

# HealthConnect patient portal FAQs

## For Patients

### HealthConnect General Questions

#### **Why are you introducing this new self-serve service portal?**

Our HealthConnect portal has been introduced to improve your experience of using our services and aims to provide a faster and easier process when booking medicine deliveries.

#### **Will all patients be able to use the HealthConnect portal?**

Patients must be over 18 years of age to use the HealthConnect portal. If you are a new patient and the service is enabled, you will be offered the service at your NHS appointment. If you are an existing patient, you will receive a text from Alcura inviting you to sign up for the service. If you're unsure, please contact Patient Services: Email: [patientservices@alcura-health.co.uk](mailto:patientservices@alcura-health.co.uk) Phone: +44 (0)800 980 0686.

If you are not eligible then we will continue to contact, you by phone or email to arrange your deliveries.

#### **Is there an app available?**

Not at the moment, but we're hoping to provide one in future. For now, you should access HealthConnect via our homepage on the website using your preferred web browser. Please remember to add the Alcura website to your favourites.

#### **Will I need training to use the portal?**

No, the welcome email we sent you contains all of the log in details. There is also a helpful user guide and video available on our website. [Alcura HealthConnect | Alcura Health - alcura-health.co.uk](#)

#### **What should I do if I don't agree to the terms of use?**

The terms of use must be agreed if you wish to use the HealthConnect patient portal. The terms of use are accessible via [Terms of Site Use | Alliance Healthcare](#)

Users are strongly encouraged to review these terms thoroughly prior to acceptance. By using the HealthConnect portal, you acknowledge that you have read, understood, and agreed to be bound by these terms.

If you don't agree with the terms of use, please contact Alcura by phone on 01604 433500 or +44 (0)800 980 0686 or by emailing [patientservices@alcura-health.co.uk](mailto:patientservices@alcura-health.co.uk) We will then arrange to disable your use of the HealthConnect patient portal and continue to arrange your deliveries by phone.

### **What type of device do I need to use the HeathConnect Portal?**

The portal is designed to work on tablets and smartphones. If you have a Windows 8 Phone, this may not be supported on your device. Please use another web-based device.

### **Can I still register and access the portal if I don't have a smartphone?**

Yes, the portal is available on any web-based device.

### **What is the Alcura Digital ID?**

This is an internal reference number that some of our users may use to collect their medications from Pharmacies.

If you have not received any communication on this from us don't worry as you won't be required to use it.

### **What can I do on the Portal?**

#### **Can I update my email address for notifications?**

You can update your email address by clicking on the 'your account' icon on the system and selecting 'change email' then follow the instructions to update. All communications from us will then be sent to your new email address.

Please note: your login email can only be changed by contacting Alcura Patient Services by email: [patientservices@alcura-health.co.uk](mailto:patientservices@alcura-health.co.uk) or by phone: 01604 433500 or +44 (0)800 980 0686.

#### **Can I change my log in email address**

You can change your log in email by contacting Alcura Patient Services by email: [patientservices@alcura-health.co.uk](mailto:patientservices@alcura-health.co.uk) or by phone: 01604 433500 or +44 (0)800 980 0686.

### **Can I request a travel letter?**

Yes, you can request a travel letter if you are planning to travel with your essential medication using the support area on HealthConnect.

### **Can I book a clinical waste collection?**

Yes, you can book your clinical waste collection when you book your next delivery. If you require a collection outside of the delivery, please go to the 'support' tile on the homepage and then select 'clinical waste collection' in the drop-down box.

### **Can I book my nurse visit through HealthConnect?**

Not yet, but we're hoping you will be able to in future.

### **How can I check my deliveries?**

You can check all your deliveries using the 'my delivery' tile and clicking on the MD number to view the details.

### **Can I add a consignee for the courier?**

If you are not able to accept your delivery, you will need to add the contact details of a consignee. \*Consignees must be over the age of 18 and have consented to giving us their details.

### **Contact options**

#### **Will the way we contact each other be changing?**

Yes, if you are registered on the HealthConnect self-serve portal, you will no longer receive calls from our advisors to arrange your delivery. Instead, you will receive portal notifications either via an email or text message depending on the preference you have chosen, when we have received your prescription, and your delivery is available to be booked.

