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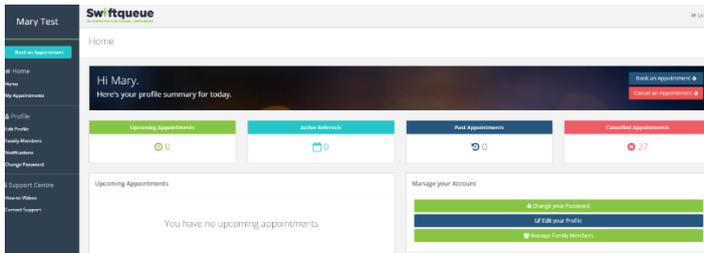
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New to using Swiftqueue?

- To book a blood test appointment online, please see this article showing you how to **register**.
- Once you register your details online, then you will then be able to book your appointment.

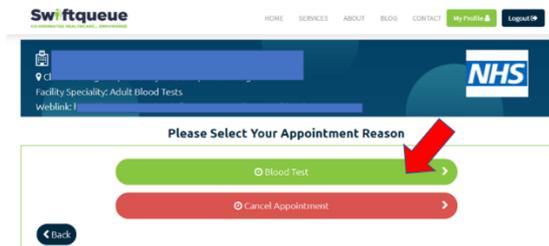
Already registered with Swiftqueue / Used Swiftqueue before to book an appointment?

- To **book an appointment**, please log onto <https://www.swiftqueue.co.uk/userlogin.php> as an **Existing User** using your registered email address and password.
- **Click on the Book Appointment button** and follow the steps to complete your appointment.



Please choose your **Hospital - Type the name in the search box.**

- You can add in the **Hospital name** or search by **Location**.
- You can **select Speciality** OR Leave this blank.



- Select the **Date and Time** you wish to attend for your test and then click the **NEXT** button.
- **The time screen will offer you the next available time.** (In this example 25th Jan is the first available date. There are no earlier dates available)
- You can **click the right arrow to move to a later date** /month if needed.

When would you like to come in?

Mon, 25 Jan	Tue, 26 Jan	Wed, 27 Jan	Thu, 28 Jan	Fri, 29 Jan
LUNCHTIME 14 Available	AM 22 Available	AM 24 Available	AM 27 Available	AM 26 Available
AFTERNOON 4 Available	LUNCHTIME 22 Available	LUNCHTIME 23 Available	LUNCHTIME 24 Available	LUNCHTIME 24 Available
	AFTERNOON 11 Available	12:05 12:10 12:20 12:25 12:35 12:40 12:50	AFTERNOON 14 Available	AFTERNOON 13 Available
		AFTERNOON 13 Available		

You have selected **Wed, 27th Jan 2021 at 12:05** Back Next

When would you like to come in?

Mon, 25 Jan	Tue, 26 Jan	Wed, 27 Jan	Thu, 28 Jan	Fri, 29 Jan
LUNCHTIME 14 Available	AM 22 Available	AM 24 Available	AM 27 Available	AM 26 Available
AFTERNOON 4 Available	LUNCHTIME 22 Available	LUNCHTIME 23 Available	LUNCHTIME 24 Available	LUNCHTIME 24 Available
	AFTERNOON 11 Available	AFTERNOON 13 Available	AFTERNOON 14 Available	AFTERNOON 13 Available

Back

- On the confirmation page select the **Patient Name** (If age restricted shows, this means the clinic does not accept patients for that age group see age restriction article for more information on this)
- **Tick BOTH boxes** to agree to the terms and conditions and hit **submit**.
- Option to add comments so that the staff are aware if needed.
- **Special Assistance option** - alerts staff that you may need assistance. (This does NOT request any wheelchair etc This must be requested directly with the hospital as we cannot help with this)

257 seconds remaining

Confirm Your Appointment

Who is this appointment for? Add New Family Member

Select Patient: ▼

Clinic: **NHS**

Appointment Reason: Blood Test - 5 minutes Change

Appointment Date/Time: Wed, 27 Jan 2021 12:05 PM Change

Do you require any special assistance?

Sight Immobility

Hearing Learning Difficulties

Wheelchair Requires Translator/Interpreter

Additional Comments (optional):

Terms & Conditions of this Appointment

I agree to the [terms of this appointment](#)

I agree to bring my GP referral card/letter with me to this appointment

Cancel Submit

- You will receive a **confirmation email** for your appointment once booked.
- Please **check your Junk / Spam folder if you don't receive this** incase it has been redirected there instead of your main email folder.

