



TheWaiting-Room.net User Guide

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Introduction

Welcome to the Waiting Room

In order to utilise the services provided by the waiting-room.net you are required to supply a valid email address to your practice. This email address will then be used to give you updates and confirm requests made when using the site. This email address will also be used to receive the activation link for your profile.

There are a number of services that are available to both the patients and practice, these can be activated or de-activated based on what the practice deems appropriate.

Currently the main services available are:-

- Appointments.
- Repeat prescriptions.

Appointments

This service allows patients who are registered with The Waiting Room website to book Surgery appointments. The Surgery make some (not all) appointments available to these patients. The appointments offered are 'advance' appointments and any un-booked slots are available for the Surgery staff to use on the day of the appointment. The appointments are offered on a first come, first served basis and this is controlled by the website. The appointment booked on the website is confirmed by e-mail once the Surgery and website have synchronised – usually within two hours of the original request.

Repeat Prescriptions

The service allows patients who are registered with The Waiting Room website to order Repeat Prescriptions. The website displays a list of the entire patient's repeatable medication and clicking the button on an item will generate the request. In the same way as a request made on paper, the Surgery may either grant the request or refuse it if for example the doctor needs to review the medication before issuing the prescription. The current mechanism e-mails the request to the Surgery but the fully integrated system (available September 09) will interact directly with the Surgery system. The outcome of the request is e-mailed to the patient. There is also a facility to order other medication that is not on the 'repeat list' by name. A comment can also accompany the request to indicate any special circumstance or collection arrangement.

Your practice will be able to tell you what services you will be able to access within the site.

The latter part of this guide is divided into service areas for your convenience however parts 1 through 7 are common to all areas and should be read by all.

Registration

You may already have registered with your practice if so you may skip this section.

Registration for The Waiting Room Services is extremely simple, all your practice requires from you is a valid email address that is only useable by yourself together with a suitable form of identification. Check with your practice as to what is acceptable to them.

We advise that family owned or shared email accounts are not used for the purposes of the Waiting Room, however in certain circumstances this may be necessary for example if you have a nominated carer.

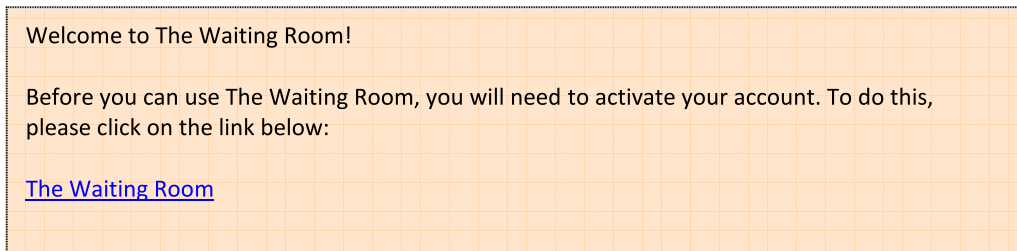
The practice you are registered with will add the email address to your confidential record so you need not worry about it being used for any other purpose outside of the practice policy.

Discuss with the practice which service or services they are making available to you for use with The Waiting Room.

The practice will then do the rest and you will receive an email when the registration has been completed. Should you not receive any email within two working days, check your "Junk Mail" folder and if you still have no email contact your practice.

Activation

Once registered for The Waiting Room you will receive an email similar to that below:-



Some email clients may require you to press and hold the Ctrl key when clicking the link, please refer to the help file for your email client in the first instance if clicking this link does not work.

If the link does not work for any reason you can copy and paste the full link from the text at the bottom of the message starting with <https://www.thewaiting-room.net>.... Into your browser address bar, taking care to copy all of the text.

Once the link has been selected you will proceed to TheWaiting-Room.net whereby you will be presented with a screen indicating that your account has been successfully activated, as shown below.

Some email clients may require you to press and hold the Ctrl key when clicking the link, please refer to the help file for your email client in the first instance if clicking this link does not work.

