Vision 3

Vision Online Services

Online Repeats

A CEGEDIM COMPANY

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Table of Editions and Contents

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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.

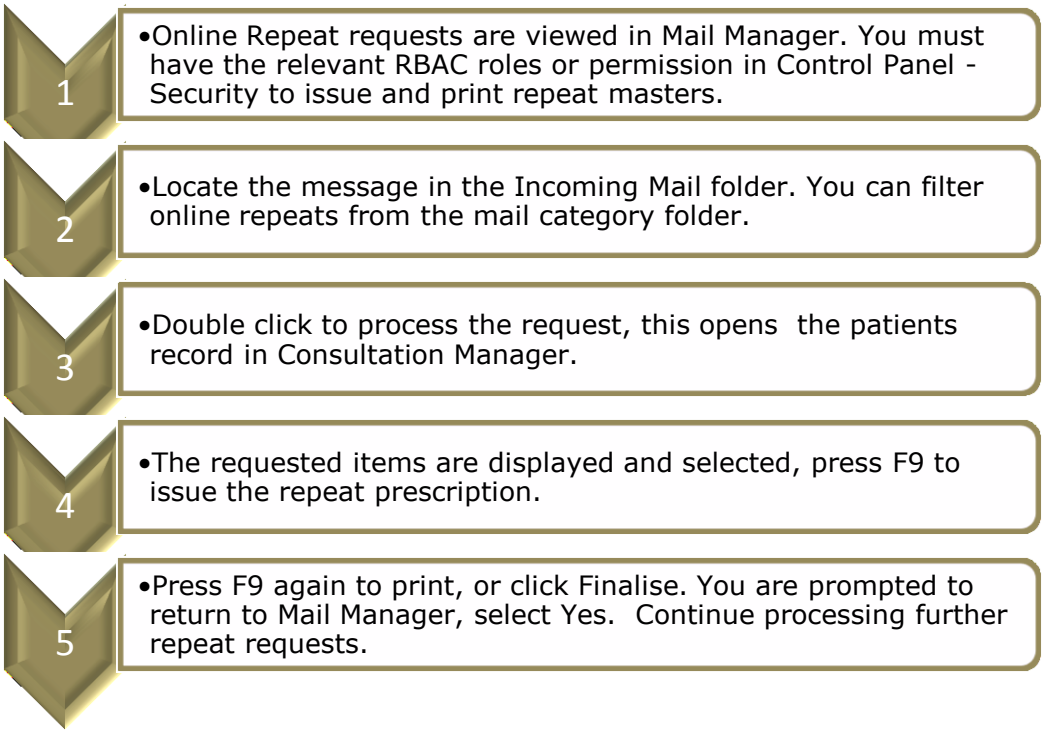
Patient Registration

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

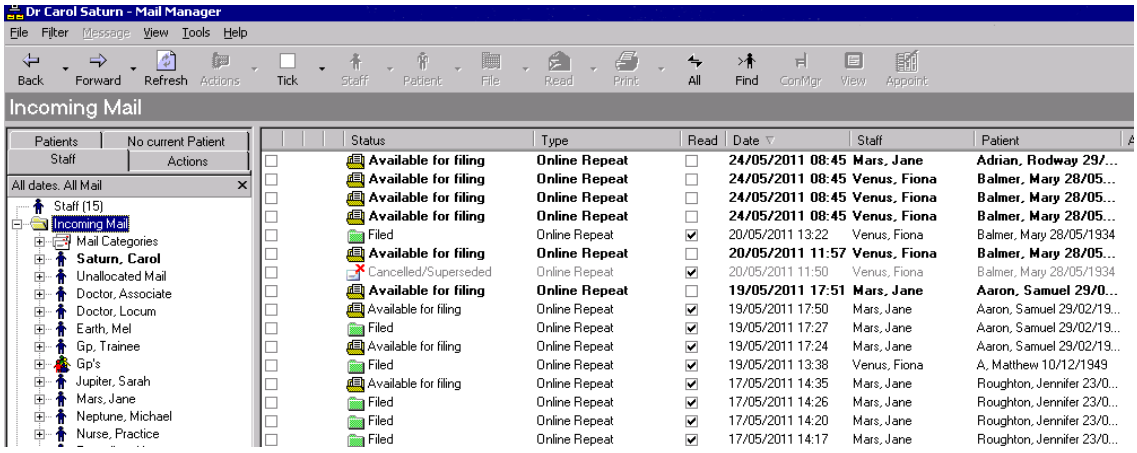
VOS registered patients can reorder repeat issues via the VOS website. All reorder requests are received by your practice in Vision Mail Manager where you can process and issue the repeat prescription. Only active Repeat Masters are available for the patient to select, any Repeat Masters that have expired 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).

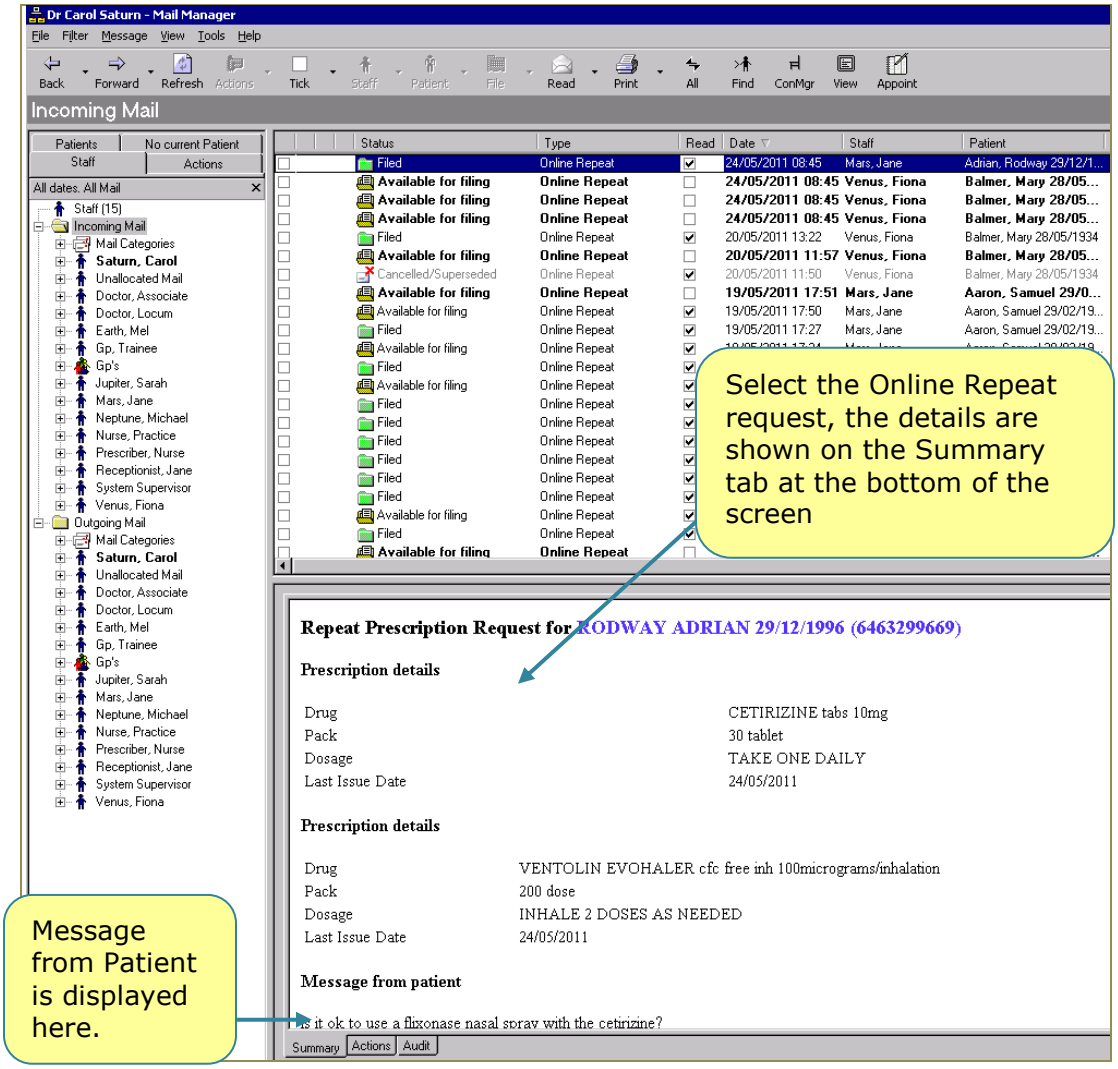
1. Go to **Vision – Messaging – Mail Manager;** all repeat requests are listed in the Incoming Mail and Unallocated Mail folder. Requests can also be filtered using the Mail Category folder **Online Repeats**.



