

Configuring Patient Access Pre-Registration

Patient Access Pre-Registration enables prospective patients to record some of their registration details online, before they come to your organisation to register. These registration details are then held in EMIS Web until the patient registers in person, and then used as the basis for the patient's full registration. As much information as possible is transferred from Patient Access to EMIS Web Registration, saving time at the reception desk. You can then add the rest of the registration information manually in the usual way.

You should only use the Pre-Registration feature to obtain certain registration details before the patient visits your organisation; it does *not* replace the full registration process. Patients *must* still complete and sign the GMS1 registration form, unless you have written consent from your CCG to accept online registrations.

To configure and use the Patient Access Pre-Registration feature for your organisation, you need to:

- Enable Pre-Registration, to make it available to your patients. To do this, you need to select Pre-Registration in the list of available features in EMAS Manager when you activate Patient Access.
- Configure links to Patient Access from your organisation website.
- Commission and test Pre-Registration before making it available for use.

Configuring website links

The person responsible for your organisation's website will know how to add the Patient Access website link (URL) to your practice website. The Patient Access Pre-Registration website recognises and includes your organisation name and EMIS CDB number.

The exact format of the website link depends on what you want patients to see when they access Patient Access from your organisation's website.

For all the link formats described below:

- Use the *exact* format shown, to ensure that the link works correctly; for example, if your CDB number is incorrect, your pre-registrations will go to another organisation instead of your own.
- Use the **&** (ampersand) character to separate options.
- Replace **NNNN** in the example URLs below with your EMIS CDB number (for example, **10028**).
- Replace **XXXX** in the example URLs below with your organisation name. However, this name should not be too long.
- Use **%20** instead of any spaces in the organisation name, for example, **University%20of%20Malvern**.
- Use capitals in SiteId, SiteName and all other options *exactly* as shown below. All options are case sensitive.

Basic link from your organisation's website

Link format: <https://patient.emisaccess.co.uk/Preregistration/?SiteId=NNNN&SiteName=XXXX>

Example:

<https://patient.emisaccess.co.uk/Preregistration/?SiteId=10028&SiteName=University%20of%20Malvern>

Separate URLs for UK and overseas patients

Link formats:

<https://patient.emisaccess.co.uk/Preregistration?SiteId=NNNN&SiteName=XXXX®Type=UK>

<https://patient.emisaccess.co.uk/Preregistration?SiteId=NNNN&SiteName=XXXX®Type=Overseas>

To prevent confusion, explain on your website which link patients should use. If you use these formats, only the registration details required for the selected patient type are displayed; if you do *not* include the regType option in the URL, all possible registration details are displayed, and the patient must then choose the appropriate ones.

Direct patients to a standard medical history questionnaire at the end of a successful pre-registration

Link format:

<https://patient.emisaccess.co.uk/Preregistration?SiteId=NNNN&SiteName=XXXX&quest=simple>

When the patient completes the questionnaire and is registered, the questionnaire is added to their care record.

Direct patients back to your organisation's website at the end of the pre-registration process

Link format:

<https://patient.emisaccess.co.uk/Preregistration?SiteId=NNNN&SiteName=XXXX&returnURL=http://www.patient.co.uk>

Commissioning and testing Pre-Registration

Registration is a vital process and it's important to set it up properly and make sure that the relevant staff know how to use it. It's also important to ensure that pre-registration information is not 'lost' in the system because of configuration errors.

We recommend that you run a pilot phase at your organisation before using Pre-Registration on a large scale. The pilot process could include:

- An internal trial.

- An internet trial.
- Review and training.
- The service launch.

Internal trial

1. Choose a new patient who wants to register at your organisation.
2. Ask the patient to enter their pre-registration details, under supervision in your organisation, on a web browser connected to the Patient Access website. To do this, you need to give the patient temporary access to a computer, but don't leave the patient on their own at the computer at any time.
3. Check that the pre-registration details arrive in the Pre-Registrations inbox (Workflow Manager, Registration, Patient Access section).
4. From the Pre-Registrations inbox, complete the registration, and then ensure that all parts of the registration process are completed, including Registration transactions in Workflow Manager and diary entries.

Internet trial

1. Ask a small group of new patients to pre-register using the Patient Access website.
2. Monitor these registrations to ensure that all parts of the process are completed.

Review and training

1. Hold an organisation meeting to review the trials and ensure that Pre-Registration meets your needs and expectations.
2. Train your staff in using Pre-Registration.

We recommend that you produce a Microsoft Word template, so that you can use mail merge to automate the completion of paper GMS1 forms for patients to sign. Alternatively, you can contact your CCG to find out if they will accept paperless registrations.

Service launch

1. Add a link from your organisation website to the Patient Access Pre-Registration web page. (Adding a link prevents the possibility of patients typing the wrong address.)
2. Publicise the website address to prospective patients.
3. Continue to monitor the service periodically to make sure it's running smoothly.