2. How Do I Reschedule My Appointment To Another Date Or Time? How Do I Change This Online?

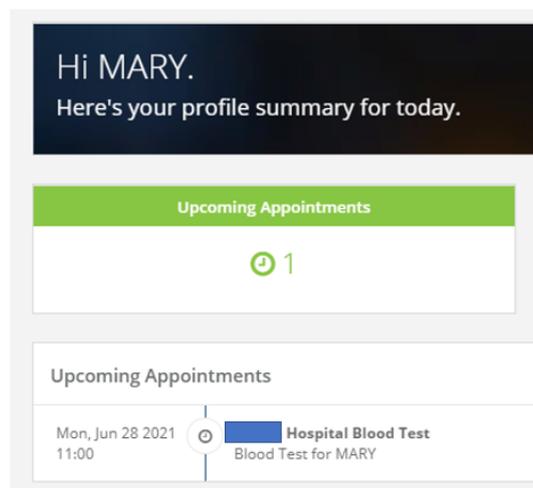
I need to reschedule my appointment date/time as this doesn't suit. How do I do this?

If you cannot make your appointment, you can **reschedule your appointment online**.

- **Appointments** that were **booked online will show in your patient portal** so that you can cancel / reschedule if needed.
- **If your appointment doesn't show in your patient portal** as it was booked by **phone**, please phone the call centre / clinic directly to reschedule this as this cannot be reschedule online.
- You can **reschedule a date or time online only**.
- If you need to change **location** for your test, **please cancel the original appointment** and then **book a new appointment at the different location online**.

To reschedule your appointment:

- Please **login** to your patient portal at <https://www.swiftqueue.co.uk/userlogin.php> and click on the **"Upcoming Appointments"** button.



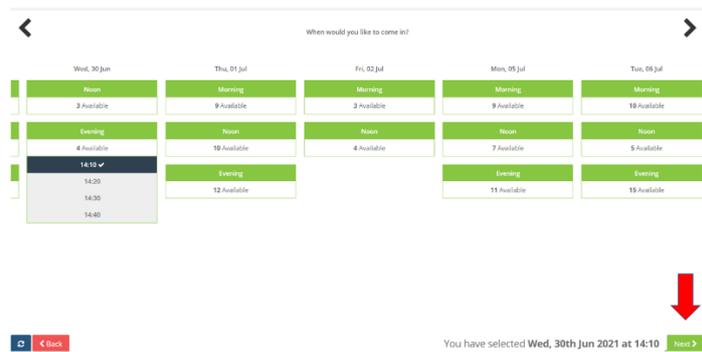
- You will then see an option to cancel or **reschedule** your appointment.
- Click the **reschedule** button to see available dates and times that you can change to.

Clinic	Date/Time	Patient	Reason	Clinic Address	Status	Actions
Hospital Blood Test (Hospital Phlebotomy)	Monday, 28th June 2021 at 11:00 AM	MARY Test	Blood Test		Active	<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;">→</div> <div style="text-align: right;"> Reschedule Reassign Cancel </div> </div>

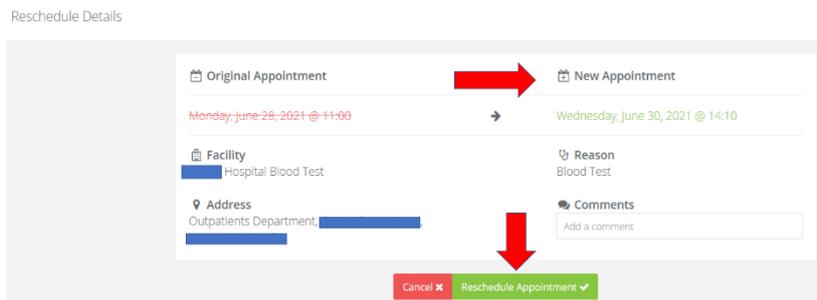
Showing 1 to 1 of 1 entries

Previous 1 Next

- Please **select the new date and time** and click the **next** button.



- Click **Reschedule Appointment** button once you are happy with the new date/time.
- At this point your old appointment will be removed and your new appointment booked.



