

**healthwatch**  
Bristol

**healthwatch**  
North Somerset

**healthwatch**  
South Gloucestershire

# How to guide 指引

## Online health services

## 如何使用在線醫療健康服務



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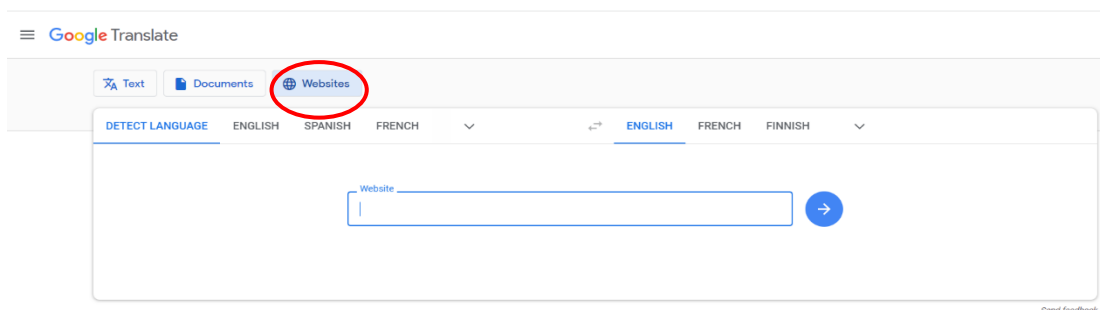
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# Finding health advice online 在線查找健康資訊

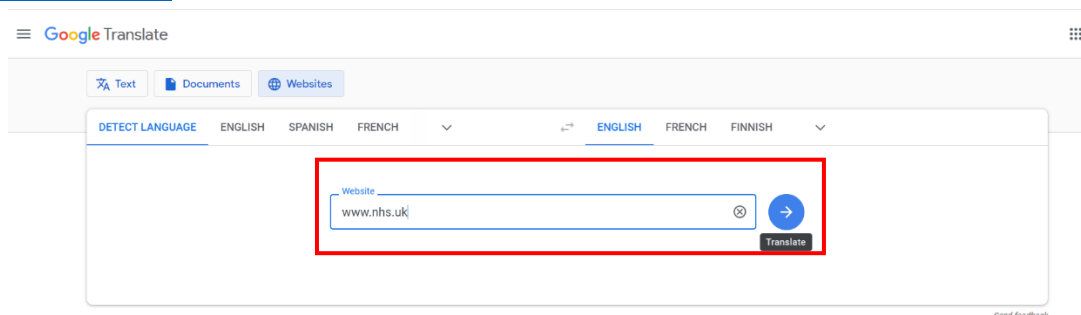
## The NHS website 國家醫療保健網站 – [www.nhs.uk](http://www.nhs.uk)

- UK's biggest health website 英國最大的健康網站
- Comprehensive A-Z of health conditions, symptoms and treatments 全面的由 A 到 Z 列出各樣的健康狀況、症狀和治療
- Advice on good health and wellbeing 提供有關健康和身心康泰的建議
- Find local NHS services 尋找本地的國家醫療保健服務

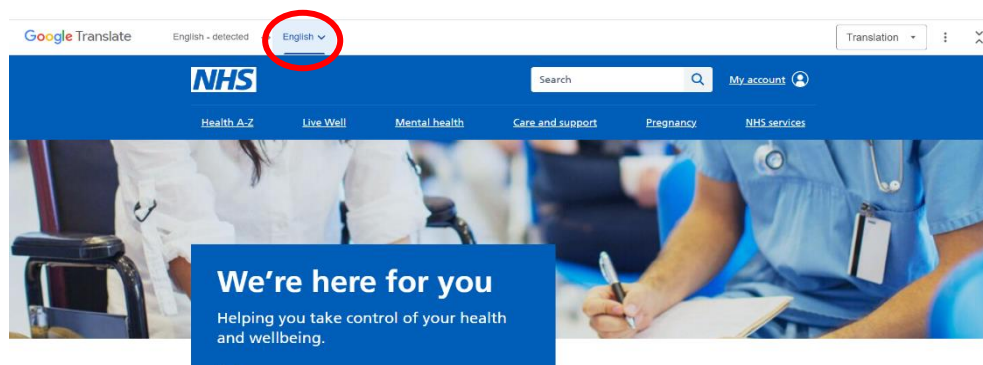
1. Visit <https://translate.google.com/> or type 'Google translate' into your search engine 在搜索欄內打入 <https://translate.google.com/> 或 'Google translate'
2. Click 'Websites' 點擊'Websites' (網站)



3. Type [www.nhs.uk](http://www.nhs.uk) into the box and click the blue arrow 在格子內打入 [www.nhs.uk](http://www.nhs.uk) 然後點擊藍色的箭頭



4. When you are redirected to the NHS website, click the arrow next to the language at the top of the screen and select your language. 當你被轉到 NHS 網站時，點擊屏幕頂部語言旁邊的箭頭並選擇你的語言。



# NHS App 國家醫療保健應用程式

## Create an NHS login 建立一個 NHS 登入

1. Open the NHS App or visit [www.nhsapp.service.nhs.uk/login](http://www.nhsapp.service.nhs.uk/login) and click **'Continue with NHS login'**. 打開國家醫療保健應用程式或到 [www.nhsapp.service.nhs.uk/login](http://www.nhsapp.service.nhs.uk/login), 然後點擊 **'Continue with NHS login'** (繼續登入 NHS)
  - You will need an email address and phone number to register. 你需要一個電郵地址和一個電話號碼作登記



2. Enter your email address and click **'Continue'**. 輸入你的電郵地址, 然後按 **'Continue'** (繼續)

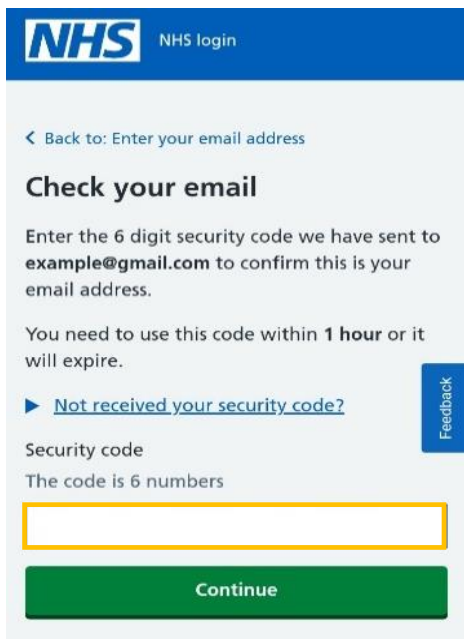
A screenshot of the NHS login interface. At the top is a blue header with the NHS logo and "NHS login". Below the header, the text "Enter your email address" is displayed. Underneath, a smaller line of text says "We will check if you have an NHS login. If not, you can set one up." Below that is a label "Email address" followed by a text input field containing "example@gmail.com". At the bottom of the form is a green button labeled "Continue".

