

Inhealthcare Patient **User Guide**

Introduction

We have developed a way to allow you to complete your health forms and access support outside of your rheumatology appointments.

This new system called Inhealthcare will replace the existing system, Meridian, and will be used to contact you when your clinical team would like you to complete specific health forms, which they can review with you during your appointments.

This leaflet provides you with information on how to consent, register, choose the way that we contact you via Inhealthcare, and how to use the system.

How to: Confirm Consent & Contact Details

Once your clinical team have set you up on Inhealthcare, you will receive an email and/or text message to confirm your consent and contact details. Select the link provided and enter:

- Your **Date of Birth** (in the format of DD/MM/YYYY).
- Once inputted, select the **Login** button.

inhealthcare

Login with Inhealthcare

This application uses cookies. By continuing to use this site, you are agreeing to our use of cookies. [Find out more about the cookies in use](#)

To continue, please enter the date of birth of the person associated with this service.

Date of birth (DD/MM/YYYY)

Enter the date of birth

Login

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You will then be able to confirm your consent, update your contact details (if applicable) and choose your preferred contact method.

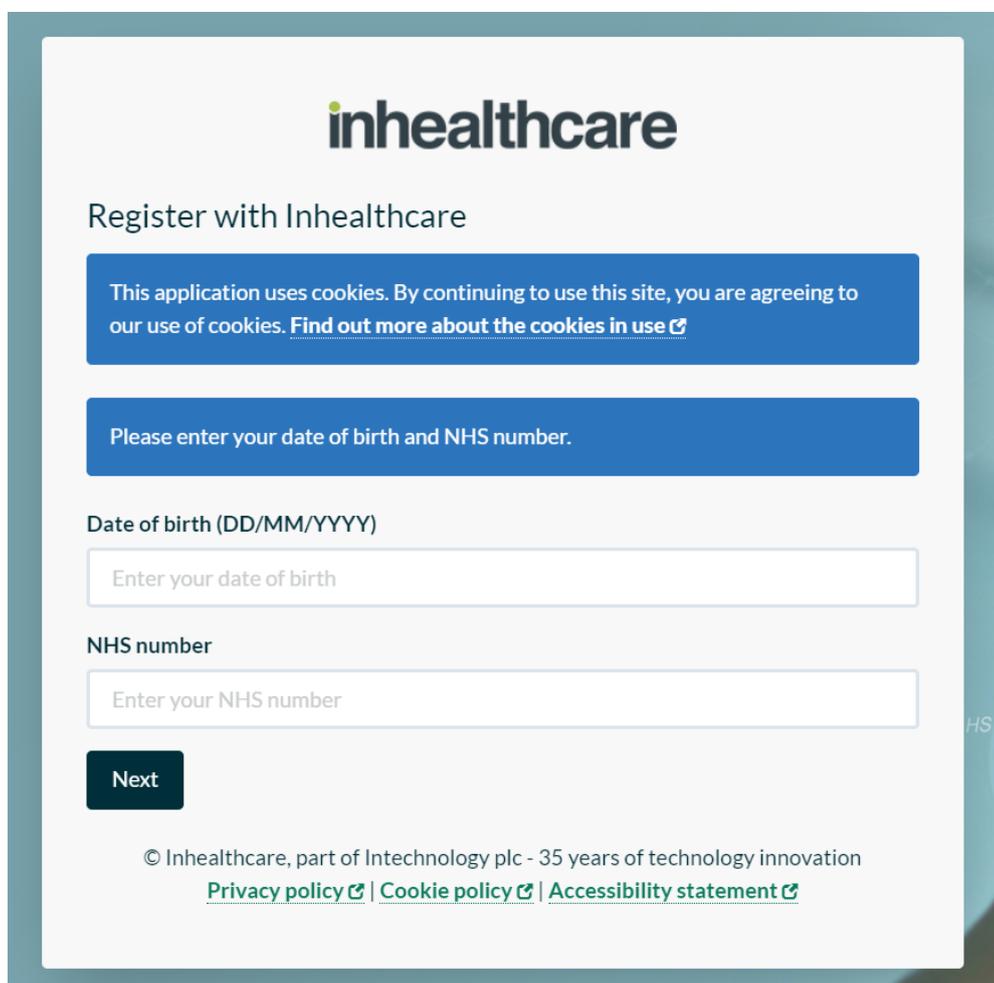
Once entered, select the **Submit** button. This will show the task as completed successfully, and you can logout or close the page.

