Welcome to our guide on Healthtech-1 and the Practice Portal!

> 🔗 Link for the portal
>
> https://portal.ht1.uk/

> 😃 Your login for the portal will be sent to your NHS email

🤔 How does the Healthtech-1 service work?

1. A patient visits your GP website and clicks the "register now" button. This opens our secure online form (test version here).

2. The patient then fills our online form. We have different forms for different age groups.

3. Once the patient has completed the form, we send them an email and text message to tell them that we have received their registration form. In these messages the patient may be offered another form to fill out, such as the medical form, or asked to upload a document, such as a baby red book for under 6 year olds. The messages look like this.

4. Our automation software then processes the patient-provided information and interacts with your practice's clinical system to find and match the patient to a record (or creates a new patient record for those without one pre-existing) and registers the patient to your GP surgery.

🔲 Interactive guide to the Portal

- Click the 'Open larger' button to see the full guide more clearly

Scroll ☰   Open larger 🗗

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Managing registrations using the Practice Portal

⊘ 25 steps   👁 83 views   ✎ Dom M.

Introduction to using the Healthtech-1 registrations Portal day to day.

Start

Created with *Tango*

📩 How will you know that Healthtech-1 registered a patient?

First, make sure we are added to your safe senders list so that none of our emails go to spam! Here's a guide on how to do this.

📥 Safe senders in NHSmail

The team will receive a few different types of emails to alert you to the registrations that come through:

1. 😊 **We registered a patient for you! Mr PatientName (Year of Birth)**

   - There are no specific actions, but we always recommend reviewing each registration.

2. 🚨 **Action needed** 😊 **We registered a patient for you! Mr PatientName (Year of Birth)**

   - We have registered the patient but there are actions relating to this registration (relating to signals, see below).

3. 🚨 **Action needed** 🚨 **Please register patient - Mr PatientName (Year of Birth)**

   - We were unable to safely register this patient automatically, please register them manually.

4. 🔙 **Returning (inactive) patient re-registered - Mr PatientName (Year of Birth)**

   - There are no specific actions, but we're letting you know that this patient was previously a patient at the surgery and we've re-registered them.

5. ✅ **Existing patient updated - Mr PatientName (Year of Birth)**

   - There are no specific actions, but we're letting you know that this patient is already an active patient at the surgery, but for some reason they've re-submitted a registration form. This does happen on rare occasions!

In each of those emails, there will be a link to the specific registration on the **practice portal** where you will be able to review registrations and use the information here to complete manual registrations where needed.

🪞 How do I use the practice portal?

📺 Recommended watch: A video on how to use the portal

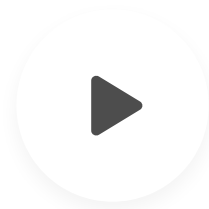**Practice Portal - 27 September 2022**   💬 2   🔗   ⬈

🕐 **5 min**   👁 **97 views**

June update: this video is now slightly out of date! The core concepts are the same but the portal has been uplifted since! New video coming soon. Below are some screenshots on the new version and explanations on how to use the 3 three screens:

🔑 How do I log in?

- Go to the login page. It's at https://portal.ht1.uk/

- Login with the details we gave you (sent to your NHS email)

- If you've forgotten your details, just email Rupert and Dom on `hello@healthtech1.uk` and they'll send you a new set (usually in just a few mins!)

What the login page looks like:

healthtech

Registrations portal

Email address

yourPracticeEmail

Password

yourPassword

Hide password

Please email us or message us on teams
(rupert@healthtech1.uk) if you forgot your password.

Log in

Troubleshooting:

▼ **Struggling to log in to the portal or view specific registrations?**

The most common cause is that cookies are blocking the log in. Sometimes these need to be cleared to allow the browser to continue to the website. To test that the issue is related to cookies please open a new tab in Incognito mode and log in to the portal from there. How to get to Incognito mode:

- <u>Chrome:</u> Click the three dots in the top right of your browser and click 'New Incognito Window'

- <u>Microsoft Edge:</u> Click the three dots in the top right of your browser and click 'New InPrivate Window'

If you are able to log in, please see instructions below on clearing cookies. If you are still unable to log in / view a registration, please contact rupert@healthtech1.uk

How to clear your cookies:

