



Vision 3

# **Vision Online Services**

**Online Repeats** 



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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**

1	•Online Repeat requests are viewed in Mail Manager. You must have the relevant RBAC roles or permission in Control Panel - Security to issue and print repeat masters.
2	•Locate the message in the Incoming Mail folder. You can filter online repeats from the mail category folder.
3	•Double click to process the request, this opens the patients record in Consultation Manager.
4	•The requested items are displayed and selected, press F9 to issue the repeat prescription.
5	•Press F9 again to print, or click Finalise. You are prompted to return to Mail Manager, select Yes. Continue processing further repeat requests.

## **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 <u>www.inps.co.uk</u> 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 <u>RBAC User Guide</u> 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**.

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Incoming Mail							
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		👜 Available for filing	Online Repeat		24/05/2011 08:45	Venus, Fiona	Balmer, Mary 28/05
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		👜 Available for filing	Online Repeat		19/05/2011 17:51	Mars, Jane	Aaron, Samuel 29/0
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🕀 🛉 Gp, Trainee	16 · · · ·	🚚 Available for filing	Online Repeat	~	19/05/2011 17:24	Mars, Jane	Aaron, Samuel 29/02/19
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🕀 🛉 Jupiter, Sarah	lā —	🕮 Available for filing	Online Repeat	<b>v</b>	17/05/2011 14:35	Mars, Jane	Roughton, Jennifer 23/0
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🗈 🛉 Neptune, Michael		📺 Filed	Online Repeat	<b>v</b>	17/05/2011 14:20	Mars, Jane	– Roughton, Jennifer 23/0
🗈 🛉 Nurse, Practice		🚞 Filed	Online Repeat	•	17/05/2011 14:17	Mars, Jane	Roughton, Jennifer 23/0

Mail Manager – Incoming Mail

 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.

🚔 Dr Carol Saturn - Mail Manager					
File Filter Message View Tools Help					
→ → Ø Im Back Forward Refresh Actions	Tick Staff Patient File	Read Print	<b>4</b> ₊ All	≻ <b>† ⊨ [2</b> ] Find ConMar View Appoint	
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E System Supervisor	🗌 💼 Filed	Online Repeat	✓	cab at the bottom	or the
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Doctor, Associate					
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		200 3000	NEED	FD	
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Message	Dosage	INHALE 2 DOSES AS	NCCD		
Message	Dosage Last Issue Date	INHALE 2 DOSES AS 24/05/2011	NEED		
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Message from Patient	Dosage Last Issue Date Message from patient	INHALE 2 DOSES AS 24/05/2011	NEED		
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Message from Patient is displayed here.	Dosage Last Issue Date Message from patient	INHALE 2 DOSES AS 24/05/2011 oray with the cetirizine?	NEED		

Mail Manager – View Request Details

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

🚔 Dr Carol Saturn - Mail Manager						-	. 8 ×
<u>File Filter Message View Tools Help</u>							
5 3 M M		<u></u>		1 8 21			
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🗉 – 🛉 Neptune, Michael	Filed	Online R		20 Mars, Jane	Roughton, Jennifer 23/0	No	
🗉 🛉 Nurse, Practice	Filed	Online R	Mark as Read	17 Mars, Jane	Roughton, Jennifer 23/0	No	
🕀 🛉 Prescriber, Nurse	Filed	Online R	Mark as UnRead	47 Mars, Jane	Roughton, Jennifer 23/0	No	
Heceptionist, Jane	Filed	Online B		47 Mars, Jane	Roughton, Jennifer 23/0	No	
System Supervisor	Filed	Online R		B7 Mars, Jane	Roughton, Jennifer 23/0	No	
🔲 👚 👚 Venus, Fiona	Available for filing	Online R	Message	B7 Mars, Jane	Roughton, Jennifer 23/0	No	
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R A Doctor Associate			View future appointments				
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🖻 🛉 Gp. Trainee				>			
🖻 📥 Gp's	Prescription details						
🕀 🛉 Jupiter, Sarah			Consultation Manager				

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.

