

Swiftqueue Online Booking Patient User Guide

What is Swiftqueue?

Swiftqueue is an innovative solution that is transforming patient experience.

Swiftqueue allows patients to see live appointment availability and make a booking at a convenient time and location of their choice. This will improve patient flow, minimise wait times and reduce overcrowding. Patients are also able to cancel and reschedule appointments online. There is no change to the number of blood tests that will be taken at each phlebotomy site.

Registering

Register as a Patient

Already have an account? [Sign in here](#)

Login Details

Your email address. You will use this to sign in.

Email

Confirm Email

Password Show

Confirm Password Show

Please Note

Required fields are marked with an asterisk (*).

Password must be at least 8 characters long and contain the following:

- 1. At least one lowercase letter
- 2. At least one uppercase letter
- 3. At least one number

For security reasons we don't recommend re-using passwords you have for other sites

Your mobile number is used to receive text reminders for your appointments

Email Address: If you share an email address with a family member you do not need to re-register! Just log in as normal and add your family member in either the confirmation page or your patient portal.

1. First, register on the Swiftqueue website. Follow the link or scan the QR code at the bottom of your blood test form.

Swiftqueue
CO-ORDINATED HEALTHCARE... EMPOWERED

Home Services About Blog Contact [Login/Create Account](#) [Book an Appointment](#)

The complete enterprise scheduling platform for healthcare

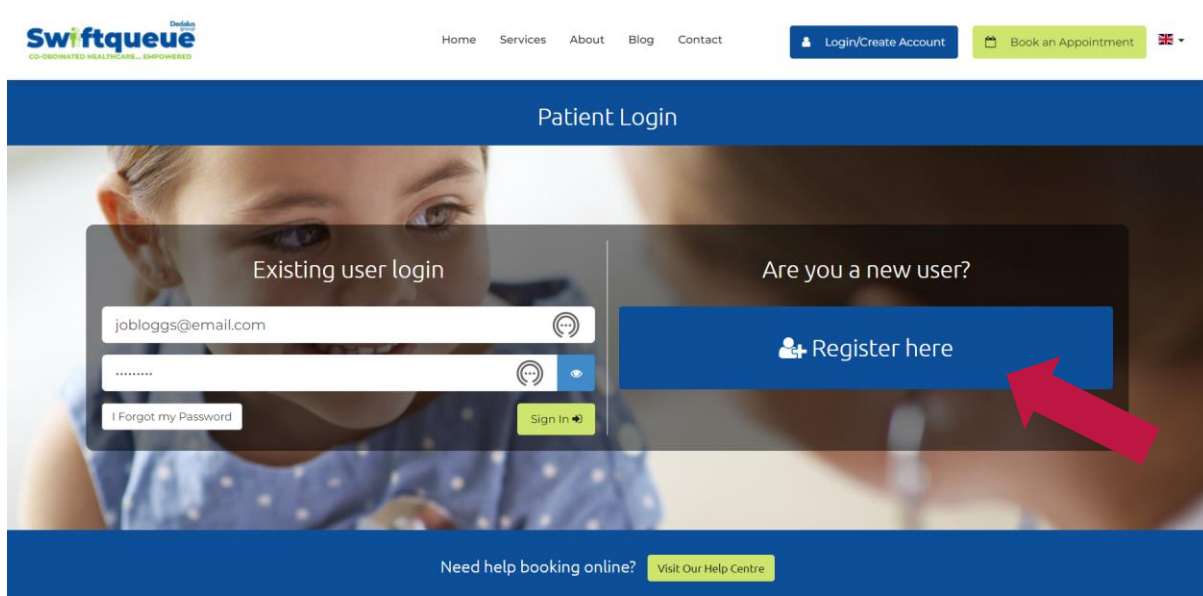
Patient Engagement made easy

Working with Hospitals and Clinics we are revolutionising healthcare appointments to enable a more efficient patient centered process to deliver on growing patient expectations.

[Visit Our Help Centre](#) [Learn More](#)

Online Appointment Electronic Referrals Automated Patient Flow Real Time Metrics

2. Register your details with Swiftqueue by clicking on the blue button that says new users register here.



3. Complete the registration form. Mandatory fields are marked with an asterisk and click register.

- Once that is completed, you will be sent an activation code. You will be required to enter this code in the next screen.