Mail Manager – Incoming Mail

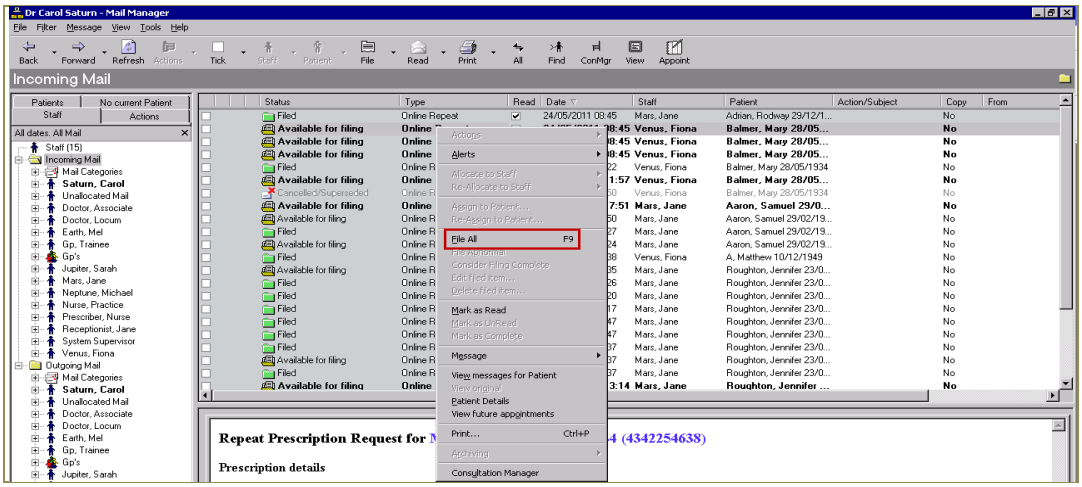
2. Request messages are initially displayed with the status "**Available for filing**". Highlight the message you want to process and check the request details which are shown in the bottom window. If the patient has added a message you can also view it here.

> **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 – View Request Details

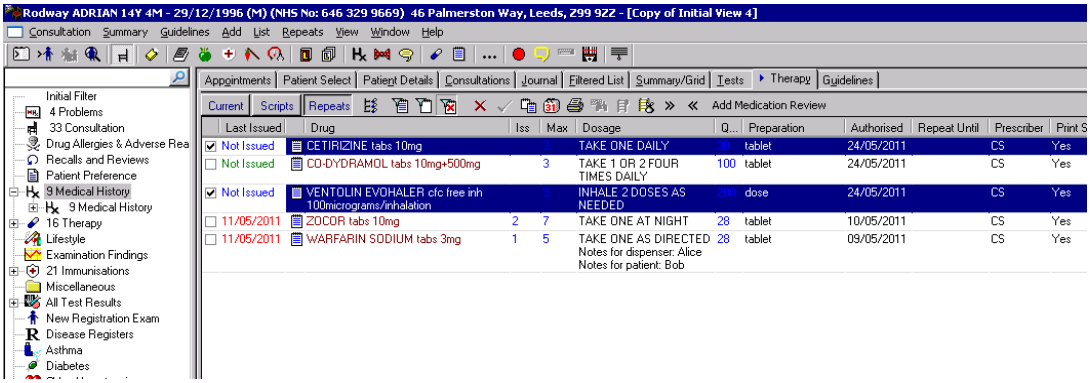
3. To process the request, **double click**, or right click and choose **File All** from the menu.



Mail Manager – Process Request

4. 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.**.

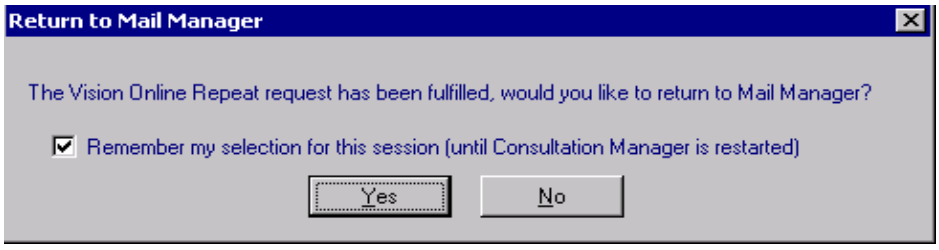
> **NOTE –** If Consultation Manager is already opened and a patient selected, you are prompted to close the consultation and patient record.



5. 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.**

6. 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".*

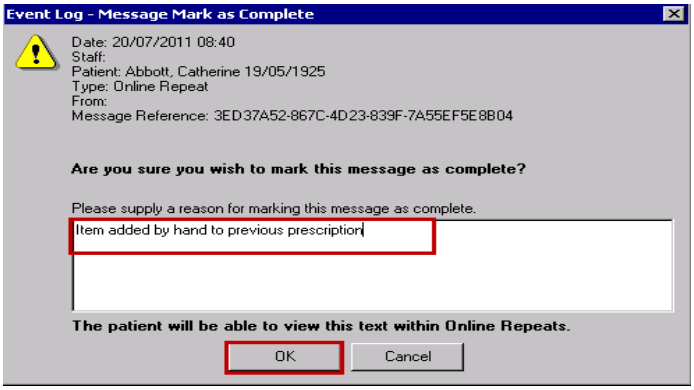


7. Click **Yes,** you are returned to Mail Manager. The completed message status is now shown as **Filed.** The message is now marked as filed and completed. The patient screen is also updated to show that the request has been processed.
8. Select the next Online Repeat request and repeat steps 2 - 8.