If the link does not work for any reason you can copy and paste the full link from the text at the bottom of the message starting with <https://www.thewaiting-room.net>.... Into your browser address bar, taking care to copy all of the text.

Once the link has been selected you will proceed to TheWaiting-Room.net whereby you will be presented with a screen indicating that your account has been successfully activated, as shown below.

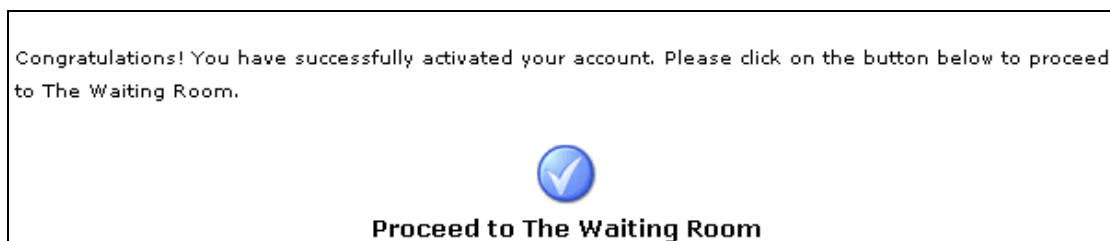
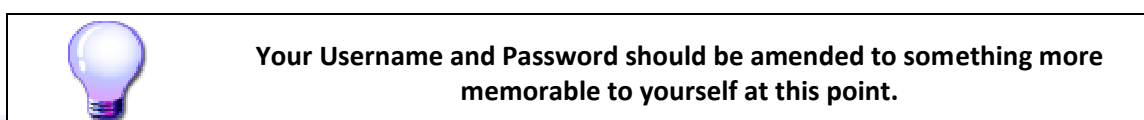
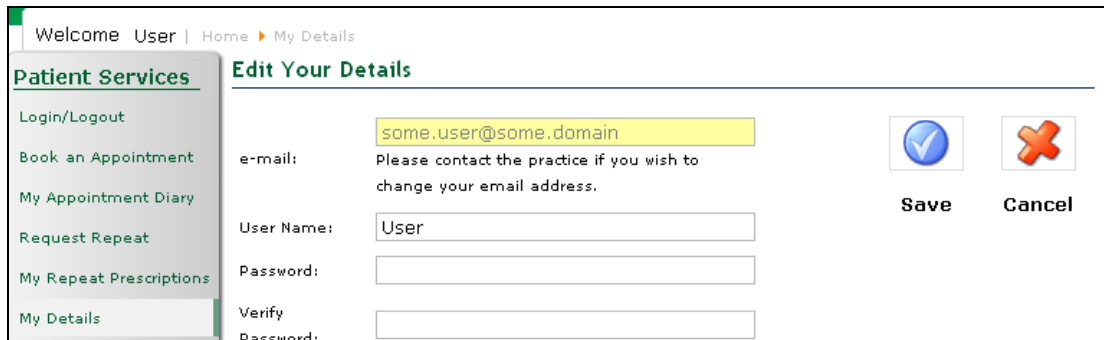


Figure 1 - Example Successful Account Activation

Selecting the blue tick will then take you to the "My Details" page, where you may update your account details. By default the information associated with your account will contain randomly generated information.



Amending your Details





Welcome User | Home ▶ My Details

Patient Services

- Login/Logout
- Book an Appointment
- My Appointment Diary
- Request Repeat
- My Repeat Prescriptions
- My Details

Edit Your Details

e-mail:  
Please contact the practice if you wish to change your email address.

User Name:

Password:

Verify Password:

Save **Cancel**

Figure 2 - Editing Details

Within the 'My Details' section of the website you are given the ability to modify the majority of your current account information.

Below is a summary of the fields on the form and overview of their use;

e-mail: For security this cannot be amended by yourself and you should contact your practice if this requires changing.

User Name: This is what you will use to log onto the site so it should be memorable to you. If you should choose a username that has already been taken, don't worry, the system will allow you to choose another. For added security it is recommended that you do not use your real name.

