

## EMIS Patient Access Update



*On the 30<sup>th</sup> May 2018, EMIS Patient Access website was updated.* These updates have been a long time in the making, with aspirations of improving the overall patient experience and offering a more user friendly design.

The core functionality remains the same on the website and smart phone application; however it now has a new look. The design aims to be easier to navigate whilst also introducing the patient to new functions such as:

- Patients can now add or change their nominated pharmacy.
- Patients can now sign in using their email address (or continue to use their original ID).
- Patients can now quickly recover and reset forgotten sign in details.
- The changes will allow a proxy user (parents, carers and other users) to access all or part of their account and act on their behalf.

This additional functionality will hopefully improve patients' experience and encourage new patients to look into the possibilities that this route of communication offers.

*Since the 30<sup>th</sup> May, it has come to our attention that patients have experienced some issues and practices have not been given the appropriate information or forewarning, from EMIS or NHSE, prior to the launch.*

**Patients are reporting system error messages regarding not having their mobile phone details or needing their email address to log in, and are being referred back to practices to resolve these.**

Please see link below which we feel will answer some of the most frequently asked questions around the changes to Patient Access.

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