



The Allan Practice
Guides to Patient Access

How to Order Your Repeat Medications

1. Go to: www.patientaccess.com
2. Sign in to your account using your User ID or email address and your password.
3. Once you've logged in, the top right box on the home screen of Patient Access is called 'Medication Requests'.
4. Click the pink button that says 'New Request'.
5. You will be given a list of all of your repeat medications on screen.
6. To add a medication to your order, press the cross button on the right hand side of the medication name.
7. The medications you have selected will appear in a list on the right hand side of your screen. When you have selected all of the medications you wish to order, click the pink 'Request Medication' button.
8. The website will confirm the pharmacy that your medication will be sent to.
9. The next page will give you a complete order summary. You have the option to put a message in for your doctor as well.
10. When you are happy that your order is correct, click 'Confirm Request'.
11. You will see a confirmation on screen that your request has been sent.

If you experience any problems with your account, please contact: onlineaccess.theallanpractice@nhs.net.

Making the most out of your account:

- When you request your medication via Patient Access it goes directly to your doctor's inbox and once signed straight to your chosen pharmacy.
- When you have requested a prescription, you can see the status of the prescription on the home screen of Patient Access. 'Requested' means that the prescription is waiting for the doctor to process, 'Approved' means that your request has been signed and is ready to collect from your chosen collection location, 'Rejected' doesn't necessarily mean that there's a problem, but it would be worth sending a message to your doctor's secretary via the portal to make sure everything is okay.
- Patient Access shows all of the medications that are listed on your record as being 'Repeat Medications', these are the medications that you have regularly (either monthly or bi-monthly). Due to guidelines from our local CCG there are some medications that cannot be listed as a 'Repeat' even if you have them regularly; these include medications such as anti-depressants and the contraceptive pill. To order these medications, send a Message to your doctor's secretary and they can issue it to the pharmacy for you.