



DynamicHealth



## Verification Process for Email



Cambridgeshire Community Services NHS Trust: delivering excellence in musculo-skeletal services and pelvic health physiotherapy across Cambridgeshire and Peterborough

# Introduction

This leaflet outlines the process for verifying your email address and what to expect once this stage is complete. It is important that you provide your email address and telephone numbers clearly and accurately.

By providing and verifying an email address, you will be able to receive confirmation of appointments via email; text messages can also be sent. Letters about your care (clinical letters) can also be forwarded via email so that you receive them on the day they have been sent.

You will also be able to access video appointments, as convenient as a phone call, with the added benefit of talking face to face. The software is easy to use and secure; you will have your own private video room that only we can enter. All you need is a good internet connection and a phone, tablet, laptop or computer with a camera.

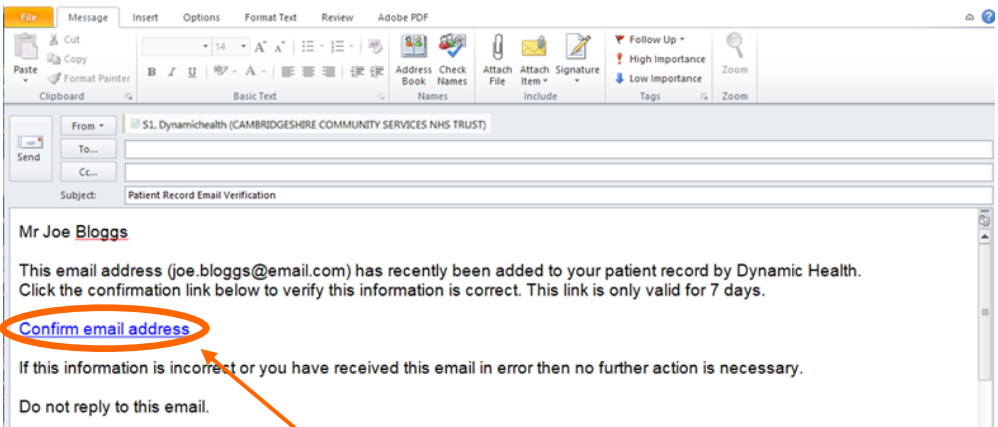
However, please note you will not receive a verification email (as outlined below) if you have already verified your email with your GP.

## What will the email look like?

Once we have received your consent form, we will add it to our system and send you an email from: **S1.Dynamichealth (Cambridgeshire Community Services NHS Trust)**

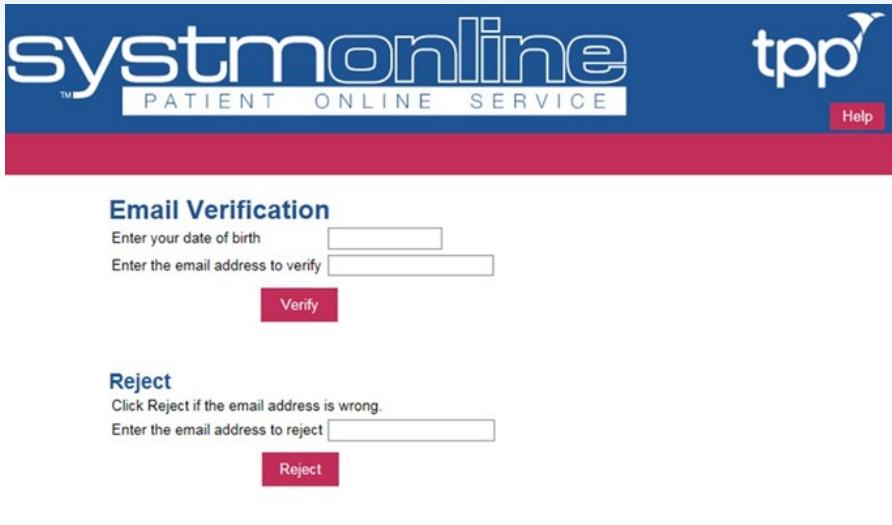
The subject heading will say Patient Record Email Verification

For example:



Please click on this link to verify your email address, within **7 days** of receiving it.

You will then see this screen:



The screenshot shows the 'systemonline PATIENT ONLINE SERVICE' header with a 'tpp' logo and a 'Help' button. Below the header, there are two sections: 'Email Verification' and 'Reject'. The 'Email Verification' section has two input fields: 'Enter your date of birth' and 'Enter the email address to verify', followed by a red 'Verify' button. The 'Reject' section has a text prompt 'Click Reject if the email address is wrong.' and an input field 'Enter the email address to reject', followed by a red 'Reject' button.

## What happens next?



More details on the types of appointment we're providing can be found on our website - <https://eoemskservice.nhs.uk/appointments>

## For further information about this service contact:

**General Enquiries:** 0300 555 0123

Physiotherapy Dept, Hinchingsbrooke Hospital, Hinchingsbrooke Park, Huntingdon, Cambs PE29 6NT

Physiotherapy Dept, Brookfields Campus, 351 Mill Road, Cambridge, CB1 3DF

Physiotherapy Dept, Princess of Wales Hospital, Lynn Road, Ely, Cambs, CB6 1DN

Physiotherapy Dept, Doddington Hospital, Benwick Road, Doddington, Cambs, PE15 0UG

Physiotherapy Dept, Rowan Lodge, North Cambs Hospital, The Park, Wisbech, Cambs, PE13 3AB

Physiotherapy Dept, Rivergate, Viersen Platz, Peterborough, PE1 1SE

### Find us online:

[www.eoemskservice.nhs.uk/health-and-wellbeing/advice-and-exercises](http://www.eoemskservice.nhs.uk/health-and-wellbeing/advice-and-exercises)

[facebook.com/DynamicHealthMSK](https://facebook.com/DynamicHealthMSK)

[twitter.com/CCSMSK](https://twitter.com/CCSMSK)

If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

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If you have any compliments about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on 0300 131 1000 (charges may apply depending on your network) or email: [ccs-tr.pals@nhs.net](mailto:ccs-tr.pals@nhs.net).

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.