

Vision Online Services

Online Repeats

Table of Editions and Contents

Date	Version	Contents	Output
21/12/10	001	Draft document created	Docx & PDF
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Online Repeats (Practice)

Introduction

Vision Online Services (VOS) is a web-based application which has been developed to expand the services available to patients from your GP Practice. VOS allows the patient to request services from their GP Practice online at a time that is convenient to them.

Current Vision Online Services are:

- **Online Appointments** - This enables patients to view, book, or cancel appointments with their doctor/nurse online.
- **Online Repeats** – This facility enables patients to request their repeat prescriptions online, the message is then sent to the practice to action, the patient then collects the prescription as per the practice protocol.

This user guide is separated into two sections:

- **Online Repeats (Practice)** - details the steps required to issue and print Online Repeat requests. See [Online Repeats](#) on page 4.
- **Online Repeats (Patient)** – explains the process required by the patient to request a repeat prescription, then how to view the details once the request is processed. See [Online Repeats \(Patient\)](#) on page 15.

For further details see Vision on-screen help and the following user guides:

- VOS Configuration User Guide – This explains how to setup and configure VOS and the available services for your practice using Vision – Control Panel.
- VOS Registration User Guide – This explains how to register patients for Vision Online Services and how the patient creates an active VOS users account.

Practice Registration

If you are already using VOS – Online Appointments you can quickly and easily add VOS – Online Repeats to the services you provide. Patients already registered are, by default, enabled for Online Repeats. Contact INPS Sales for further details. Practices who don't use any of the Online Services can purchase one or more of the available services and easily configure the settings for their practice. Contact INPS Sales for details.

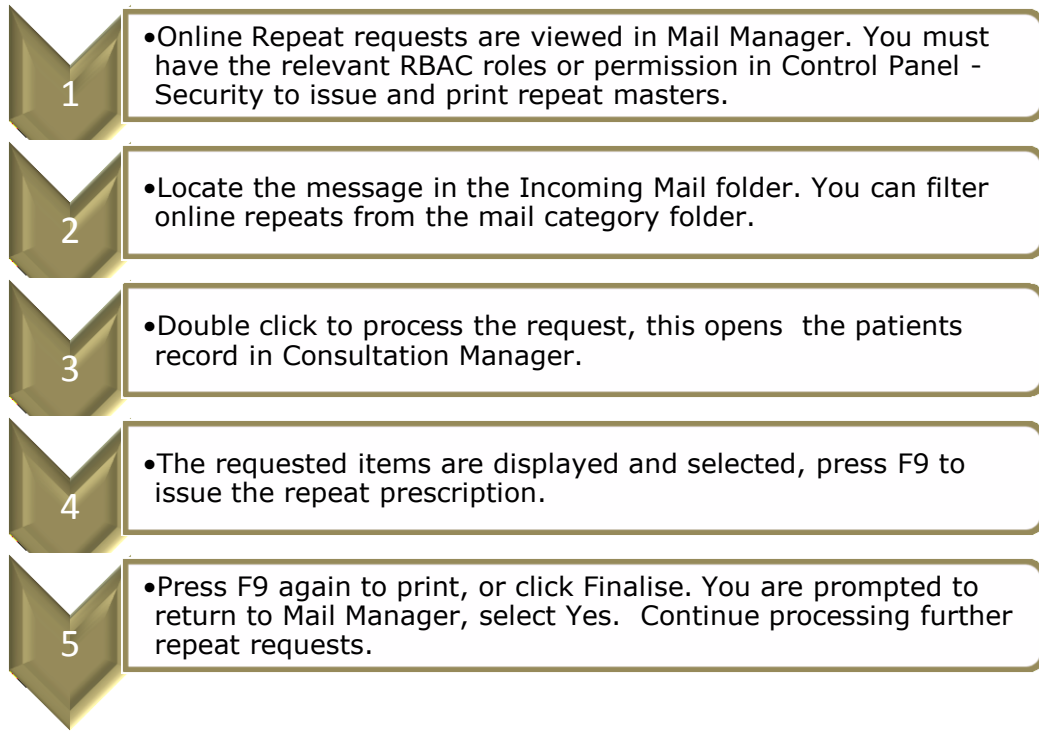
Patient Registration

Patients already registered for Online Appointment do not have to re-register to use Online Repeats. Patients not registered will need to complete the Vision Online Services registration process, see the VOS Registration user guide.

What Do I Need To Do

- Vision Online Repeats is available from DLM 380. Contact INPS Sales if you wish to purchase this product. This requires additional setup by INPS.
- From Control Panel, you need to enable and configure Online Repeats. This requires full access to Control Panel. See VOS Configuration User Guide for further details.
- For patients new to VOS, you must print out the Registration Confirmation Letter which enables the patient to create an online account. See VOS Registration (Practice) for further details.

Workflow Overview



Online Repeats

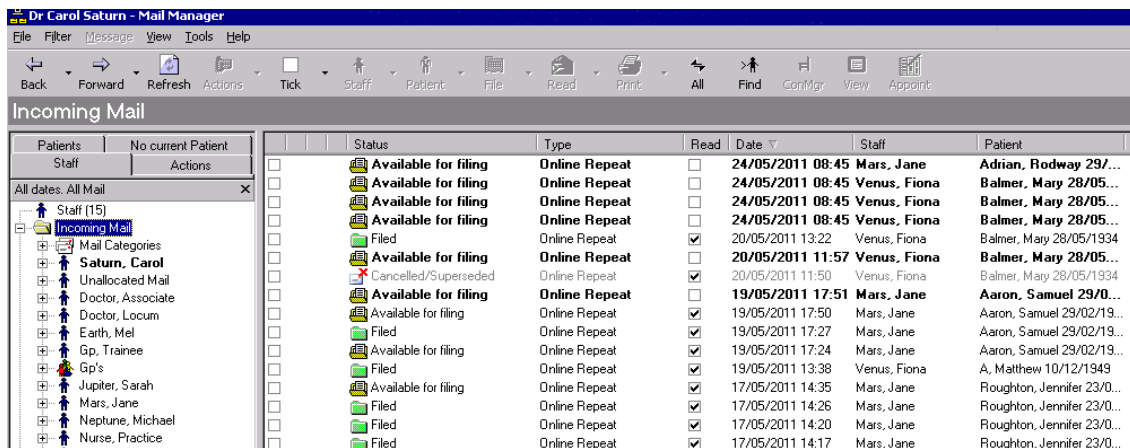
VOS registered patients can reorder repeat issues via the VOS website. All reorder requests are received by your practice in Vision Mail Manager where you can process and issue the repeat prescription. Only active Repeat Masters are available for the patient to select, any Repeat Masters that have expired or are awaiting reauthorisation will not be displayed on the website.

