



Patient Portal User Guide

This guide has been created to assist patients to use the Patient Portal connected to the system of the Royal Free London NHS FT Private Patients Unit.

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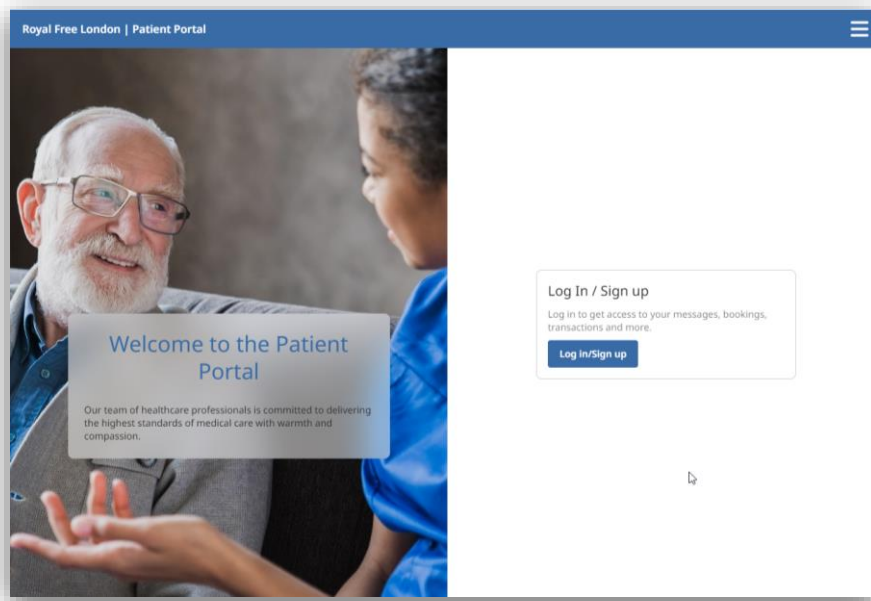
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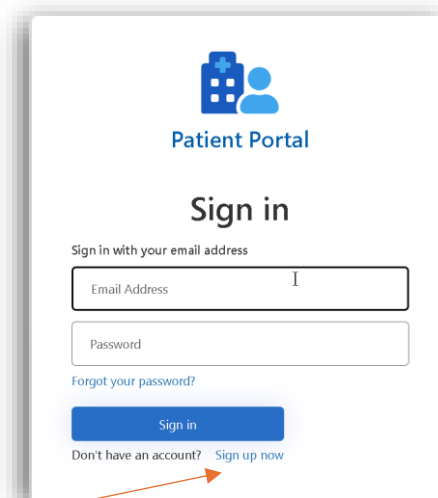
Access to the portal

To access the patient portal please go to <https://pppatientportal.royalfree.nhs.uk/>

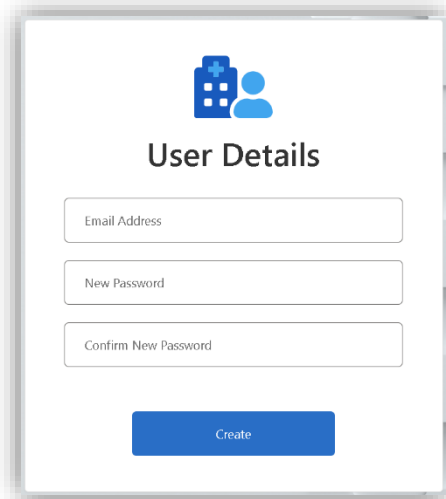
Signing up to the portal



Click on [Log In / Sign Up](#)



