To access Online Services:

1. Create an account with one of the following service providers:

Service Provider	Website
Patient Access	http://patient-access.co.uk
Evergreen Life	https://e-life.co.uk/
Dimec	http://www.dimec.me/



<http://patient-access.co.uk>



<https://e-life.co.uk/>



<http://www.dimec.me/>

Please note: Dimec provides repeat prescription ordering only.

Your account registration letter will include the following information which you will need for the registration process:

2. Provide the following online services account details when prompted:

Linkage Key	<i>Here you will have a unique number, this will be a combination of upper case and lower case letters and numbers.</i>
ODS Code	<i>This is the unique Practice code.</i>
Account ID	<i>This will be a number unique for your Online Account.</i>

Acceptable Forms of ID

For security reasons you will need to provide ID, we require **one** piece of level 2 evidence **and one** piece of level 3 evidence **OR two** pieces of level 3 evidence.

If you are nominating a Proxy, they will also need to provide the ID stated above.

Level 2 Evidence	Level 3 Evidence
Fire Arm Certificate	Passport
DBS Enhanced Disclosure	Government issued ID card that comply with Council Regulation
Birth Certificate	US Passport Card
Adoption Certificate	Retail Bank/Credit Union/ Building Society current account document
National 60+ Bus Pass	Student Loan Account Document
Residential rental or purchase document	Bank Credit Account (Credit Card)
Proof of age card issued under the Proof of Age Standards	Buy to Let Mortgage Document
Police warrant card	Armed Forces ID Card
Marriage Certificate	Proof of age card issued under the Proof of Age Standards
Fire Brigade ID Card	Mortgage Account Document
Non-Bank Savings account	Driving Licence
Mobile Phone Contract	Digital Tachograph Card
Vehicle or Contents Insurance Document	Secured Loan Account (Including hire purchase)

How to Register

You can collect an Online Access registration form from our Reception at the Practice or there is a link to the form on our website www.bridgnorthmedicalpractice.co.uk for you to print off and complete at your convenience. Once you have completed this form, please bring it back into the Practice and hand it in to Reception.

Please note: On return of this form, the receptionist will ask you to provide Proof of Identity for yourself and your Proxy if you request for someone else to have access to your Online Account.

For more information on what ID is required, please see **page 6** for a list of Acceptable Forms of ID.

Once you have completed the form, handed it back to reception and provided all the relevant ID, you will receive your login details to access your Online Account in the post. If you require access to your **own** Full Coded Medical History, please note that if you are a **current patient** this can take up to 28 days to be granted, please check your Online Account 28 days after receiving your login. If you are a **new patient** at the Practice, this may exceed the 28 days due to waiting for your paper Medical Record from your previous Practice.

