

Lenus Generic Appointments Service *Patient Guide*

20th April 2022

How the service works

The NHS Scotland Generic Appointments Service helps manage your condition by allowing clinical teams to ask a range of questions relating to your condition. A clinician will then review this and feedback a clinical outcome with a treatment path.

How your data is used

The Generic Appointments service is safe and secure, and your information can only be seen by your healthcare professionals.

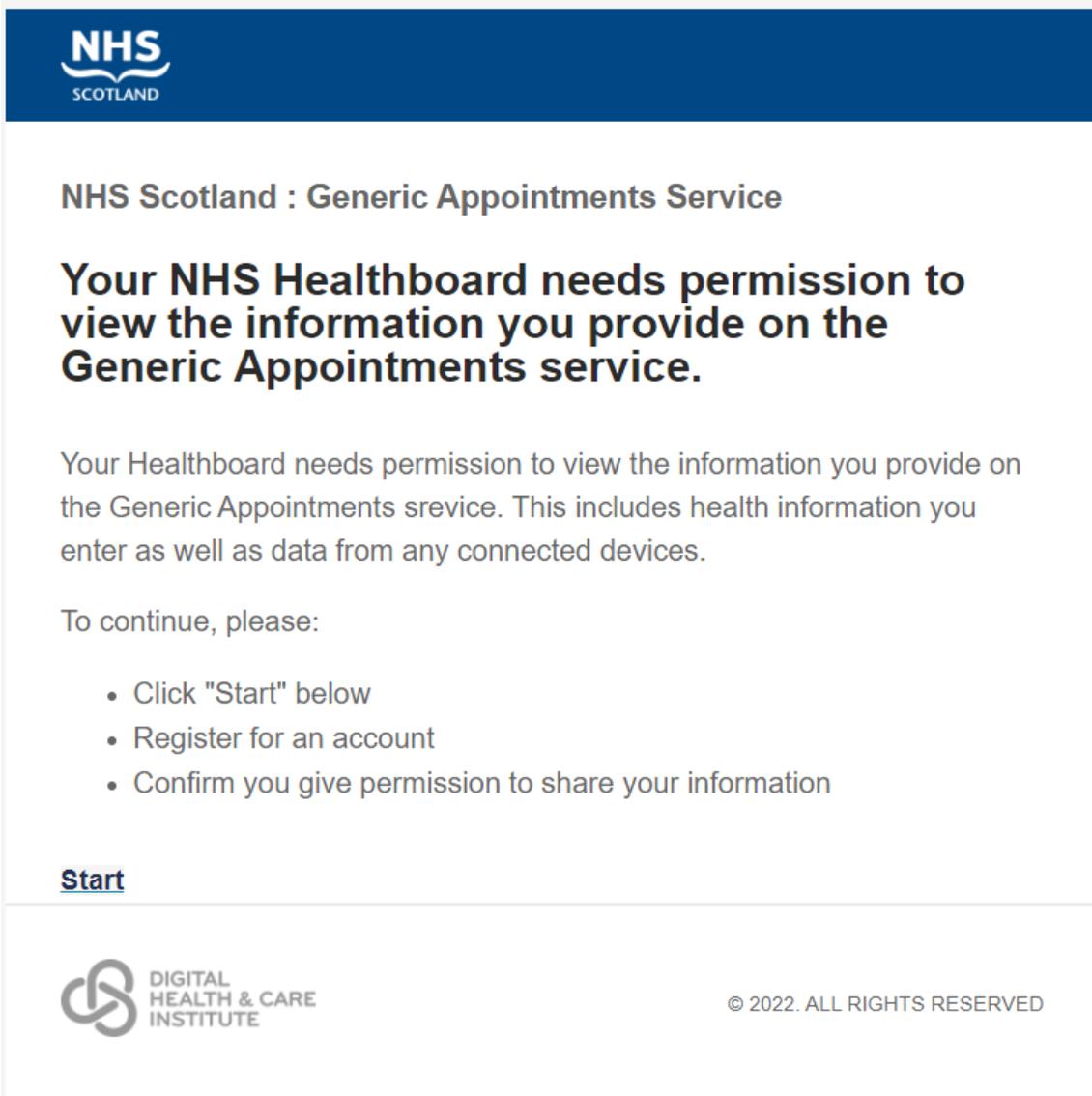
The service is operated via Lenus Health, a digital health platform from Storm ID. [Learn more about Lenus Health.](#)

As a patient, how do I complete registration?