3. Create a password and click **'Continue'**. 設立密碼, 然後點擊 **'Continue'** (繼續)。
  - You will have to input this twice 你須要輸入兩次密碼
  - Password must be a minimum of 8 characters long, have at least 1 UPPERCASE letter and not contain spaces. 密碼必須至少為 8 個字/符號, 至少需要 1 個大寫字母且不能有空格

A screenshot of the NHS login interface for password creation. At the top is a blue header with the NHS logo and "NHS login". Below the header, there is a back arrow and the text "Back to: Enter your email address". The main heading is "Create a password". Below this, it says "Create a password" and "Your password must:" followed by a list of requirements: "have 8 characters or more", "have 1 UPPERCASE letter or more", and "not start or end with a blank space". There are two text input fields for the password, each with a "Show" button to its right. A blue "back" button is visible on the right side of the screen.

4. Check your email account for a 6-digit security code (it may have gone into your junk folder). 查看你的電郵，會有 6 位數字的安全碼在你的郵件裏（也可能是在你的垃圾文件夾裏）。

5. Enter the security code into the app to verify your email address and click 'Continue'. 在應用程式中輸入安全碼以驗證你的電郵地址，然後點擊 'Continue' (繼續)



6. Enter your mobile phone number and click 'Continue'. 輸入你的電話號碼並點擊 'Continue' (繼續)

- Another 6-digit security code will be sent to your phone by text. 另一個 6 位數安全碼將通過短信發到你的手機

7. Enter the 6-digit security code sent by text to your phone into the box and click 'Continue'. 輸入通過短信發到你的手機的 6 位數安全碼代並點擊 'Continue' (繼續)

8. Select whether you know your NHS number or not. You can still set up your NHS login without it. 選擇你是否知道你的 NHS 號碼。沒有它，你仍然可以設置你的 NHS 登入。



**Do you know your NHS number?**

Telling us your NHS number will give us the best chance of matching you to your NHS record.

You do not need to know your NHS number to continue. If you do not know it, you can tell us your full name instead.

[▶ How to find your NHS number](#)

Yes, I know my NHS number

No, continue with my full name

[Feedback](#)

**Continue**

Yes, I know my NHS number  
是，我知道我的 NHS 號碼

No, continue with my full name  
我不知道，繼續使用我的全名

9. Enter your **full name** by clicking on each box and click '**Continue**'.

點擊每一個框格，然後輸入你的全名，並按'**Continue**' (繼續)

10. Enter your **date of birth** and click '**Continue**'.

輸入你的出生日期，並按'**Continue**' (繼續)

11. Enter your **postcode** and click '**Continue**'.

輸入你的郵政編碼，並按'**Continue**' (繼續)

12. Check your details are correct and click '**Submit information**' 檢查你的詳細個人資料是否正確，然後按 "**Submit information**' (提交信息)

**NHS** NHS login

**Check your details**

We will try and match you to your NHS record using the information you give us.

|               |                 |                                      |
|---------------|-----------------|--------------------------------------|
| Name          | Example Example | <a href="#">Change name</a>          |
| Date of birth | 1 January 2000  | <a href="#">Change date of birth</a> |
| Postcode      | BS1 1AB         | <a href="#">Change postcode</a>      |

**Submit information**

13. Scroll to the bottom to select that you understand and accept the terms of use and privacy policy by clicking the box. 滑到底部，選擇 “you understand and accept the terms of use and privacy policy” (你理解並接受使用條款和隱私政策) 並點擊旁邊框格。

You have now successfully finished setting up your NHS login. The following section will focus on confirming your identity to connect the app to your GP practice.

你現在已成功完成 NHS 登錄設置。以下部分將專注於確認你的身份以將應用程式連接到你的家庭醫生診所。

## Prove who you are using photo ID 證明你是誰 (有附相片的身份證件)

Skip to page 11 if you have your registration details from your GP.

Once you have created a login, you will need to confirm your identity to get full access to your NHS account to book appointments, order repeat prescriptions and view your medical records.

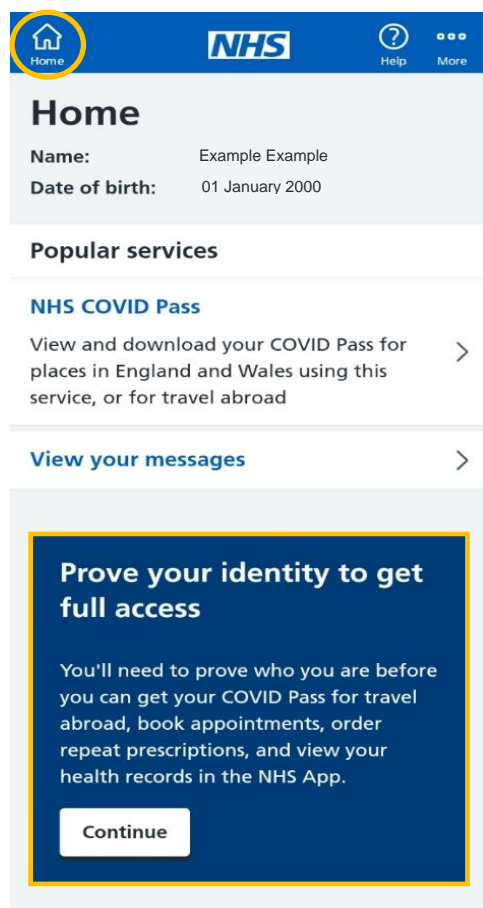
如果你已經從家庭醫生那裡得了註冊資料，請跳至第 11 頁。

建立了登入後，你需要確認你的身份才能完成你的 NHS 帳戶登記，之後你才可進行預約、訂購恆常的處方藥物和查看你的醫療記錄。

1. Select **'Continue'** on the blue **'Prove your identity to get full access'** box. 在藍色的「證明你的身份以獲權進入」**'Prove your identity to get full access'** 框子裏選擇 **'Continue'** (繼續)

- If you aren't directed to the 'Home' page, click the symbol of the house in the top left corner of the screen.

如果你沒有被轉到主頁'Home'頁面，請點擊屏幕左上角的“屋型”圖像。



2. Confirm your personal details (top option) and click **'Continue'**. 確認你的個人資料 (頂部選項)，然後點擊**'Continue'** (繼續)。



**Are these your details?**

Yes, these are my details → Yes, these are my details 對，這些是我的資料

No, these are not my details → No, these are not my details 不對，這些是不我的資料

These are my details but some are wrong → These are my details but some are wrong 這些是我的資料但有些是錯的

**Continue**

3. Click **'Continue'**. 點擊 **'Continue'** (繼續).

**NHS** NHS login

**You need to prove who you are**

Before you can use your NHS login to access 'NHS App', you need to prove who you are.

This helps us keep your information secure.