- <u>Chrome:</u>

   1) Click the three dots top right

   2) Click on 'Settings'

   3) Type in 'cookies' in the search bar and press enter

   4) Click on the button which says 'Cookies and other site data' (looks like this)

   Cookies and other site data
   Third-party cookies are blocked in Incognito mode
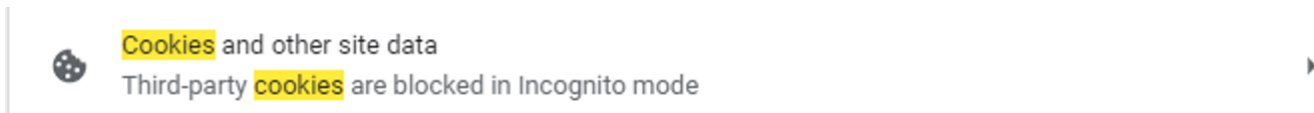
   5) Click on the button which says 'See all site data and permissions'

   6) Search for 'ht1' and press the trash can (looks like this)

   All sites   Q ht1|
   Sort by   Most visited ▼
   Total storage used by displayed sites: 680 B   Clear displayed data
   ▲ portal.ht1.uk
   680 B
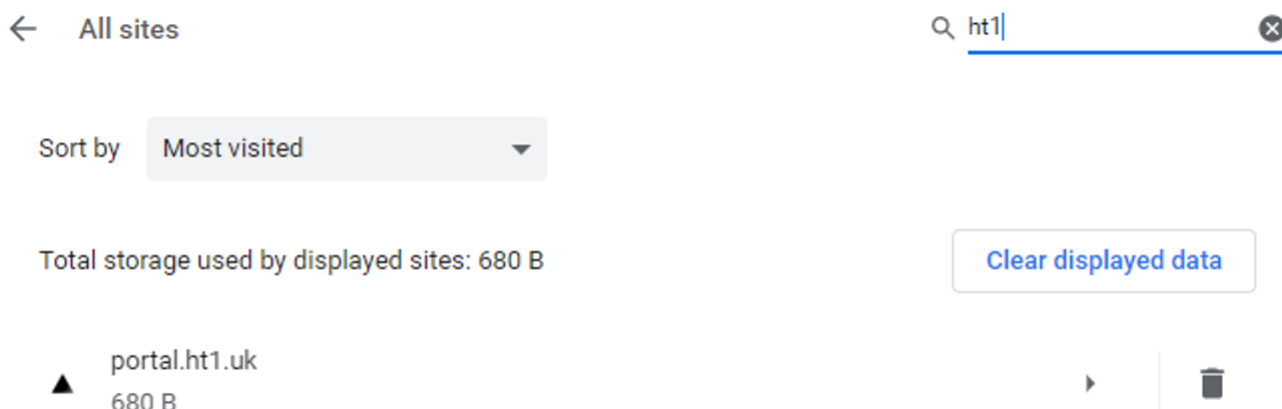
- Microsoft Edge:

  1) Click the three dots top right

  2) Click on 'Settings'

  3) Type in 'cookies' in the search bar and press enter

  4) Scroll down and click on the button which says 'Manage and delete cookies and site data' (looks like this)
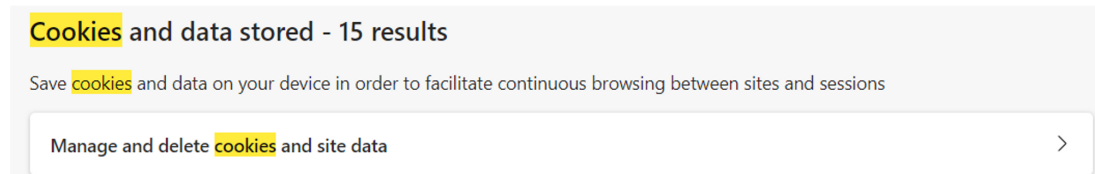
  5) Click on the button which says 'See all cookies and site data'