You will receive an Email/SMS inviting to register for the digital service. The below guide will run you through the registration process.

Step 1.

Click the 'Start' button at the bottom of the email you received.



The screenshot shows an email header with the NHS Scotland logo. The main heading is 'NHS Scotland : Generic Appointments Service'. Below this is a bold heading: 'Your NHS Healthboard needs permission to view the information you provide on the Generic Appointments service.' The body text explains that the Healthboard needs permission to view information entered and data from connected devices. It then lists three steps: 'Click "Start" below', 'Register for an account', and 'Confirm you give permission to share your information'. At the bottom left is a 'Start' button, and at the bottom right is the Digital Health & Care Institute logo and the copyright notice '© 2022. ALL RIGHTS RESERVED'.

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NHS Scotland : Generic Appointments Service

Your NHS Healthboard needs permission to view the information you provide on the Generic Appointments service.

Your Healthboard needs permission to view the information you provide on the Generic Appointments service. This includes health information you enter as well as data from any connected devices.

To continue, please:

- Click "Start" below
- Register for an account
- Confirm you give permission to share your information

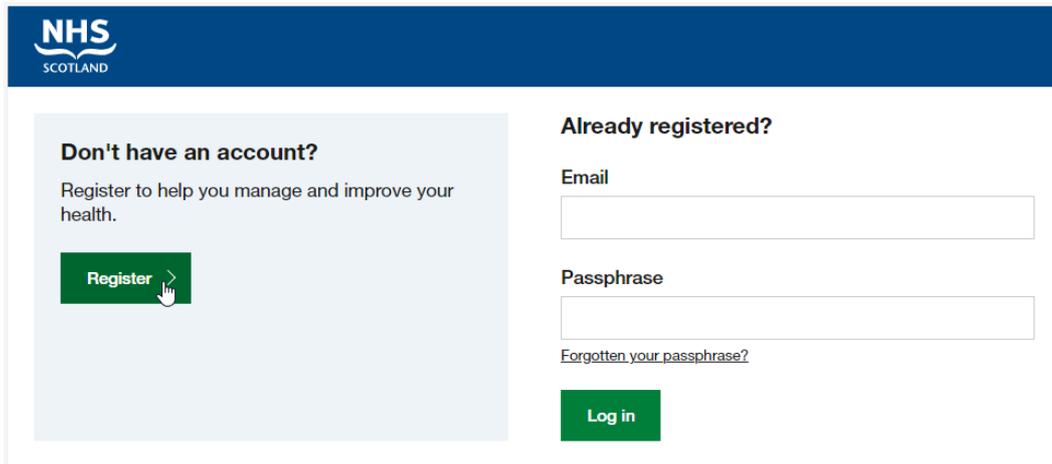
Start

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Step 2.

This will now load a window in your browser. As you do not yet have an account, you will need to click on the 'Register' button to create one.



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Don't have an account?
Register to help you manage and improve your health.

Register >

Already registered?

Email

Passphrase

[Forgotten your passphrase?](#)

Log in

Step 3.

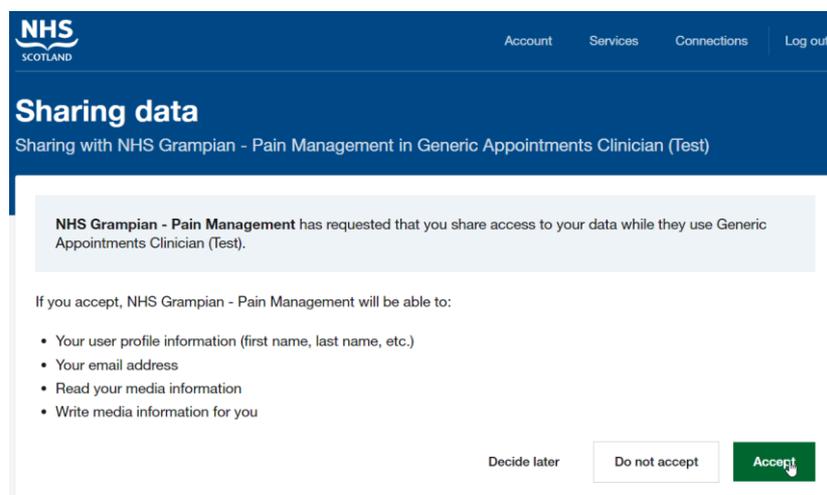
This will now ask you for some information to complete the registration.