**Continue**

4. Click **'Continue'** to use a photo ID. 點擊 **'Continue'** (繼續) 以使用帶照片的身份證件

Step 1 of 2

**Send a photo of your ID**

We will help you send a photo of your ID online.

We accept most passports, driving licences, national identity cards, or residence cards.

We can accept an expired photo ID if it expired less than 12 months ago.

**Continue**

5. Select which type of photo ID you would like to upload and click **'Continue'**.  
選擇你要上載的身份證件類型，然後點擊**'Continue'** (繼續)。

The image shows two screenshots of the NHS login interface. The left screenshot is titled 'What type of photo ID do you have?' and lists three options: 'Passport', 'UK driving licence (full or provisional)', and 'Other photo ID'. The 'Other photo ID' option is selected. A blue arrow points to the right screenshot, which shows a scrollable list of ID types: 'Passport', 'UK driving licence (full or provisional)', 'Other photo ID' (selected), 'European driving licence (full)', 'European national identity card', and 'Biometric Residence Permit (BRP), UK Residence Card, or EEA Biometric Residence Card (BRC) including temporary pass'. Both screenshots include a 'Feedback' button and a 'Continue' button.

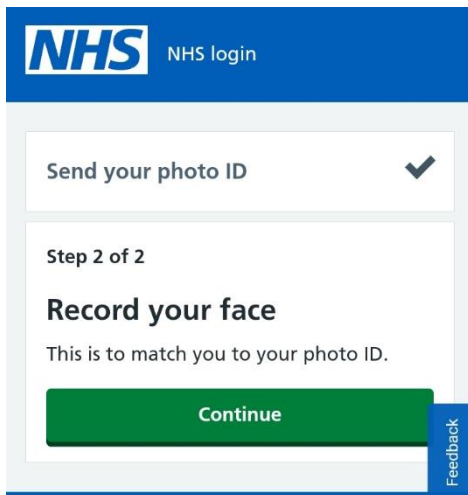
6. Choose either **'Take a photo now'** to use the camera on your device or choose **'Upload a photo'** if you already have a photo on your device. Then click **'Continue'**.  
選擇“立即拍照” **'Take a photo now'** (使用你的電子設備裏的相機)，或者如果你的設備上已有照片，請選擇 **'Upload a photo'** (上傳照片)。然後點擊 **'Continue'** (繼續)。
7. Answer question 1 which asks if you can see all 4 corners of your ID and click **'Continue'** 回答問題 1 「你是否可以看到你的證件的所有 4 個角」，然後點擊 **'Continue'** (繼續)

The image shows a question screen titled 'Question 1' with the text 'Can you see all 4 corners of the front of your driving licence?'. There are two radio button options: 'Yes' (selected) and 'No'. A blue 'Feedback' button is on the right, and a green 'Continue' button is at the bottom.

8. Answer question 2 which asks if you have covered up any part of the ID with your hand/finger and click **'Continue'** 回答問題 2 「你的手/手指有否遮蓋身份證的任何部分」，然後點擊 **'Continue'** (繼續)



9. Next, you'll need to record your face using your device so the app can match you to your photo ID. Click '**Continue**'. 接下來，你需要使用你的設備記錄你的面部，以便應用程式可以將你與你的證件上的照片配對。點擊'**Continue**' (繼續)



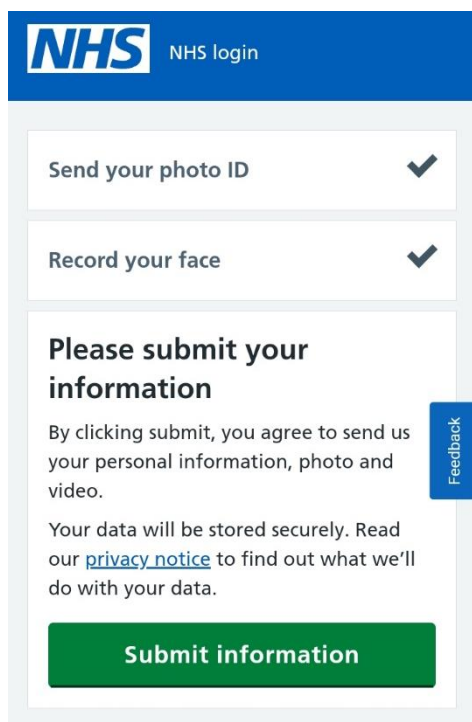
10. You may be asked to either scan your face or record a video repeating a series of 4 numbers which will be displayed on the screen.
- You can say the 4 numbers, sign the numbers using British Sign Language, or write the numbers down and show them.

您可能會被要求掃描你的臉部或錄製一段重複 4 個數字的視頻，這些數字將顯示在屏幕上。

- 你可以用聲音說出這 4 個數字，使用英國手語在數字上簽名，或者寫下數字並展示出來。

11. Once you've recorded your video, click '**Submit information**' to confirm your identity. 錄製視頻後，點擊 '**Submit information**'（提交信息）以確認你的身份

- You will receive an email once your account has been linked to your GP practice. It may take a couple of hours.
- 一旦你的帳戶與你的 GP 家庭醫生診所相聯，你將收到一封電郵。這可能需要幾個小時。



The screenshot shows the NHS login interface. At the top, there is a blue header with the NHS logo and the text 'NHS login'. Below the header, there are two white boxes with a light blue border. The first box contains the text 'Send your photo ID' followed by a checkmark icon. The second box contains the text 'Record your face' followed by a checkmark icon. Below these boxes is a larger white box with a light blue border. The title of this box is 'Please submit your information'. The text inside this box reads: 'By clicking submit, you agree to send us your personal information, photo and video.' Below this text is a blue button labeled 'Feedback'. The text continues: 'Your data will be stored securely. Read our [privacy notice](#) to find out what we'll do with your data.' At the bottom of this box is a large green button labeled 'Submit information'.

