

Note: The request may have to be reviewed by your Doctor before being issued. This may increase the time taken for the prescription to be ready.

Step 4:

The Request Medication screen will now be displayed.

Request Medication

The following medications are about to be requested. You should check that these are correct, add notes as required, and press the 'Request Medication' button to complete the request.

Once your request has been submitted, a member of staff at the practice will process your request and issue the prescriptions ready for collection.

Drug	Notes
Ramipril 2.5mg capsules 28 capsule - take one daily Last issued: 26 Oct 2016	

Medication request notes
You can use this field to create a custom medication request using free text.

Notes entered into this field may be visible to all staff at the practice

Request Medication

If you need to include further information with your request for a specific drug, type the details into the **notes** box next to that specific drug and click '**Request Medication**' at the bottom of the screen.

Requesting a repeat item and a separate request:

If you would like to request a repeat prescription **and** make a separate request, request the repeat items on the Medication screen and click 'Continue (as per Step 3). On the next page, free type the medication details in the box underneath '**Medication request notes**' and click '**Request Medication**'.

Step 5:

The Medication Order Summary is now displayed and shows a request has been sent to the Doctor's Surgery to prescribe the item.



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How to order your Repeat Prescription Online



This is a step-by-step guide on how to order your repeat prescriptions online

How do I register for an online account?

To order your repeat prescriptions online you will need to ask the Practice for access to the 'SystemOnline' service.

To register for online services at Linden Medical Group

You can either bring identification to the practice or we can also register you by asking a series of questions to confirm your identity either Face-to-Face or over the telephone. Please speak to a member of the Reception Team for more information. To register over the telephone, call 01536 481734 after 10am.

Step 1:

Enter the website address provided on the registration document. Some Doctors' Surgeries have a link on their website to the 'SystmOnline' service.

Note: Wait at least an hour after receiving your login details before trying to log onto the website.

Step 2:

Type in your username and password and click 'Login'.

The 'SystmOnline' Home page will now be displayed. You can navigate to all of the online services from this page.



Step 3:

To request a prescription click 'Request Medication' on the right hand side of the screen.

Note: Grey links represent features which have been disabled by Ribwood Medical Centre

Your Appointments

Book Appointment
Future Appointments
Past Appointments

Your Records

Your Medication

Request Medication
Outstanding Prescription Requests
Change Pharmacy

Your Account

This will direct you to the Medication screen where you can request a new prescription.

You have two options on this page: **Either 'Request existing medication' or 'Make custom request'**; you **cannot** request both on the same screen. Note: If you would like to request a repeat prescription **and** make a separate request, please see overleaf.

To request a **repeat prescription**, tick to select the items you would like to order and click 'Continue'. **Note: If there is no 'checkbox' against your medication it is not yet due and a message will be displayed to say 'Cannot order medication until (date)'.**

To make a **custom request**, click the 'Make custom request' radio button at the bottom of your available repeat items. Type your request in the 'Medication Request Notes' field and click 'Request Medication'.