Ro	dway ADRIAN 14Y 4M - 29/1	12/1996 (M) (N	IS No: 646 329	9669) 46 Palmersto	n Way, L	eeds, ä	299 922 - [Copy of Initia	l Viev	ŧ4]				
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	33 Consultation	Last Issued	Drug		Iss	Max	Dosage	Q	Preparation	Authorised	Repeat Until	Prescriber	Print S
-3	Drug Allergies & Adverse Rea	Not Issued	E CETIRIZINE	tabs 10mg		3	TAKE ONE DAILY	-30	tablet	24/05/2011		CS	Yes
Ω	Recalls and Reviews Patient Preference	Not Issued	CO-DYDRA	MOL tabs 10mg+500mg		3	TAKE 1 OR 2 FOUR TIMES DAILY	100	tablet	24/05/2011		CS	Yes
⊨- <b>B</b>	9 Medical History 	Not Issued	VENTOLIN 100microgra	EVOHALER cfc free inh ms/inhalation		3	INHALE 2 DOSES AS NEEDED	200	dose	24/05/2011		CS	Yes
÷- 🖌	16 Therapy	11/05/2011	ZOCOR tab	s 10mg	2	7	TAKE ONE AT NIGHT	28	tablet	10/05/2011		CS	Yes
	Lifestyle Examination Findings 21 Immunisations	11/05/2011	WARFARIN	SODIUM tabs 3mg	1	5	TAKE ONE AS DIRECTED Notes for dispenser: Alice Notes for patient: Bob	28	tablet	09/05/2011		CS	Yes
	Miscellaneous All Test Results New Registration Exam												
	Disease Registers Asthma Diabetes												

- 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? I Remember my selection for this session (until Consultation Manager is restarted), Yes/No".

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)	
<u>Yes</u> <u>N</u> o	

- 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 L	og - Message Mark as Complete	×
1	Date: 20/07/2011 08:40 Staff: Patient: Abbott, Catherine 19/05/1925 Type: Online Repeat From: Message Reference: 3ED37A52-867C-4D23-839F-7A55EF5E8B04 Are you sure you wish to mark this message as complete?	
	Item added by hand to previous prescription The patient will be able to view this text within Online Repeats. OK Cancel	

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.

Wed 20 Jul 2011	Rejected			
Wed 20 Jul 2011	Processed			
TOESAR I AN LEDS SU	unig	take one once daily	(Zo) tablet(S)	weu zo jul zo I I
	In Dragrage			

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.

- 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.**

Consulta	tion Manager 🛛 🔀
⚠	Not all items in the Online Repeat Request have been issued. Do you want to mark the request as complete?
	<u>Y</u> es <u>N</u> o Cancel

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).

Event Log
Please provide a reason for not issuing all requested items. The patient will be able to view this text within Online Repeats.
0K. Cancel

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.

Date Fri 8 Jul 2011	Status Processed			
Please make and appo	pintment with your GP for	r a review of your migraine m	edication	
Drug		Dosage	Quantity	Last Issued
ERGOTAMINE TARTR CAFFEINE tabs	ATE + CYCLIZINE &	AS DIR	(100) tablet(s)	Not Issued
SALBUTAMOL cfc fre 100micrograms/inhala	e inh ation	INHALE 2 DOSES AS NEEDED	(200) dose	Fri 8 Jul 2011
Fri 8 Jul 2011	Processed			
Thu 7 Jul 2011	Rejected			

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).

ent L	og - 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.	_
	Please supply a reason for cancelling this message.	
	Please supply a reason for cancelling this message.	

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

Mail Man	ager 🗙
<b>i</b> )	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.

Ved 20 Jul 2011	Rejected			
escription ordered to	oo early			
ug		Dosage	Quantity	Last Issued
TENOLOL tabs 100m	ıg	Take one once daily	(28) tablet(s)	Wed 20 Jul 2011
ENDROFLUMETHIA	ZIDE tabs 2.5mg	take one each morning	(28) tablet(s)	Wed 20 Jul 2011
Ved 20 Jul 2011	Processed			
Tue 19 Jul 2011	In Progress			

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.**

T	ools	Help	
	Cour	nt Online Repeat Requests	
	Look	up	
	Loca	l <u>I</u> Ds	
	Mess	sage Redirection	۲
	Opti	ons	
_			

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	
This option will count the number of 0 dates specified. All dates From Date: 01/10/2011	
Io Date:     31/10/2011     Leave "To Date" blank for dates after the "From Date"       Run     Close	
Results: Results are Count Online Repeat Requests run on 25/11/2011 12:53.	e nere.
There were 0 requests round with dates between 01/10/2011 inclusive and 31/10/2011 inclusive.	