Manually Complete the Request

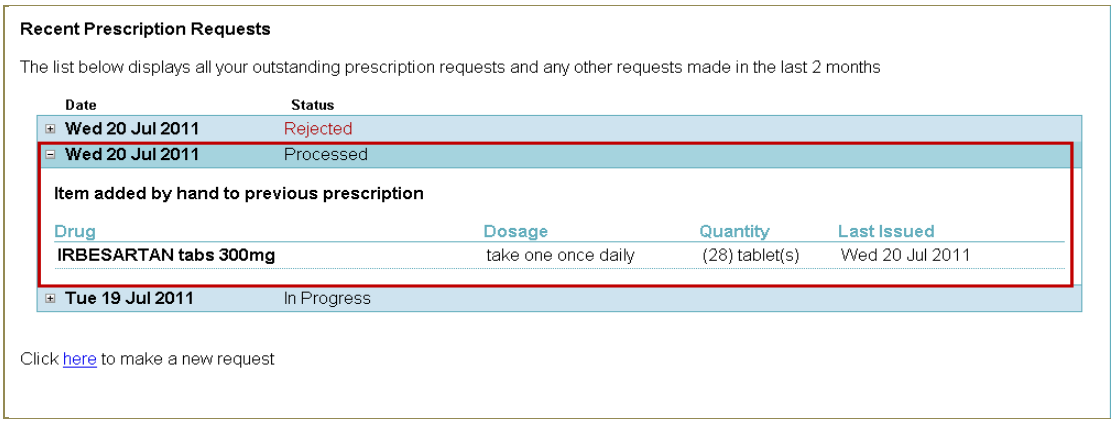
If you have issued the prescription manually, you can mark the message as **Read** using the right click menu.

1. Go to **Vision – Messaging – Mail Manager.**
2. Select the Online Repeat request you wish to manually complete.
3. Right click and select **Mark as Read.**
4. Right click again and select **Mark as Complete.**
5. 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".*
6. Type the reason for manually completing the message in the window, then click **OK.**



Event Log – Mark Message Complete – Message Added

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

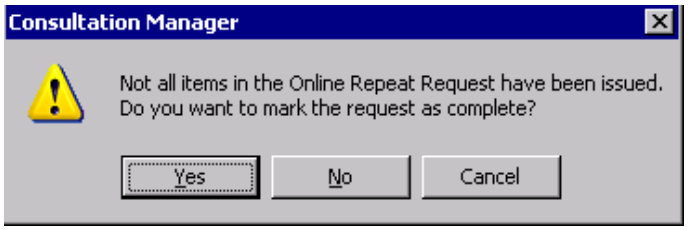


VOS Website – Patients Online Repeat Request – Manually Updated

Process Request without Issuing All Items Requested

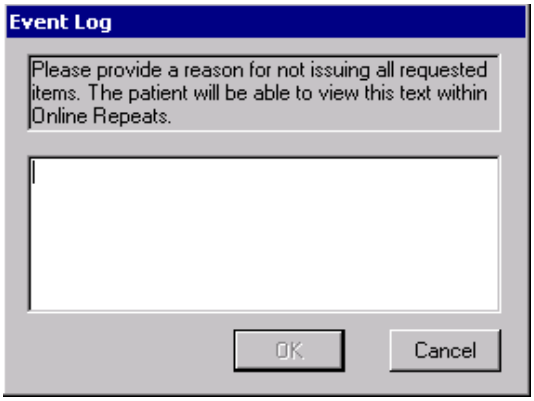
There may be occasions when you are unable to issue all the items requested by the patient, for example, the medication has been recently changed, or the Doctor needs to review the patient.

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.**



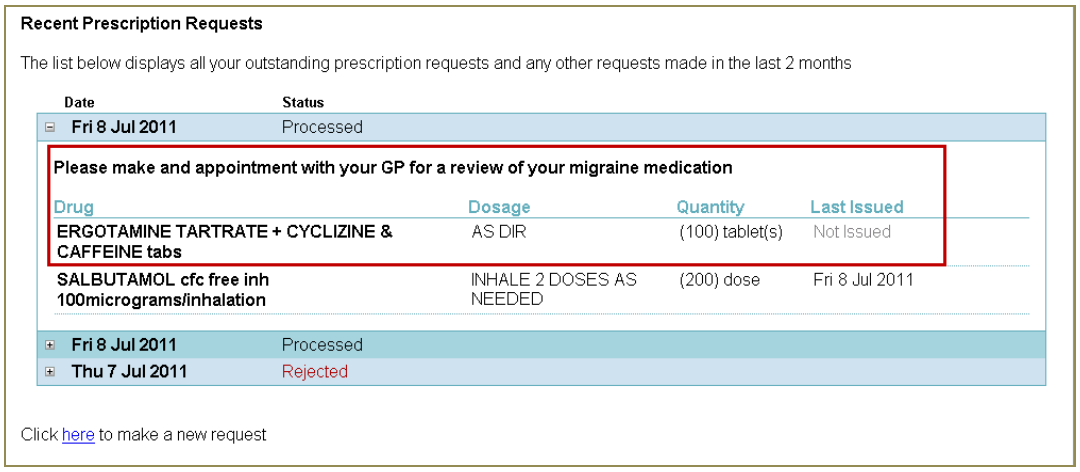
Not All Items Issued

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.



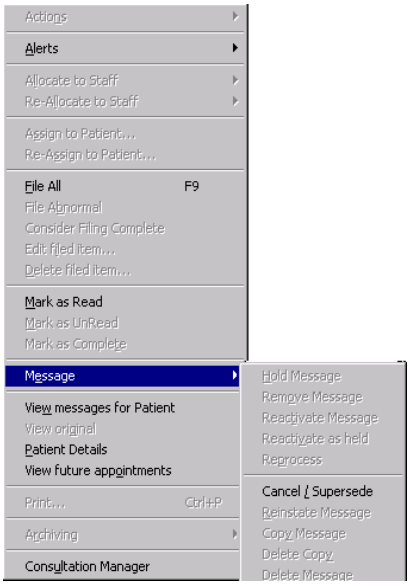
VOS Website – Patient Request Not fully Issued

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.

