

### Step 3: Starting a Consultation - Contacting your Healthcare Provider & Completing a Questionnaire

**IMPORTANT:** DO NOT use consultation for urgent medical problems. Your consultation will be answered within 48 hours. If you think you have a medical problem that requires attention, please call 111 or 999 as appropriate.

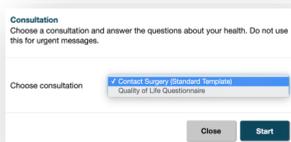
Here you can start a consultation with your GP surgery or complete a questionnaire given by a Healthcare Provider:

1. **‘Click’** ‘Start Consultation’ from either the **Home Screen** or **Events & Messages** button .

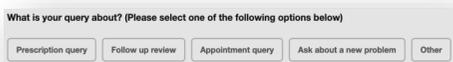
(See Home screen ‘Quick-Guide’ on previous page)



2. Select the consultation you require from the drop down menu, then click on **‘Start’**.



3. Complete the relevant information within the consultation.



4. Write your message in the **‘Message’** box. Be brief, but make sure it’s detailed enough to save the Healthcare Professional from replying to ask for more detail.
5. **‘Choose Privacy’** as PKB is your record - it is your decision on which privacy label you select. The default privacy label is **‘general health’**.
6. Finally click on **‘Submit’**

To complete a questionnaire - follow points (1 and 2), select the required questionnaire and click on **‘Start’**. Complete the required fields, **‘Choose Privacy’** then finally, click on **‘Submit’**.

### Step 4: Receiving an E-mail request for starting a Consultation from a Healthcare Provider

Healthcare Providers can send a consultation request to you via E-mail. If you receive an E-mail requesting completion:

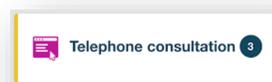
1. Log into your E-mail Inbox. Click to open the email.
2. A message (e.g.) *“Dr ‘Professional’ at ‘Your Surgery’ would like you to complete an online consultation to help manage your health.”* Will be received.
3. Click on the **‘Click here’** to open PKB in a separate web-browser.
4. Log into PKB with your username and password. Once logged in - you will be automatically directed to the message thread to start the consultation.
5. To complete the consultation, Click the **‘Start Consultation’** button and complete the required fields.



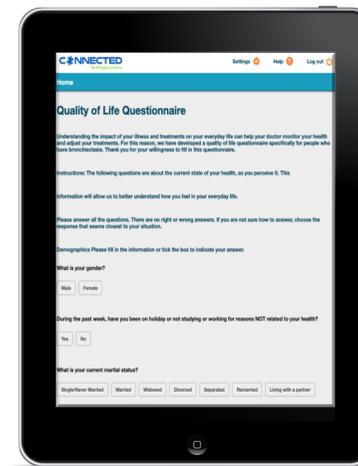
### Step 5: Receiving Notifications

When a Healthcare Provider replies to your consultation. A notification will appear on the **Home Screen** and **Events & Messages**. (See Home Screen ‘Quick-Guide’ on previous page)

1. To open the notification, on the **Home Screen** click on **‘View’**. Alternatively, click on the message within **Events & Messages** section.



2. To reply to a consultation, complete the required fields, and click on **‘Send’**.



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## Logging into the PKB System

## & Starting a Consultation

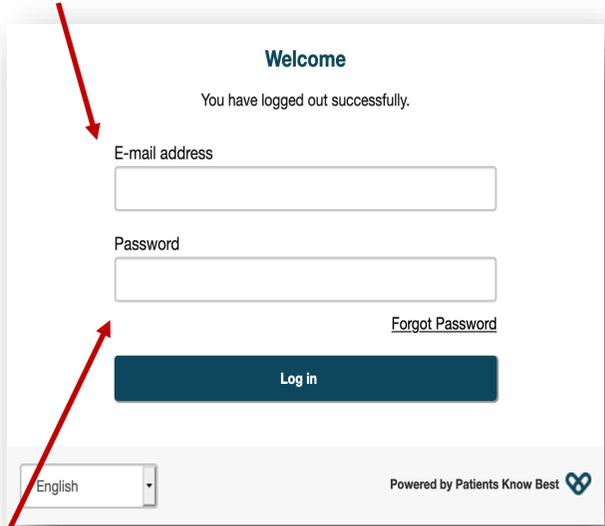
# Patient User Guide

### Step 1: Logging into PKB

When your practice creates your PKB account they will send you an email containing a link to activate your account. If you have not been invited, please contact your Practice to register.

Once registered click on the link within your email to login to PKB.