Password: We advise that you use something that you will remember however you should not use words that could be guessed, try using capital letters and numbers for example "Rem0te5" here we have used a capital "R" and replaced the "o" with a "0" (zero) and finished with the number "5" this type of password is called a strong password and cannot easily be guessed.

Verify Password: Re type the password you have chosen to make sure that it is not mistyped. This is done to prevent you from effectively locking yourself out of your account.

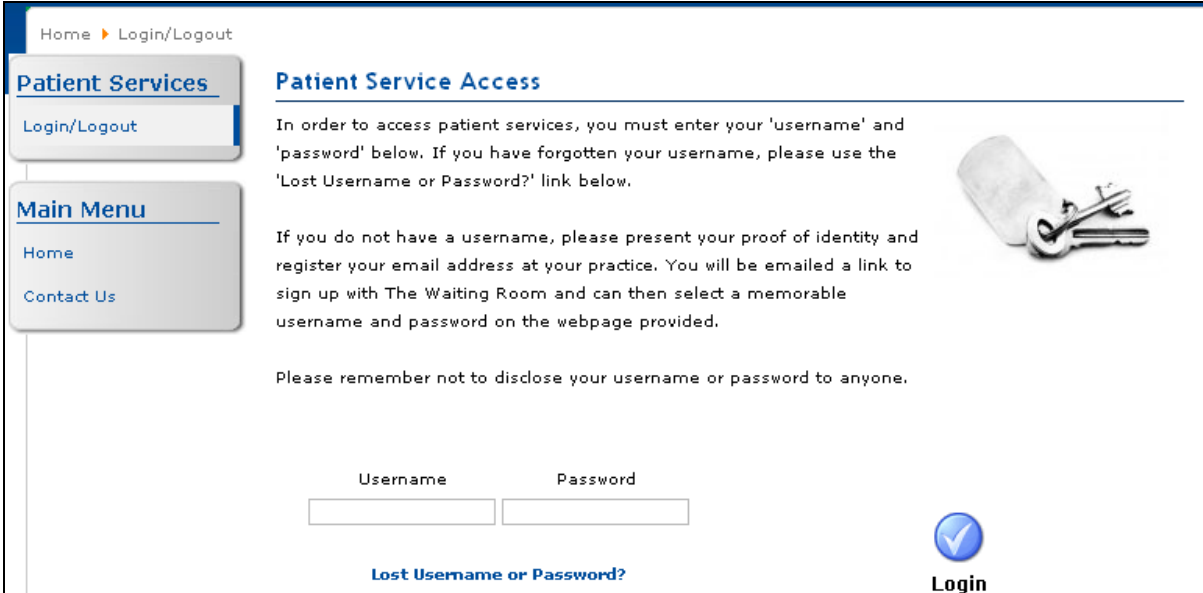


Your Username and Password should not be given to anyone and neither Microtest or your practice will ask you for this information.

Login and Logout

To both Login and Logout of the site select Login/Logout under Patient Services.

Login Page



The screenshot shows the 'Patient Service Access' login page. On the left is a navigation menu with 'Patient Services' (containing 'Login/Logout') and 'Main Menu' (containing 'Home' and 'Contact Us'). The main content area is titled 'Patient Service Access' and contains instructions for logging in, a 'Lost Username or Password?' link, and a 'Login' button with a checkmark icon. There are input fields for 'Username' and 'Password'.

Home ▶ Login/Logout

Patient Services

- Login/Logout

Main Menu

- Home
- Contact Us

Patient Service Access

In order to access patient services, you must enter your 'username' and 'password' below. If you have forgotten your username, please use the 'Lost Username or Password?' link below.

If you do not have a username, please present your proof of identity and register your email address at your practice. You will be emailed a link to sign up with The Waiting Room and can then select a memorable username and password on the webpage provided.

Please remember not to disclose your username or password to anyone.

Username Password

[Lost Username or Password?](#)

Login

Figure 3 - Logging In

Simply type your Username and Password in the boxes provided and press enter on your keyboard or click on the Login button.