Task completed successfully.

How to: Register

Once you have confirmed the above, you will receive a Welcome email/text message. This will include a link for you to register your account. Select this link and enter:

- Your **Date of Birth** (in the format of DD/MM/YYYY).
- Your **NHS Number** (found in your Welcome email/text message).
- Once inputted, select the **Next** button.

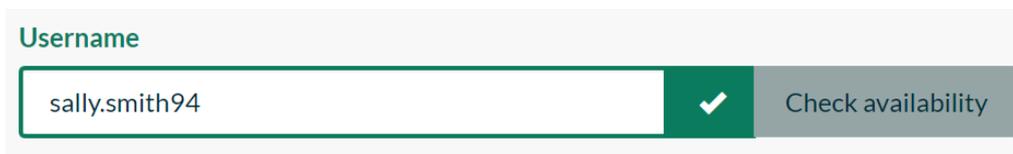


The screenshot shows the Inhealthcare registration page. At the top is the 'inhealthcare' logo. Below it is the heading 'Register with Inhealthcare'. A blue banner contains a cookie consent message: 'This application uses cookies. By continuing to use this site, you are agreeing to our use of cookies. Find out more about the cookies in use'. Below this is another blue banner: 'Please enter your date of birth and NHS number.' The form has two input fields: 'Date of birth (DD/MM/YYYY)' with a placeholder 'Enter your date of birth', and 'NHS number' with a placeholder 'Enter your NHS number'. A dark green 'Next' button is positioned below the NHS number field. At the bottom, there is a copyright notice: '© Inhealthcare, part of Intechnology plc - 35 years of technology innovation' and three links: 'Privacy policy', 'Cookie policy', and 'Accessibility statement'.

How to: Create a Username & Password

Once registered, you will be taken to the following registration screen, to create your username and password.

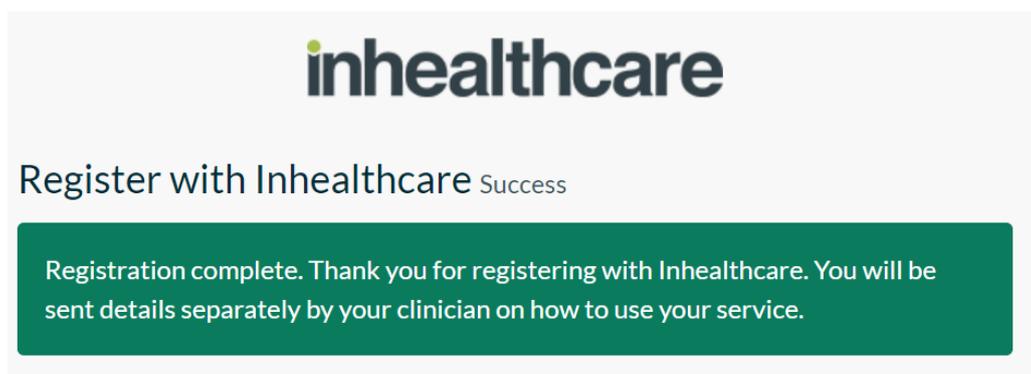
- Enter a **Username** of your choice.
- Select **Check availability**.



The screenshot shows a registration form with a label 'Username' above a text input field containing 'sally.smith94'. To the right of the input field is a green button with a white checkmark icon and the text 'Check availability'.

- This will turn **green** if the username is available or **red** if not available.
- Try adding a character or number to the end of the username, if unavailable.
- Enter a **Password** of your choice.
- Confirm this **Password**.
- Select **Complete Registration**.

A message panel will display, to confirm that your account registration is now complete. You will be able to use the username and password you have created to access and log into the Inhealthcare Patient Portal.



The screenshot shows the Inhealthcare logo at the top. Below it, the text 'Register with Inhealthcare' is followed by 'Success' in a smaller font. A green message box contains the text: 'Registration complete. Thank you for registering with Inhealthcare. You will be sent details separately by your clinician on how to use your service.'

How to: Log in

Just before an appointment and at regular intervals outside of your appointments, your clinical team may ask you to complete some forms about your health and condition. When you have forms that require completing, you will receive a reminder through your preferred contact method to notify you.