Click on the [Sign Up Now](#) link

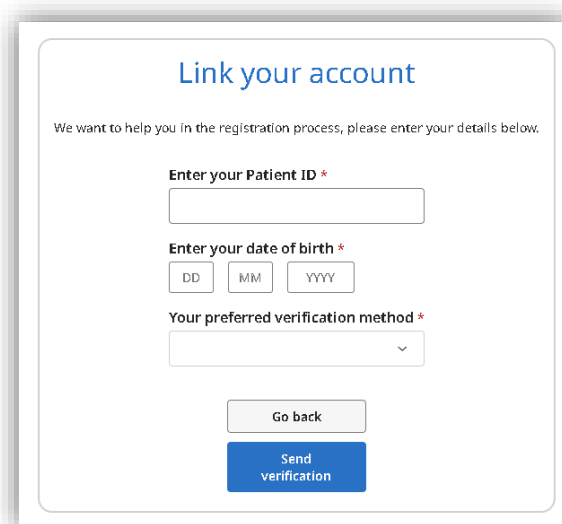


The 'User Details' form features a blue icon of a building with a cross and a person. It contains three input fields: 'Email Address', 'New Password', and 'Confirm New Password'. A blue 'Create' button is positioned at the bottom.

- Add the email address that you want to use for signing up and then create a password then click on **Create**. The email should be the same as the one registered against your patient account with the Royal Free London Private Patients (RFL PPU).

Linking the Patient Portal with your patient account

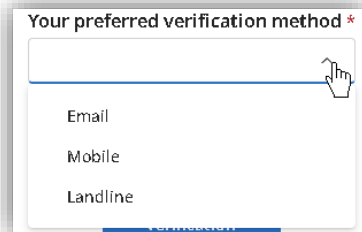
To link the portal to your patient account, you need your Patient ID and Date of Birth. If you do not know your Patient ID, please contact us at rf-tr.privateenquiries@nhs.net



The 'Link your account' form includes the heading 'Link your account' and the instruction 'We want to help you in the registration process, please enter your details below.' It contains three fields: 'Enter your Patient ID *' (a text input), 'Enter your date of birth *' (three separate inputs for DD, MM, and YYYY), and 'Your preferred verification method *' (a dropdown menu). At the bottom, there are two buttons: a grey 'Go back' button and a blue 'Send verification' button.

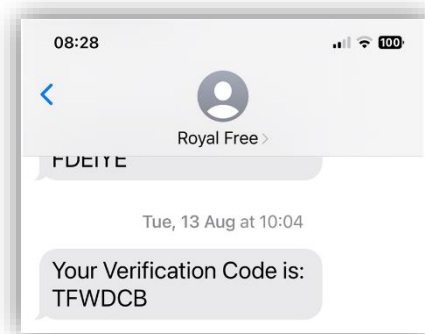
- Enter your Patient ID that the Royal Free London PPU has provided you with, plus your Date of Birth.

- Then choose your preferred verification method.

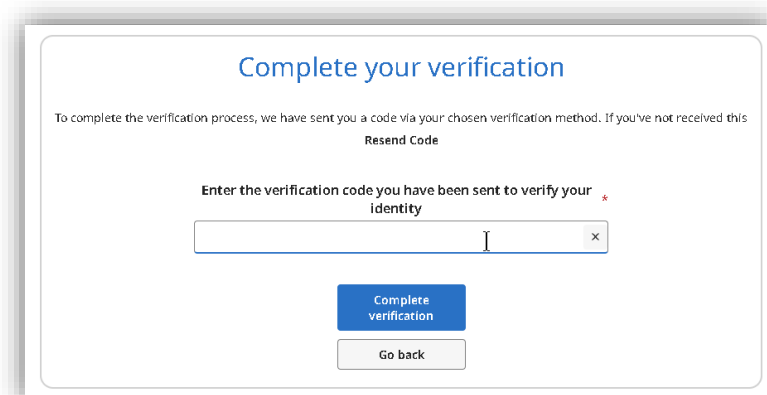


The screenshot shows a web form titled "Your preferred verification method *". Below the title is a dropdown menu with three options: "Email", "Mobile", and "Landline". A mouse cursor is hovering over the "Mobile" option.

Mobile is normally the fastest way, and you will then receive a text message giving you a code to enter the next screen.