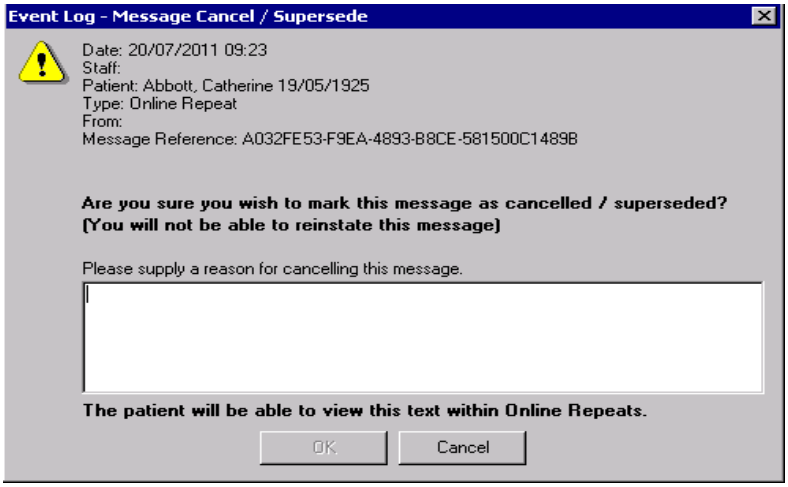


Mail Manager – Cancel Message

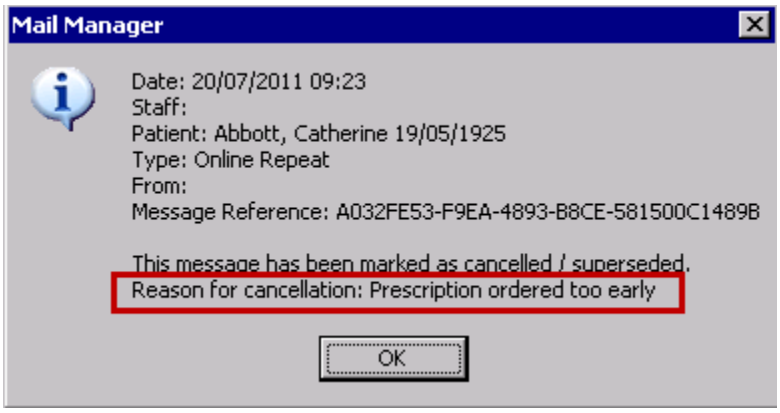
4. You are then prompted:

   "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."

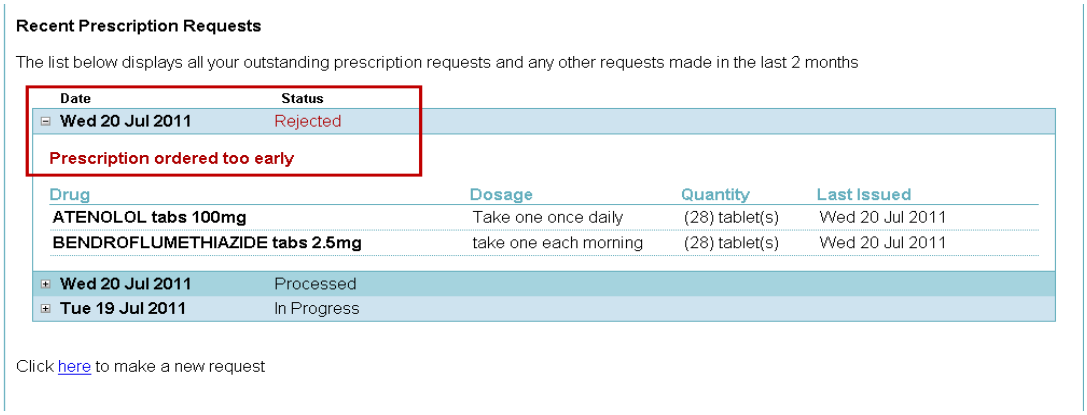
   Type a message if required, (Optional, max 60 characters).



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



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.



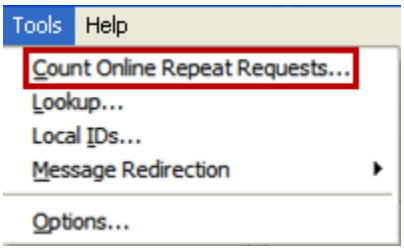
VOS Website – Rejected Request

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.

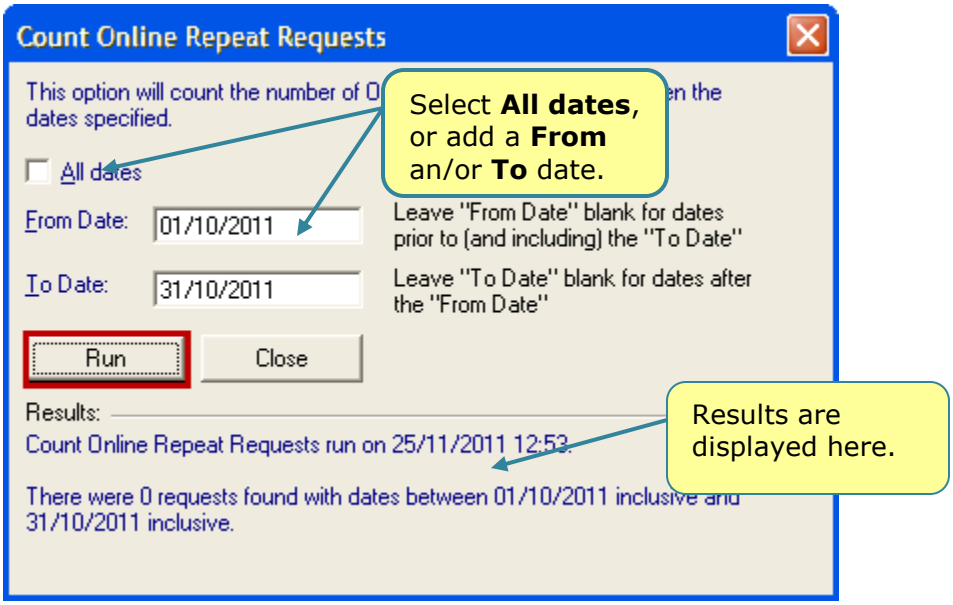
Running the Count Online Repeat Requests Report

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).