Note - For further information about Mail Manager see the Mail Manager user guides available at www.inps.co.uk and Onscreen help in Vision.

Process Online Repeat Requests

NOTE – Online Repeat messages can be viewed by all Mail Manager users, they are not allocated to a staff member. To process messages you must have permission in Control Panel - Security to issue and print a repeat master. (England Only – see [RBAC User Guide](#) for further details).

1. Go to **Vision – Messaging – Mail Manager**; all repeat requests are listed in the Incoming Mail and Unallocated Mail folder. Requests can also be filtered using the Mail Category folder **Online Repeats**.

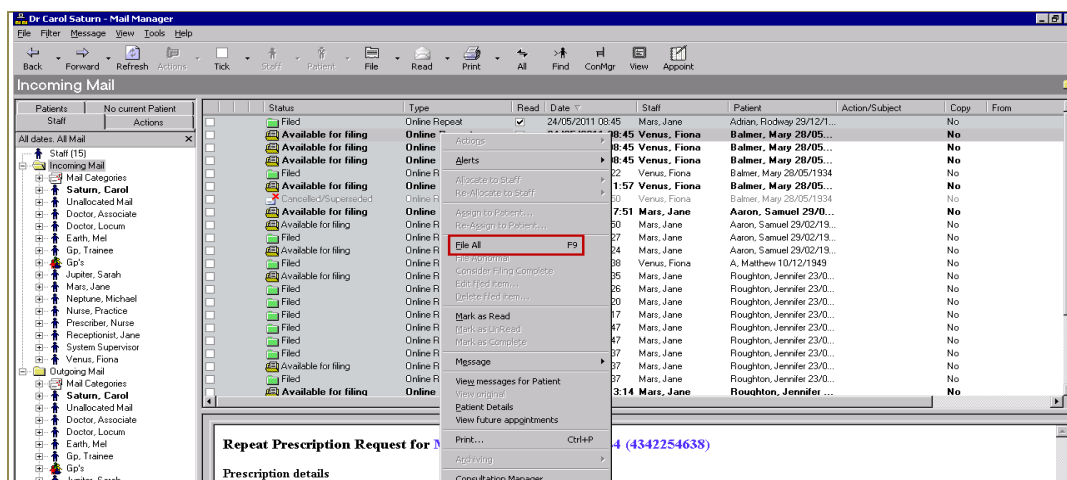


	Status	Type	Read	Date	Staff	Patient
<input type="checkbox"/>	Available for filing	Online Repeat	<input type="checkbox"/>	24/05/2011 08:45	Mars, Jane	Adrian, Rodway 29/...
<input type="checkbox"/>	Available for filing	Online Repeat	<input type="checkbox"/>	24/05/2011 08:45	Venus, Fiona	Balmer, Mary 28/05...
<input type="checkbox"/>	Available for filing	Online Repeat	<input type="checkbox"/>	24/05/2011 08:45	Venus, Fiona	Balmer, Mary 28/05...
<input type="checkbox"/>	Available for filing	Online Repeat	<input type="checkbox"/>	24/05/2011 08:45	Venus, Fiona	Balmer, Mary 28/05...
<input type="checkbox"/>	Filed	Online Repeat	<input checked="" type="checkbox"/>	20/05/2011 13:22	Venus, Fiona	Balmer, Mary 28/05/1934
<input type="checkbox"/>	Available for filing	Online Repeat	<input type="checkbox"/>	20/05/2011 11:57	Venus, Fiona	Balmer, Mary 28/05...
<input type="checkbox"/>	Cancelled/Superseded	Online Repeat	<input checked="" type="checkbox"/>	20/05/2011 11:50	Venus, Fiona	Balmer, Mary 28/05/1934
<input type="checkbox"/>	Available for filing	Online Repeat	<input type="checkbox"/>	19/05/2011 17:51	Mars, Jane	Aaron, Samuel 29/0...
<input type="checkbox"/>	Available for filing	Online Repeat	<input checked="" type="checkbox"/>	19/05/2011 17:50	Mars, Jane	Aaron, Samuel 29/02/19...
<input type="checkbox"/>	Filed	Online Repeat	<input checked="" type="checkbox"/>	19/05/2011 17:27	Mars, Jane	Aaron, Samuel 29/02/19...
<input type="checkbox"/>	Available for filing	Online Repeat	<input checked="" type="checkbox"/>	19/05/2011 17:24	Mars, Jane	Aaron, Samuel 29/02/19...
<input type="checkbox"/>	Filed	Online Repeat	<input checked="" type="checkbox"/>	19/05/2011 13:38	Venus, Fiona	A, Matthew 10/12/1949
<input type="checkbox"/>	Available for filing	Online Repeat	<input checked="" type="checkbox"/>	17/05/2011 14:35	Mars, Jane	Roughton, Jennifer 23/0...
<input type="checkbox"/>	Filed	Online Repeat	<input checked="" type="checkbox"/>	17/05/2011 14:26	Mars, Jane	Roughton, Jennifer 23/0...
<input type="checkbox"/>	Filed	Online Repeat	<input checked="" type="checkbox"/>	17/05/2011 14:20	Mars, Jane	Roughton, Jennifer 23/0...
<input type="checkbox"/>	Filed	Online Repeat	<input checked="" type="checkbox"/>	17/05/2011 14:17	Mars, Jane	Roughton, Jennifer 23/0...

