

LV EMIS Access secure internet services

Introduction

EMIS Access provides secure internet services from your practice to patients, to enable patients to:

- n View, book or cancel appointments.
- n View and alter their address details.
- n View a list of their current medication and send repeat prescription requests.
- n Send short messages to the practice.

Potential patients can also pre-register with the surgery. Patients access these services via a secure server and *cannot* view the actual practice system.

EMIS Access is integrated into EMIS LV and can save time and money by reducing the number of telephone calls to the practice, enabling reception staff to focus on other key areas.

You can configure EMIS Access to provide some or all of the following features:

- n Appointment booking: you can use EMIS Access to offer a selection of available appointments for selected clinicians. You must use EMIS Appointments to offer this feature.
- n Messaging: you can use EMIS Access to enable patients to send messages to a practice mailbox. Administrators can manage the practice mailbox.
- n Change of address: you can use EMIS Access to enable patients to check and amend their registration details online. You can check changes made before updating the patient's registration details.
- n Repeat prescribing: you can use EMIS Access to offer a repeat prescription service for patients that use particular drugs on a regular basis. You can designate an inbox (GP or administrative staff inbox) to receive repeat requests.
- n Pre-registration: you can use EMIS Access to offer a pre-registration service from a hyperlink on your practice website, to enable patients to complete pre-registration details before they attend the practice.

Note: Your EMIS operations manager *cannot* configure your website, but can advise you on the EMIS Access website link.

Cost benefits of EMIS Access

EMIS Access can enable your practice to make the following possible savings:

Overhead cost to a practice of a patient booking an appointment using traditional method (per patient)	£0.67
Cost of EMIS Access	£0.00
Overhead cost to practice of a patient booking an appointment using EMIS Access (per patient)	£0.00
Average number of appointments booked per week	550
Savings made if 20% of appointments are booked using EMIS Access every year	£3,832
Savings made if 10% of these appointments are cancelled through EMIS Access	£383
Total savings to practice	£4,215

All figures based on internal market research

System requirements

The minimum system requirements for EMIS Access are:

- n LV for Windows version 5.2.
- n Microsoft Word 2000 or later.
- n Internet Explorer 5.5 or later.
- n A plain paper printer.

You must also ensure that the following are available and working for the training session:

- n EMIS Microsoft Word Integration.
- n Internet access.

Note: Although a practice website is beneficial if you want to use the pre-registration feature, it is not essential that your practice has its own website.

Training

To book an EMIS Access training session, contact Field Operations Support on 0845 122 4455.

You can book a three-hour on-site training session for a maximum of four delegates, to configure EMIS Access, discuss best practice and to see a demonstration of how patients can use the EMIS Access website.

The EMIS Access training session is aimed at practice staff responsible for the maintenance of the appointments system, for example, doctors, practice managers and reception managers.

The cost of a three-hour (half day) training session is £305+VAT.

The training session covers the following topics:

- n Introduction and overview of EMIS Access.
- n Considerations of your practice system.
- n Configuring EMIS Access.
- n The EMIS Access registration document (Access PIN).
- n Recruiting patients and promoting EMIS Access.
- n Enrolling patients for EMIS Access.
- n Creating EMIS Access accounts.
- n Managing enrolled patients.
- n Booking and cancelling appointments.
- n Messaging.
- n Amending registration details from EMIS Access (Change of Address feature).
- n Repeat prescriptions.
- n Pre-registration (if required).
- n EMIS Access statistics.
- n Further auditing facilities (appointment searches).

For further information, contact EMIS Field Operations Support.

Every effort is made to ensure that your EMIS documentation is up to date, but our commitment to constantly improve our software and systems means that there may have been changes since this document was produced.

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