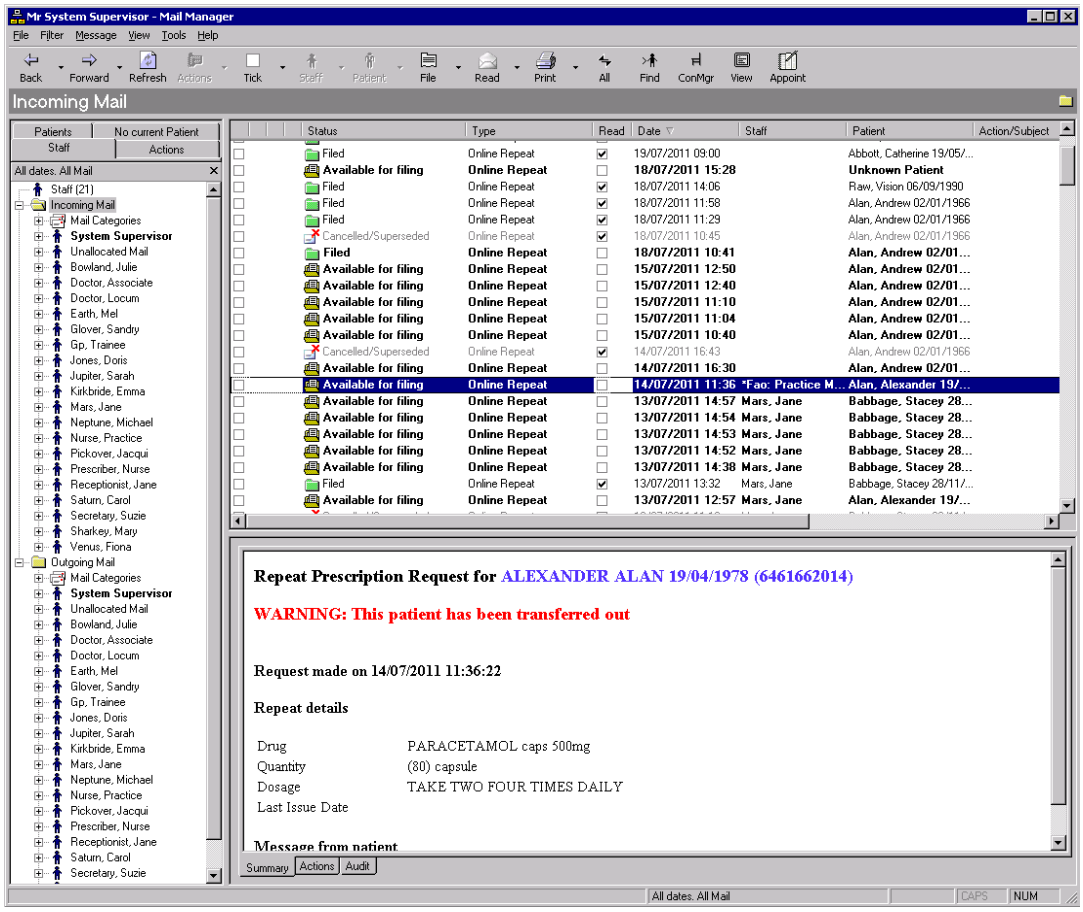
- To search for all requests in one month – Type the start date in the **From Date** box eg 01/10/11, then the end date in the **To Date** box eg 31/10/11. The results will include all requests received between the two dates.
- To search for all requests until a specific date – Type the date in the **To 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

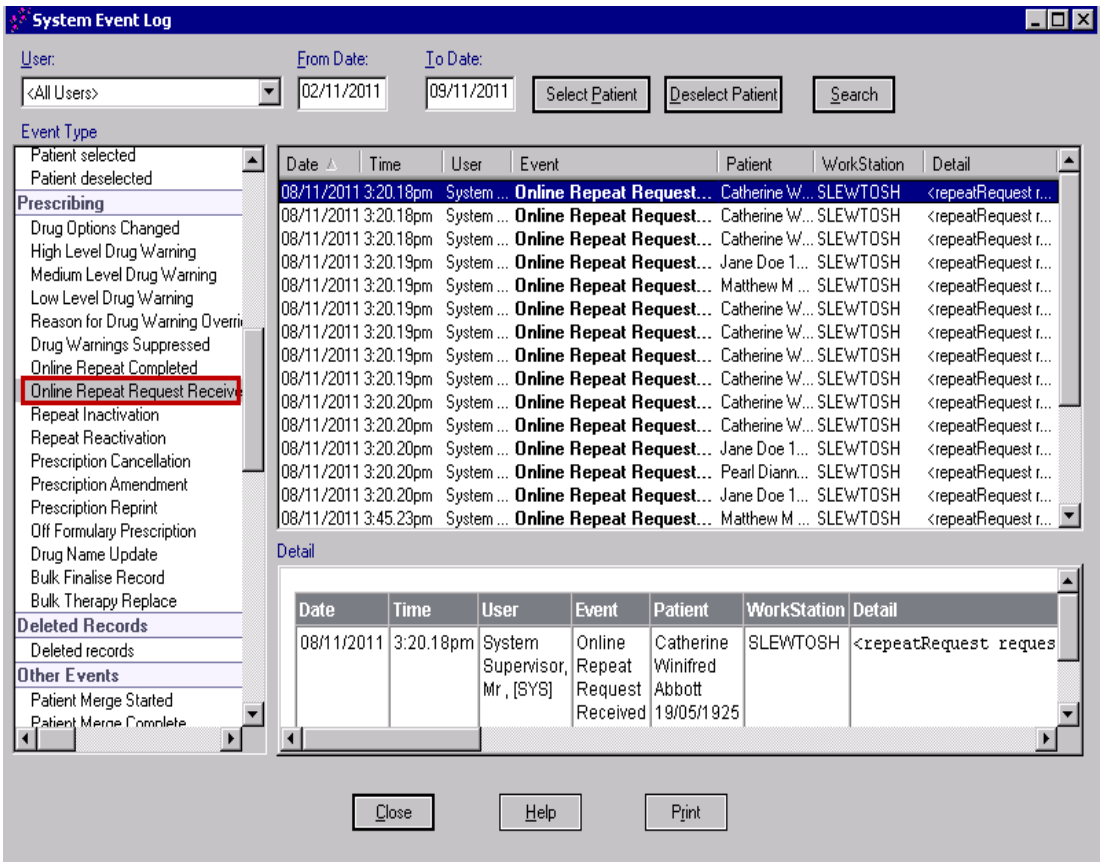
You cannot process repeat request for inactive patients eg those who are transferred out. When you select a message for such patients, you are prompted "*Warning this message is assigned to an inactive patient*". This is also displayed in the message details window.