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 Manag	ger							_ 🗆 ×
<u>File Filter Message View Tools Help</u>								
→ → Back Forward Refresh Actions	- 🗌 - Tick	🕇 🚬 🖞 📮 Staff Patient	File Read Print	↓ ↓ All	> <b>∱ ⊨ </b> Find ConMgr View	) [ w Appoint		
Incoming Mail								<b>_</b>
Patients No current Patient		Status	Туре	Read	Date V	Staff P	Patient	Action/Subject
Staff Actions	i la	Eiled	Online Beneat		19/07/2011 09:00	۵	bott Catherine 19/05/	
i ishi ates ali Mila	16	🔲 Available for filir	a Online Beneat		18/07/2011 15:28		nknown Patient	
A Sheff (21)		Eled	Online Beneat		18/07/2011 14:06	B	aw Vision 06/09/1990	
The stat (21)	16	Filed	Online Repeat		18/07/2011 11:58	AL	an Andrew 02/01/1966	
E Mail Categories	lla –	Filed	Online Repeat		18/07/2011 11:29	AL	an. Andrew 02/01/1966	
T & System Supervisor	llä	Cancelled/Superser	led Online Repeat		18/07/2011 10:45	AL	an Andrew 02/01/1966	
🗄 🗍 Unallocated Mail	lla	🚔 Filed	Online Repeat		18/07/2011 10:41	A	lan. Andrew 02/01	
🗉 🛔 Bowland, Julie	llä	Available for filir	a Online Beneat		15/07/2011 12:50	A	lan Andrew 02/01	
😟 🛉 Doctor, Associate	lla	Available for filir	a Online Repeat		15/07/2011 12:40	A	lan. Andrew 02/01	
🖅 🛉 Doctor, Locum	llä	Available for filir	g Online Beneat		15/07/2011 11:10	A	lan Andrew 02/01	
🕀 🛉 Earth, Mel		Available for filir	g Online Beneat		15/07/2011 11:04	A	lan Andrew 02/01	
🗉 🛉 Glover, Sandry	llä	Available for filir	g Online Beneat		15/07/2011 10:40	A	lan Andrew 02/01	
🕀 🛉 Gp, Trainee		Cancelled/Superser	led Online Beneat		14/07/2011 16:43	ΔI.	an Andrew 02/01/1966	
🖅 🛉 Jones, Doris	llä	Available for filir	a Online Beneat		14/07/2011 16:30	A	lan Andrew 02/01	
🕀 🛉 Jupiter, Sarah		Available for filir	g Online Repeat		14/07/2011 11:36 *	Fao: Practice M A	lan Alexander 19/	
🖽 🛉 Kirkbride, Emma		Available for filir	g Online Beneat		13/07/2011 14:57	lars Jane Bi	abhage Stacev 28	
🛨 👔 Mars, Jane		Available for filir	g Online Beneat		13/07/2011 14:54	lars Jane Ba	abbage Stacev 28	
Neptune, Michael	llä	Available for filir	g Online Beneat		13/07/2011 14:53	lars Jane Bi	abbage, Stacey 28	
Piekever Learni		Available for filir	g Online Beneat		13/07/2011 14:52	lars Jane Ba	abbage Stacev 28	
E Prescriber Nurse	llä	Available for filir	g Online Beneat		13/07/2011 14:38	lars Jane Bi	abbage, Stacey 28	
E Becentionist Jane		Eiled	Online Beneat		13/07/2011 13:32 N	lars Jane Ba	abbage Stacev 28/11/	
E Saturn Carol	llä	Available for filir	n Online Beneat		13/07/2011 12:57	lars Jane Al	lan Alexander 19/	
🕀 🗍 Secretary, Suzie		<b>V</b> o - 1 10						
🕀 🛔 Sharkey, Mary								<u> </u>
표 👬 Venus, Fiona								1
🖻 🦳 Öutgoing Mail								<u> </u>
🕀 📑 Mail Categories	Repe	at Prescription I	Request for ALEXAN	IDER A	LAN 19/04/1978	<b>6461662014</b>		
😐 🛉 System Supervisor								
🕀 🛉 Unallocated Mail	WAR	NING: This pat	ient has been transfe	rred out				
Bowland, Julie		•						
E Doctor, Associate								
E Soth Mol	Dogue	ot mode on 14/07/	011 11.26.22					
E Glover Sandru	Interne	est made on 14/0//2	.011 11.30.22					
E & Go Trainee								
🖅 🛉 Jones, Doris	Repea	at details						
🕂 🗍 Jupiter, Sarah								
🗄 🗍 Kirkbride, Emma	Drug	F	ARACETAMOL caps 50	Dmg				
🖅 👬 Mars, Jane	Ouanti	ity ()	30) cansule					
🗄 🛉 🛉 Neptune, Michael	Docor	у (V та т	AKE TWO FOUR TIME	2 DAILY				
😟 🛉 Nurse, Practice	Losag	р I Б.	ARD I WO FOOR TIME	JUNILI				
🗈 🛉 Pickover, Jacqui	Last Is	ssue Date						
🗈 🛉 Prescriber, Nurse								
🗈 🛉 Receptionist Jane 👘	Messa	age from natient						<u> </u>
🖭 🕆 Saturn, Carol	Summari	Actions Audit						
🛨 👖 Secretary, Suzie 🖉 💌								
					All dates. All Mail		CA	PS 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