Mail Manager – Incoming Mail

2. Request messages are initially displayed with the status **"Available for filing"**. Highlight the message you want to process and check the request details which are shown in the bottom window. If the patient has added a message you can also view it here.

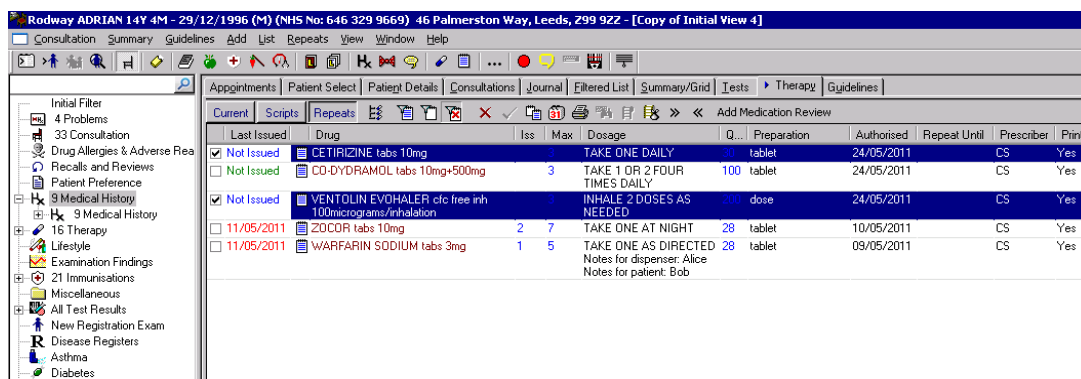
NOTE – Online Repeat messages cannot be allocated to staff, actioned or copied. If you need to query the request with the GP, do so before processing the message. Messages can only be processed once, either fully or partially.




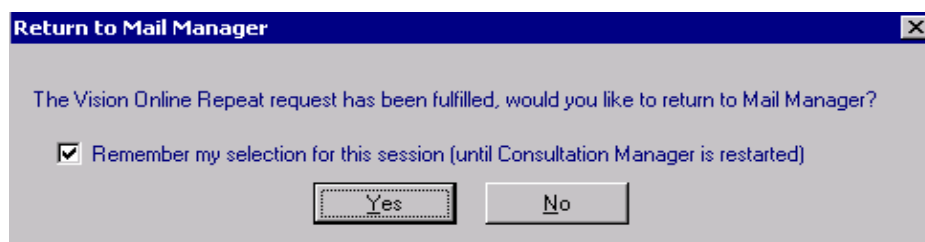
Mail Manager – Process Request

- A Repeat Issue consultation is started for the patient in Consultation Manager. The Therapy Repeat screen is displayed with the requested items selected. See also **"Error! Reference source not found."** on page **Error! Bookmark not defined..**

NOTE – If Consultation Manager is already opened and a patient selected, you are prompted to close the consultation and patient record.



- Click the **Print**  icon or press **F9**, check the details and if correct click **Finalise** or **F9** to print the prescription. If prompted to preview the Drug Label details check the information and click **Continue**.
- You are then prompted to Return to Mail Manager:
"The Vision Online Repeat request has been fulfilled, would you like to return to Mail Manager? ☒ Remember my selection for this session (until Consultation Manager is restarted), Yes/No"



- Click **Yes**, you are returned to Mail Manager. The completed message status is now shown as **Filed**. The message is now marked as filed and completed. The patient screen is also updated to show that the request has been processed.
- Select the next Online Repeat request and repeat steps 2 - 8.

Manually Complete the Request

If you have issued the prescription manually, you can mark the message as **Read** using the right click menu.

- Go to **Vision – Messaging – Mail Manager**.
- Select the Online Repeat request you wish to manually complete.
- Right click and select **Mark as Read**.
- Right click again and select **Mark as Complete**.
- The Event Log window opens, you are prompted: "Are you sure you wish to mark this message as complete? Please supply a reason for marking this message as complete. The patient will be able to view this text within Online Repeats".
- Type the reason for manually completing the message in the window, then click **OK**.

Event Log – Mark Message Complete – Message Added

- The request is now marked as complete, and the request is displayed as **Processed** on the VOS website for the patient.

Date	Status
Wed 20 Jul 2011	Rejected
Wed 20 Jul 2011	Processed

Drug	Dosage	Quantity	Last Issued
IRBESARTAN tabs 300mg	take one once daily	(28) tablet(s)	Wed 20 Jul 2011

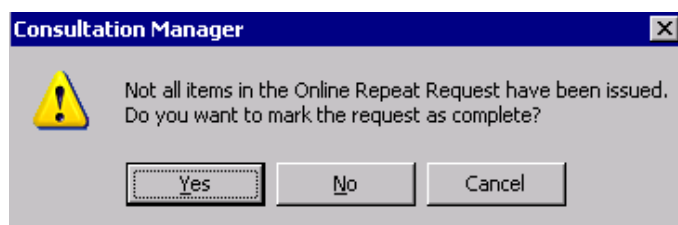
Click [here](#) to make a new request

VOS Website – Patients Online Repeat Request – Manually Updated

Process Request without Issuing All Items Requested

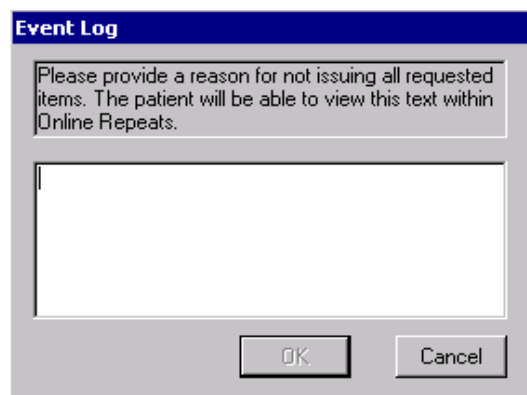
There may be occasions when you are unable to issue all the items requested by the patient, for example, the medication has been recently changed, or the Doctor needs to review the patient.