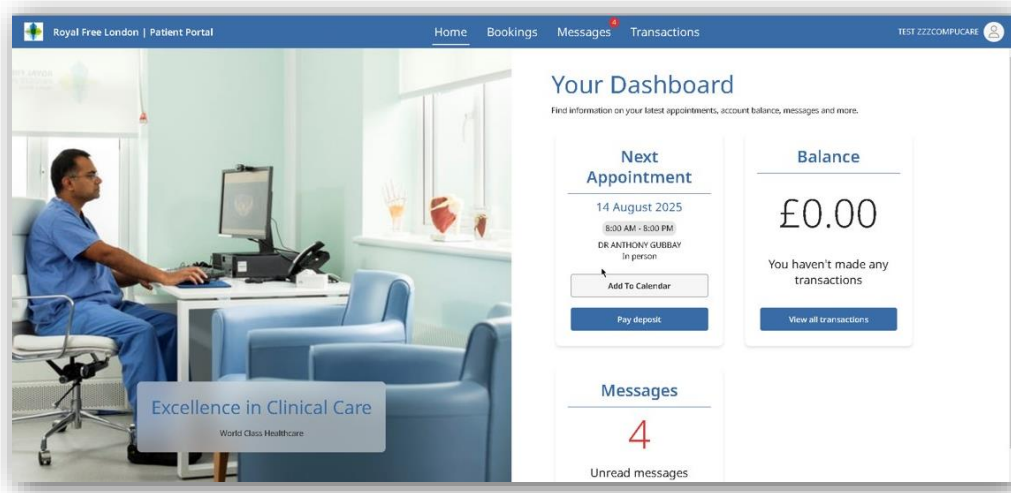
- Enter the verification code you have just received.



The screenshot shows a web form titled "Complete your verification". Below the title is a message: "To complete the verification process, we have sent you a code via your chosen verification method. If you've not received this". Below this message is a "Resend Code" link. The main instruction is "Enter the verification code you have been sent to verify your identity *". Below this is a text input field with a cursor and a clear button (x). At the bottom are two buttons: "Complete verification" (blue) and "Go back" (grey).

- You will then be taken to the main dashboard page.

Logging in



You have successfully created your patient portal. You will need your username which is the email address you used to sign up and password each time you log in.

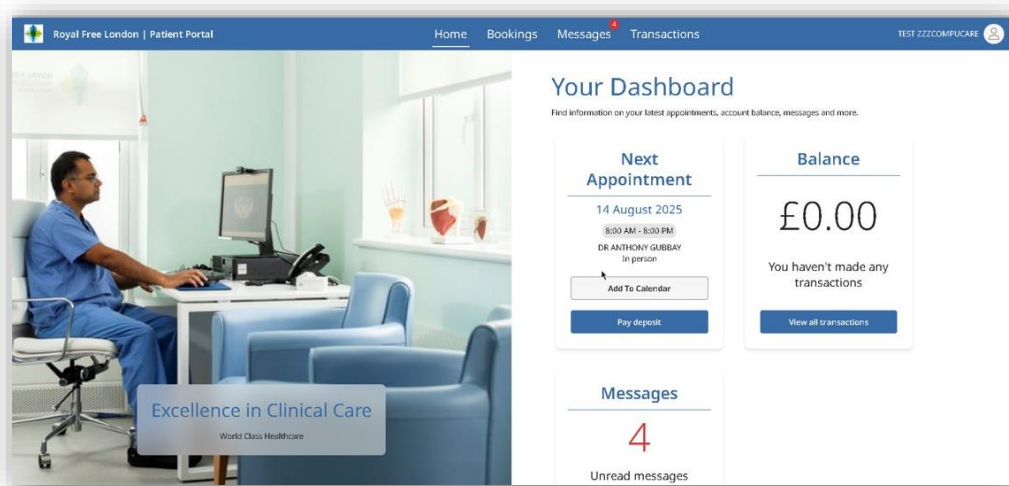
What can you do in the Portal?