This includes,

- Email Address (Ensure this is the same as the one used for the invitation)
- First Name
- Surname
- Date of Birth
- A Passphrase

Step 4.

You will now be asked for consent for your health board to view your data. If you agree please click 'Accept.'



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Account Services Connections Log out

Sharing data
Sharing with NHS Grampian - Pain Management in Generic Appointments Clinician (Test)

NHS Grampian - Pain Management has requested that you share access to your data while they use Generic Appointments Clinician (Test).

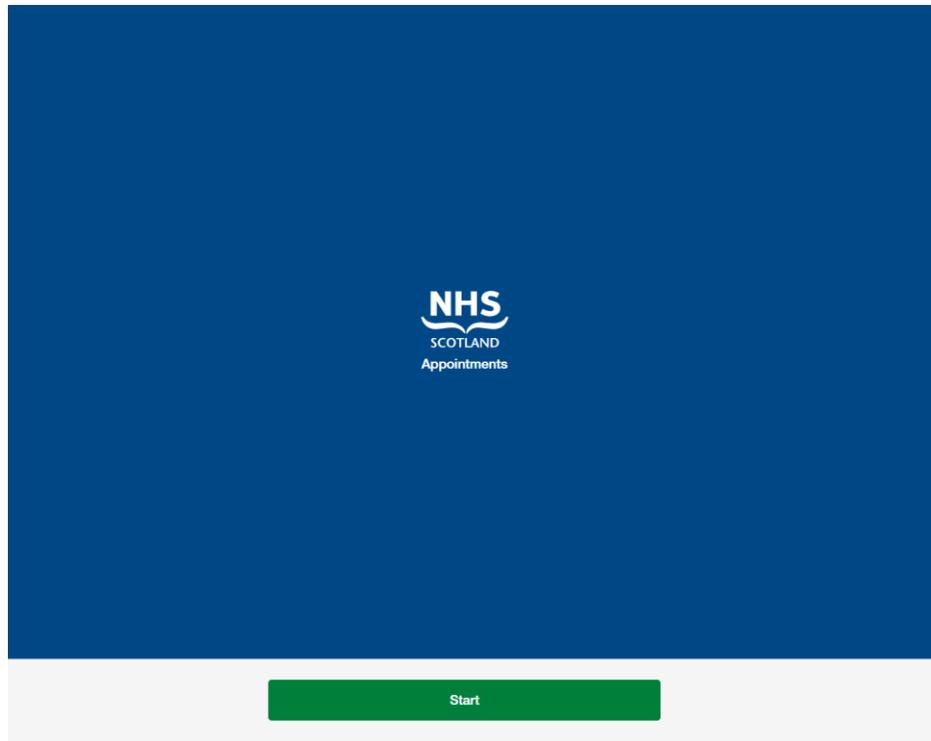
If you accept, NHS Grampian - Pain Management will be able to:

- Your user profile information (first name, last name, etc.)
- Your email address
- Read your media information
- Write media information for you

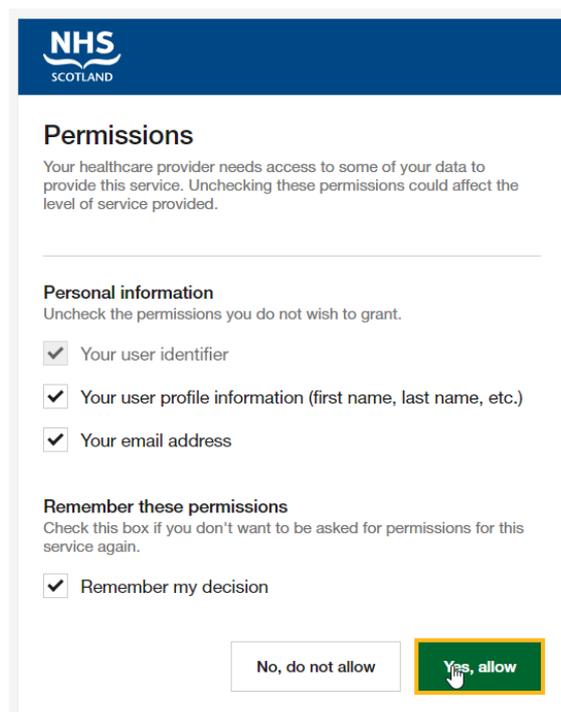
Decide later Do not accept **Accept**

Step 5.

