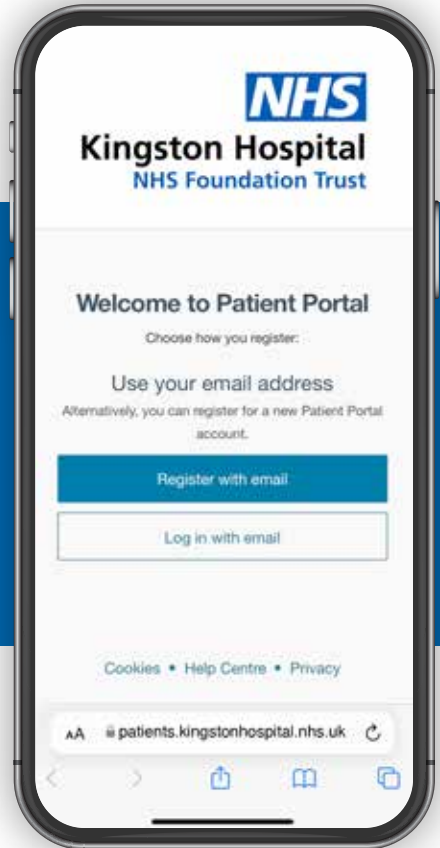


Living our values *every day*



**Kingston Hospital**  
NHS Foundation Trust

# Your health, your health record



Sign up for quick and easy online access to your hospital health record, appointment times and communicate with the hospital.

# What is Kingston Hospital's Patient Portal?

Kingston Hospital's Patient Portal is an online system that allows you to look at information on your hospital record, view hospital appointments, receive test results and communicate with the hospital.

You will be able to provide key information ahead of your appointment, helping us to better prepare for your appointment. In some instances, this information may even result in the need for less hospital visits.

Provided by Kingston Hospital NHS Foundation Trust, it's a completely secure way to view and manage your own hospital health information.

# What can I do on Kingston Hospital's Patient Portal?

We'll be developing the portal over time to include more features, but right now you can access:

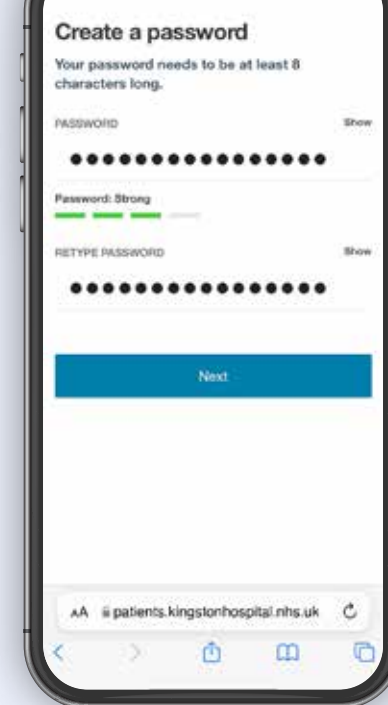
- Appointments: check the date and time of appointments
- Documents: a place to receive and store copies of letters or correspondence from the hospital about your care
- Messages: receive messages from your care team at Kingston Hospital
- Allergies: look at your recorded allergies
- Questionnaires: to complete prior to your appointment

With these features coming soon:

- Reschedule: change some appointments online
- Test results: view test results
- Procedures: view records of procedures you've had
- Login: via the NHS App

## How can I register for Kingston Hospital's Patient Portal?

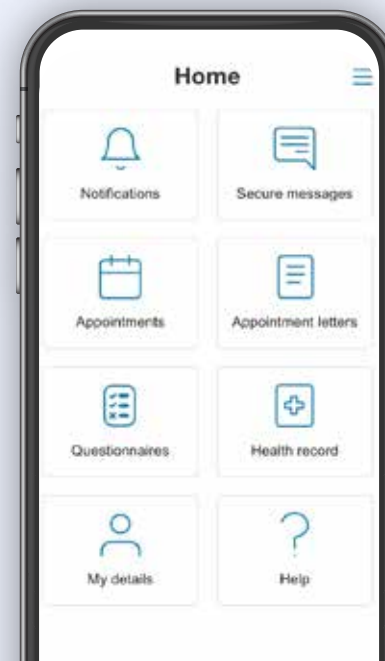
You will receive a text message with a link inviting you to register when a Kingston Hospital outpatient appointment is scheduled for you. The link will take you to Kingston Hospital's Patient Portal website Homepage to register. You will then be able to read your appointment letter and navigate into the Patient Portal to explore your appointments calendar and hospital health record, for example.



## What do I need to register for the patient portal?

To register you will need a working email address. You will need to enter your date of birth, email address and mobile phone number into the portal at registration.

As part of the registration process, you'll set up your own username and password. **We recommend that you do not use a shared mobile number or email address when you sign up, as your confidential health information could then be available to others to view.**



# Frequently asked questions

## Who can access my information on the portal?

Only you can access your information. The Patient Portal site is protected by security systems similar to those used in internet banking, so as long as you keep your login details private your information is safe.

## How far back will the information shown go?

Once you have signed up, all new hospital care you receive from that point will be available to view on the portal.

## Do I need to log in regularly?

It's completely up to you how often you check your information – it's your record and you can use it as much or as little as you find helpful.

## Will I be able to see my GP record too?

At this stage you will only be able to see information held by the hospital, as your GP record is on a different system – but we hope this might be something we will be able to offer in the future.

## How will my information be protected?

Your health information is stored in the secure NHS network and will only be used by health and care professionals for your direct care. You can find out more about how we collect, use and keep secure information about your care in our privacy policy. Please visit [www.kingstonhospital.nhs.uk/privacy-policy](http://www.kingstonhospital.nhs.uk/privacy-policy).

## Do I need a mobile phone to access to the Kingston Hospital Patient Portal?

You can access the Patient Portal via your smart phone, computer or tablet.

Visit [www.kingstonhospital.nhs.uk/patient-portal](http://www.kingstonhospital.nhs.uk/patient-portal) for the link or click the link directly from a smart phone.