The Portal is split into five sections allowing you to navigate easily around. One click will take you to any of the sections where you can then view information or make choices.

Home Screen, Bookings, Messages, Transactions and then a Person area where you can customise your access method, change your account password or MFA (Multi Factor Authentication), change colour theme, or view and check your personal details.

Home screen

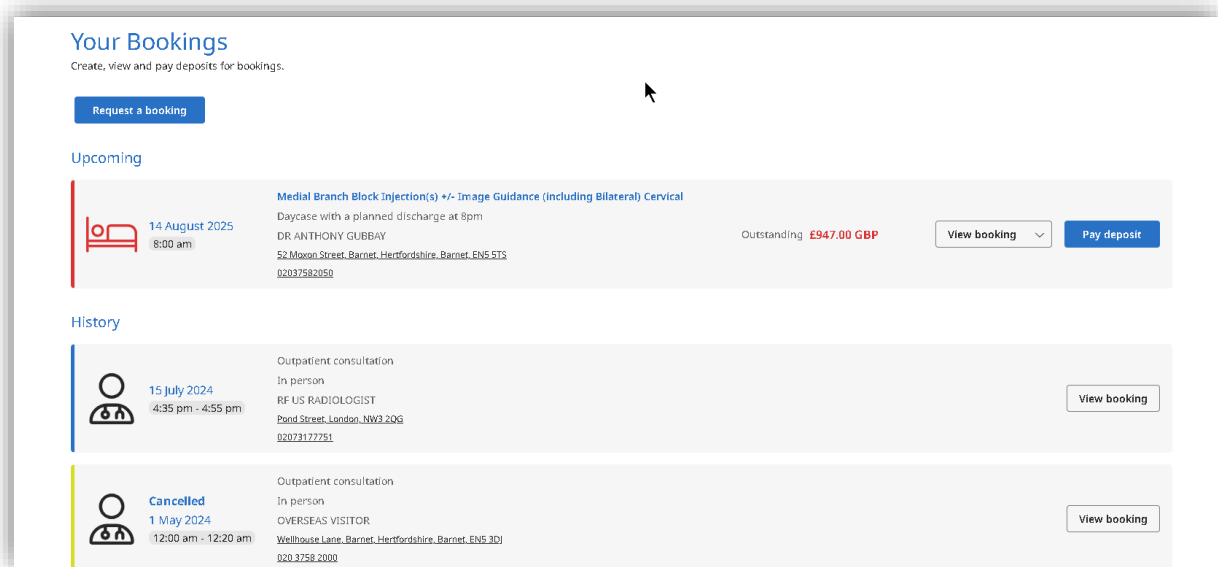
On the home screen you are shown a summary of your appointments, balances, and messages.



You can click on any of the buttons to take you directly to that area e.g. add an appointment to your local calendar or pay a deposit.

Booking screen

The booking screen shows you your upcoming or historic bookings and their status.

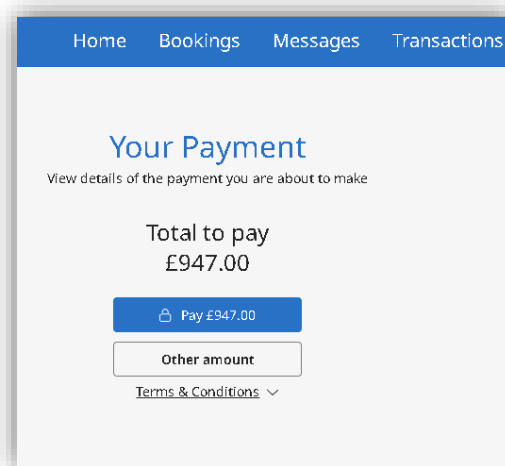


From here, you can view a historic booking by clicking on the <View booking> button at the right-hand side.

For any current or future bookings, you can visually see the outstanding amount



The Pay Deposit button will take you to Your Payment screen where you can click to pay the whole amount or a different amount.





