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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.

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- 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.

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- 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 <u>does NOT request any</u> <u>wheelchair</u> etc This must be requested directly with the hospital as we cannot help with this)*

Confirm Your Appointment Who is this appointment for?	
Who is this appointment for?	
	ember
Select Patient	~
clinic NHS	
Appointment Reason Blood Test - 5 minutes (thange	
Appointment Date/Time Wed, 27 Jan 2021 12:05 PM Change	
Do you require any special assistance?	
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Hearing     Learning Difficulties	
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Additional Comments (optional):	
	li
Terms & Conditions of this Appointment	Ļ
x Cancel	

- 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 <u>https://www.swiftqueue.co.uk/userlogin.php</u> and click on the "Upcoming Appointments" button.

Hi MARY. Here's your profile summary for today.
Upcoming Appointments
<b>O</b> 1
Upcoming Appointments
Mon, Jun 28 2021 O Hospital Blood Test 11:00 Blood Test for MARY

- 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 0	Date/Time	Patient 0	Reason	Clinic Address	\$tatus \$	Actions
Hospital Blood Test Hospital Phlebotomy)	Monday, 28th June 2021 at 11:00 AM	MARY Test	Blood Test		Active	Reschedule
						Reassign
						Cancel
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.

Reschedule Details				
	🖹 Original Appointment	_	•	] New Appointment
	Monday, June 28, 2021 @ 11:00	÷	W	ednesday, June 30, 2021 @ 14:10
	B Facility Hospital Blood Test		Q Bl	ood Test
	<b>Q Address</b> Outpatients Department,			Add a comment
		Cancel <b>x</b> Reschedule	e Appointme	nt 🗸

- 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.

Patient	Login
	A DESCRIPTION OF
Existing user login	Are you a new user?
Email Address Password	🚑 Register here
I Forgot my Possword	and the second se

- 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.



- 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 require additional assistance please visit our help centre.

# (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.

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	Activation co	de	Go				
	Resend	Email				a 1921	
It can take up to a few minutes before you r for the activation email before attempting t	eceive the activation email. Plea o resend the code.	se ensure yo	u have che	cked your	spam folde	r and other em	ail folders
If you are not receiving an activation code a	t all please contact support@sw	iftqueue com					

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

Mary Test	Swiftqueue			19 Log of
Book an Appointment	Home			
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Click the **cancel** button to cancel completely or **reschedule** to change to another date and time.

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	Hospital of St. Cross, Rugby Bloods (Hospital of St. Cross, Rugby Clinic)	Wednesday, 3rd February 2021 at 12:30 PM	Mary Test	Blood Test	Barby Rd, Rugby, Warwickshire CV22 SPX	Active	Reschedule Reassign Cancel
	Showing 1 to 1 of 1 entries						Previous 1 Next

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

Wy Appointments  Store for Appointments  Store for Appointments  The day our current of Autor appointment  The day our current of Autor appointments  The day our current of Autor Appointment  The day our current of Autor Autor Appointment  The day our current of Autor	/ ftqueue											fe Lo
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• The appointment is now cancelled and removed from your account.

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Ay Appointments					
SView Past Appointments Book an Appointment -					
List of all your current or future appointments Peake New The action turns takes are any enabled they are an apacht chickway the	buttons are disabled and you would like to main	e any changes to your appointment then you may nee	d to contact the civic directly.		
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Clinic 0 Date/Time 0	Patient 0	Reason 0	Clinic Address	Status 0	Actions 0
		You have no current or future appoints	nents		
Showing 0 to 0 of 0 entries					Previous Next

- 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 <a href="https://www.swiftqueue.co.uk/userlogin.php">https://www.swiftqueue.co.uk/userlogin.php</a>
- 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.





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tara Phan		

### 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 <a href="https://www.swiftqueue.co.uk/userlogin.php">https://www.swiftqueue.co.uk/userlogin.php</a>

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.

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