Activate Your Account

You're almost done! An email has been sent to charlie.hayes@mihsolutions.co.uk containing your activation code.

Please enter the code below.

[Resend Email](#)

- Enter this code and proceed to the confirmation page.

Activate Your Account

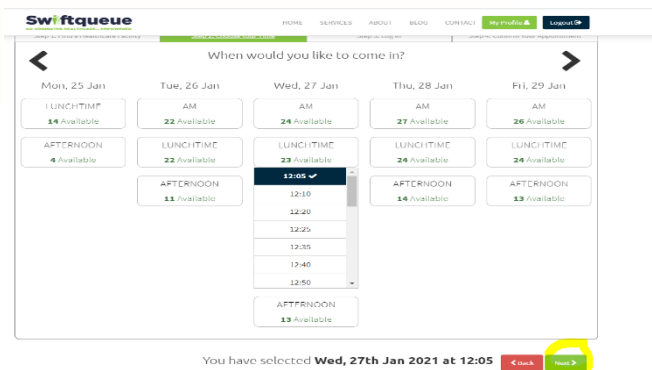
You're almost done! An email has been sent to charlie.hayes@mihsolutions.co.uk containing your activation code.

Please enter the code below.

[Resend Email](#)

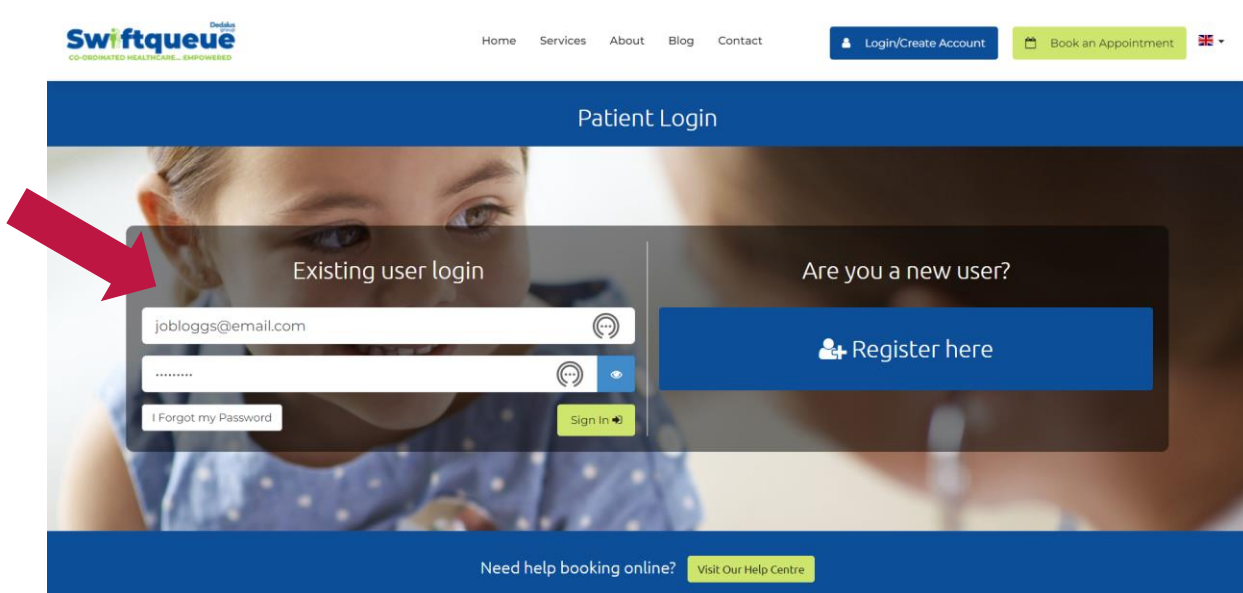


Booking an appointment

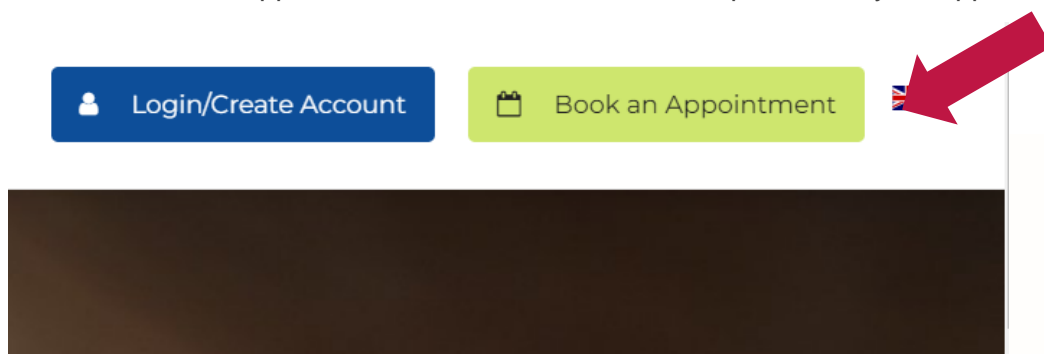


Once you have registered, you will need to book your appointment. To do this:

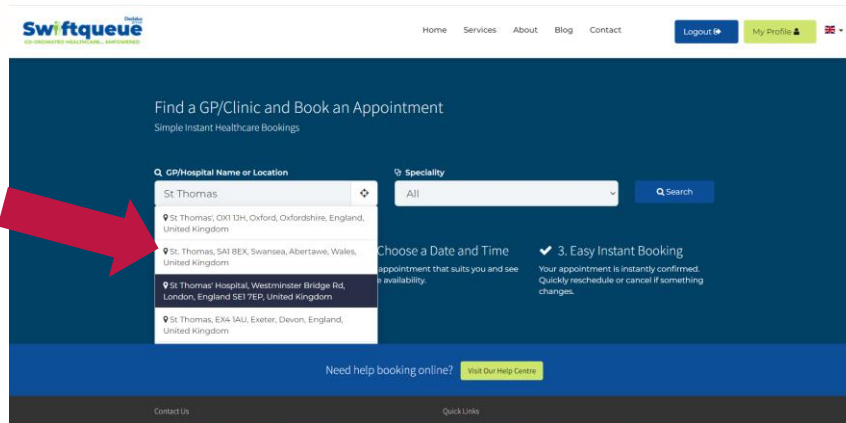
1. To book an appointment log in to the Swiftqueue using your registered email address and password.



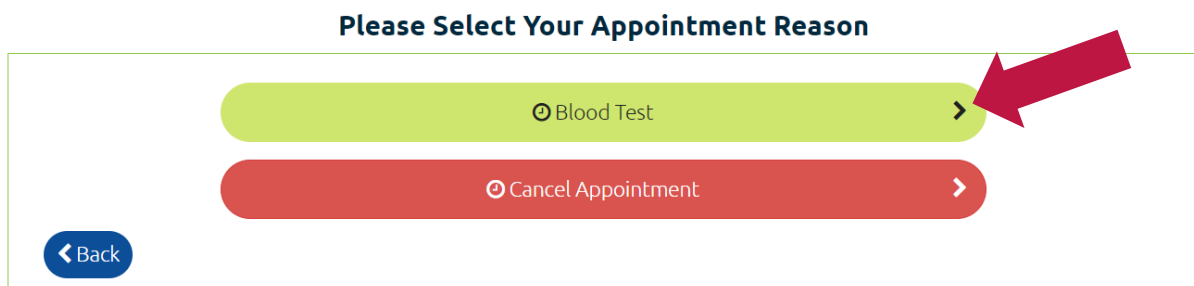
2. Click on the Book Appointment button and follow the steps to book your appointment.