- A **message** will appear to say **appointment successfully changed**.
- You will be able to **view your new appointment date/time** in your **Patient Portal** under the Upcoming Appointments section.
- You will receive a **confirmation email** for your new date/time once booked.

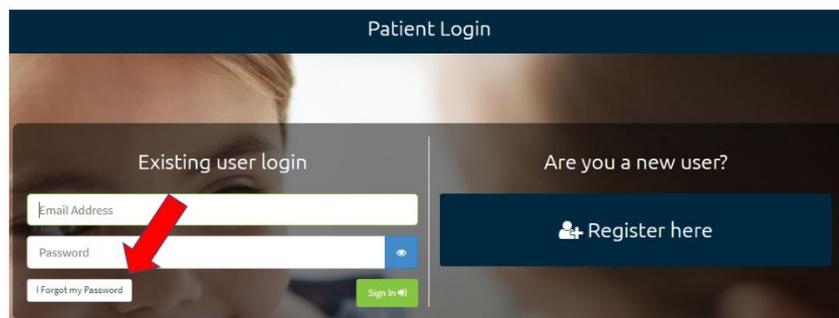
3. How Do I Reset My Password. I Cannot Login.

I cannot login to my account, how do I reset my password?

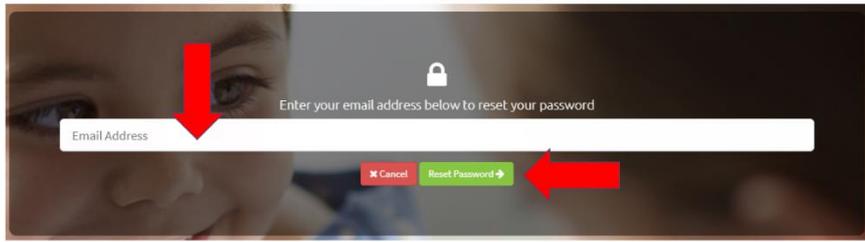
To reset your password on your patient account, please click on this link <https://swiftqueue.co.uk/userlogin.php>

- Under **Existing User**, please click on the **'I forgot my password'** button.

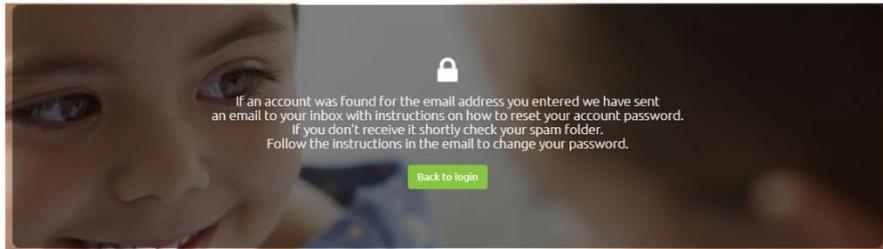
***** NOTE ***** If you have not registered with Swiftqueue using your email address, you cannot reset your password.



- Enter in your **registered email address** (The email address you used to register your account)
- Click the **reset password** button.



- You will see the message below once you click Reset Password button.



- Check your email inbox or junk/spam folder to receive your email containing your new password.
- Once you receive your reset password email - please login as a patient and CHANGE your password.
- The new link is only valid for a short time, so if the link has expired before you get to use it, please click the 'I forgot my password' option again to receive a new link.

Click below to set your new password



Or copy and paste the following link into your browser

<https://www.swiftqueue.cc>

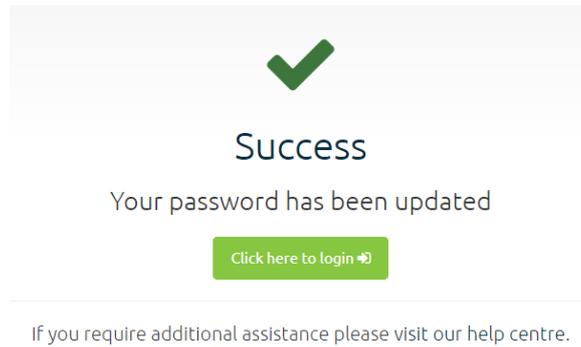
Note: This link will only stay active for 2 hours or until you have reset your password. If you did not request to reset your password simply ignore this email.