If you have any queries, our advisors will still be on hand to answer your questions directly through our new secure portal. You'll still be able to contact us by emailing [patientservices@alcura-health.co.uk](mailto:patientservices@alcura-health.co.uk) or by phone on 01604 433500 or +44 (0)800 980 0686.

#### **If I have a query, who do I contact?**

Our advisors are on hand to answer your questions directly through our secure portal. If you are having trouble logging into the portal, please contact us using this link <https://www.alcura-health.co.uk/healthconnect>, or email us at [patientservices@alcura-health.co.uk](mailto:patientservices@alcura-health.co.uk) or call us on 01604 433500 or +44 (0)800 980 0686.

## **Registration and access**

### **What is the registration process?**

To get started we will send a text message to the number we have registered on your account asking for your email address. Once we receive this, we will then send you all the information you need about how to register.

Alternatively, there is a user guide and video on our website [Alcura HealthConnect | Alcura Health - alcura-health.co.uk](https://www.alcura-health.co.uk/HealthConnect)

### **How do I access the HealthConnect portal?**

Once we have registered you, you will receive a login email with full instructions of how to access the portal. Please save the Alcura portal to your favourites or save to your homepage screen.

### **I don't have a smartphone; can I still register and access the portal?**

Yes, the portal is available on any web-based device.

### **Can my carer register for me and use the portal on my behalf?**

The HealthConnect portal will need to be registered with your details to meet with the data we hold on record for you.

### **Can I still access Alcura's healthcare services if I do not wish to use the HealthConnect portal?**

Yes you can still access our services by contacting us using this form: [Patient Contact | Alcura Health - alcura-health.co.uk](https://www.alcura-health.co.uk/PatientContact) or by emailing [patientservices@alcura-health.co.uk](mailto:patientservices@alcura-health.co.uk) or by phoning 01604 433500 or +44 (0)800 980 0686. However, using our portal is a more convenient way to access Alcura if you can.

## **Can I use my old login details from the self-booking portal to access HealthConnect?**

No, to use the HealthConnect portal please follow the instructions we send you on your welcome email.

## **How can I be removed from HealthConnect portal?**

In order to be removed from the online service, please contact Alcura Patient Services using this form [Patient Contact | Alcura Health - alcura-health.co.uk](#) or by emailing us on [patientservices@alcura-health.co.uk](mailto:patientservices@alcura-health.co.uk) or by phoning 01604 433500 or +44 (0)800 980 0686.

We will continue to communicate with you using our other channels.

## **I have not received my welcome email containing the link to set up my password. What should I do?**

Please check your spam email and if still not received please contact us by using this form: [Patient Contact | Alcura Health - alcura-health.co.uk](#) or by emailing [patientservices@alcura-health.co.uk](mailto:patientservices@alcura-health.co.uk) or by phone on 01604 433500 or +44 (0)800 980 0686.

## **My username is not recognised, what should I do?**

Your username will be provided in your welcome email. If you can't locate this then please contact us using this form [Patient Contact | Alcura Health - alcura-health.co.uk](#)

## **My multifactor authentication (MFA) code hasn't arrived / isn't working. What should I do?**

Please contact patient services [Patient Contact | Alcura Health - alcura-health.co.uk](#)

## **How do I set up my multifactor authentication?**

You do not need to do anything. When you log into your account, a verification box will open, you will need to input the one-time code from the email you have received and click next. This will then take you into the portal and will need to be completed every time you log in.

## **I have forgotten my password what should I do?**

If you have forgotten your password, then please follow the following steps:

- Go to the login page and select 'Forgot Your Password?'

- Enter your username (which should be the email address associated with your account)
- An email will be sent to the registered email address
- Select the link in the email which

will take you to a page to reset your password.

You can also view this process on our user guide video available on our website [Alcura HealthConnect | Alcura Health - alcura-health.co.uk](https://www.alcura-health.co.uk).