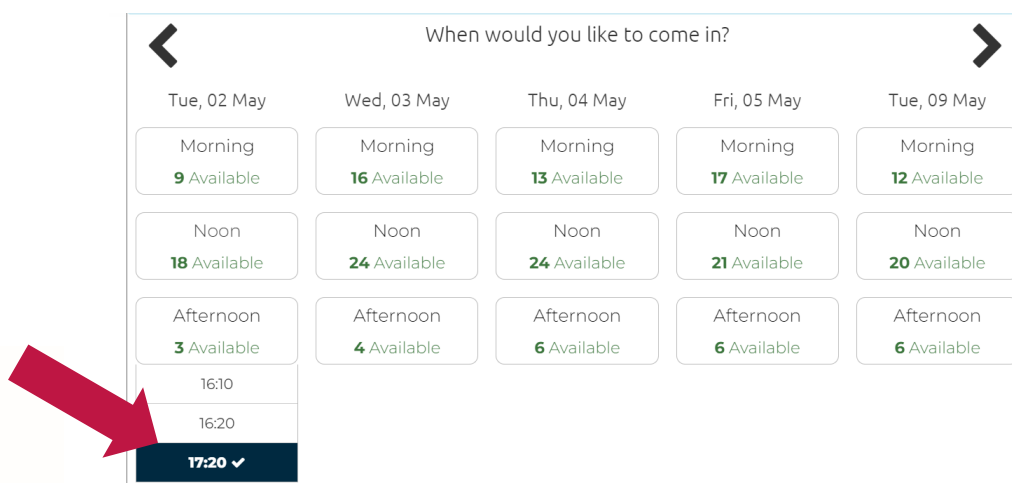
- Choose your clinic by typing the name of it in the search box. You can also search by location to find your nearest phlebotomy clinic if you're not sure.



- Select the blood test type.




- Select the date and time and then click next.




You have selected **Tue, 2nd May 2023 at 17:20** [Back](#) [Next](#)


6. You can click the right arrow to move to a later date if the one offered is not convenient.

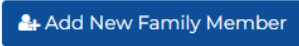
Would you like to come in? 


Thu, 04 May	Fri, 05 May	Tue, 09 May
Morning 13 Available	Morning 17 Available	Morning 12 Available
Noon 24 Available	Noon 21 Available	Noon 20 Available



7. On the confirmation page select the name of the patient.

 **Confirm Your Appointment**

Who is this appointment for? 









Jo Bloggs 

8. An add comment box will be displayed. You may add your comments if there is anything you wish to inform the phlebotomy team about.

Additional Comments (optional):

9. You will then see the special assistance option. Alert staff to any special assistance or adjustments you may require for your visit.

Do you require any special assistance?

<input type="checkbox"/>  Sight	<input type="checkbox"/>  Immobility
<input type="checkbox"/>  Hearing	<input type="checkbox"/>  Learning Difficulties
<input type="checkbox"/>  Wheelchair	<input type="checkbox"/>  Requires Translator/Interpreter
<input type="checkbox"/>  Fainting	<input type="checkbox"/>  Needle Phobia

10. Tick both boxes to agree to the terms and conditions then click confirm.

Terms & Conditions of this Appointment

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

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

11. Once booked you will receive a confirmation email.

Cancelling/rescheduling an appointment

Swiftqueue CO-ORDINATED HEALTHCARE... EMPOWERED Log out

My Appointments

[View Past Appointments](#) [Book an Appointment](#)

List of all your current or future appointments

Please Note: The action buttons below are only enabled if they adhere to specific clinic rules. If the buttons are disabled and you would like to make any changes to your appointment then you may need to contact the clinic directly.

Show 10 entries Search:

Clinic	Date/Time	Patient	Reason	Clinic Address	Status	Actions
Hospital of St. Cross, Rugby Bloods (Hospital of St. Cross, Rugby Clinic)	Wednesday, 3rd February 2021 at 12:20 PM	Mary Test	Blood Test	Barby Rd, Rugby, Warwickshire CV22 5PX	Active	Reschedule

Cancel Appointment

Are you sure you want to cancel this appointment?

To cancel or reschedule a blood test appointment log in to the Swiftqueue website using your email address and password.

1. Click on the upcoming appointments button. You will see an option to either cancel your appointment or to reschedule it.

Swiftqueue CO-ORDINATED HEALTHCARE... EMPOWERED Log out

Home

Here's your profile summary for today. [Book an Appointment](#) [Cancel an Appointment](#)

Upcoming Appointments

1

Active Referrals

0

Past Appointments

2

Cancelled Appointments

3

Upcoming Appointments

Tue, May 02 2023 17:20 o **St. Bartholomew's Adult Phlebotomy - prebooked**
Blood Test for jo