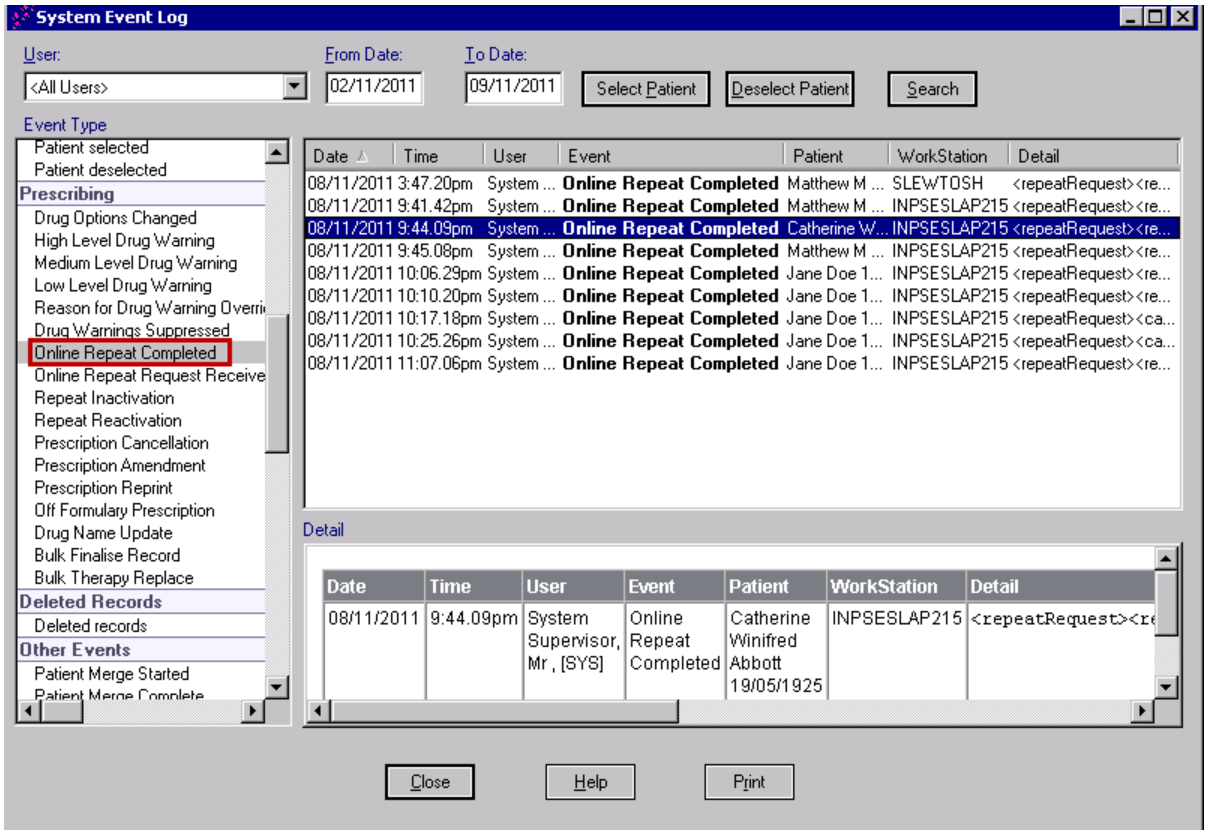
Event Log

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



Event Log – Online Repeat Completed

Online Repeats (Patient)

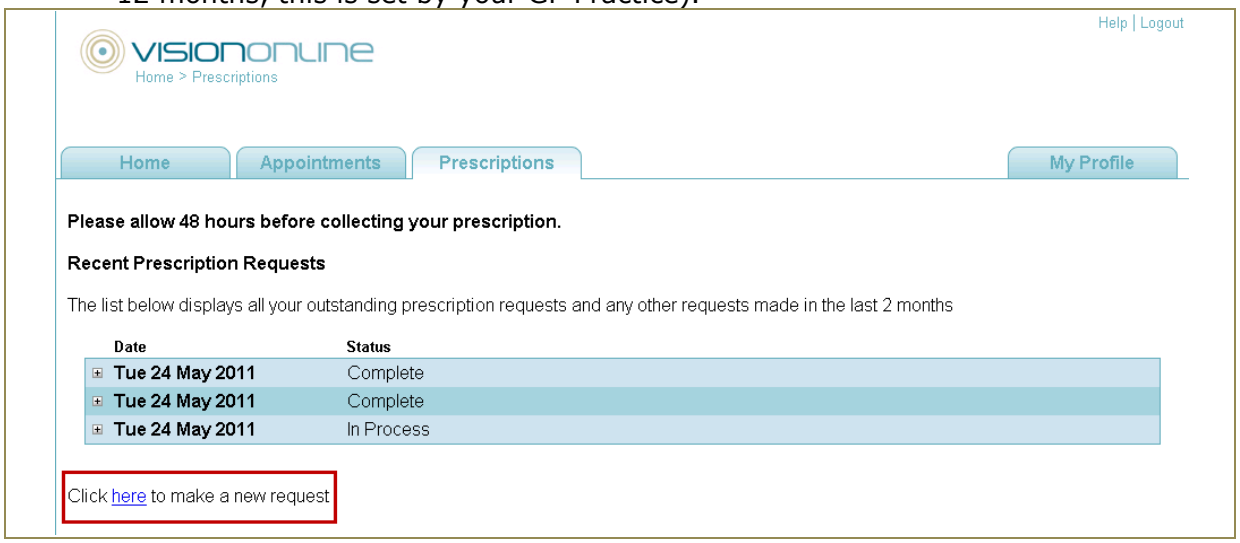
Introduction

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.

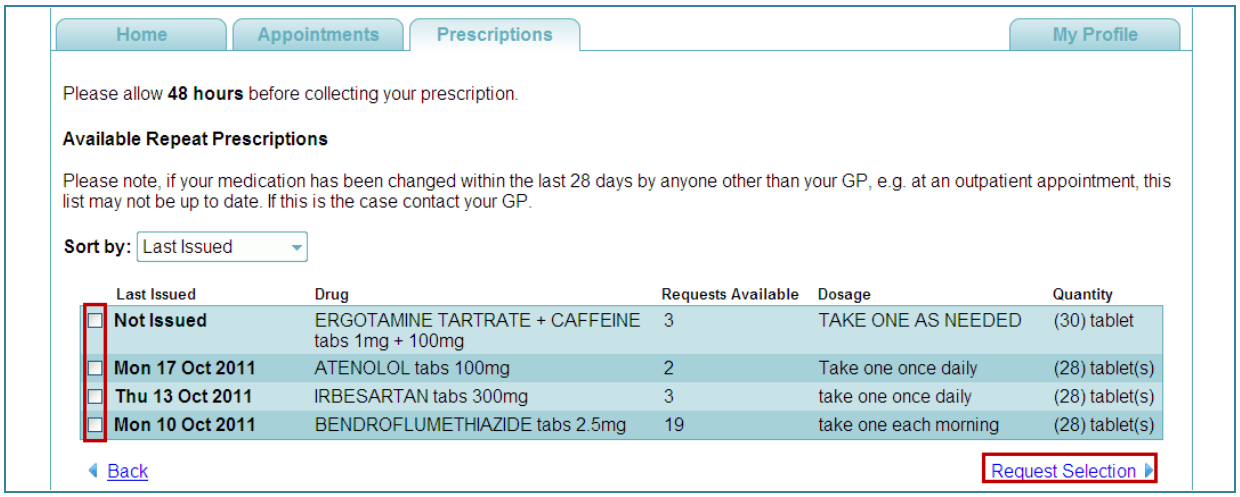
The following details how the patient makes a request, and then views the details once the request is processed.