If you have a registered credit/debit card already on the account, the following screen will open giving you a list of cards to choose from. If not, then you can add a new payment card at this stage by completing all required fields.

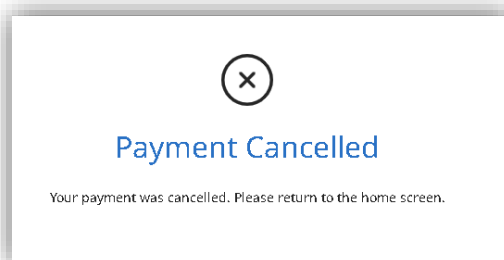
The screenshot shows the PXP Financial payment interface. At the top, the total amount is GBP 947.00. Below this, there are logos for VISA, Mastercard, American Express, and another Mastercard. The section 'Pay with an existing card' is active, showing a selected Mastercard with the number 535674****0297 and an expiry date of 8 / 2024. Below this, the 'Pay with a new card' section is visible but inactive, with fields for Holder Name, Card Number, Expiry Month, Expiry Year, and Security Code. A blue 'Pay now' button is at the bottom.

Existing Card

The screenshot shows the 'Pay with a new card' section of the PXP Financial payment interface. The 'Add new card' header is present. A red error banner at the top contains the following messages: 'Expiry Month cannot be empty', 'Expiry Year cannot be empty', 'Card Number cannot be empty', and 'Security Code cannot be empty'. Below the banner, the form fields for Holder Name (containing 'Test'), Card Number, Expiry Month (containing 'MM'), Expiry Year (containing 'YYYY'), and Security Code are visible. A blue 'Pay now' button is at the bottom.

New Card

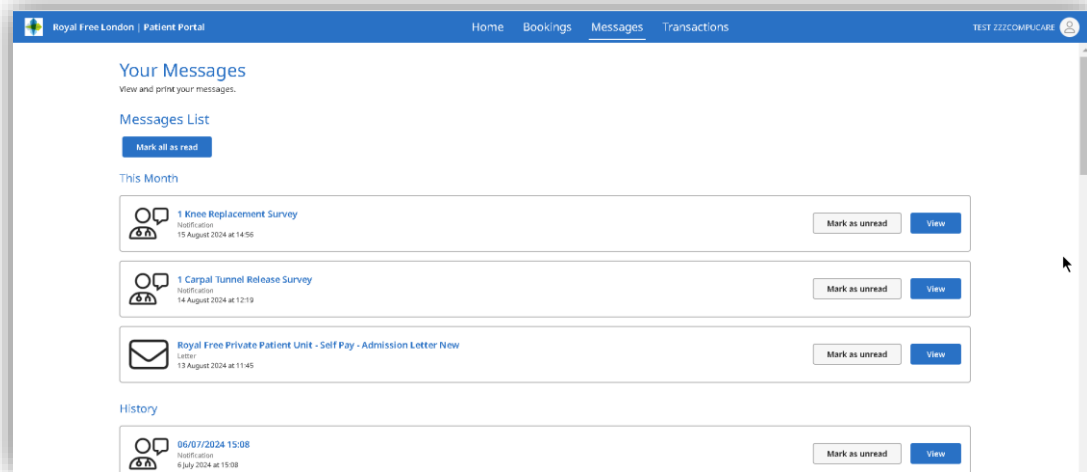
If you exit the payment screen before completing, you will get a Payment Cancelled message and will need to start again.





