

## Digital Letters and Patient Portal - FAQs

### 1 About Digital Letters and Patient Portal

By using this Patient Portal you can view, interact with and manage your Hertfordshire Partnership University NHS Foundation Trust (HPFT) correspondence quickly and efficiently by viewing a digital letter instantly.

In addition, using the Accessibility feature will help you access the information in ways which a physical letter could not, such as screen readers, contrast modes, screen masks and more. This feature will also allow you to translate the content of the Patient Portal and your digital letters into one of over 100 languages and have the contents read aloud to you in one of over 40 languages if required.

Patient Portal is designed to break communication barriers and allow you to take more control of your healthcare.

### 2 Using the Patient Portal

#### 2.1 Is there any help for me to use the Patient Portal?

Yes, there is a 'Take the Tour' Feature which will take you through the functionality available, step by step. This is always there for you. To access the tour, click the button in the top right corner of the patient portal.

#### 2.2 How can I view my letter?

Your letter will be viewable when you first log in to the portal. If at any time you need to access your letter, you can find this in the overview section by selecting 'view letter'.

#### 2.3 Can I let HPFT know whether I can attend my appointment via the patient portal?

No, this functionality is not available. If you need to cancel or change your appointment, please contact your care team using the contact information in your letter.

#### 2.4 How can I add the appointment to my digital calendar?

Use the 'Add to Calendar' prompt underneath the appointment summary.

#### 2.5 How do I print the letter?

When viewing your appointment letter, you will see a "print" button at the top. Simply click the option and this will allow you to print out a copy of your letter.

#### 2.6 How can I email a copy to myself or another recipient?

When viewing your appointment letter, you will see an "email" button at the top. Simply click the option and enter the email address that you would like to pass a copy of the letter to. You will be asked to provide a password; this password will be required by the recipient before they can open the email.

## **2.7 What is essential reading?**

The essential reading section will allow you to view any important documentation that needs to be read ahead of your appointment.

## **2.8 How do I access my appointment details from the appointment overview?**

To access your appointment details, you can click on the “overview” button.

## **2.9 What is location?**

The location tab will show you on a map how to get from the address stored on your patient record to the location of your appointment using Google Maps. This allows for real time, updated traffic information when you are connected to the internet.

## **2.10 What is the ‘Before you Attend’ tab?**

Here you can access all the essential reading documents that HPFT would like you to read before your appointment. You can also view your appointment letter.

## **2.11 What is NHS Information?**

NHS Information is a national website which provides information on all NHS services in England. It includes the following information, ‘Symptom Checker’, ‘Find a GP’, ‘Patient Feedback’ and ‘Other Ways to Provide Feedback’ and lots of other useful information about your health and wellbeing.

## **2.12 How can I access NHS Information ?**

By clicking on the NHS Information icon you will be redirected to the NHS Information website.

## **2.13 How can I convert my digital letter to multiple languages or change the size of the text?**

You can view accessibility functionality by clicking on the person icon in the top right-hand corner of the page. Features include translating your appointment letter to a chosen language, creating an MP3 file, text highlighting tool, and text magnifier to allow increased text size.

## **2.14 How long after my appointment will I still be able to view the letter?**

If you are registered, then your appointment letters will remain visible for as long as your account is active. If you have not registered, your letter will be viewable up to 10 days after your appointment date.

## **2.15 When will a physical letter be sent out if I do not access my digital letter?**

If you haven’t viewed your digital letter within 24 hours a physical letter will be sent to the address we have registered for you on the system. If you have opted out of physical post, you will not receive a physical letter.

## **2.16 I’ve lost the link to the patient portal; how will I remember my appointment date?**

If you have registered, by logging into your portal you will see all the communications that the trust has sent to you.

If you have not registered, don’t have a physical copy of your letter printed out, downloaded or sent to your home address, you will need to contact your care team who will be able to confirm your appointment details.

You will receive an appointment reminder text message 1 week (or 3 days) before your appointment and a second reminder the day before. This message will contain details of your appointment.

## **2.17 What happens if my phone isn't working on the day of my appointment, and I can't access the digital letter?**

You will still be able to attend your appointment without this. If you need directions, please get in touch with your care team.

## **3 Registering for the Patient Portal**

### **3.1 How do I register for the patient portal?**

Once you have logged into your digital letter, you will see the "register" function in the top right-hand corner. You will be asked to set up a username (your email address) and password. Please note that a different username (email address) is required for each patient.

### **3.2 What are the advantages in registering for the patient portal?**

If you register for the patient portal, you will be able to see all your communications in one place, rather than having a separate log in for each communication. It allows you to build up a library of documents relating to your appointments.

### **3.3 Do I have to register for the patient portal?**

No, if you don't want to register you will still receive individual invites to view your digital letter but you will be required to log in to each document separately.

### **3.4 Where can I view my historic appointments when I am registered?**

These are viewable by selecting "appointments" button in the top left-hand corner:

- "Upcoming" tab shows all your appointments in the future
- "Previous" tab shows all your past appointments

### **3.5 What is the home screen?**

If, as a registered patient, you have no unread correspondence, you will land on the home page when you first log in. From here you can navigate to either Appointments or Correspondence.

## **4 Security**

### **4.1 How secure is the patient portal?**

If you have registered, your portal is on a secure site. A unique link is generated for each portal invitation which is secure and encrypted.

### **4.2 How can I change my password on the patient portal?**

If you have registered for the patient portal previously and forgotten your password, you can change your password by clicking 'FORGOT PASSWORD?' on the login page. If you already know your password and have successfully logged in, you can change your password by clicking on your username in the top right corner of the portal and select 'CHANGE PASSWORD'.

### **4.3 Can I opt out of receiving digital invites?**

You can opt out of text messaging at any time by speaking to a member of staff in your care team

#### **4.4 If someone has my phone, can they access my letter?**

If you have registered for the patient portal, access can only be gained using your unique username and password. If you think this may have been compromised, you can change your password at any time.

The patient portal features an additional level of security in that Date of Birth verification is required to access your appointment letter as well as the four-digit PIN received in the text message.