If you type the details incorrectly you will receive an error Message



Figure 4 - Incorrect User Information

Simply click "OK" to try again. If you cannot remember your password then go to section 7 below to reset it.

Once you have entered a valid Username and Password there will be a welcome message in the top right of the screen and a list of available services under the Patient Services header.

Logout Page

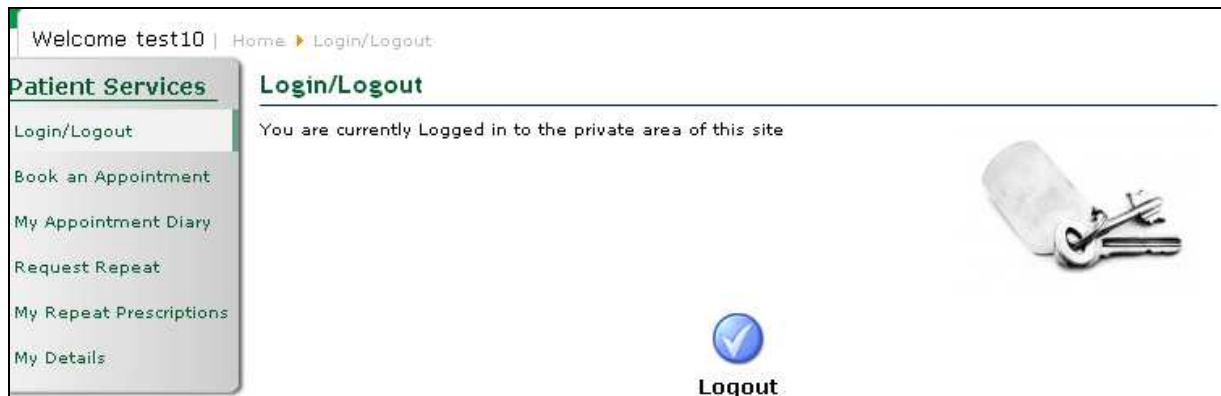


Figure 5 - Logging Out

To logout simply click on the Login/Logout under Patient Services and confirm by clicking the logout button.



For security reasons we recommend that you always log out of the site before closing the browser

Site Navigation

The site has a navigation menu that is available throughout once you are logged in.

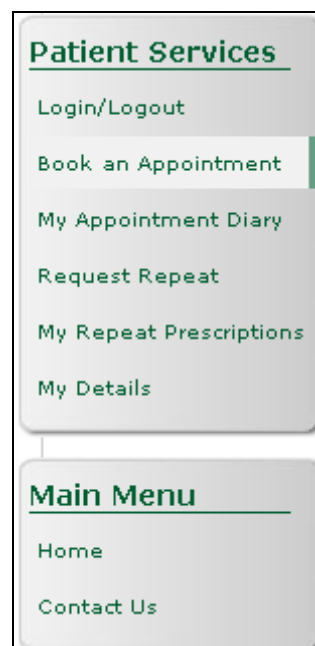
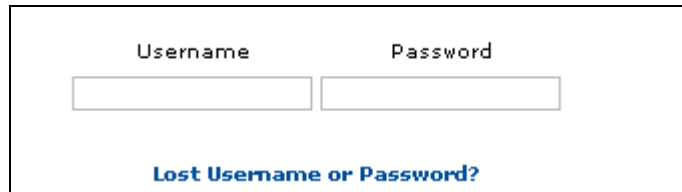


Figure 6 – Site Navigation Menu

Requesting a New Password. (Lost Username or Password)

If you cannot remember your Username or Password:-

Select Login/Logout from The Waiting Room Website and follow the Lost Password Link on the page.




Username Password

[Lost Username or Password?](#)

Figure 7 - Lost Password Link

The link takes you to the password request page which requires your registered email address:-


Simply follow the instructions entering information as required.



Lost your Username or Password?

Please enter your e-mail address then click on the Send Username & Password button. You will receive your username and new password shortly. Use this new password to access the site.