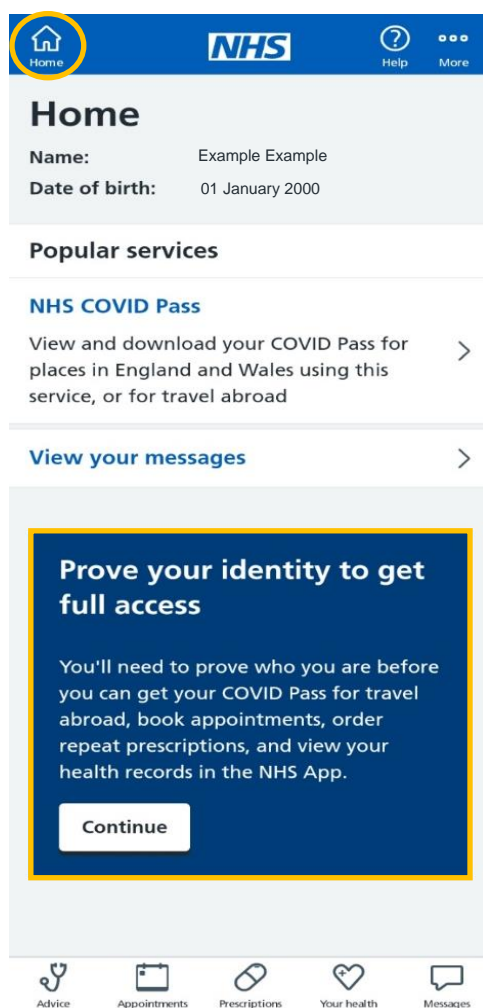
## Prove who you are without using photo ID 證明你是誰 (沒有附相片的身分證件)

To prove who you are without using a photo ID you will need your **Linkage Key** (could be called 'Passphrase'), **O.D.S. Code** (Organisation Code or Practice I.D.) and **Account I.D.**

如果要在沒有帶照片的身分證件的情況下證明你的身份，你將需要你的鏈接密鑰（可稱為“密碼短語”）、O.D.S. 代碼（組織代碼或實踐 ID）和帳戶 ID。

**You will need to contact your GP to ask for your registration details for online health services if you do not already have them.** 如果你還沒有註冊在線健康服務，你需要聯絡你的 GP 家庭醫生來查詢你的註冊資料。

1. Select '**Continue**' on the blue '**Prove your identity to get full access**' box. 在藍色框的'**Prove your identity to get full access**' (證明你的身份以獲權進入) 選擇 '**Continue**' (繼續)



2. Confirm your personal details (top option) and click **'Continue'**. 確認你的個人資料 ( 頂部選項 ) , 然後點擊**'Continue'**(繼續)

**Are these your details?**

Yes, these are my details

No, these are not my details

These are my details but some are wrong

**Continue**

Feedback

3. Click **'Continue'** 點擊**'Continue'**(繼續)

**NHS** NHS login

**You need to prove who you are**

Before you can use your NHS login to access 'NHS App', you need to prove who you are. This helps us keep your information secure.

**Continue**

Feedback

4. Click **'How to prove who you are without sending a photo of your ID'**. 點擊 **'How to prove who you are without sending a photo of your ID'** (如 何在不發送身份證照片的情況下證明你的身份)

Step 1 of 2

**Send a photo of your ID**

We will help you send a photo of your ID online.

We accept most passports, driving licences, national identity cards, or residence cards.

We can accept an expired photo ID if it expired less than 12 months ago.

**Continue**

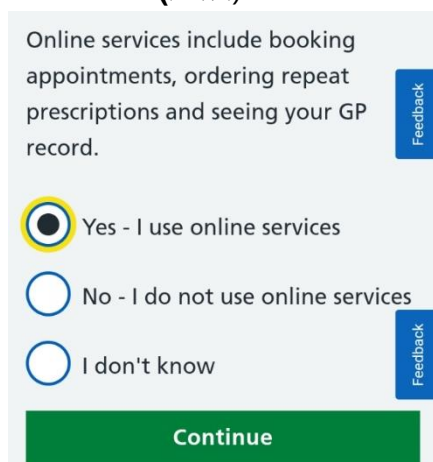
[How to prove who you are without sending a photo of your ID.](#)

Feedback



5. Select **'Yes – I use online services'** and click **'Continue'**.

選擇**'Yes – I use online services'**（是 - 我使用在線服務）· 然後點擊**'Continue'**（繼續）。



Online services include booking appointments, ordering repeat prescriptions and seeing your GP record.

Yes - I use online services

No - I do not use online services

I don't know

Continue

6. Select **'Yes – I have all 3 details'** and click **'Continue'**. 選擇 **'Yes – I have all 3 details'**（是 - 3 個信息我都有）· 然後點擊**'Continue'**（繼續）



Close

Do you have the following 3 registration details for the online services you use?

- Linkage Key (could be called Passphrase)
- O.D.S. Code (could be called Organisation Code or Practice I.D.)
- Account I.D.

You might have been given these details when you registered.

Yes - I have all 3 details

No - I do not have all 3 details

I don't know

Continue

7. Insert your **Linkage Key**, **O.D.S Code** and **Account I.D.** then click **'Continue'**. 輸入你的鏈接密鑰、O.D.S 代碼和帳戶 ID。然後點擊 **'Continue'**（繼續）

The screenshot shows the NHS login registration details form. At the top, there is a blue header with the NHS logo and 'NHS login'. Below the header, there is a back arrow and the text 'Back to: Do you have the 3 registration details?'. The main heading is 'Enter your registration details'. Below this, there is a sub-heading 'Enter the details exactly as they are written.' followed by three input fields: 'Linkage Key (could be called a Passphrase)', 'O.D.S. Code (could be called an Organisation Code or Practice I.D.)', and 'Account I.D.'. Each input field has a yellow border and a blue feedback icon on the right. At the bottom, there is a green 'Continue' button.

8. Enter your date of birth (click on each box to fill in) and click '**Continue**'. 輸入你的出生日期 (點擊每一框格來填寫) 和 點擊 '**Continue**' (繼續).
9. Enter your postcode and click '**Continue**'. 輸入你的郵政編碼, 並按 '**Continue**' (繼續)
10. Select either '**Yes**' or '**No**' when asked whether you know your NHS number.
  - You do not need your NHS number to finish connecting your account to your GP practice.

當被問到你是否知道你的 NHS 號碼時, 選擇 '**Yes**' (是) or '**No**' (否)。

· 你是不需要你的 NHS 號碼來完成你與 GP 家庭醫生診所的帳戶連接。

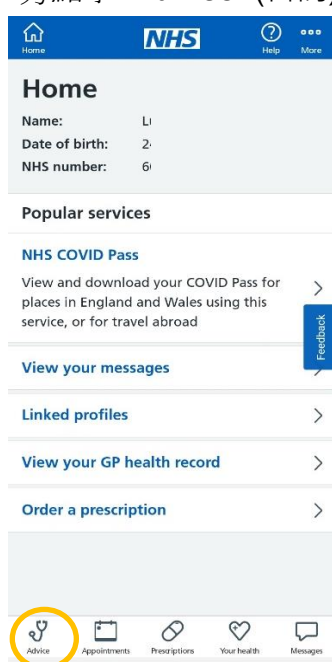
Look out for an email to confirm you have successfully connected your account to your GP practice. It may take up to 24 hours to receive this, and may go into your junk folder. 留意電郵, 你將會收到電郵確認你已成功將你的帳戶連接到你的 GP 家庭醫生診所。這最多可能需要 24 小時, 這郵件可能會被放進你的垃圾文件夾。

## eConsult – online consultation 在綫診症

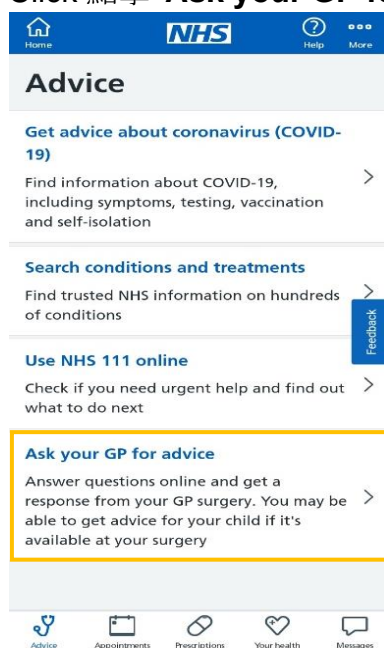
You can use eConsult to ask your GP practice about your health symptoms, conditions or treatments. You can usually use this service 24/7, but it may take up to 48 hours to receive a response. Not all GP practices have this service turned on.