  6) Search for 'ht1' and press the trash can (looks like this)
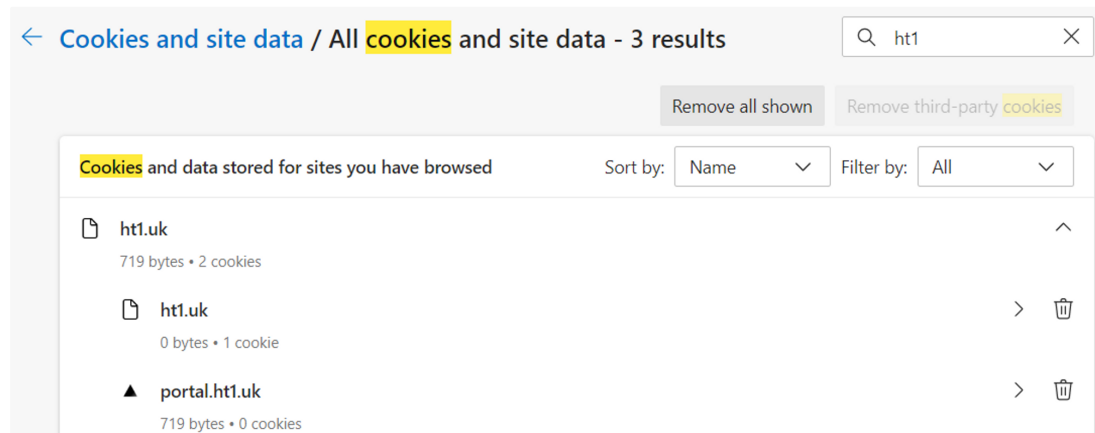
  If you are still unable to log in / view a registration please contact rupert@healthtech1.uk

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👀 How do I view registrations?

Once you're logged in, you'll see a list of all the registrations.

There are three tabs 🚨 `Patients for you to register` ✅ `Done by you` 🤖 `Done by HT1`

ht | View all registrations | 🔍 Find a patient | 👋 Give us feedback (please!) | pete@healthtech1.uk (Sign out) ↦

✨ New Patient Registrations

🚨 Patients for you to register   ✅ Done by you   🤖 Done by Healthtech-1

There are **30** registrations in this list. Please manually register these patients.

Signals	Patient's name and date of birth	Patient type	Date form submitted	Note from healthtech-1	Site	
3	Mr Rasul Boyad (04-05-2007)	Child	Thu 3rd Nov 22, 2:11pm	🔴 Needs attention - please complete this registration.	Healthtech1	›
5	Miss Callie Ikin (02-03-2006)	Child	Thu 3rd Nov 22, 2:11pm	🔴 Needs attention - please complete this registration.	Healthtech1	›
1	Mr Madhav Holmwood (09-10-2022)	Child	Mon 7th Nov 22, 11:11am	🔴 Needs attention - please complete this registration.	Healthtech 1 General Practice	›
1	Mr Platon Holmwood (09-10-2022)	Child	Mon 7th Nov 22, 11:11am	🔴 Needs attention - please complete this registration.	Healthtech 1 General Practice	›

🚨 Patients for you to register

- Please use the information held on portal to click and copy across to your clinical system to manually register the patient. Once it's done, click on **Mark as "Done By Practice"** and we will send a text and email to the patient! We will also move the registration to the "Done by you" tab.

💪 Action Panel

Pressing **"Mark as Done by Practice"** means you have manually completed this registration yourself and Healthtech-1 will skip registering this patient for you. They will get a welcome email and text. 😊

[Mark as "Done By Practice"]

Pressing **"Mark as Ignored"** means hiding this registration because it doesn't need to be completed. Often this is because it's a duplicate. Let us know if you did this by mistake!

[Mark as "Ignored"]

✅ Done by you

- This is where you can find all the registrations that your team has manually registered.
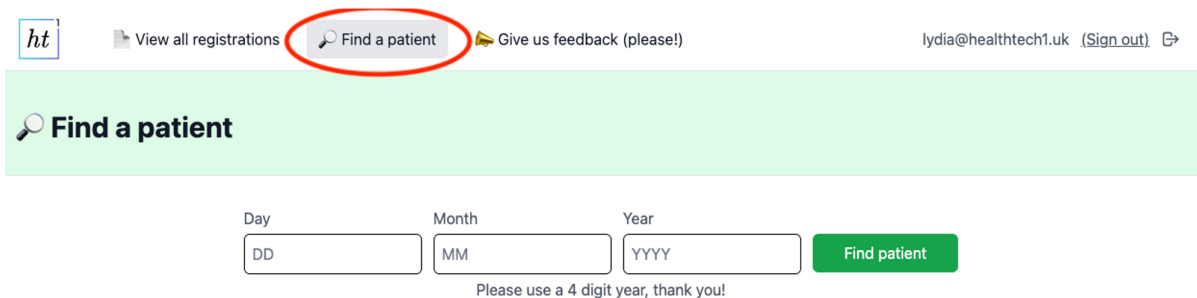
🤖 Done by HT1

- This is where you can find all the registrations that Healthtech-1 has automatically registered.