1. Process the request as normal, Go to **Vision – Messaging – Mail Manager**, select the Online Repeat message and double click, or right click and select **File All**.
2. A Repeat Issue consultation is started for the patient in Consultation Manager. The Therapy Repeat screen is displayed with the requested items selected. Deselect (remove the tick from the box) the items you are not issuing. Print the prescriptions, then close Consultation Manager.
3. You are then prompted: "Not all items in the Online Repeat Request have been issued. Do you want to mark the request as complete?" select **Yes**.



Not All Items Issued

4. You are then prompted to give a reason for not issuing all the items. Type your message in the window (this is Mandatory and will be recorded in the Event Log).



Not All Items Issued – Add Message

5. Click **OK**.
6. The request is marked as **Filed** in Mail Manager. The patient can view your message when they check their request details online.

Recent Prescription Requests

The list below displays all your outstanding prescription requests and any other requests made in the last 2 months

Date	Status
Fri 8 Jul 2011	Processed
Please make and appointment with your GP for a review of your migraine medication	
Drug	Dosage Quantity Last Issued
ERGOTAMINE TARTRATE + CYCLIZINE & CAFFEINE tabs	AS DIR (100) tablet(s) Not Issued
SALBUTAMOL cfc free inh 100micrograms/inhalation	INHALE 2 DOSES AS NEEDED (200) dose Fri 8 Jul 2011
Fri 8 Jul 2011	Processed
Thu 7 Jul 2011	Rejected

Click [here](#) to make a new request

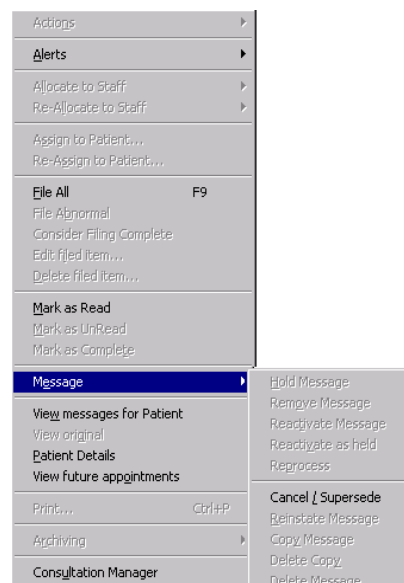
VOS Website – Patient Request Not fully Issued

Reject the Online Repeat Request

If you do not want to issue the Online Repeat request, you can reject the message.

To Reject the Request

1. Go to **Vision – Messaging – Mail Manager**.
2. Select the Online Repeat request you wish to cancel.
3. Right click and select **Message – Cancel/Supersede** from the menu.




Mail Manager – Cancel Message

4. You are then prompted:

"Are you sure you wish to mark this message as cancelled/superseded? (You will not be able to reinstate this message) Please supply a reason for cancelling this message."

Type a message if required, (Optional, max 60 characters).

Event Log - Message Cancel / Supersede

 Date: 20/07/2011 09:23
 Staff:
 Patient: Abbott, Catherine 19/05/1925
 Type: Online Repeat
 From:
 Message Reference: A032FE53-F9EA-4893-B8CE-581500C1489B

**Are you sure you wish to mark this message as cancelled / superseded?
 (You will not be able to reinstate this message)**


Please supply a reason for cancelling this message.

The patient will be able to view this text within Online Repeats.

OK Cancel

5. Click **OK**.
6. A confirmation message is displayed confirming the cancellation and showing the reason (if added).

Mail Manager

 Date: 20/07/2011 09:23
 Staff:
 Patient: Abbott, Catherine 19/05/1925
 Type: Online Repeat
 From:
 Message Reference: A032FE53-F9EA-4893-B8CE-581500C1489B




**This message has been marked as cancelled / superseded.
 Reason for cancellation: Prescription ordered too early**

OK

7. Click **OK** to close. The Online Repeat request in Mail Manager is marked as Cancelled/superseded. The Request details on the VOS website are updated, so the patient knows that their request has been rejected, the reason for cancelling is also displayed.

Recent Prescription Requests

The list below displays all your outstanding prescription requests and any other requests made in the last 2 months

Date	Status		
 Wed 20 Jul 2011	Rejected		
Prescription ordered too early			
Drug	Dosage	Quantity	Last Issued
ATENOLOL tabs 100mg	Take one once daily	(28) tablet(s)	Wed 20 Jul 2011
BENDROFLUMETHIAZIDE tabs 2.5mg	take one each morning	(28) tablet(s)	Wed 20 Jul 2011
 Wed 20 Jul 2011	Processed		
 Tue 19 Jul 2011	In Progress		

Click [here](#) to make a new request

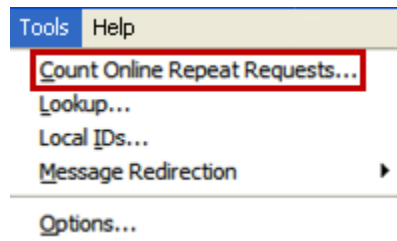
VOS Website – Rejected Request

Online Repeat Requests Report

A report is available in Mail Manager to show the number of online repeat requests that have been made during a defined period of time.