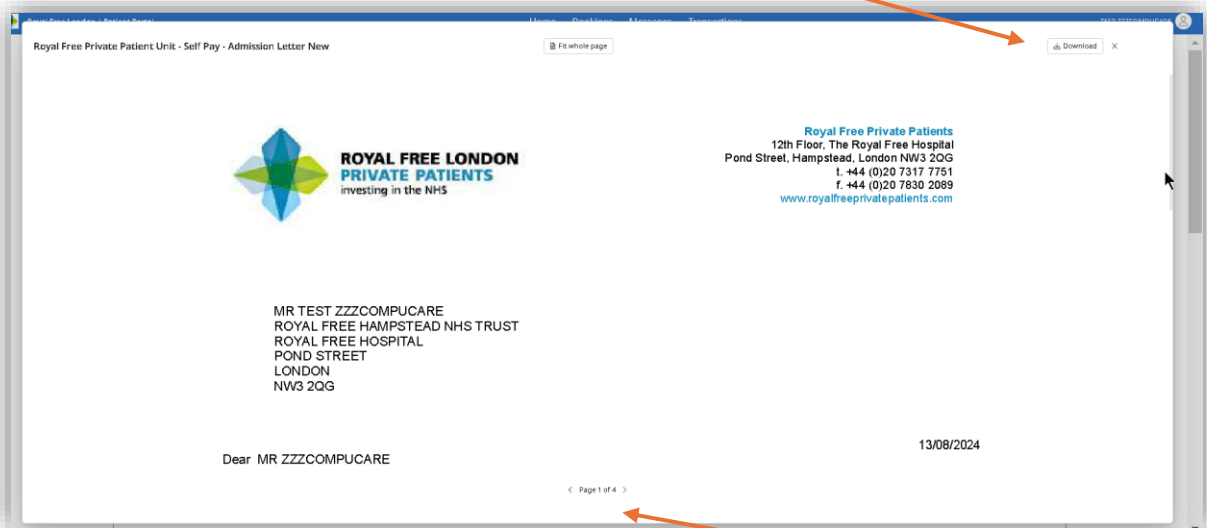
Message screen

In the message area you will be able to see communications from the Royal Free London PPU to you and anything that is new or unread will display as such.



Messages are grouped into This month and History in latest date order.

By clicking on <View> you will be displayed the content of the letter for example. From here you can just view it on screen, or you can download it, in case you need to print a copy or forward it on elsewhere.



There may be more than one page, so you may need to view extra pages by clicking on the Right or Left arrows to go back and forth. Click on the X at the top right-hand side of the letter to close it.



Transaction screen

The transaction screen will give you a list of transactions against your account. Some can be clicked for example if a payment needs to be made.

The screenshot shows the 'Your Transactions' interface. At the top, there are buttons for 'Pay all outstanding' and 'Generate statement'. Below this is a 'Transactions List' section with filters for 'All', 'Requires payment', 'Invoices', and 'Payments'. The 'This Week' section displays an invoice for 12 June 2023 with a total of £24.94 and an outstanding balance of £24.94. The 'This Month' section shows a payment of £-35.00 on 9 June 2023. The 'History' section shows two previous payments: £-5.00 on 31 May 2023 and £-135.00 on 19 May 2023.

If there are no patient transactions, the Transactions screen will be hidden.

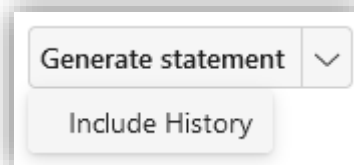
Each transaction displays the following information:

- The transaction type
- The date of the transaction
- The transaction's reference number
- The total amount of the transaction
- The transaction's current balance
- Whether the transaction is self-pay
- The details of the linked booking (if applicable)

The transactions list can be filtered to display invoices, payments or transactions that require payment.

From this screen you can also print a transaction or generate a statement.

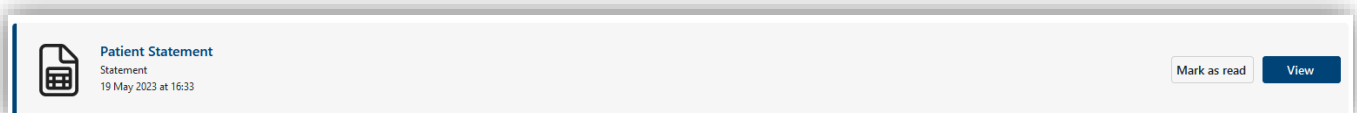
If you have invoice transactions on the account, you will be able to click on **Generate Statement** at the top of the screen. If you wish to include history in the statement, click the arrow next to **Generate Statement** and select **Include History**.