你可以使用 eConsult 向你的 GP 家庭醫生診所查詢你的健康狀況、症狀或治療方法。你通常可以 24/7 全天候使用此服務，但你最長可能要等 48 小時才能收到回復。並非所有 GP 家庭醫生診所都提供此服務。

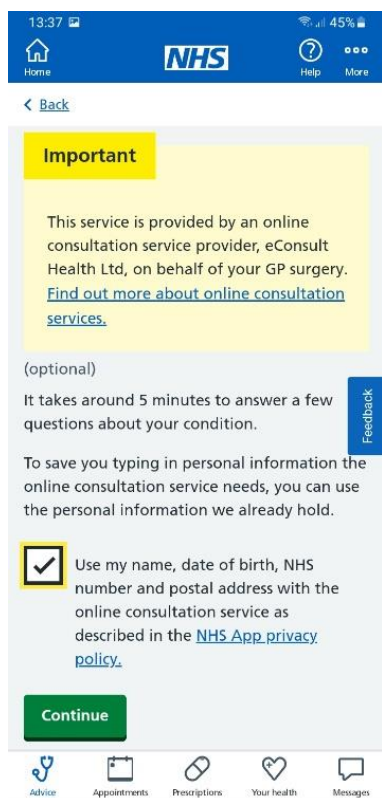
1. Click **'Advice'** on the bottom of the NHS App. 在國家健康保健應用程式的最下方點擊 **'Advice'** (諮詢)



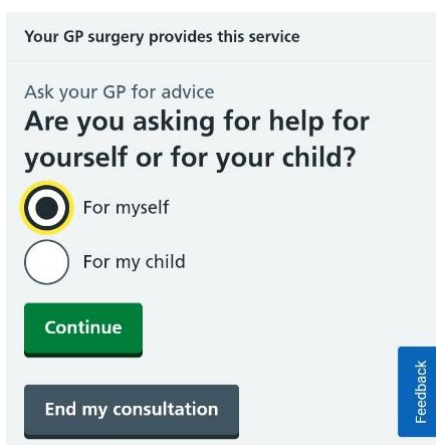
2. Click 點擊 **'Ask your GP for advice'**. (向您的家庭醫生諮詢)



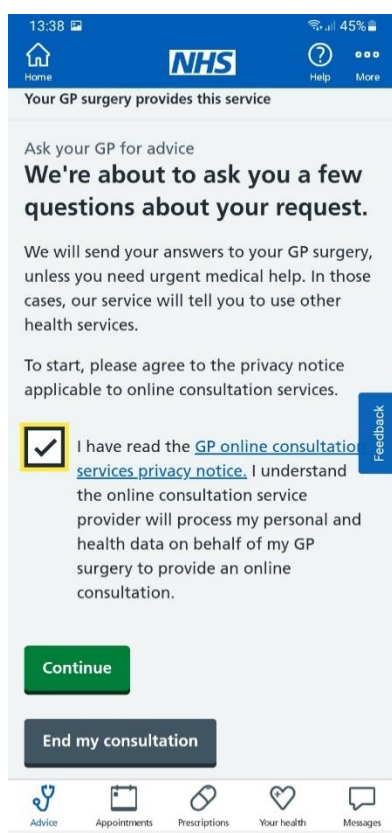
3. Select whether you would like the app to use your personal details and click **‘Continue’**. 選擇你是否願意讓這應用程式使用你的個人資料，然後點擊 **‘Continue’** (繼續).
- This will save you from typing in your personal details later. 這樣你以後就不要再輸入你的個人資料。



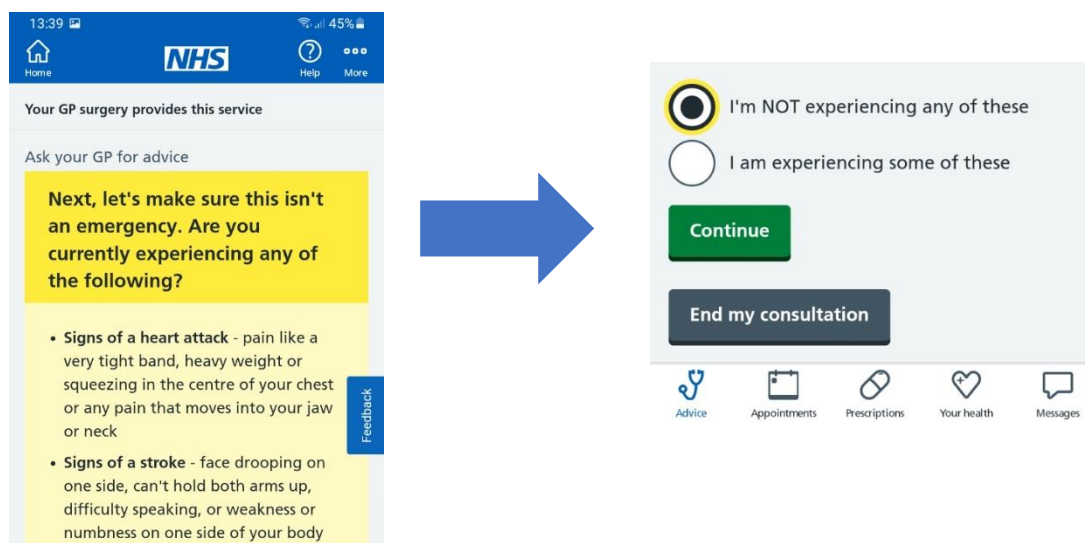
4. Select the top option if you are asking for help for yourself or select the bottom option if you are asking for your child. 如果你是為自己尋求幫助，請選頂部的選項，如果你要為你的孩子尋求幫助，請選底部選項。



5. Select the box and click '**Continue**' (this confirms you are aware the online consultation service will process your personal and health data on behalf of your GP). 選擇那個框並點擊'**Continue**' (繼續) (這確認你知道在線諮詢服務將代表你的 GP 家庭醫生處理你的個人和健康數據)。



6. Choose which condition you are seeking advice for by scrolling through the list. 滾動列表以選擇你需要尋求幫助的情況。
- If you cannot find your condition, scroll to the bottom of the page and choose '**I cannot find my condition**'. 如果你找不到切合你的選擇，請滾動到頁面底部並選擇 '**I cannot find my condition**' (我找不到我的狀況)。
7. Select the top option to confirm you are not experiencing any signs of a heart attack, stroke, severe difficult breathing, heavy bleeding that won't stop, severe injuries, poisoning, a seizure or sudden, rapid swelling. 選擇頂部選項以確認你沒有任何心臟病發、中風、嚴重呼吸困難、無法停止的大量出血、重傷、中毒、癲癇發作或突然快速腫脹等等的跡象。



8. Choose your sex ('Male', 'Female') and select 'Continue'. 選擇你的性別 ('Male' = 男, 'Female' = 女) and select 'Continue'(繼續)
9. The next steps will differ depending on which condition you are enquiring about. Usually, write in a few words how the GP practice can help/what advice you seek. You will usually be asked a few questions about your symptoms/condition/treatment.