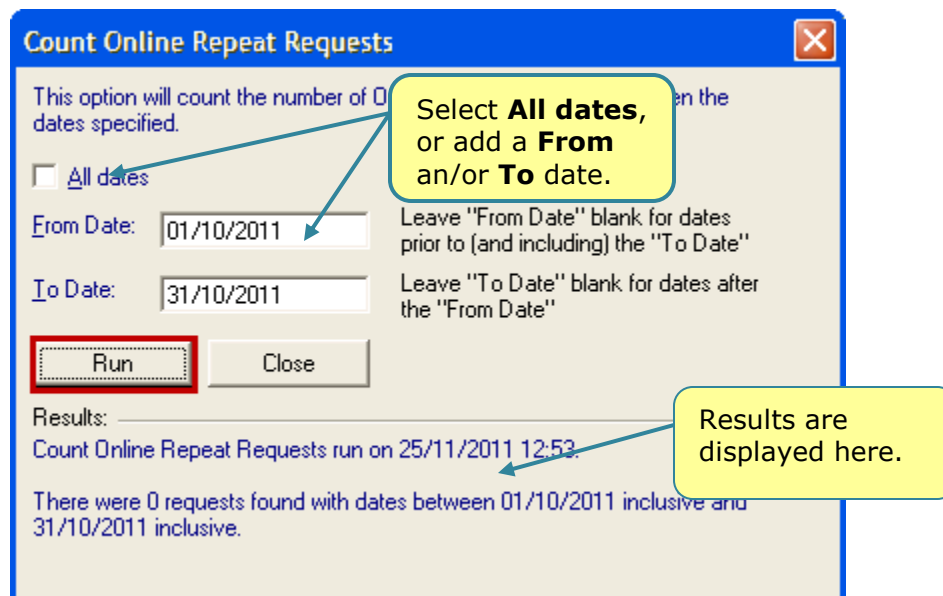
Running the Count Online Repeat Requests Report

1. From the Vision front screen, select **Messaging - Mail Manager**.
2. From the **Tools** menu, select **Count Online Repeat Requests**.



Mail Manager - Tools

3. This opens the Count Online Repeat Requests window. Select **All dates** for a count of all requests received to date.



Count Online Repeat Requests

4. Or to search on specific dates: type the **From Date** and **To Date** in the available boxes.

For example:

- To search for all requests from a specific date – Type the date eg 01/11/11 in the **From Date** box. The results will include all requests received from 1/11/11 (inc today).

- To search for all requests in one month – Type the start date in the **From Date** box eg 01/10/11, then the end date in the **To Date** box eg 31/10/11. The results will include all requests received between the two dates.
 - To search for all requests until a specific date – Type the date in the **To Date** box eg 31/10/11. The results will include all requests received up to and including the **To** date ie 31/10/11.
5. Click **Run**, the result are displayed in the **Results** window.
 6. Click **Close** to finish.

Troubleshooting

Patient Not Registered

You cannot process repeat request for inactive patients eg those who are transferred out. When you select a message for such patients, you are prompted "*Warning this message is assigned to an inactive patient*". This is also displayed in the message details window.

Mr System Supervisor - Mail Manager

File Filter Message View Tools Help

Back Forward Refresh Actions Tick Staff Patient File Read Print All Find ConMgr View Appoint

Incoming Mail

Patients	No current Patient	Status	Type	Read	Date	Staff	Patient	Action/Subject
Staff (21)		Filed	Online Repeat	<input checked="" type="checkbox"/>	19/07/2011 09:00		Abbott, Catherine 19/05/...	
		Available for filing	Online Repeat	<input type="checkbox"/>	18/07/2011 15:28		Unknown Patient	
		Filed	Online Repeat	<input checked="" type="checkbox"/>	18/07/2011 14:06		Raw, Vision 06/09/1990	
		Filed	Online Repeat	<input checked="" type="checkbox"/>	18/07/2011 11:58		Alan, Andrew 02/01/1966	
		Filed	Online Repeat	<input checked="" type="checkbox"/>	18/07/2011 11:29		Alan, Andrew 02/01/1966	
		Cancelled/Superseded	Online Repeat	<input checked="" type="checkbox"/>	18/07/2011 10:45		Alan, Andrew 02/01/1966	
		Filed	Online Repeat	<input type="checkbox"/>	18/07/2011 10:41		Alan, Andrew 02/01/...	
		Available for filing	Online Repeat	<input type="checkbox"/>	15/07/2011 12:50		Alan, Andrew 02/01/...	
		Available for filing	Online Repeat	<input type="checkbox"/>	15/07/2011 12:40		Alan, Andrew 02/01/...	
		Available for filing	Online Repeat	<input type="checkbox"/>	15/07/2011 11:10		Alan, Andrew 02/01/...	
		Available for filing	Online Repeat	<input type="checkbox"/>	15/07/2011 11:04		Alan, Andrew 02/01/...	
		Available for filing	Online Repeat	<input type="checkbox"/>	15/07/2011 10:40		Alan, Andrew 02/01/...	
		Cancelled/Superseded	Online Repeat	<input checked="" type="checkbox"/>	14/07/2011 16:43		Alan, Andrew 02/01/1966	
		Available for filing	Online Repeat	<input type="checkbox"/>	14/07/2011 16:30		Alan, Andrew 02/01/...	
		Available for filing	Online Repeat	<input type="checkbox"/>	14/07/2011 11:36		*Fao: Practice M... Alan, Alexander 19/...	
		Available for filing	Online Repeat	<input type="checkbox"/>	13/07/2011 14:57	Mars, Jane	Babbage, Stacey 28...	
		Available for filing	Online Repeat	<input type="checkbox"/>	13/07/2011 14:54	Mars, Jane	Babbage, Stacey 28...	
		Available for filing	Online Repeat	<input type="checkbox"/>	13/07/2011 14:53	Mars, Jane	Babbage, Stacey 28...	
		Available for filing	Online Repeat	<input type="checkbox"/>	13/07/2011 14:52	Mars, Jane	Babbage, Stacey 28...	
		Available for filing	Online Repeat	<input type="checkbox"/>	13/07/2011 14:38	Mars, Jane	Babbage, Stacey 28...	
		Filed	Online Repeat	<input checked="" type="checkbox"/>	13/07/2011 13:32	Mars, Jane	Babbage, Stacey 28/11/...	
		Available for filing	Online Repeat	<input type="checkbox"/>	13/07/2011 12:57	Mars, Jane	Alan, Alexander 19/...	

