

Patients Frequently Asked Questions

1. Why do I need to provide proof of my identity?

It is important to make sure that the person applying for an account is 'who they say they are' in order to protect patient confidentiality, maintain the security of the system and prevent potential misuse of access. Security is very important to us and this is one of the safeguards that have been put in place.

2. Is my information in My Health Online secure?

The privacy of your information is very important. Your information is securely held by your GP, and information visible through the website is protected using the highest standards of internet security. The only individuals who can see your information is your GP and other practice staff. If you lose your security details at any time or believe that someone else may have used your password or gained access to your account, contact the practice straight away, by telephone or in person.

3. Is there a charge for using My Health Online?

No, there is no charge for patients who use My Health Online.

4. I have forgotten my password/log in details?

Please contact your practice, who will generate a new letter for you with new registration details. You may be asked to answer your security question you gave during registration.

5. How do I cancel an appointment?

Please let us know as soon as possible (either by phone or online) if you are unable to attend an appointment that you have booked so it can be offered to another patient. Any appointments booked online, via the telephone or in person can be cancelled online.

6. I don't have internet access at home; can I still use My Health Online?

Yes, you can use My Health Online from any computer that is connected to the internet. Free internet access is available from all libraries in Wales.

7. I need to make an urgent appointment; can I use My Health Online?

My Health Online should not be used in an emergency situation, please contact your practice directly or dial 999.

8. I have tried to book an appointment online and they are fully booked?

Please contact your GP practice via your usual method to make an appointment.

9. Who is able to book appointments using My Health Online?

It is possible for all patients to have access to My Health Online, however some practices may not offer this service to under 16's or carers acting on behalf of another individual. There can only be one My Health Online account for each patient.

10. My practice offers this service to under 16's, how does this work?

A parent/guardian can register to act on behalf of a child under 16 years of age. When the child reaches the age of 12 a yearly review will take place to ensure the child is happy that their parent/guardian still has access to their account. All parental access will be removed when the child reaches 16 and they will need to register in their own right.

11. I have recently moved - do I need to re-register with my new practice?

Yes, if you have moved to a new area and registered with a new GP practice you must re-register to use My Health Online in your new practice. My Health Online is not currently available to all GP practices in Wales.

12. I was using My Health Online and walked away for a moment. When I returned I found I was logged out of My Health Online?

My Health Online has a time out function, which means if you are logged in and no activity has occurred in over 20 minutes the system will automatically log itself out. This is to prevent another user from accessing your account. You will need to log back in to complete your session.

13. What computer/hardware do I need to use My Health Online?

My Health Online can be accessed from any PC or device providing it is connected to the internet. You will need a valid e-mail address to access My Health Online.

14. I am having trouble accessing the website. What do I do?

Before you contact your practice please ensure you

- Can view other websites, example Google, if you cannot then it is likely there is a problem with your PC.
- Ensure you are using the correct link. www.myhealthonline-emisweb.wales.nhs.uk
- Ensure you are adding the above link to the address bar in your web browser at the top of the screen and not the search engine.

15. I want to make a complaint about My Health Online?

Please contact your GP practice to make a complaint.

16. I have changed my mind and don't want to use My Health Online anymore?

Please advise your practice and they will remove you from the system.

17. What if I need further help?

If your question has not been answered, please contact your GP Practice.