

About My Health Online – an online service from your General Practice



This is an easy read version of the NHS Wales leaflet 'My Health Online'.

January 2019

Introduction



This leaflet is about the NHS Wales service called **My Health Online**.



My Health Online helps you to use the services from your General Practice or GP.

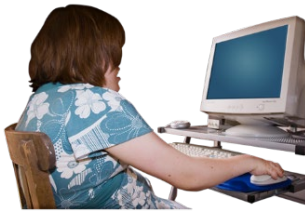


My Health Online helps you to:

- make appointments and cancel appointments
- order prescriptions
- check if your medical information is correct.



How can you use My Health Online?



My Health Online is free to use. It is another way of contacting your GP surgery.



You can still phone your GP surgery or go to your GP like you do now.



You can sign up for different online services from your GP surgery.



You can use a smartphone, tablet or computer to use this service.



You can use My Health Online anytime of the day or night. And any day of the week.

How do you sign up for My Health Online?



You must check with your GP surgery if they offer this online service.



You can sign up for My Health Online at your GP surgery.

To sign up you will need:



- photo identification or ID. For example a passport or photo driving license.
- proof of your address. For example a letter from your bank or an electricity bill.



If you do not have any photo ID, you should talk to your GP surgery.

How can you stay safe online?



You must use a strong password that is not easy for anyone to guess.



You must keep your login and password private. You must **not** tell anyone your password.



If you want your family or carers to look at your GP health records you must ask your GP surgery.



After using My Health Online, you must always log out.



You can get more information about My Health Online on our website www.myhealthonline.wales.nhs.uk.

When should you not use My Health Online?



If it is an emergency you must **not** use My Health Online.



If there is a serious emergency, you must phone 999.



If there is a less serious emergency you must phone your GP surgery.



This leaflet was made into easy read by Easy Read Wales using Photosymbols.