E-mail Address:



Send Username & Password

Figure 8 - Password Loss Entry Form

If for any reason the details are not correct you will see a note above the Text “Lost your Password?” as per the image below.



Sorry, no corresponding user was found

[Lost your Username or Password?](#)

Figure 9 - No known user

You can simply try again if you miss-typed the details.

Upon successfully entering the details the page shows the following message:-



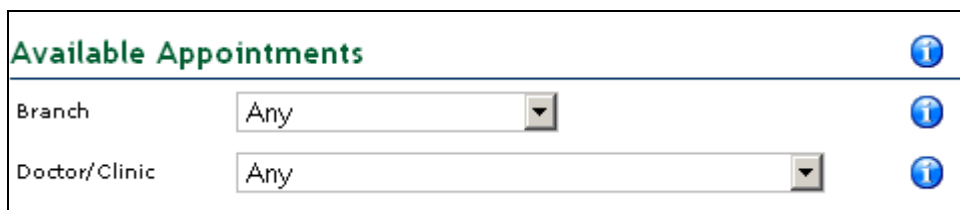
Figure 10 - User account identified

Services

Appointment Requests

When using the site to book an appointment you will notice that the initial view contains all available appointments, across all branches of your surgery.

To simplify the selection process you should use the two filters above the time slots to narrow the selection to your preferred Branch and to the Doctor/Clinic that you require.



Available Appointments ⓘ

Branch ⓘ

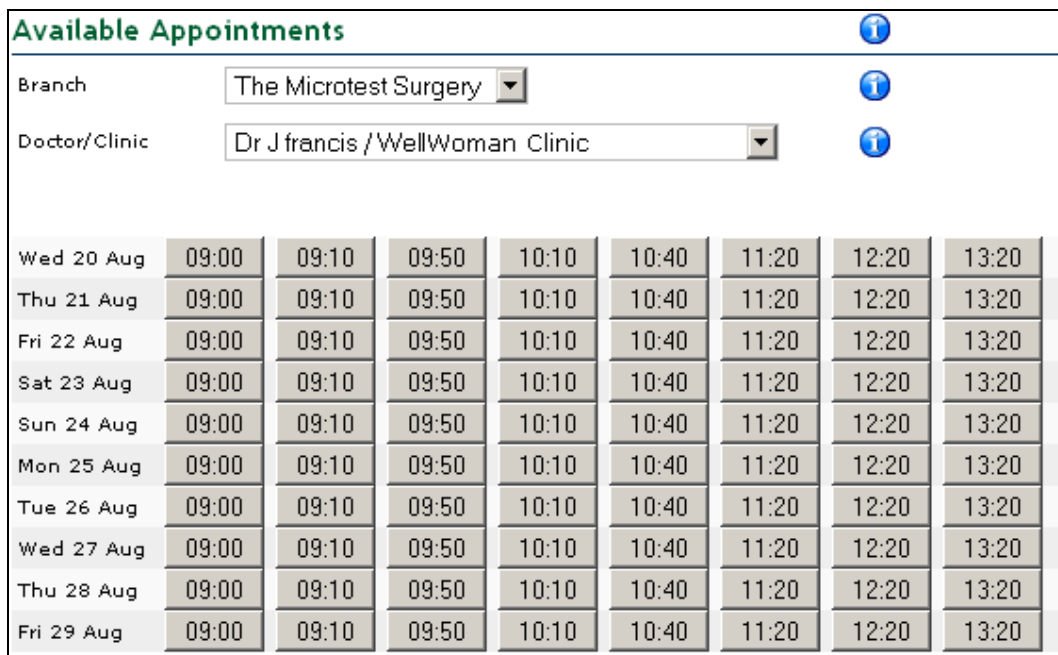
Doctor/Clinic ⓘ

Figure 11 - Appointment Filters

If your surgery has only one branch then there is no need to select the branch filter, however there may be clinics which are not suitable for your requirements such as “Well Woman” or “Well Man” clinics which are gender specific, also there may be nurse appointments when you require a Doctor or vice versa.

