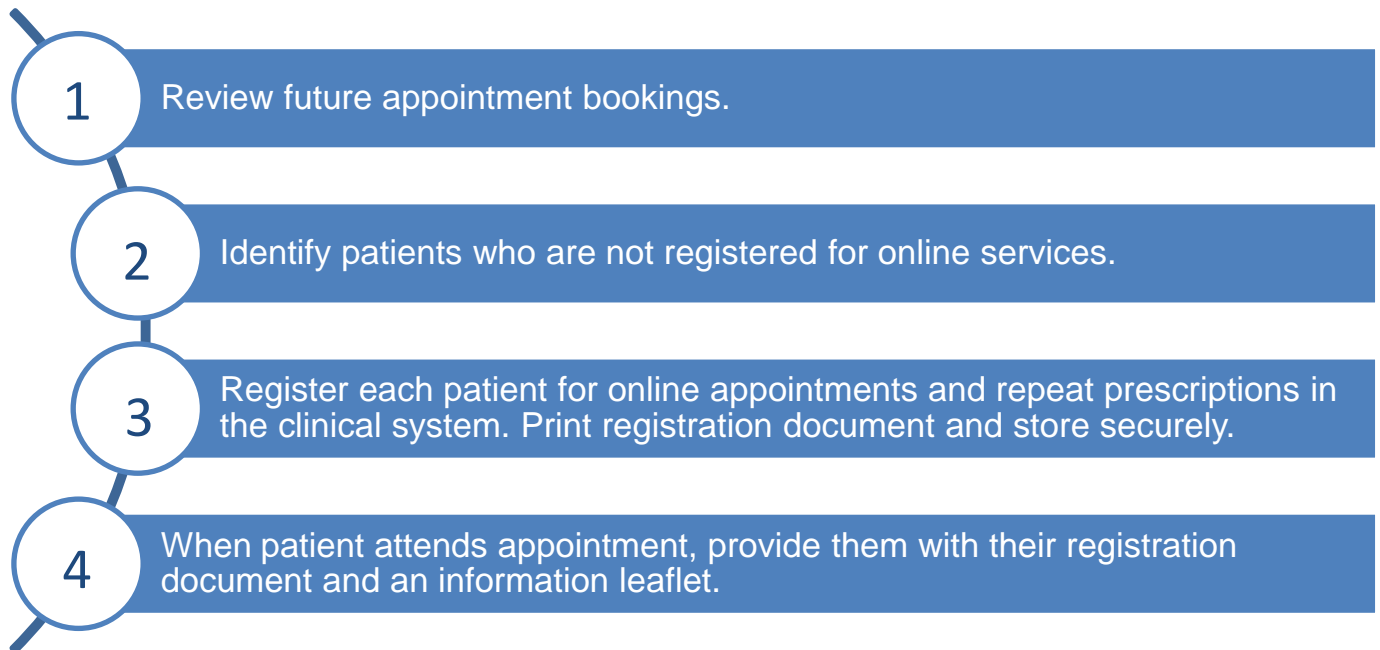# Increasing Patient Online registrations

Pre-printing Patient Online registration documents

A number of practices have been able to quickly increase the number of patients registered for online services to meet the 10% target (31 March 2017) by pre-printing registration documents.

To do this in your practice

1 Review future appointment bookings.

2 Identify patients who are not registered for online services.

3 Register each patient for online appointments and repeat prescriptions in the clinical system. Print registration document and store securely.

4 When patient attends appointment, provide them with their registration document and an information leaflet.

Considerations

Patients should be encouraged to use the online services – Providing additional information will encourage patients to complete the registration process and use the services available.

If online access to appointment booking or prescriptions is inappropriate – The document should not be given to the patient and should be destroyed. You may also wish to remove online service access from the patient's record.

If a patient does not want access to online services -The document should be destroyed and you may wish to remove online service access from the patient's record.

Identity verification – The staff member providing the registration document to the patient is vouching for their identity and should not provide the document if unsure of the patient's identity. Documents can be provided by clinicians at the end of an appointment when the patient identity has already been routinely confirmed.