- Create a new password which includes lowercase & uppercase letters and at least one number.
- Enter this as New password
- Enter in again to confirm and click Set New Password.



- You will see **Success message** below once you have changed this.
- If you wish to see the password you are typing, click the Show button to see and then hide again once finished.

- You should then be able to book your appointment online.



(If you still don't receive the link to reset your password, please contact our Support Team by submitting a ticket.)

4. Blood Test Results

- **How do I receive my Blood Test results?**
- **I haven't received my Blood Test results? What do I do?**
- **How long does it take to receive my results?**

Where are blood test results sent?

- All blood test results are sent back to the GP/ Outpatient Consultant who requested your tests, so please contact them directly to check on your results if you have not received them.

How long does it take?

- This will depend on the type of blood test taken. The clinic will be able to advise you best on when you should expect your results.
- If you are unsure or haven't received your results, please check with your GP or your Outpatient Department who will be able to check this for you.

Please note:

- *Swiftqueue facilitate the appointment booking system only for Blood Test clinics.*
- *We are not involved with any aspect of results so cannot help with results queries.*

5. I Didn't Receive an Activation Code As Part Of My Registration

I didn't receive my activation code, I cannot book my appointment?

If you didn't receive your activation code please check the following:

- **Please check your junk/spam folder** in case the email was redirected there.
- If you find the email there please add us to your address list to receive further emails.
- Check to ensure you have **correct spelling** of your email address. If there is a spelling mistake in your email address, you will not receive the code
- If code was sent by SMS, please check that you added your **correct mobile phone** number.

Request a new code

- If all the above is correct, **please request a new code online** by logging into your patient portal and clicking on the resend email / SMS button.

- Once you receive the code, please **enter this into the activation code box** shown above.
- You will then be able to complete your appointment.

Please note:

- ***Your appointment is NOT booked until after you activate your account AND complete the booking on the confirmation page.***
- ***You will receive a confirmation email once the appointment is booked and be able to view your appointment showing in the Upcoming Appointments section of your patient portal.***

6. How To Cancel My Blood Test Appointment. I cannot attend

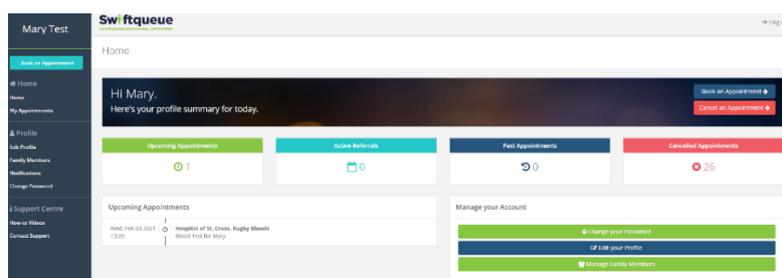
- **How do I cancel my blood test appointment? I cannot attend.**

If you cannot make your appointment, you can **cancel your appointment online**.

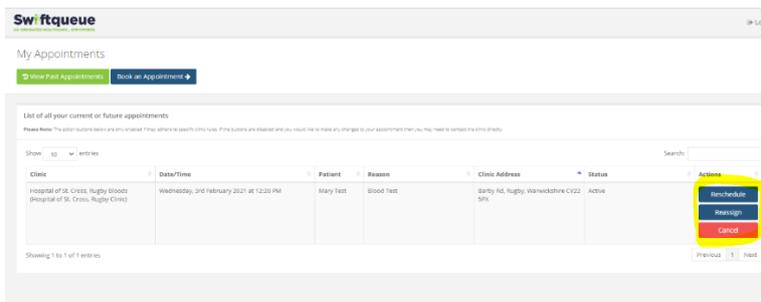
Appointments that were **booked online will show in your patient portal** so that you can cancel / reschedule if needed. **If your appointment doesn't show in your patient portal** as it was booked by **phone**, please contact the clinic directly to cancel this as this cannot be cancelled online.