As you select a filter item the available dates and times will be reflected accordingly.

Once you have the correct Branch and Doctor/Clinic selected you can make a selection from the available time slots.



Available Appointments ⓘ

Branch ⓘ

Doctor/Clinic ⓘ

Wed 20 Aug	09:00	09:10	09:50	10:10	10:40	11:20	12:20	13:20
Thu 21 Aug	09:00	09:10	09:50	10:10	10:40	11:20	12:20	13:20
Fri 22 Aug	09:00	09:10	09:50	10:10	10:40	11:20	12:20	13:20
Sat 23 Aug	09:00	09:10	09:50	10:10	10:40	11:20	12:20	13:20
Sun 24 Aug	09:00	09:10	09:50	10:10	10:40	11:20	12:20	13:20
Mon 25 Aug	09:00	09:10	09:50	10:10	10:40	11:20	12:20	13:20
Tue 26 Aug	09:00	09:10	09:50	10:10	10:40	11:20	12:20	13:20
Wed 27 Aug	09:00	09:10	09:50	10:10	10:40	11:20	12:20	13:20
Thu 28 Aug	09:00	09:10	09:50	10:10	10:40	11:20	12:20	13:20
Fri 29 Aug	09:00	09:10	09:50	10:10	10:40	11:20	12:20	13:20

Figure 12 - Available Appointment

Selecting the first available appointment as an example here takes you to a confirmation screen.

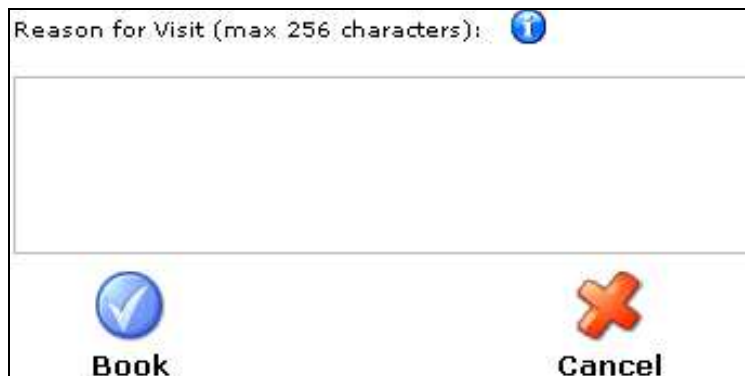
Check that the details in the confirm appointment selection are correct and that you are booking a slot that is suitable for you.


Confirm Appointment

You have selected an appointment with **Dr J francis / Welwoman Clinic** at **The Microtest Surgery** for **9:00 AM** on **Wednesday 20 August 2008**. Please give a brief reason for your visit, then either click on 'Book' to proceed, or 'Cancel' if you decide not to take this slot. If you do not book or cancel this slot, it will be reserved for you for a short time and can be retrieved from 'My Appointment Diary'.

Figure 13 - Confirmation of Booking

You can also add some text giving a brief “Reason for Visit” although this is not mandatory.



Reason for Visit (max 256 characters): 




 **Book**  **Cancel**

Figure 14 - Specifying Reason for Appointment

If at this stage you realise that this slot is not suitable you can cancel the booking and you will be returned to the appointment booking system to select another slot.

Once you are happy with the booking and the text you can click on “Book”, this will trigger a confirmation email to be sent to yourself to confirm your request and will automatically book the appointment with the practice on your behalf.

If you visit the “My Appointment Diary” at this stage the slot will be shown as “Requested” if you wish to cancel the appointment click “Change” and then click “Cancel” on the next page.

My Appointment Diary 					
Please note that only appointments booked through The Waiting Room are shown on this page.					
Date	Time	Clinic	Reason	Status	Options
Wednesday 27 August 2008	9:00 AM	Dr J francis / Wellwoman Clinic	Sore throat.	Requested	Change

Once the slot is booked at the practice you will receive a second confirmation email stating that the appointment is confirmed.

If you visit the “My Appointment Diary” at this stage the slot will be shown as “Confirmed”. If you wish to cancel the appointment click “Change” and then click “Cancel” on the next page.