Repeat Prescription Request for ALEXANDER ALAN 19/04/1978 (6461662014)

WARNING: This patient has been transferred out

Request made on 14/07/2011 11:36:22

Repeat details

Drug PARACETAMOL caps 500mg
 Quantity (80) capsule
 Dosage TAKE TWO FOUR TIMES DAILY
 Last Issue Date

Message from patient

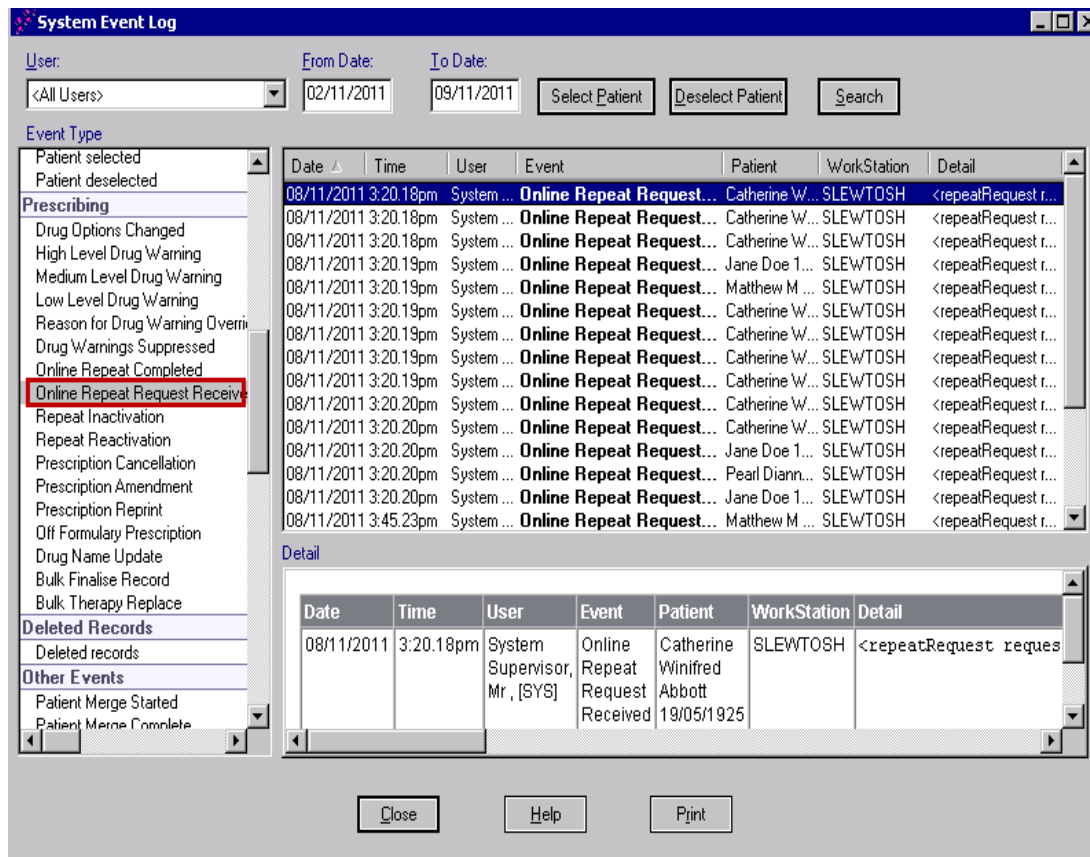
Summary Actions Audit

All dates: All Mail CAPS NUM

Event Log

An audit trail of all Online Request messages can be viewed in the Event Log. Go to Vision – Management Tools – Event Log. There are two Event Types for Online Repeats:

- Online Repeat Request Received
- Online Repeat Completed



Event Log – Online Repeat Request Received

System Event Log

User: <All Users> From Date: 02/11/2011 To Date: 09/11/2011 [Select Patient] [Deselect Patient] [Search]

Event Type

- Patient selected
- Patient deselected
- Prescribing**
 - Drug Options Changed
 - High Level Drug Warning
 - Medium Level Drug Warning
 - Low Level Drug Warning
 - Reason for Drug Warning Overridden
 - Drug Warnings Suppressed
 - Online Repeat Completed**
 - Online Repeat Request Received
 - Repeat Inactivation
 - Repeat Reactivation
 - Prescription Cancellation
 - Prescription Amendment
 - Prescription Reprint
 - Off Formulary Prescription
 - Drug Name Update
 - Bulk Finalise Record
 - Bulk Therapy Replace
- Deleted Records**
 - Deleted records
- Other Events**
 - Patient Merge Started
 - Patient Merge Complete

Date	Time	User	Event	Patient	WorkStation	Detail
08/11/2011	3:47.20pm	System ...	Online Repeat Completed	Matthew M ...	SLEWTOSH	<repeatRequest><re...
08/11/2011	9:41.42pm	System ...	Online Repeat Completed	Matthew M ...	INPSESLAP215	<repeatRequest><re...
08/11/2011	9:44.09pm	System ...	Online Repeat Completed	Catherine W...	INPSESLAP215	<repeatRequest><re...
08/11/2011	9:45.08pm	System ...	Online Repeat Completed	Matthew M ...	INPSESLAP215	<repeatRequest><re...
08/11/2011	10:06.29pm	System ...	Online Repeat Completed	Jane Doe 1...	INPSESLAP215	<repeatRequest><re...
08/11/2011	10:10.20pm	System ...	Online Repeat Completed	Jane Doe 1...	INPSESLAP215	<repeatRequest><re...
08/11/2011	10:17.18pm	System ...	Online Repeat Completed	Jane Doe 1...	INPSESLAP215	<repeatRequest><ca...
08/11/2011	10:25.26pm	System ...	Online Repeat Completed	Jane Doe 1...	INPSESLAP215	<repeatRequest><ca...
08/11/2011	11:07.06pm	System ...	Online Repeat Completed	Jane Doe 1...	INPSESLAP215	<repeatRequest><re...