You will now be taken to the service's landing page. Please click 'Start' to continue.

**Step 6.**

Review the permissions and click 'Yes, allow' if you agree. This is allowing the health board to view your profile information as part of the Generic Appointments service.



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Permissions

Your healthcare provider needs access to some of your data to provide this service. Unchecking these permissions could affect the level of service provided.

Personal information
Uncheck the permissions you do not wish to grant.

- Your user identifier
- Your user profile information (first name, last name, etc.)
- Your email address

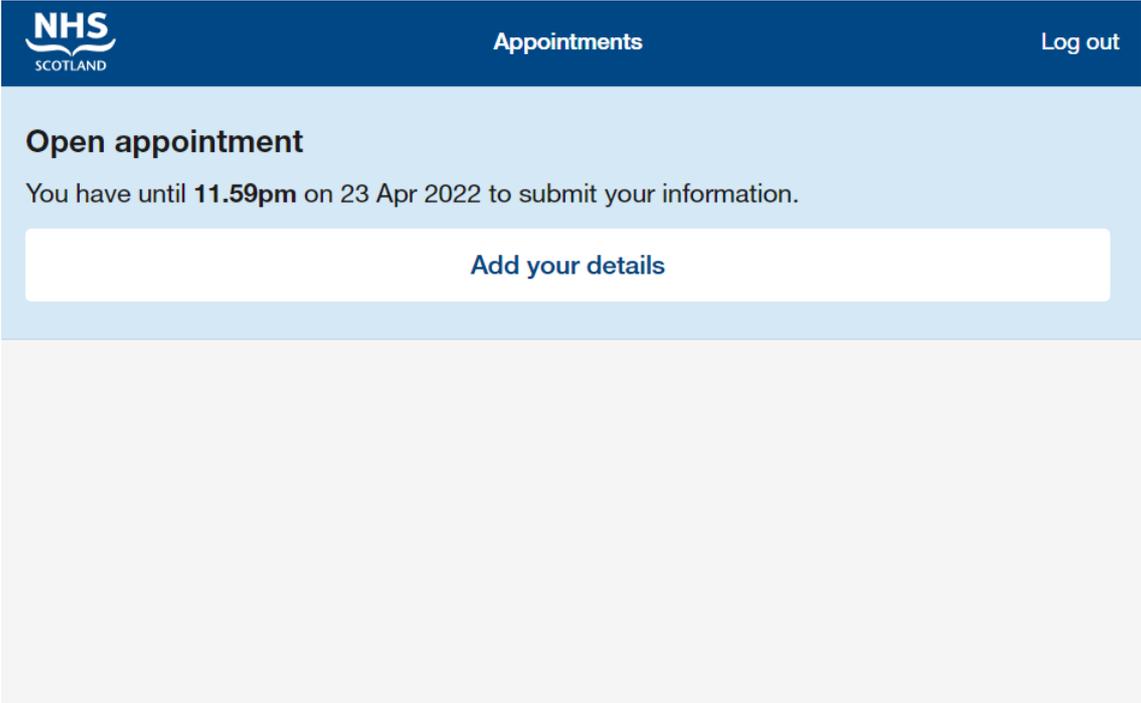
Remember these permissions
Check this box if you don't want to be asked for permissions for this service again.

- Remember my decision

Step 7.

Congratulations, you are now fully registered onto the Generic Appointments service. This is the page where you will be able to complete your appointment. To begin your appointment, please click on 'Add your details.' You will now be guided through a question set which will then be sent to the clinical team for review.

You will now have 5 days leading up to the appointment date to submit responses.



The screenshot shows the NHS Scotland Appointments interface. At the top, there is a dark blue header with the NHS Scotland logo on the left, the word 'Appointments' in the center, and a 'Log out' link on the right. Below the header, the main content area has a light blue background. It features the heading 'Open appointment' followed by the text 'You have until 11.59pm on 23 Apr 2022 to submit your information.' A prominent white button with the text 'Add your details' is centered below this text. The bottom portion of the screenshot is a light grey gradient.