### **When creating a password why is this not accepted?**

The password must meet the following criteria:

Make sure to include at least:

- 8 characters

Also include at least 3 of the following:

- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character

## **Deliveries**

### **Why can I not book a delivery?**

You can only book a delivery once we have received your prescription from the prescribing centre and it has been uploaded into the portal. If it is not available, please check with them.

### **How will I know if you have received my prescription?**

Once we have processed your prescription and this is ready to arrange, you will receive a notification to your chosen communication method. On the home page of the portal a message will be displayed:

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[Click here to arrange your next delivery](#)

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Click on this to arrange your delivery

### **Can I arrange a delivery if you don't have my prescription?**

No, we cannot dispense your medication if we do not have a valid prescription, so please ensure that you are up to date with your hospital appointments.

### **Can I request that my delivery be left in a safe place?**

Due to the contents of your delivery and for safety reasons, we are unable to leave your delivery in a safe space. You can nominate additional individuals to accept your delivery, or you can arrange for your delivery to another address such as work. If you need to add an additional address, please contact us using this form [Patient Contact | Alcura Health - alcura-health.co.uk](#)

### **Why can I not amend my delivery once booked?**

Once we have begun to prepare your delivery, you will no longer be able to make any changes. If you need to change the delivery date, consumables or add a sharps bin then please contact us using this form: [Contact Us](#)

### **Can I change my delivery date?**

No, once we have begun to prepare your delivery, you will no longer be able to make any changes on the portal. If you need to change the delivery date, please contact us using this form: [Contact Us](#)

### **What happens if I think I am going to miss my delivery?**

If you are going to miss your delivery, please contact the Alcura Patient Services Team through the patient portal using this form [Contact Us](#) or call the Alcura Patient Services Team as soon as possible by phoning 01604 433500 or +44 (0)800 980 0686 or by emailing [patientservices@alcura-health.co.uk](mailto:patientservices@alcura-health.co.uk). Users are responsible for timely communication regarding any changes to their delivery schedule. Failure to notify Alcura of missed deliveries may result in removal from the self-booking service. Users are encouraged to maintain up-to-date contact

information to facilitate effective communication. Can I add or change a delivery address?

Not using the portal. To do this, please use the Alcura Patient Services form: [Contact Us](#). Alternatively, please email [patientservices@alcura-health.co.uk](mailto:patientservices@alcura-health.co.uk) or phone 01604 433500 or +44 (0)800 980 0686.

### **Can I choose a specific time slot?**

You can book a delivery date with a time slot between 8am and 6pm. If you have provided a mobile number, you will receive a text message to confirm

- a 2hour delivery slot the evening before your delivery is due.

### **Will I get reminders of my delivery date?**

If you have signed up to receive communications by email or text message, you will receive:

- confirmation of the delivery date after you have booked your delivery
- a reminder the day before your delivery is due

### **What happens if my delivery is delayed?**

You will be contacted by one of the logistics team to advise of a new time.

### **What happens if my delivery is cancelled?**

You will be contacted by the logistics team to re-arrange your delivery date and your delivery status will show as 'delivery cancelled'

### **What is the cut-off date to book my delivery?**

We suggest that you book your delivery 4 weeks before you are due to take the first dose of medication. You will receive regular reminders (using your chosen communications method) before this date to book your delivery.

### **What if I forget to book my delivery?**

Don't worry as one of our advisors will still contact you to confirm a delivery date. Alternatively please [Contact Us](#) or email [patientservices@alcura-health.co.uk](mailto:patientservices@alcura-health.co.uk) or phone 01604 433500 or +44 (0)800 980 0686.

### **I have booked my delivery, but the status still shows as 'awaiting to arrange delivery' How soon should this change?**



After you have booked your delivery, it should appear after a few minutes and show as 'awaiting picking list print'. If you do not see this then please contact us using this form: [Contact Us](#)

## How can I see what medication has been prescribed and is being sent to me?

### If logging in on a desktop:

- Go to the 'deliveries' tile.
- Select the 'MD' number for the delivery you would like to check.
- View the 'medication dispense line items' table on the right-hand side of the page.
- This will display the medication name and the quantity we will be sending you.