Manage your Account

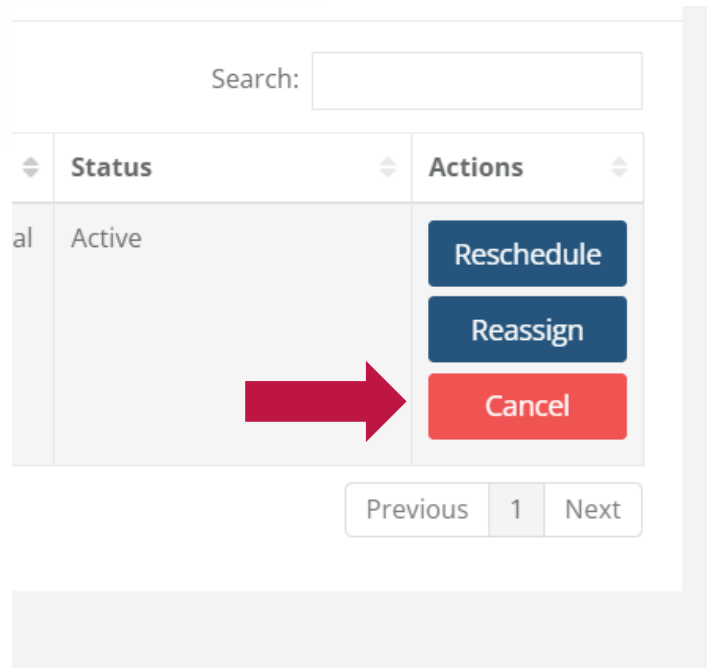
[Change your Password](#)

[Edit your Profile](#)

[Manage Family Members](#)

[Support](#)

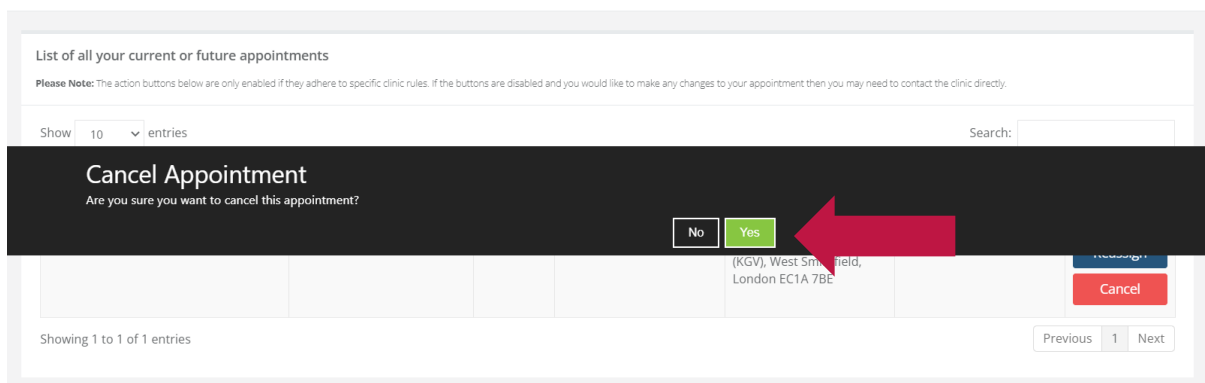
2. Click the cancel button should you wish to cancel the appointment.



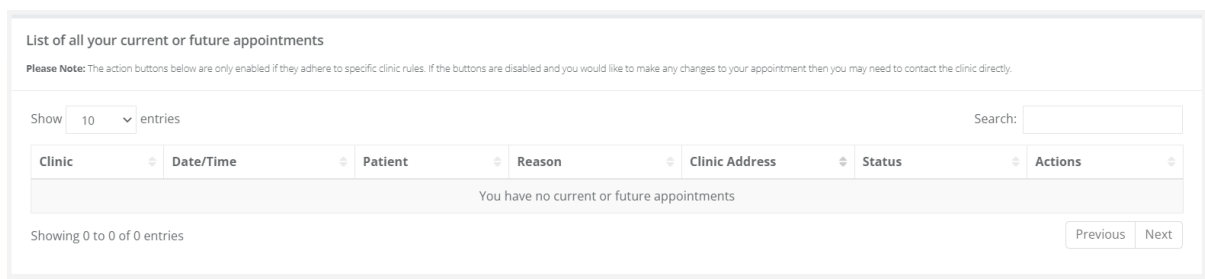
3. Confirm the cancellation by clicking the Yes button.