Detail

Date	Time	User	Event	Patient	WorkStation	Detail
08/11/2011	9:44.09pm	System Supervisor, Mr, [SYS]	Online Repeat Completed	Catherine Winifred Abbott	INPSESLAP215	<repeatRequest><re...
				19/05/1925		

[Close] [Help] [Print]

Event Log – Online Repeat Completed


Online Repeats (Patient)

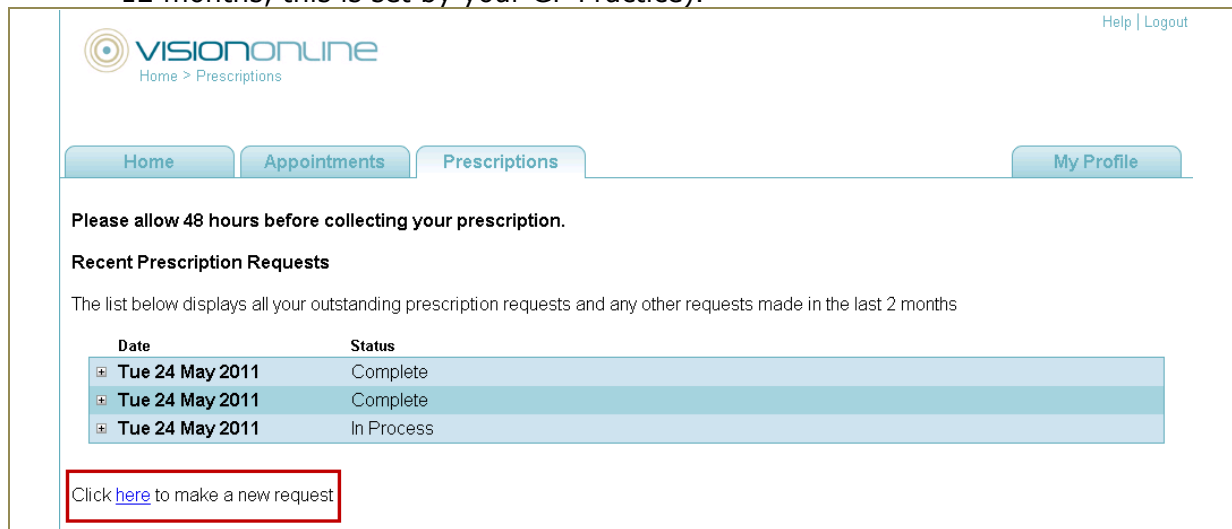
Introduction

Online Repeats enables your patients to request issues of their existing repeat prescriptions via the internet. The prescription is then processed, as detailed in the previous section. To use this facility patients must have registered for Vision Online Services (VOS) and have created a username and password.

The following details how the patient makes a request, and then views the details once the request is processed.

Request a Prescription

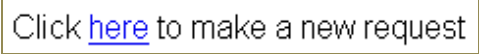
1. Once logged in to VOS, click on the **Prescriptions**  tab. This displays all previous requests in a given period (minimum is 1 month maximum is 12 months, this is set by your GP Practice).



The screenshot shows the Vision Online Patient Portal interface. At the top, there is a logo for 'VISIONonline' with the text 'Home > Prescriptions' below it. To the right of the logo, there are links for 'Help' and 'Logout'. Below the logo, there is a navigation bar with four tabs: 'Home', 'Appointments', 'Prescriptions' (which is highlighted), and 'My Profile'. Below the navigation bar, there is a message: 'Please allow 48 hours before collecting your prescription.' followed by the heading 'Recent Prescription Requests'. Below this heading, there is a text block: 'The list below displays all your outstanding prescription requests and any other requests made in the last 2 months'. Below this text, there is a table with two columns: 'Date' and 'Status'. The table contains three rows of data, all dated 'Tue 24 May 2011'. The first two rows have a status of 'Complete', and the third row has a status of 'In Process'. Each row has a small square icon to its left. Below the table, there is a red-bordered box containing the text 'Click [here](#) to make a new request'.

Date	Status
Tue 24 May 2011	Complete
Tue 24 May 2011	Complete
Tue 24 May 2011	In Process

Click [here](#) to make a new request

2. To request a new repeat prescription click on the link "Click [here](#) to make a new request". 
3. Your eligible repeat prescriptions are listed. Tick the box next to the required item(s).

Home Appointments Prescriptions My Profile

Please allow **48 hours** before collecting your prescription.

Available Repeat Prescriptions

Please note, if your medication has been changed within the last 28 days by anyone other than your GP, e.g. at an outpatient appointment, this list may not be up to date. If this is the case contact your GP.

Sort by: Last Issued ▼

Last Issued	Drug	Requests Available	Dosage	Quantity
<input type="checkbox"/> Not Issued	ERGOTAMINE TARTRATE + CAFFEINE tabs 1mg + 100mg	3	TAKE ONE AS NEEDED	(30) tablet
<input type="checkbox"/> Mon 17 Oct 2011	ATENOLOL tabs 100mg	2	Take one once daily	(28) tablet(s)
<input type="checkbox"/> Thu 13 Oct 2011	IRBESARTAN tabs 300mg	3	take one once daily	(28) tablet(s)
<input type="checkbox"/> Mon 10 Oct 2011	BENDROFLUMETHIAZIDE tabs 2.5mg	19	take one each morning	(28) tablet(s)

◀ Back Request Selection ▶

Online Prescriptions – Available Items

- Click **Request Selection** [Request Selection](#) to send your request.
- The **Confirm Repeat Prescription Request** window is displayed; check you have selected all the items you require. Depending on your Practice's settings, you may be able add a message to the request if you wish (max 1000 characters).

NOTE – Messages added to the request may be viewed by non-clinical staff.

Home Appointments Prescriptions My Profile

Please allow **48 hours** before collecting your prescription.

Confirm Repeat Prescription Request

Drug	Dosage	Quantity
ATENOLOL tabs 100mg	Take one once daily	(28) tablet(s)
BENDROFLUMETHIAZIDE tabs 2.5mg	take one each morning	(28) tablet(s)

Message for the practice *

(1000 characters left) * Please note that practice staff other than the clinician may read this.

◀ Back Submit Request

Online Prescriptions – Confirm Selection

- Click on **Submit Request** [Submit Request](#). The request is now sent to your GP Practice.
- If delivery is successful, a **Prescription Request: Delivered** confirmation message is displayed, you will also receive a confirmation email confirming the details.