### If logging in on a mobile device:

- Go to the 'deliveries' tile.
- Select the 'MD' number for the delivery you would like to check.
- Open the 'medication dispense line items' table at the bottom of the page.
- This will display the medication name and the quantity we will be sending you.

## I don't think the medication or quantity is correct, what do I do?

We will supply your medication as directed on your prescription. If you don't think this is correct, or you have a query with the medication or quantity, please contact us using this form: [Contact Us](#) or by email [patientservices@alcura-health.co.uk](mailto:patientservices@alcura-health.co.uk) or phone 01604 433500 or +44 (0)800 980 0686.

## My delivery has a status that I don't recognise, what does this mean?

You should be able to see the live status of your delivery on the portal. Below are some of the the different status messages you may see:

- Awaiting to arrange delivery – this is ready for you to arrange.
- Awaiting picking list print – this delivery has been arranged, and we are waiting to dispense it.
- Awaiting item labels – we are waiting to create labels for your medication
- Awaiting pick – we are waiting to dispense your medication.
- Awaiting check – we have dispensed your medication. This is waiting for the final check from one of our qualified pharmacists or accuracy checking technicians.
- Awaiting delivery pick up – we have completed the dispense and this is awaiting pick up from our courier.
- Awaiting delivery confirmation – this has been picked up from our courier and is now ready to deliver to you.
- Pending delivery return, return awaiting clinical outcome or return awaiting invoice check – we have not been able to deliver your medication, and your delivery is in the process of being returned to Alcura.
- Return completed – a returned delivery has been fully processed.
- Delivery received – you have received this medication.

## **Ordering ancillary items**

### **I need to order more additional items, but the portal will not let me change the quantities, what do I do?**

The portal is set to required amounts needed for your injections, please remember to only request additional items when necessary. If you require additional items, then contact us using this form [Contact Us](#)

### **The ancillary items that I want are not listed, why?**

The portal is set with what has been agreed with your referring centre and is linked to your medication. Please contact them in the first instance so they can then advise us of any changes.

## **Personal Information**

### **Is my personal data safe?**

We understand that the safety of your personal data is a top priority. At Alcura, we take our responsibility to protect your information very seriously. We are proud to be an ISO 27001 accredited company, which means we adhere to an internationally recognized standard for Information Security Management Systems (ISMS). This standard provides a robust framework for establishing, implementing, and continually improving our information security practices.

Our commitment to the principles of confidentiality, integrity, and availability ensures that your data is managed securely from start to finish. All our team members are trained in the proper handling of personal data and follow strict policies and procedures to maintain confidentiality.

Additionally, we comply with the Data Protection Act 2018, which incorporates the General Data Protection Regulation (GDPR) after Brexit. This gives you rights regarding your personal data, including the right to access, rectify, or request the deletion of your information.

For more detailed information on how we handle personal data, please refer to our Privacy Policy. [Alcura Patient Privacy Notice\\_Feb25\\_01.indd](#)

### **Who will be able to view my information?**

Only you and your healthcare team will be able to review your medical history and schedule deliveries and appointments in real time.

### **Feedback and Complaints**

**I am not satisfied with the service that has been provided**

We take great care in the service we provide, however if you are not happy with any aspect of the service in the first instance please contact our friendly team on [Patient Contact | Alcura Health - alcura-health.co.uk](mailto:PatientContact@AlcuraHealth.co.uk)

We aim to respond to all inquiries within 2 working days. If your issue remains unresolved, please escalate your concern to [customerexperience@alcura-health.co.uk](mailto:customerexperience@alcura-health.co.uk).

## **Alcura Collect**

### **I want to collect my medicine from my local pharmacy; can I do this?**

Yes, if you are registered for AlcuraCollect. The majority of ambient oral medication is available for collection at one of our partnered independent pharmacies. Please contact your clinical team for further details.

### **Can I still arrange for my medicine to be delivered to a Boots pharmacy?**

Yes, if you are registered for AlcuraCollect and have previously been able to collect from a Boots pharmacy, you'll still be able to do this through the HealthConnect portal or by contacting Patient Services.

If you wish to continue to get your deliveries from your Boots pharmacy but are not sign up for the portal, then this can still be arranged.