On the login screen - enter your **email address** and **password** :



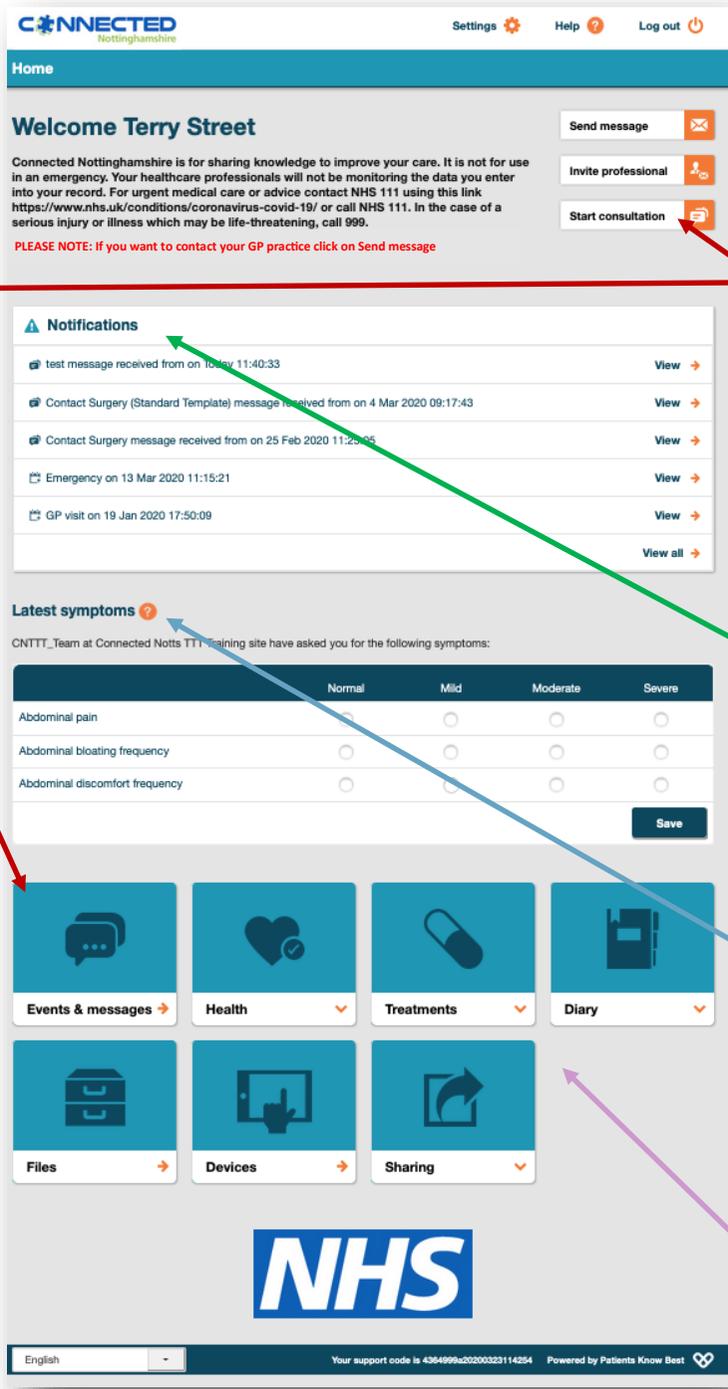
Once you have entered your details click on the **'Log in'** button to access your record.

### Step 2: Navigating the Home Screen

Here you can view, browse and access a variety of options within your Personal Health Record. This includes:

- ◇ Sending secure messages to your healthcare providers
- ◇ Monitor your symptoms
- ◇ Invite other healthcare professionals to view your record
- ◇ Link other health devices to your record

and much more...



### The Home Screen 'Quick-Guide'

The home screen is split into sections. These sections are split into the following four areas:

◇ **'Start Consultation'**: is where you can start a consultation with a healthcare professional or complete questionnaires and forms. This can be accessed from either the **Home Screen** or **Events & Messages** button.

(Please turn over the leaflet for further details).



◇ **'Notifications'**: appear when a message has been created/received or when you have received an update to your record, results, letters etc.

This can be accessed from either the **Home Screen** or **Events & Messages** button.



◇ **'Latest Symptoms'**: Your healthcare provider may ask you to monitor your symptoms, this area is where you can self-monitor and record your symptoms.



◇ **'Quick Access Buttons'**: are where you can access the different sections of your record. The various buttons enable you to view results, self-register allergies, access medical leaflets and link you to various NHS websites.