My Appointment Diary 					
Please note that only appointments booked through The Waiting Room are shown on this page.					
Date	Time	Clinic	Reason	Status	Options
Wednesday 27 August 2008	9:00 AM	Dr J francis / Wellwoman Clinic	Sore throat.	Confirmed	Change

Figure 16 - Confirmed Appointments



If you should accidentally navigate away from the “Confirm Appointment” page or close the browser before clicking Book or Cancel the slot will remain reserved for you for fifteen minutes, allowing you to continue the process of booking using the “My Appointment Diary” link.

Should you wish to cancel an appointment that is already booked you may do so by clicking on the “My Appointment Diary” link.

This page will list all your outstanding appointments, click on the “Change” button to the right of the appointment slot. This will take you to a page similar to the confirm/cancel page.

Repeat Prescriptions

Your possible repeat prescriptions are listed within "Request Repeat"

The possible availability status of each item is shown by the key below :-



Available to request

This drug can be ordered immediately simply tick the box for each of the items that you require or alternatively if you require all available drugs you can use the "Select All" box at the top of the list.



Requested and pending issue

This drug has been requested and not yet processed by the practice, you may not request this item again at this time.



Recently Issued

Drugs that have been issued and processed by the practice will display this icon, moving the mouse pointer over the icon you will cause a message to appear stating when the item can be issued again. Your practice may contact you directly if these items are requested.





Requiring a medical review

Items that display this icon may require contact with your practice to have them reviewed.



Although you can request items that are overdue a review or have recently been processed the practice may decide to contact you regarding these requests.

Repeats 			Select All <input type="checkbox"/>
Drug Name	Review Date	Request	
Aspirin powder	02-Sep-2009	 <input type="checkbox"/>	

Click in the checkbox next to the items you wish to Request.

Once the items are selected click on "Proceed with Request"

Confirm Repeat

You have selected a repeat of: More...

Aspirin powder i

Additional Info: (max 256 characters) i

✓ **Request** ✗ **Cancel**

Add Additional info as required and click on “Request” to complete the request.

An email has been sent confirming your request (please do not respond). You will be notified again when the practice has confirmed your request.

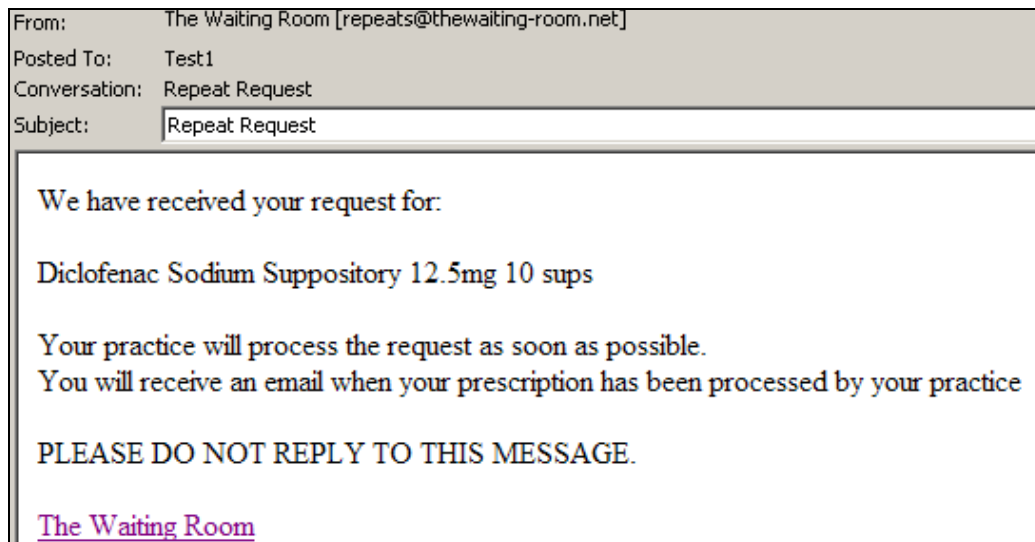
✓ **Continue**

Verify that you have received an email confirming your request, this should arrive within a few minutes of clicking “Request”.