💒 System Event Log								_ [	D ×
<u>U</u> ser: ⟨All Users⟩	Erom Date: 02/11/2011	<u>T</u> o Date: 09/11/2	011 Selé	ect <u>P</u> atient	Deselect F	Patient <u>S</u> i	earch		
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 Overrii. Drug Warnings Suppressed Online Repeat Completed Online Repeat Request Receive Repeat Inactivation Repeat Reactivation Prescription Cancellation Prescription Cancellation Prescription Reprint Off Formulary Prescription Drug Name Update Bulk Finalise Record Bulk Therapy Replace Deleted Records Deleted records Other Events	Date         Tim           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20           08/11/2011         3:20	e User 118pm Syster 118pm Syster 118pm Syster 119pm Syster 119pm Syster 119pm Syster 119pm Syster 120pm Syster 20pm Syster 20	Event Online Online Online Online Online Online Online Online Online Online Online Online Online Online Online Online Online Online Online Online Online Online Online Online Online Online Online Online Online	Repeat Re Repeat Re	P. equest Ca equest Ca	atient Wo therine W SLE atherine W SLE atherine W SLE atherine W SLE atherine W SLE atherine W SLE atherine W SLE therine W SLE therine W SLE atherine W SLE ne Doe 1 SLE aat Diann SLE aat Diann SLE WorkStation SLEWTOSH	vkStation WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH WTOSH	Detail <pre>     CrepeatRequest r     (repeatRequest r     (repeatReque</pre>	
Patient Merge Started	•		MI, [313]	Received	19/05/1925	5		Þ	-
		ose	<u>H</u> elp	] [	P <u>r</u> int				