Request a Prescription

1. Once logged in to VOS, click on the **Prescriptions** 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).



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

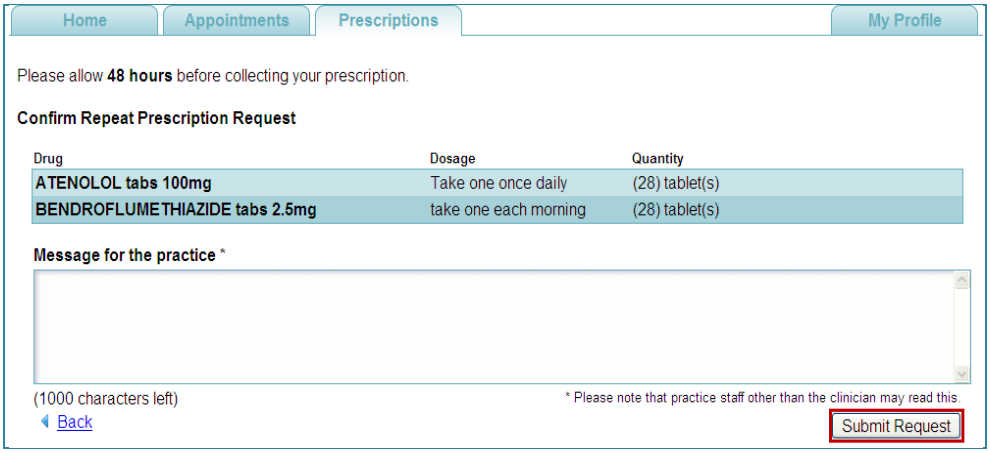


Online Prescriptions – Available Items

4. Click **Request Selection** to send your request.

5. 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).

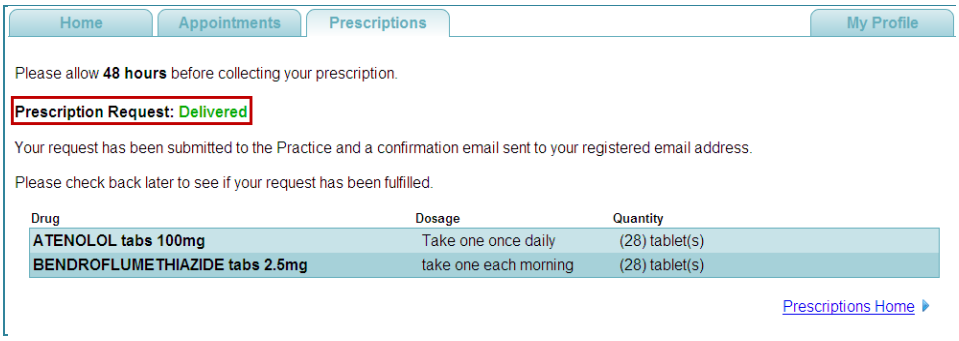
NOTE – Messages added to the request may be viewed by non-clinical staff.



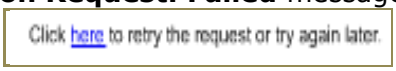
Online Prescriptions – Confirm Selection

6. Click on **Submit Request** . The request is now sent to your GP Practice.

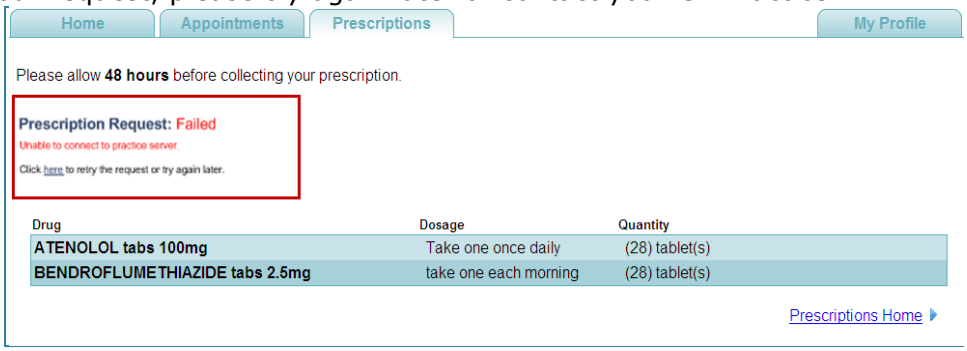
7. If delivery is successful, a **Prescription Request: Delivered** confirmation message is displayed, you will also receive a confirmation email confirming the details.



Online Prescriptions – Delivery Successful

8. If delivery fails a **Prescription Request: Failed** message is displayed, click the link to resend the message. 

If you still cannot send your request, please try again later or contact your GP Practice.



Online Prescriptions – Delivery Failed

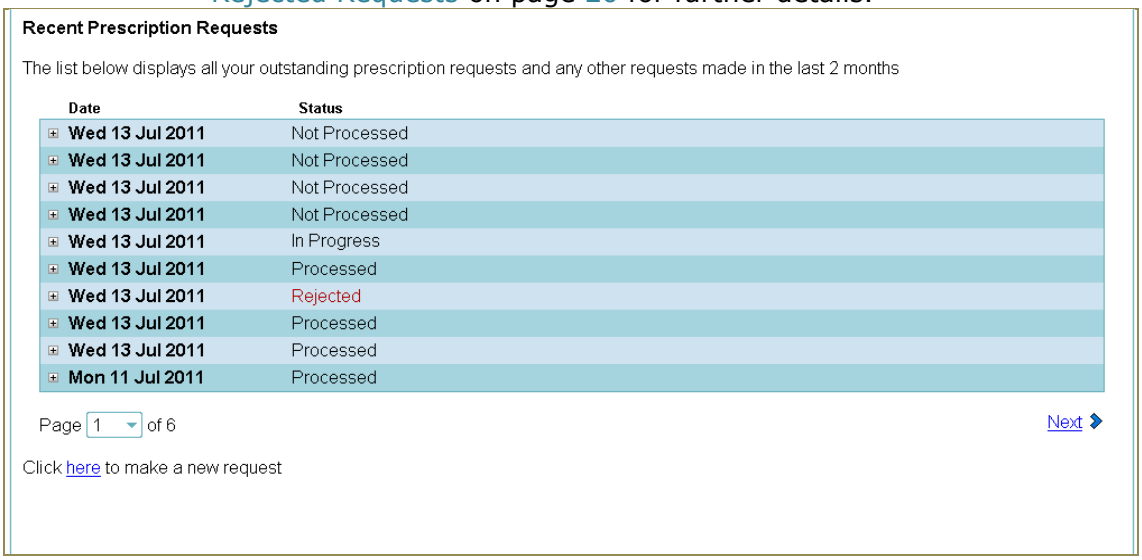
9. When successfully delivered, click **logout** to exit VOS. You can monitor the status of your request via the Prescriptions tab, see "Checking your Request" on page 18.

Checking your Request

To check the status of your request, log in to VOS at www.myvisononline.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.