My Appointments

[View Past Appointments](#) [Book an Appointment](#)



4. The appointment will be removed from your account.



5. Click the reschedule button if you wish to reschedule.

Search:

Status	Actions
al Active	<div style="background-color: #004a7c; color: white; padding: 5px; margin-bottom: 5px;">Reschedule</div> <div style="background-color: #004a7c; color: white; padding: 5px; margin-bottom: 5px;">Reassign</div> <div style="background-color: #e64a19; color: white; padding: 5px;">Cancel</div>

Previous 1 Next

6. Select another date and time before confirming.

When would you like to come in?

Tue, 02 May	Wed, 03 May	Thu, 04 May	Fri, 05 May	Tue, 09 May
Morning 9 Available	Morning 16 Available	Morning 13 Available	Morning 17 Available	Morning 12 Available
Noon 18 Available	Noon 24 Available	Noon 24 Available	Noon 21 Available	Noon 20 Available
Evening 2 Available	Evening 4 Available	Evening 6 Available	Evening 6 Available	Evening 6 Available
16:10				
16:20 ✓				

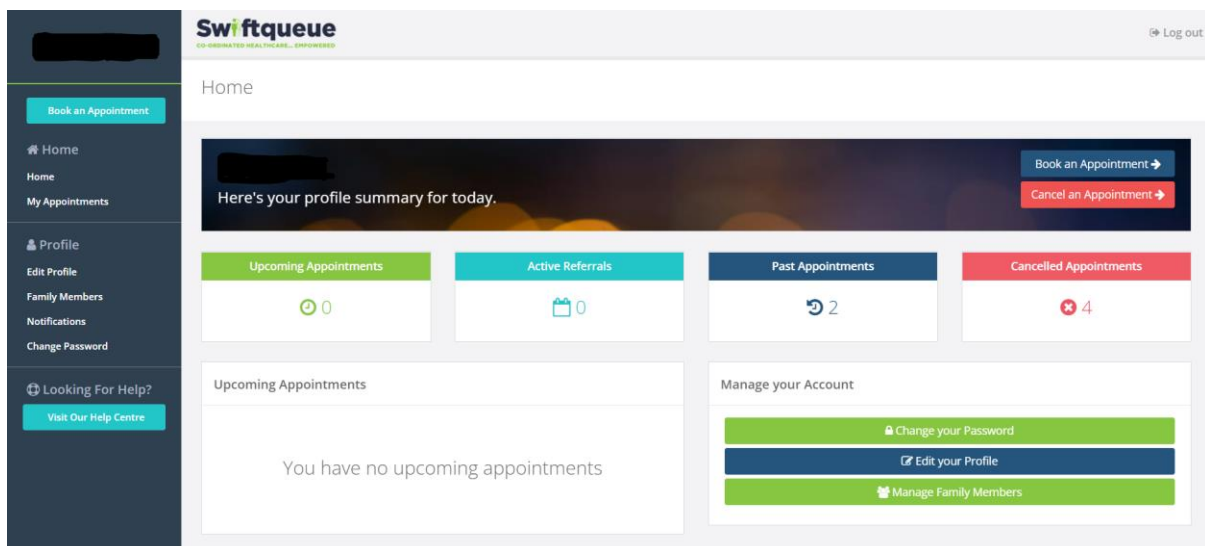
You have selected **Tue, 2nd May 2023 at 16:20**

Booking a family member appointment

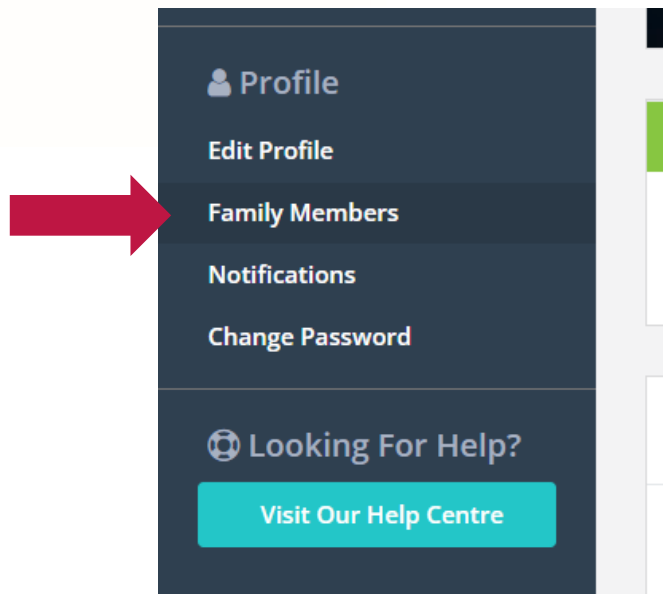


To book an appointment for a family member you will need to register them on your account.