To cancel your appointment:

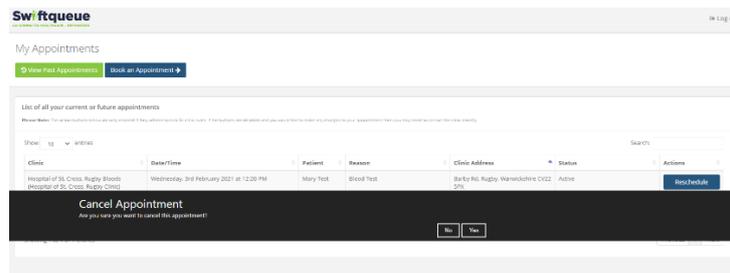
- Please **login** to your patient portal at <https://swiftqueue.co.uk/userlogin.php> and click on the **"Upcoming Appointments"** button.
- You will then see an option to cancel or reschedule your appointment.



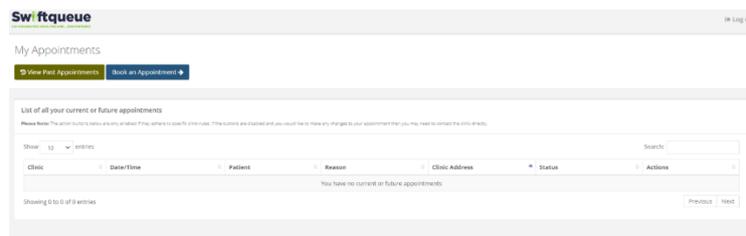
Click the **cancel** button to cancel completely or **reschedule** to change to another date and time.



- Click the **Yes** button if you wish to cancel.



- The appointment is now cancelled and removed from your account.



7. How Do I Book For More Than One Person On My Account? Can I Do This?

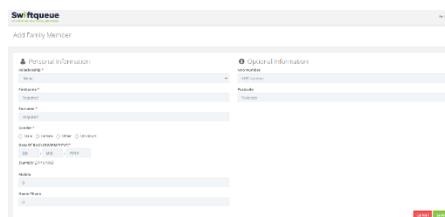
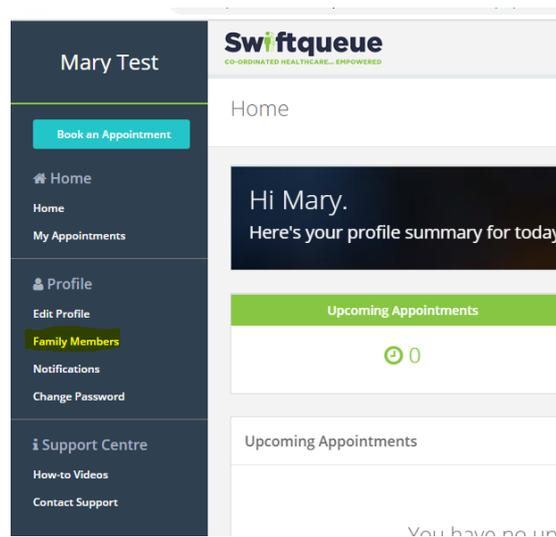
- I need to book for two people using the same email address / account? How do I do this?**
- My email address is already registered, how do I book another appointment using the same email address?**

If you **share an email address**, all you need to do is **add the new family member details** to the existing account and that way you will both share the account.

To add a family member, please follow these steps.

- Please log onto your patient portal using this link <https://www.swiftqueue.co.uk/userlogin.php>
- Click on Family Member under the Profile section
- Click on Blue button 'Add New Family Member'
- Then please fill in the details for your new family member.
- Once you have completed this, then you will be able to make an appointment.

Please **select the Family Member name on the confirmation page** in order for the appointment to be booked in the correct name.



8. How To Book A Family Member Appointment.

I've added family member details to my account. How do I book their appointment?

To make an appointment for a family member, please login to your patient portal at <https://www.swiftqueue.co.uk/userlogin.php>

You then book it in the normal way by **choosing the hospital/ clinic, test type, date and time.**

- At the top of the **confirmation page**, you will see a list of all family member's names, so just click on the family member name you want to make the appointment for.
- Then tick BOTH boxes to agree to the terms and conditions and hit submit.

Once you've done this, you will receive a confirmation email in the family member's name and also be able to view their appointment in the Upcoming Appointments section of your account.

275 seconds remaining

Confirm Your Appointment

Who is this appointment for?

 Add New Family Member

Select Patient 

- Select Patient
- Mary Test
- MAEVE DONOHOE
- SARAH1 DONOHOE (Clinic age restricted)
- Martin Donohoe
- Martina Donohoe