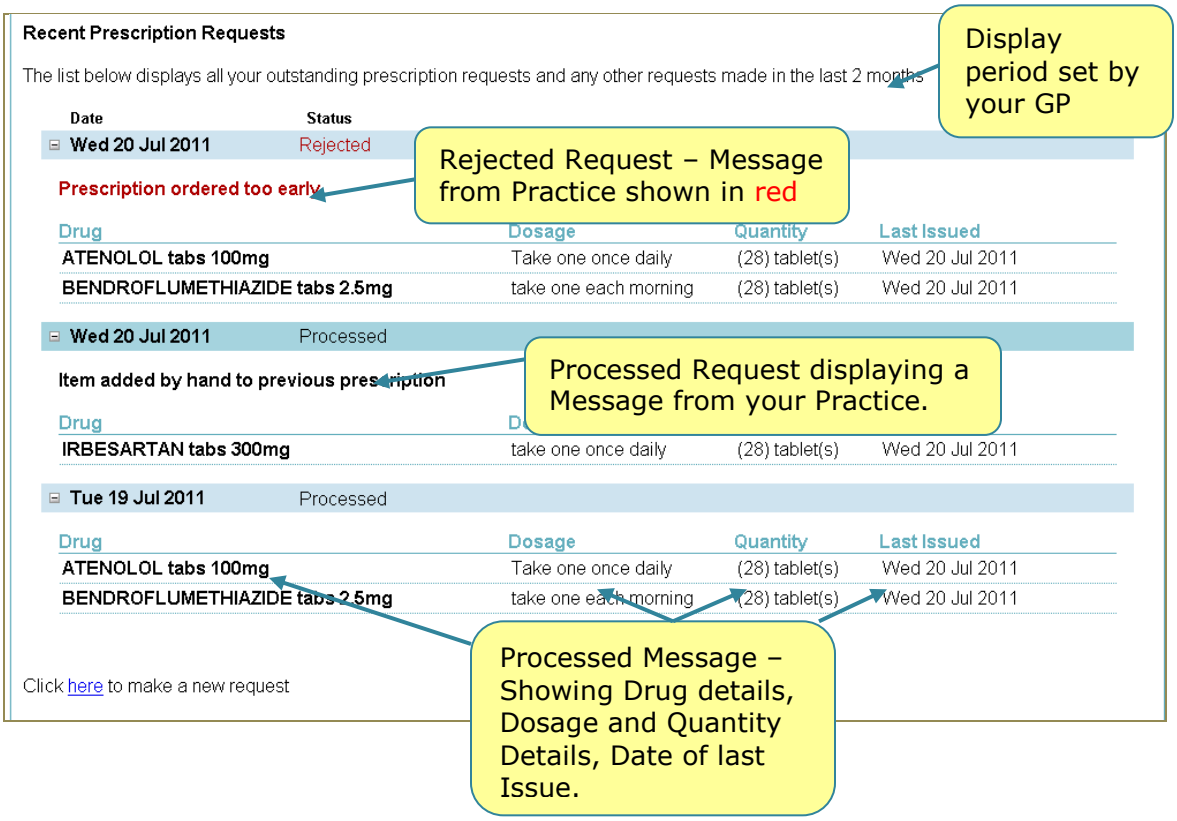


Online Prescriptions – Status Message

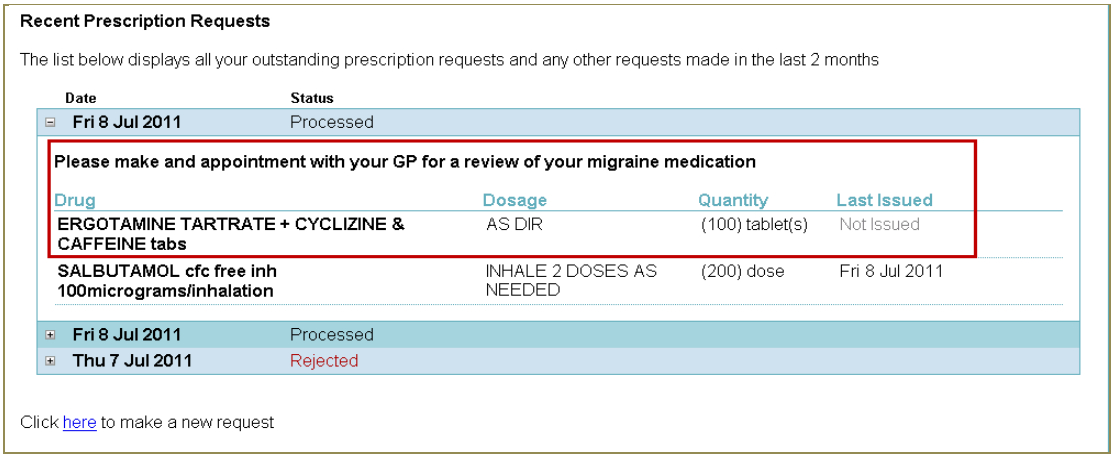
See "Reviewing your Requests" on page 19 for further details.

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 ⊞.



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.

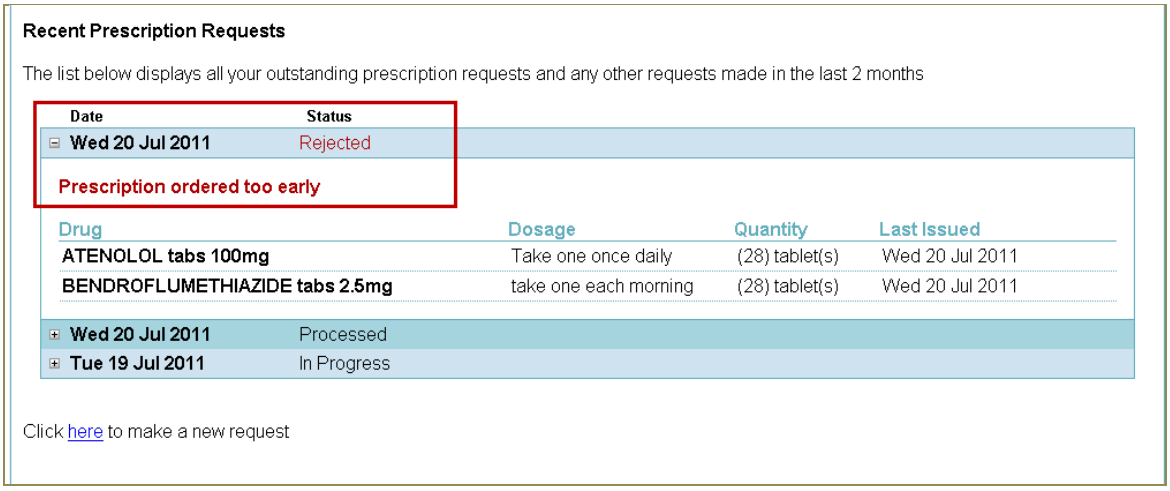


Recent Prescription Requests – Request Partially Fulfilled

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.



Online Prescriptions – Cancelled Request