To login:

- Select the link provided or go to <https://patient.inhealthcare.co.uk/>
- Log in with your **Username** and **Password**.
- Select **Log in to the patient portal**.

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Log in to the patient portal

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How to: Complete & Submit Patient Forms

Once logged into the Patient Portal, you will be able to access any forms that require completing.

To complete a form:

- Select the **View Task** button to open any individual form.
- Complete the form as appropriate and select **Submit**.

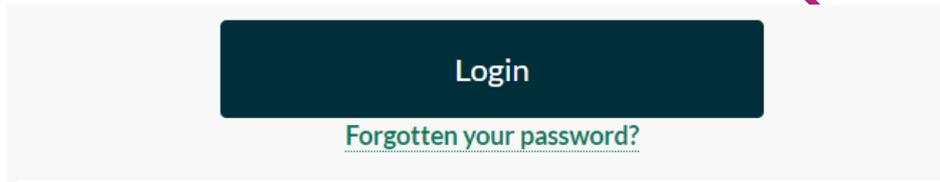
Rheumatology AxSpA		
Created date	Description	
24-Apr-2024 11:10	Advice and Support	View task
24-Apr-2024 11:10	Please complete - ASQOL	View task
24-Apr-2024 11:10	Please complete - BASDAI	View task
24-Apr-2024 11:10	Please complete - BASFI	View task

Once your forms have been completed and submitted, they will no longer display on the View Task screen.

How to: Reset a Password

To reset a password:

- Select onto the **Forgotten your password?** Link below the Login button on the Patient Portal login page found here: <https://patient.inhealthcare.co.uk/>



- Enter your **Username**.
- Select **Request reset code**.
- This will prompt an email/text message with the reset code.
- The reset code will be valid for 30 minutes.
- Enter the reset code.

A screenshot of a 'Reset code' form. It has a title 'Reset code' at the top. Below the title is a text input field with the placeholder text 'Enter your reset code'. At the bottom of the form, there are two buttons: a dark teal button labeled 'Reset password' and a teal link labeled 'Cancel'.

- Select **Reset password**.
- This will prompt a **Reset password link** to be sent via email.

You will be asked to confirm your **Date of Birth** and **NHS Number** for security. This will then allow you to enter a new password and to confirm this password.

How to: Retrieve a Username

Usernames are unable to be reset. Please contact the Database Team using the details listed at the end of this guide for further assistance.

How to: Seek Advice & Support

There may be times when you require additional support or have a question you would like answered relating to your condition. An Advice and Support task will be accessible when you log into the Patient Portal. To seek Advice & Support, please select the **View Task** button.

Rheumatology AxSpA		
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This will provide you with two options:

1. You can seek up to date advice and guidance about your condition by selecting the external link listed under **Self Help**.

Self help

Advice and guidance

There are comprehensive supporting materials covering a wide range of topics all designed to help you to understand and manage your condition. [Click on this link to view all the support and guidance content](#)

2. Alternatively, you may wish to complete a Rheumatology Advice Line Form (RALF) under **Reach Out**. If you select this option, first, you will be asked to indicate if your condition is in flare.

Reach out

Additional support - external RALF form and contacting the team

In addition to all the resources available above we can provide you with a link to a Rheumatology Advice Line Form (RALF). This enables you to contact us, and allows you to ask specific questions that will be seen by our support team.

If you would like to be sent a link to a RALF form, please answer the question below and submit this form. An email (or SMS) will be immediately sent with a link to the RALF form.

Is the main reason you wish to complete a RALF form that your condition is in flare? Yes No

You will be sent a link to complete a RALF form, which will help answer your query or may prompt a call from your clinical team. If you select **Yes** to being in flare, this will prompt an additional set of forms to be sent to you which will provide further insight into supporting you and your care.

Further Support

If you have any further questions about Inhealthcare, please contact the Database Team using the details below:

Email: ruh-tr.database@nhs.net

Telephone: 01225 821820

Royal United Hospitals Bath NHS Foundation Trust
Combe Park, Bath, BA1 3NG

www.ruh.nhs.uk

If you would like this leaflet in email form, large print, braille or another language, please contact the Patient Support and Complaints team on 01225 825656.

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