之後的繼續的步驟將根據你的情況而有所不同。通常，用幾句話寫下 GP 家庭醫生診所可以如何為你提供幫助/你在尋求什麼意見。你通常會被問到一些關於你的症狀/狀況/治療的問題。

Your practice may respond by phone, text or email.

你的 GP 家庭醫生診所可能會通過電話、短信或電郵回復。

Calls from the practice may display as 'Blocked', 'No caller ID' or 'Private Number'. 來自 GP 家庭醫生診所的電話可能會顯示為“已阻止”、“無來電顯示”或“私人號碼”。

Emails may go to your junk folder.

電郵可能會被放在你的垃圾文件夾內



## Book a GP appointment 預約家庭醫生 (GP)

**Your GP practice decides what appointment types are available. It is not possible to book urgent GP appointments via the NHS app. 你的 GP 家庭醫生診所決定可預約的約見類型。NHS 應用程式不能提供緊急的 GP 家庭醫生預約。**

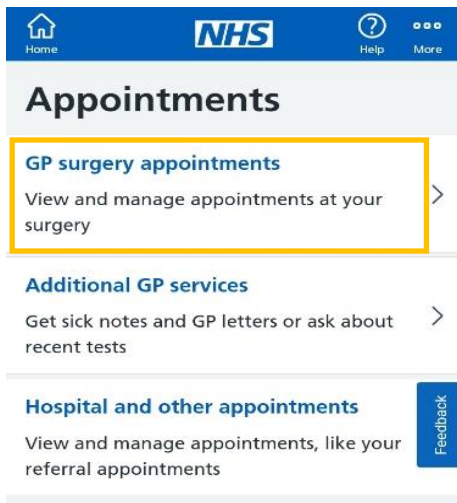
If **'No appointments available to book online at this time'** appears, you will have to contact your GP practice via phone to book an appointment. Alternatively, use eConsult (section before) to ask your GP for advice.

如果出現 **'No appointments available to book online at this time'** (目前沒有提供在線預約) , 你必須打電話到你的 GP 家庭醫生診所預約或使用 eConsult (前一節) 向你的 GP 家庭醫生尋求意見。

1. Go to **'Appointments'** on the NHS App homepage. 在 NHS 應用程式的主頁上點擊**'Appointments'** (預約)



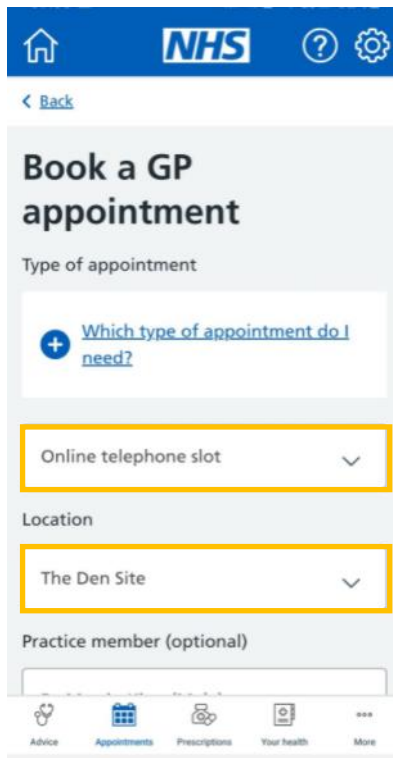
2. Select **'GP surgery appointments'** 選擇 **'GP surgery appointments'** (預約醫生)



3. Click **'Book an appointment'** 點擊 **'Book an appointment'** (預約)



4. Choose the type of appointment from the drop-down menu in the first box. 從第一個框中拉下選項，選擇約見類型。
5. Choose the location of your appointment in the second drop-down box. 從第二個框中拉下選項，選擇你的預約地點。



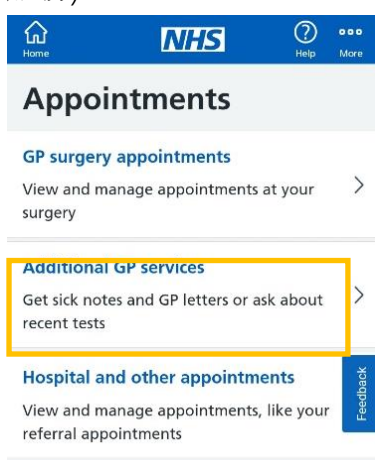
6. Click the blue + next to the dates which are available to choose available time appointment. 點擊藍色的+，旁邊會有可供預約的日期和時間給你選擇
7. Once you have selected a date and time, a confirmation prompt will appear showing the date and time you have selected, with details about the appointment type. 在你選擇了日期和時間後，一個確認提示將會出現，這確認提示會顯示你選擇的日期和時間，以及約見的類型的詳細資料。
8. Give a reason for the appointment then click '**Confirm**' (confirm). 提供一個約見的原因，然後點擊 '**Confirm**' (確認)。

If the appointment time you selected is now showing as unavailable, someone else may have booked your preferred appointment slot before you finished your booking. If this happens, try to search again or alternatively use eConsult (outlined in section before). 如果你所選擇的預約時間現在顯示為「不可用」，其他人可能已經在你完成預約之前選了你的首選預約時段。如果這種情況發生，請嘗試再搜索或使用 eConsult (在前一節中概述)。

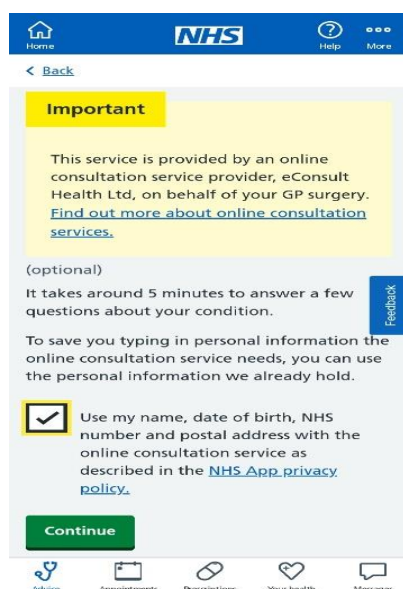
## Additional GP services 其他的 GP 服務

Additional GP services available through the app include discussing a recent test and requesting a sick note, GP letter, medical report, medical examination or other documents/paperwork. 這應用程式也可提供其他的 GP 家庭醫生服務包括討論最近的檢查，要求病假信、GP 家庭醫生信、醫療報告、體檢或其他文件/文書工作