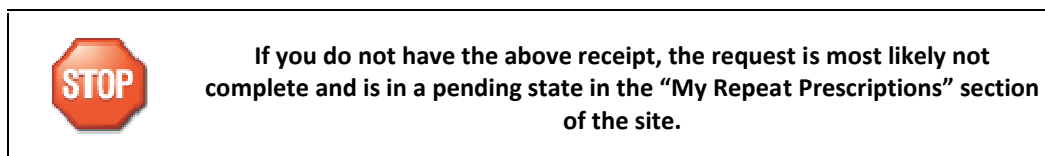
Once the practice has issued the prescription you should receive a second email, examples of which follow.

The Repeat ordering procedure has two emails associated with it:-

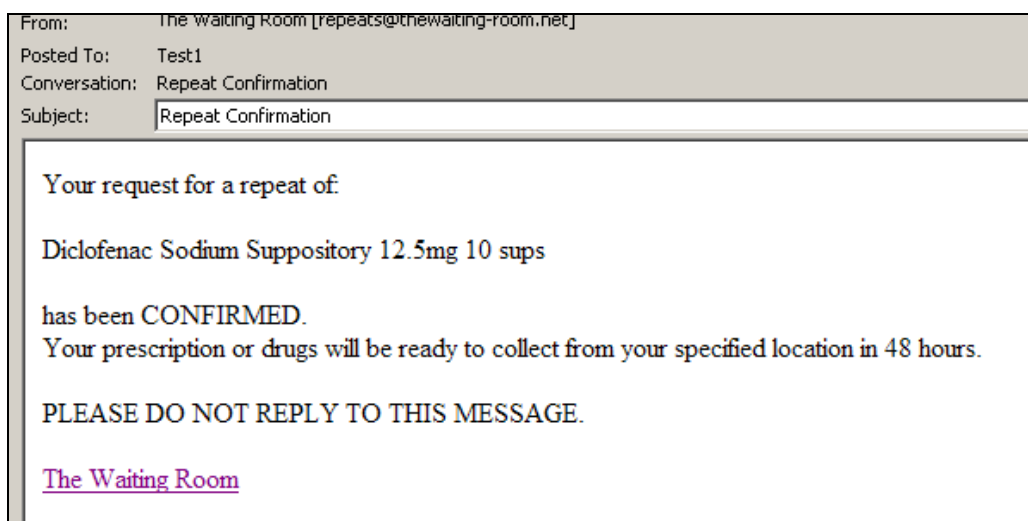
1) Repeat Request



This email is sent by the Waiting Room system in response to a completed request, this is sent at the same time as an email to the practice containing the actual request.




2) Repeat Confirmation



This email is sent only when the prescription requested has been issued by the practice.

Acute Items

If your practice has enabled acute requests you will have an extra item in your repeats list as below:-

Repeats 			Select All <input type="checkbox"/>
Drug Name	Review Date	Request	
Prescription drugs not on the list			<input type="checkbox"/>

This item can be used if any of the listed repeat Items do not match your requirements. This option will only be available where a practice request that it is activated.

Acute Item ordering will be confirmed in the usual manner, however your practice may contact you directly to confirm that the request has been processed.



Acute request are a special item and are subject to individual practice procedures for issue, although the Waiting Room will confirm the request it will not notify that an Acute item has been issued.

My Repeat Prescriptions

My Repeat Prescriptions

This section of The Waiting Room holds the current requests for drug Items, the status of any request is held here.

My Request Repeats Diary

Drug Name	Reason	Status	Options
Aspirin powder		Reserved	Change

My Request Repeats Diary

Drug Name	Reason	Status	Options
Aspirin powder		Requested	Change



You should have an email receipt for each item in a “Requested” state, items in a “Reserved” state have not been sent to the practice. Click on “Change to complete a request or cancel an outstanding item”