🚗 What if I need to register a patient urgently?

Sometimes this happens if a patient comes in having just submitted their form asking for an appointment.

In this situation, one of the team needs to log into the portal and click on "find a patient", then they can enter the date of birth of the patient and bring up the details to enable them to do a manual registration.
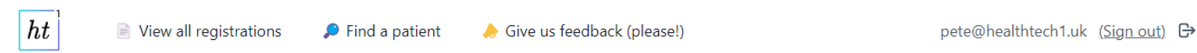

📄 What information can I find on the portal on each patient?

`Click` on a registration record to reveal every data point we capture on the patient. This is laid out in a logical, clinical system-friendly order to process registrations. You can see a screenshot below of a test patient.
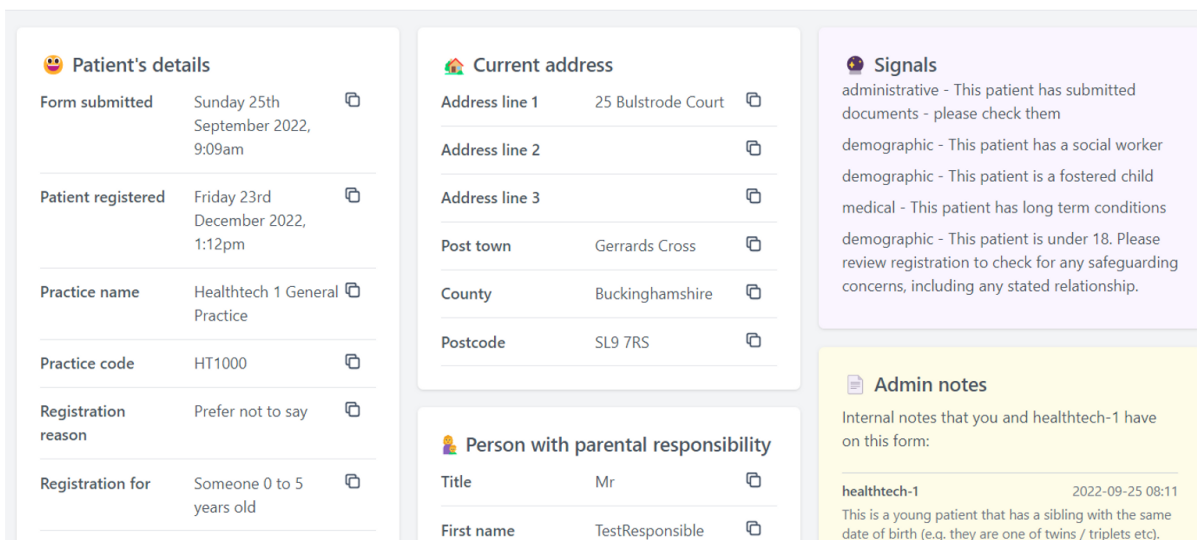
- Top tip! Click the double square buttons to easily `copy` any fields across to your clinical system.

🔍 How do I search for registrations pending completion?

You can also find a patient's registration form by date of birth on https://portal.ht1.uk/find-a-patient page, if you'd like to find and complete a registration manually (for example if a patient needs an appointment the same day).

🧑🏿 What are signals and what do I need to do with them?

In some cases, we have registered the patient automatically, but we need you to look at the registration as there is an action associated with it.

You'll know if a patient's registrations has a signal as you will receive an email with this subject line:

🚨 **Action needed** 😊 **We registered a patient for you! Mr PatientName (Year of Birth)**

The email will contain a link to the specific registration, and you can see the signals associated with the patient in the purple box, see below:

Your team can then perform your usual policies around e.g. a child who has a social worker, or e.g. if the patient has submitted their baby red book you can upload this to the patient notes.

☝️ What do you signal?