A message will appear at the bottom of the screen to let you know the statement is being generated. You can continue to use the Patient Portal as normal while it is working in the background.

A statement has been requested. Once generated it will be available in Messages. This may take a few minutes.

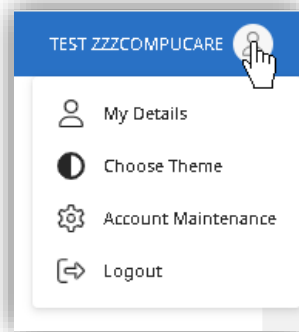
When the statement has been generated, a new message will appear in the **Messages** screen. Navigate to this screen and click **View** to download the statement.



Person area

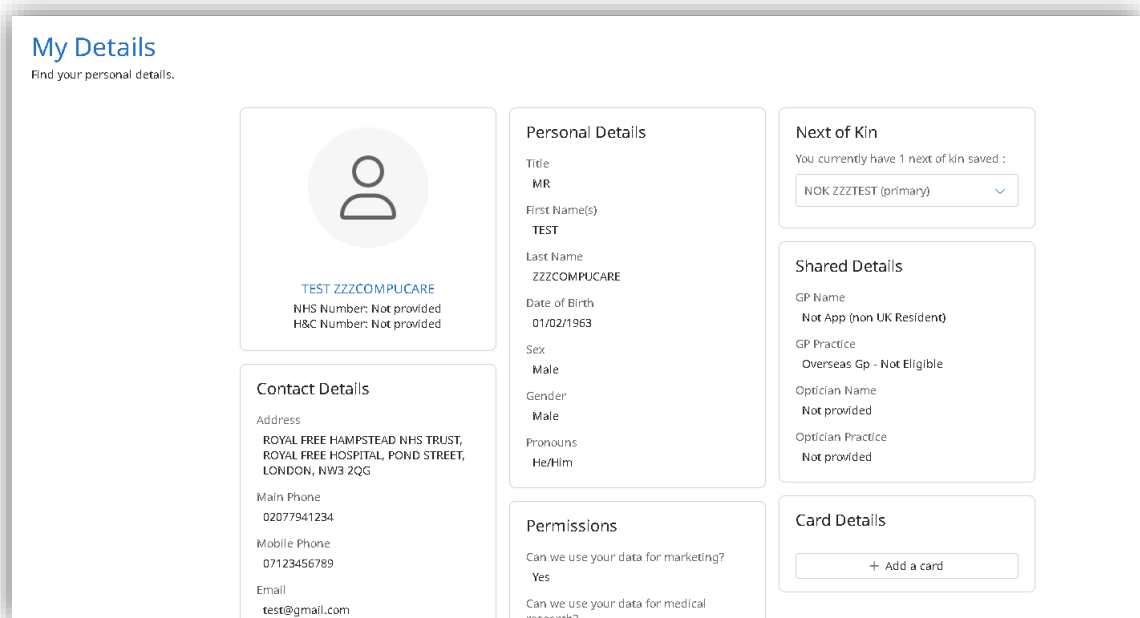
Patient Menu

Clicking the icon next to the patient's name in the top-right corner of any screen will open the menu shown below.