Home Appointments **Prescriptions** My Profile

Please allow **48 hours** before collecting your prescription.

Prescription Request: Delivered

Your request has been submitted to the Practice and a confirmation email sent to your registered email address.

Please check back later to see if your request has been fulfilled.

Drug	Dosage	Quantity
ATENOLOL tabs 100mg	Take one once daily	(28) tablet(s)
BENDROFLUMETHIAZIDE tabs 2.5mg	take one each morning	(28) tablet(s)

[Prescriptions Home](#) ▶

Online Prescriptions – Delivery Successful

8. If delivery fails a **Prescription Request: Failed** message is displayed, click the link to resend the message. [Click here to retry the request or try again later.](#) If you still cannot send your request, please try again later or contact your GP Practice.

Home Appointments **Prescriptions** My Profile

Please allow **48 hours** before collecting your prescription.

Prescription Request: Failed
Unable to connect to practice server.
[Click here](#) to retry the request or try again later.

Drug	Dosage	Quantity
ATENOLOL tabs 100mg	Take one once daily	(28) tablet(s)
BENDROFLUMETHIAZIDE tabs 2.5mg	take one each morning	(28) tablet(s)

[Prescriptions Home](#) ▶

Online Prescriptions – Delivery Failed

9. When successfully delivered, click **logout** to exit VOS. You can monitor the status of your request via the Prescriptions tab, see “[Checking your Request](#)” on page 18.

Checking your Request

To check the status of your request, log in to VOS at www.myvisiononline.co.uk, then click the **Prescriptions** tab.

All requests made in the display period set by your GP Practice are displayed here. The requests will have one of the following statuses displayed:

- **In Progress** – This is a new request which has not been processed by your GP Practice yet.
- **Not Processed** – This is an outstanding request which has not been processed within 5 days.
- **Processed** – This request has been processed and the Repeat Prescription is ready to collect.
- **Rejected** – This request has been cancelled by the practice. See [Rejected Requests](#) on page 20 for further details.

Recent Prescription Requests	
The list below displays all your outstanding prescription requests and any other requests made in the last 2 months	
Date	Status
Wed 13 Jul 2011	Not Processed
Wed 13 Jul 2011	Not Processed
Wed 13 Jul 2011	Not Processed
Wed 13 Jul 2011	Not Processed
Wed 13 Jul 2011	In Progress
Wed 13 Jul 2011	Processed
Wed 13 Jul 2011	Rejected
Wed 13 Jul 2011	Processed
Wed 13 Jul 2011	Processed
Mon 11 Jul 2011	Processed


Page 1 of 6 [Next](#) ➤

Click [here](#) to make a new request

Online Prescriptions – Status Message

See “[Reviewing your Requests](#)” on page 19 for further details.

Reviewing your Requests

When processing your prescription request the practice can, add a message to your request. To view the message, expand the request details by clicking on the plus sign .

Recent Prescription Requests

The list below displays all your outstanding prescription requests and any other requests made in the last 2 months

Display period set by your GP

Date	Status	Drug	Dosage	Quantity	Last Issued
Wed 20 Jul 2011	Rejected	Prescription ordered too early			
		ATENOLOL tabs 100mg	Take one once daily	(28) tablet(s)	Wed 20 Jul 2011
		BENDROFLUMETHIAZIDE tabs 2.5mg	take one each morning	(28) tablet(s)	Wed 20 Jul 2011
Wed 20 Jul 2011	Processed	Item added by hand to previous prescription			
		IRBESARTAN tabs 300mg	take one once daily	(28) tablet(s)	Wed 20 Jul 2011
Tue 19 Jul 2011	Processed	ATENOLOL tabs 100mg	Take one once daily	(28) tablet(s)	Wed 20 Jul 2011
		BENDROFLUMETHIAZIDE tabs 2.5mg	take one each morning	(28) tablet(s)	Wed 20 Jul 2011

Click [here](#) to make a new request

Rejected Request – Message from Practice shown in red

Processed Request displaying a Message from your Practice.

Processed Message – Showing Drug details, Dosage and Quantity Details, Date of last Issue.

If you select multiple items in your request, your Practice might partly complete the request, issuing some items but not others. This request will be shown as **Processed**. The Practice may add a message explaining why the item(s) have not been issued. The Last Issued column will show the item(s) as not issued.

Recent Prescription Requests

The list below displays all your outstanding prescription requests and any other requests made in the last 2 months


Date	Status	Drug	Dosage	Quantity	Last Issued
Fri 8 Jul 2011	Processed	Please make an appointment with your GP for a review of your migraine medication			
		ERGOTAMINE TARTRATE + CYCLIZINE & CAFFEINE tabs	AS DIR	(100) tablet(s)	Not Issued
		SALBUTAMOL cfc free inh 100micrograms/inhalation	INHALE 2 DOSES AS NEEDED	(200) dose	Fri 8 Jul 2011
Fri 8 Jul 2011	Processed				
Thu 7 Jul 2011	Rejected				

Click [here](#) to make a new request

Recent Prescription Requests – Request Partially Fulfilled


Rejected Requests

If your practice has not processed your repeat request, it is marked as Rejected on your request list.

To view the reason why your request has been rejected, click on the plus sign  to expand the request, the message is displayed in **red**.



Recent Prescription Requests

The list below displays all your outstanding prescription requests and any other requests made in the last 2 months

Date	Status
 Wed 20 Jul 2011	Rejected

Prescription ordered too early

Drug	Dosage	Quantity	Last Issued
ATENOLOL tabs 100mg	Take one once daily	(28) tablet(s)	Wed 20 Jul 2011
BENDROFLUMETHIAZIDE tabs 2.5mg	take one each morning	(28) tablet(s)	Wed 20 Jul 2011

 Wed 20 Jul 2011	Processed
 Tue 19 Jul 2011	In Progress

Click [here](#) to make a new request

Online Prescriptions – Cancelled Request