

Step 4:

The Request Medication screen will now be displayed.

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

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.



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

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 your Surgery for access to the 'SystemOnline' service.

Your Surgery will require **Two forms of identification and one of these must contain a photo**, for example, bank statement, passport and photocard driving licence. If you do not have photo ID please contact the surgery for help. Once you are registered they will give you a registration document containing your username and password.

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 Rillwood 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' button at the bottom of your available repeat items. Type your request in the 'Medication Request Notes' box and click 'Request Medication'.