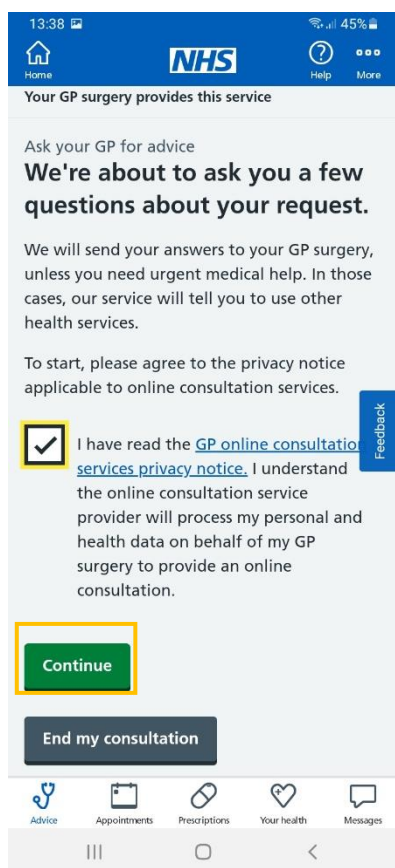
1. Go to **'Appointments'** along the bottom of the NHS App homepage. 在應用程式主頁下面， 點擊**'Appointments'** (約見)
2. Click **'Additional GP Services'**. 點擊**'Additional GP Services'** (其他的 GP 服務)



3. Select whether you would like the NHS App to use your name, DOB, NHS number and postal address with the online consultation service and click **'Continue'**. 選擇你是讓 NHS 應用程式在在線諮詢服務中使用你的姓名、出生日期、NHS 號碼和郵寄地址，然後點擊 **'Continue'** (繼續)。
4. This is secure and is only used to save you time filling in personal details later on. 這是安全的，目的只是為節省你稍後填寫個人資料的時間



5. Select whether you are asking for help for yourself (top option) or your child (bottom option) and click **'Continue'**.  
選擇你是為自己（頂部選項）還是為你的孩子（底部選項）尋求幫助，然後點擊**'Continue'**（繼續）
6. Confirm you have read the GP online consultation privacy notice by pressing the box asking that you've read the notice and click **'Continue'**. 按「我已閱讀」方框確認您已閱讀 GP 在線諮詢隱私聲明，然後點擊 **'Continue'**（繼續）。



7. Confirm you're not requesting advice or treatment for a medical problem by pressing the box next to the message **'I confirm I'm not requesting advice or treatment for a medical problem'** and click **'Continue'**.  
按**"I confirm I'm not requesting advice or treatment for a medical problem"**（我確認我不是就醫療問題尋求意見或治療）旁邊的框以確認你不是就醫療問題尋求意見或治療，然後點擊 **'Continue.'**（繼續）。
8. Confirm your sex and click **'Continue.'** 確認你的性別並點擊**'Continue.'**（繼續）

9. Choose which service you'd like to request help with and click 'Continue'.  
選擇你需要的服務或幫助，然後點擊 'Continue.' (繼續)

Home NHS Help More

< Back

Your GP surgery provides this service

Additional GP services

**What administrative issue can we help you with?**

- Discuss a recent test(s) → Discuss a recent test 討論最近的一次測試
- Sick note (fit note) → Sick note (fit note) 病假/康復
- GP letter → GP letter GP 信
- Medical Report → Medical report 醫療報告
- Medical Examination → Medical examination 醫療檢查
- Other requests for documents or paperwork → Other requests for documents or paperwork 要求其他文件/文書工作

Feedback

Continue

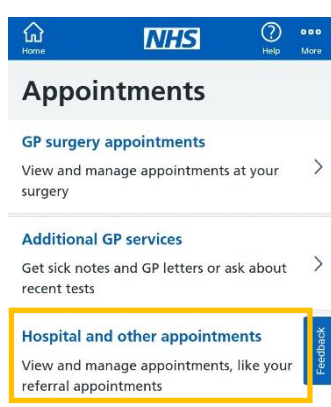
10. Follow the prompt depending on the service you require.  
根據你需要的服務，按照指示進行操作。



## NHS eReferral service NHS 電子轉介服務

You can only use the NHS App to manage your first referral appointment. 你只能使用 NHS 應用程式來作第一次的轉介。

1. Go to **'Appointments'** along the bottom of the NHS App homepage. 在 NHS 應用程式的主頁下面點擊 **'Appointments'** (預約)
2. Click **'Hospital and other appointments'**. 點擊 **'Hospital and other appointments'** (醫院和其他預約)。



3. Select **'Book or cancel your referral appointment'**. 選擇 **'Book or cancel your referral appointment'** (預約或是取消轉介預約)
4. Find the referral appointment you'd like to book and select **'Choose an appointment'**. 尋找你想要的轉介預約，選擇 **'Choose an appointment'** (選擇預約).
5. Find the clinic you'd like to attend and choose **'Select this appointment'**. 尋找你需要的診所，按 **'Select this appointment'** (選這個約見) .
6. Find date and time and click **'Select appointment'**. 選時間和日期並按 **'Select appointment'** (選擇預約).
7. Check details and select **'Book appointment'** (book appointment). 檢查詳細資料並按 **'Book appointment'** (預訂約期).

If you need to cancel your appointment, follow steps 1-4. Select the details of your appointment and click **'Cancel appointment'**. You will have to select a reason for cancelling.