Event Log – Online Repeat Request Received

🖗 System Event Log								_ 🗆 ×
<u>U</u> ser:	From Date:	<u>T</u> o Date	e:					
<all users=""></all>	02/11/2011	09/11/	2011 Sele	ect <u>P</u> atient	Deselect Pa	tient <u>S</u> e	arch	
Event Type								
Patient selected	Date ∆ I Ti	me Use	r Event		Pati	ent Vor	rkStation	Detail
Prescribing	08/11/2011 3:4	7.20pm Syst	em Online	Repeat Com	pleted Matti	hew M SLE\	WTOSH	<repeatrequest><re< td=""></re<></repeatrequest>
Drug Options Changed	08/11/2011 9:4	4.09nm Sust	em <b>Online</b>	Repeat Com Repeat Com	pleted Matt	erine W. INPS	ESLAPZIS	<pre>krepeatRequest&gt;kre</pre>
High Level Drug Warning	08/11/2011 9:4	5.08pm Syst	em Online	Repeat Com	pleted Matt	hew M INPS	ESLAP215	<repeatrequest><re< td=""></re<></repeatrequest>
Medium Level Drug Warning	08/11/2011 10:	06.29pm Syst	em Online	Repeat Com	pleted Jane	Doe 1 INPS	ESLAP215	<pre>crepeatRequest&gt;<re< pre=""></re<></pre>
Low Level Drug Warning Beason for Drug Warning Overri	08/11/2011 10:	10.20pm Syst	em Online	Repeat Com	<b>pleted</b> Jane	Doe 1 INPS	ESLAP215	<pre>crepeatRequest&gt;<re< pre=""></re<></pre>
Drug Warnings Suppressed	08/11/2011 10:	17.18pm Syst	em Online	Repeat Com	pleted Jane	Doe 1 INPS	ESLAP215	<repeatrequest><ca< td=""></ca<></repeatrequest>
Online Repeat Completed	08/11/2011 10:	25.26pm Syst	em Unline	Repeat Com	pleted Jane	Doe 1 INPS	ESLAP215	<pre><repeatrequest><ca< pre=""></ca<></repeatrequest></pre>
Online Repeat Request Receive	08/11/201111:	U7.U6pm Syst	em <b>Unline</b>	Repeat Lom	ipieted Jane	Doe I INPS	ESLAPZIS	<pre>crepeatHequest&gt;<re< pre=""></re<></pre>
Repeat Inactivation								
Repeat Reactivation								
Prescription Cancellation								
Prescription Amendment								
Prescription Reprint								
Drug Name Update	Detail							
Bulk Einalise Becord	D'Otali							
Bulk Therapy Beplace				<b>F</b> (	<b>D</b> <i>i</i> : <i>i</i>		<b>D</b> (	. 1
Deleted Becords	Date	Time	User	Event	Patient	WorkStatio	n Deta	
Deleted records	08/11/2011	9:44.09pm	System	Online	Catherine	INPSESLAF	215 <rej< td=""><td>peatRequest&gt;<re< td=""></re<></td></rej<>	peatRequest> <re< td=""></re<>
Other Events			Supervisor,	Repeat	Winifred			
Patient Merge Started			Mr, [SYS]	Completed	Abbott			
Patient Merge Complete					19/05/1925	i [		
	•							•
		lose			Print			
		1026	Telb		1-Turk			

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**

Prescriptions 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).

Home Ap	pointments Prescriptions	My Profile
Recent Prescription Requ		
The list below displays all yo	Jests our outstanding prescription requests and any other requests made in the last 2 months	5
The list below displays all yo	Jests our outstanding prescription requests and any other requests made in the last 2 months Status	S
The list below displays all yo Date	Jests our outstanding prescription requests and any other requests made in the last 2 months Status Complete	S
The list below displays all yo Date Tue 24 May 2011 Tue 24 May 2011	Jests our outstanding prescription requests and any other requests made in the last 2 months Status Complete Complete	S

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

request".

		re collecting your prescription.			
Avai	lable Repeat Prescrip	tions			
	ay not be up to date. It a				
Sort	by: Last Issued	▼ Drug	Requests Available	Dosage	Quantity
Sort	by: Last Issued Last Issued Not Issued	Drug     ERGOTAMINE TARTRATE + CAFFEINE     tabs 1mg + 100mg	Requests Available	Dosage TAKE ONE AS NEEDED	Quantity (30) tablet
Sort	by: Last Issued Last Issued Not Issued Mon 17 Oct 2011	Drug     ERGOTAMINE TARTRATE + CAFFEINE     tabs 1mg + 100mg     ATENOLOL tabs 100mg	Requests Available	Dosage TAKE ONE AS NEEDED Take one once daily	Quantity (30) tablet (28) tablet(s)
Sort	by: Last Issued Last Issued Not Issued Mon 17 Oct 2011 Thu 13 Oct 2011	Drug     ERGOTAMINE TARTRATE + CAFFEINE     tabs 1mg + 100mg     ATENOLOL tabs 100mg     IRBESARTAN tabs 300mg	Requests Available 3 2 3	Dosage TAKE ONE AS NEEDED Take one once daily take one once daily	Quantity (30) tablet (28) tablet(s) (28) tablet(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.