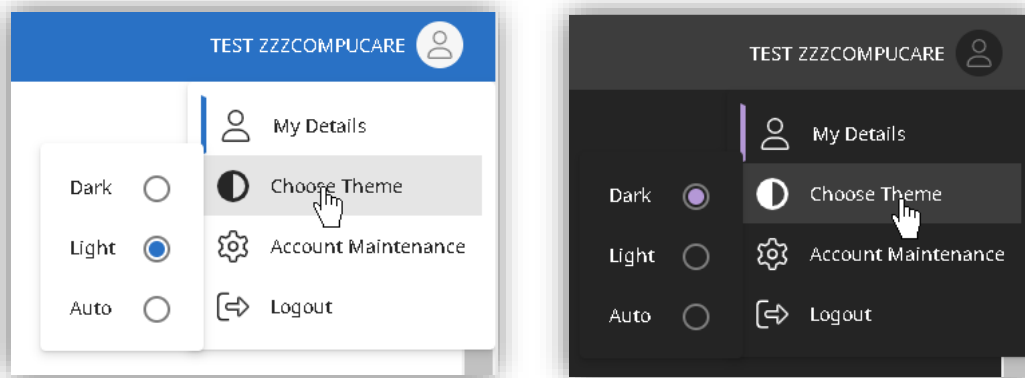


The following options are available:

- **My Details** – You will be able to view your personal or contact details, next of kin information, and data usage consent. You will also be able to Add a Card for payment purposes.

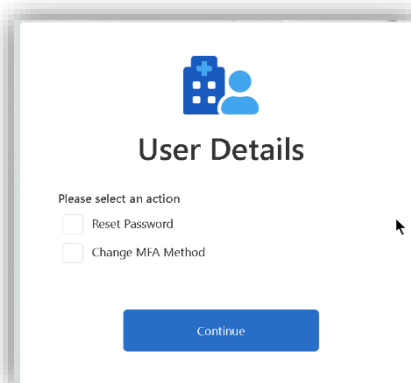


- **Choose Theme** – You may switch between the light or dark theme.

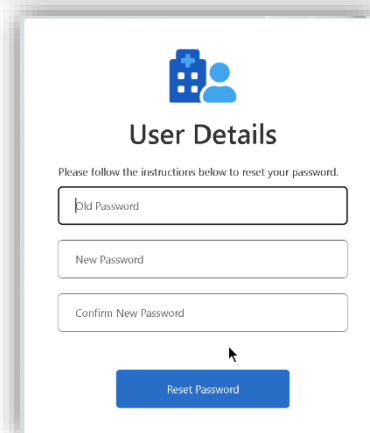


- **Account Maintenance** - You can choose to reset your password or change your preferred MFA method.

Reset Password

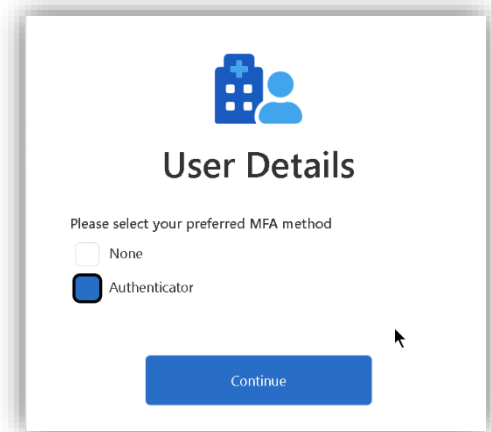


The screenshot shows the 'User Details' page. At the top, there is a blue icon representing a building and a person. Below the icon is the title 'User Details'. Underneath the title, the text 'Please select an action' is displayed. There are two radio button options: 'Reset Password' and 'Change MFA Method'. A blue 'Continue' button is located at the bottom of the page.



The screenshot shows the 'User Details' page with the 'Reset Password' option selected. The text 'Please follow the instructions below to reset your password.' is displayed. There are three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. A blue 'Reset Password' button is located at the bottom of the page.

Change MFA Method



The screenshot shows a 'User Details' form with a blue icon of a building and a person. Below the icon, the text reads 'User Details'. Underneath, it says 'Please select your preferred MFA method'. There are two radio button options: 'None' (unselected) and 'Authenticator' (selected). A blue 'Continue' button is at the bottom.

Choose between None (not recommended) and Authenticator

- **Logout** – Click log out to exit the portal. You will need to enter your username and password before you can access the portal again.