如果你需要取消預約，請做步驟 1-4。選擇你的預約詳情，然後點擊 **'Cancel appointment'**（取消預約）。您必須選擇一個取消的原因。

## Prescriptions 處方藥物

You may not be able to order some prescription items if:

- You need a medicine review
- It's too early to order your medicine
- It's an acute or one-off prescription
- It has already been requested or you have a repeat dispensing prescription

在以下情況，你可能不可以訂購某些處方藥物：

- 你的藥物需要被重新審查
- 現在訂購藥物還為時過早
- 一次性或是緊急的處方
- 重複的處方或你重複訂購

1. Select the **'Prescriptions'** option at the bottom of the screen. 在屏幕下面選 **'Prescriptions'** (處方藥物) 選項



2. Click on **'Order a prescription'** to start the process. 點擊 **'Order a prescription'** (訂購藥物) 來開始程序



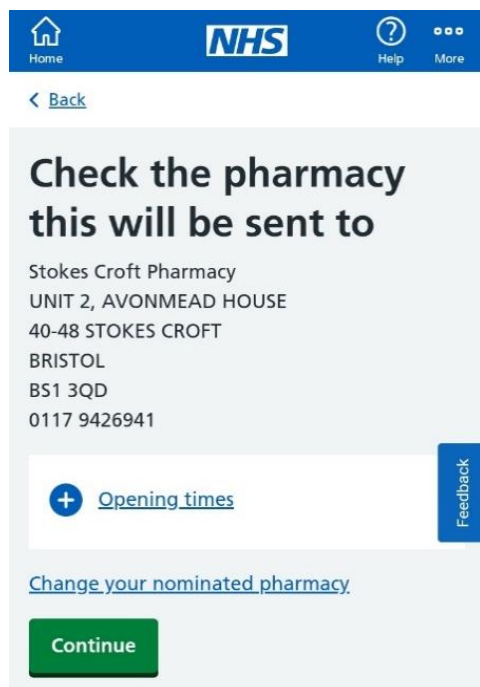
3. Choose whether it is a **'Repeat prescription'** (top option) or a **'Non-repeat prescription'** (second option) and click **'Continue'**.  
選 **'Repeat prescription'** (上面的選項) (重復的處方) 或是 **'Non-repeat prescription'** (第二個選項) (不是重復的處方) , 點擊 **'Continue'** (繼續)



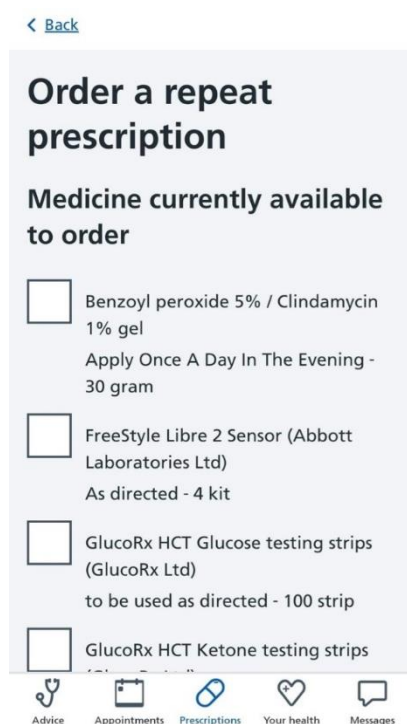
4. Confirm which pharmacy you want to have your prescription sent to.
  - If you have not chosen your preferred pharmacy or wish to change it, you will be asked to enter a postcode to help find the closest pharmacies to your preferred pick-up location.

確認你希望將處方發送到哪個藥房。

· 如果你尚未有首選藥房或是想更改，系統會要求你輸入郵政編碼，以幫助你尋找最近你的首選藥房的取貨地點。

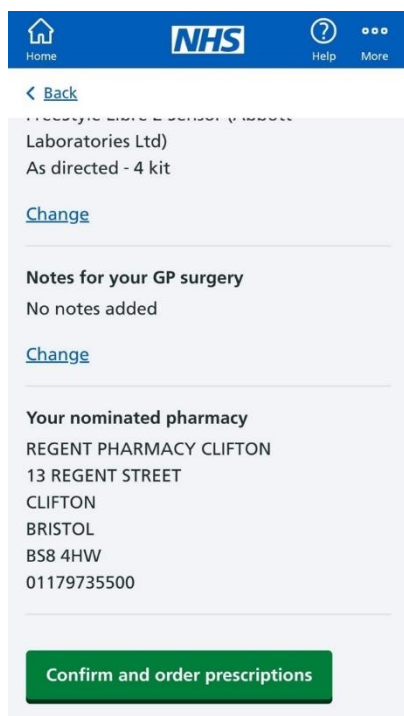


5. Select the medication you would like to order by clicking on the box next to the available medications and click '**Continue**'. 點擊可用藥物旁邊的框以選擇你要訂購的藥物，然後點擊 '**Continue**' (繼續).



6. Review what you've selected and click '**Confirm and order your prescription**', which will then be sent to your GP to approve.

檢查你的選擇是否正確，然後點擊 'Confirm and order your prescription'（確認並訂購你的處方），然後這個處方將被發送到你的 GP 家庭醫生那裏，等待你的 GP 家庭醫生批核

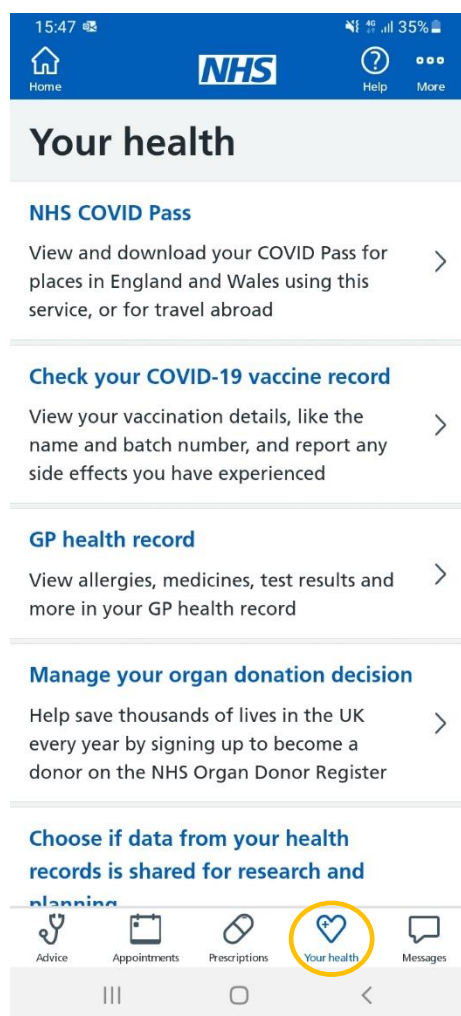


Once you have ordered your prescription, it will either say '**Waiting for GP approval**' (waiting for approval), '**Undetermined**' (undetermined) or '**Order approved by GP**' (approved). You can contact your chosen pharmacy or GP to find out when the medicine will be ready for collection.

一旦你訂購了處方，它會顯示 '**Waiting for GP approval**'（等待 GP 批准）、'**Undetermined**'（未確定）或 '**Order approved by GP**'（已批准）。你可以聯繫你選擇的藥房或 GP 家庭醫生查詢何時可以領取藥物。

## Viewing your medical health records 查看你的醫療記錄

1. Select 'Your Health'. 選 'Your Health' (你的健康)



2. Select the option you require. You can access your NHS COVID-19 pass, check your vaccine record, view your GP health record and manage your organ donation decision.

選擇你需要的選項。你可以查看你的 NHS COVID-19 通行證、檢查你的疫苗記錄、查看你的 GP 家庭醫生健康記錄並管理你的器官捐贈決定。