Home Appointments Prescr	iptions		My Profile
ease allow 48 hours before collecting your prescripti	ion.		
onfirm Repeat Prescription Request			
Drug	Dosage	Quantity	
ATENOLOL tabs 100mg	Take one once daily	(28) tablet(s)	
BENDROELUMETHIAZIDE tabs 2.5mg	take one each morning	(28) tablet(s)	
DENDITOR COME INIVERSE GOOD Eloning	take one caen moning	(20) (ablet(3)	
Message for the practice *			
Message for the practice *		(20) (200(0)	
Message for the practice * (1000 characters left)	* Please	e note that practice staff other th	an the clinician may read this

Online Prescriptions – Confirm Selection

- 6. 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 Preso	riptions		My Profile
Please allow <b>48 hours</b> before collecting your prescrip	tion.		
Prescription Request: Delivered			
'our request has been submitted to the Practice and a	a confirmation email sent to your re	gistered email address.	
Please check back later to see if your request has bee	en fulfilled.		
Drug	Dosage	Quantity	
ATENOLOL tabs 100mg	Take one once daily	(28) tablet(s)	
	take one each morning	(28) tablet(s)	
BENDROFLUME I HIAZIDE tabs 2.5mg	take one each morning	()	

Online Prescriptions – Delivery Successful

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

link to resend the message	ge.	st or try again later.	If you still cannot se
your request, please try a	again later or contact	: your GP Pi	ractice.
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
here and the second			

Online Prescriptions – Delivery Failed

 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.

Wed 13 Jul 2011 Wed 13 Jul 2011	Not Processed 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	

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  $\mathbb{F}$ .

Recent Prescription Reque The list below displays all you Date	ests r outstanding prescr Status	ption requests and any other requests	s made in the last	2 months Display period set by your GP
Wed 20 Jul 2011	Rejected	Dejected Dequest	Maccago	
Prescription ordered to	oo early	from Practice shown	in red	
Drug		Dosage	Quantity	Last Issued
ATENOLOL tabs 100m	g	Take one once daily	(28) tablet(s)	Wed 20 Jul 2011
BENDROFLUMETHIAZ	ZIDE tabs 2.5mg	take one each morning	(28) tablet(s)	Wed 20 Jul 2011
Wed 20 Jul 2011	Processed			
ltem added by hand to Drug	previous pres <del>∢rip</del>	Processed R Message fro	equest dis m your Pra	playing a actice.
IRBESARTAN tabs 300	Omg	take one once daily	(28) tablet(s)	Wed 20 Jul 2011
⊟ Tue 19 Jul 2011	Processed			
Drug		Dosage	Quantity	Last Issued
ATENOLOL tabs 100m	g	Take one once daily	(28) tablet(s)	Wed 20 Jul 2011
BENDROFLUMETHIAZ	ZIDE tabs 2.5mg	take one each morning	28) tablet(s)	Wed 20 Jul 2011
Click <u>here</u> to make a new req 	uest	Processed Mess Showing Drug d Dosage and Qua Details, Date of Issue.	age – letails, antity last	

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.

Date	Status			
Fri 8 Jul 2011	Processed			
Vease make and appo	pintment with your GP for	r a review of your migraine m	edication	
Drug		Dosage	Quantity	Last Issued
ERGOTAMINE TARTR CAFFEINE tabs	ATE + CYCLIZINE &	AS DIR	(100) tablet(s)	Not Issued
SALBUTAMOL cfc fre 100micrograms/inhala	e inh ation	INHALE 2 DOSES AS NEEDED	(200) dose	Fri 8 Jul 2011
Fri 8 Jul 2011	Processed			
Thu 7 Jul 2011	Rejected			

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  $\blacksquare$  to expand the request, the message is displayed in red.

Date	Status			
Wed 20 Jul 2011 Rejected				
Prescription ordered to	oo early			
)rug		Dosage	Quantity	Last Issued
ATENOLOL tabs 100m	g	Take one once daily	(28) tablet(s)	Wed 20 Jul 2011
BENDROFLUMETHIA	ZIDE 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			

Online Prescriptions – Cancelled Request