1. Log in to your patient portal on the Swiftqueue website.



2. Select the Family Members button and then click Add New Family Member.



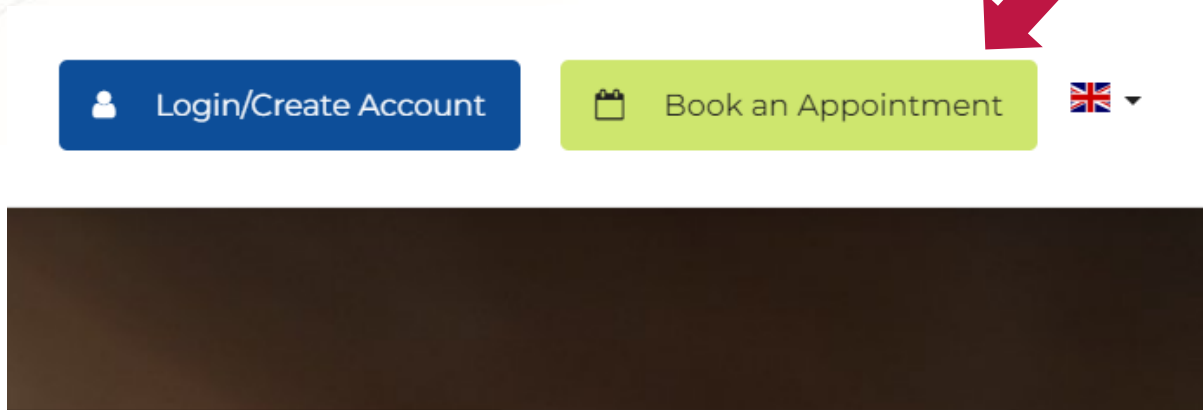
Family Members



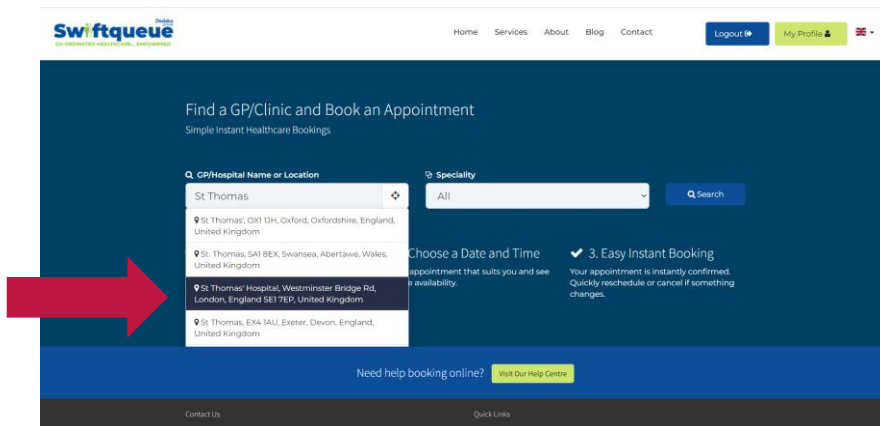
3. Complete the form with your family member's information and click save.

<p>Personal Information</p> <p>Relationship * Son</p> <p>Firstname * Joe</p> <p>Surname * Bloggs</p> <p>Gender * <input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other <input type="radio"/> Unknown</p> <p>Date Of Birth (DD/MM/YYYY)* 27 / 03 / 1995 <small>Example: 27/11/1963</small></p> <p>Mobile 07912345678</p> <p>Home Phone 02012345678</p>	<p>Optional Information</p> <p>NHS Number NHS Number</p> <p>Postcode Postcode</p>
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4. Click on the book appointment button.

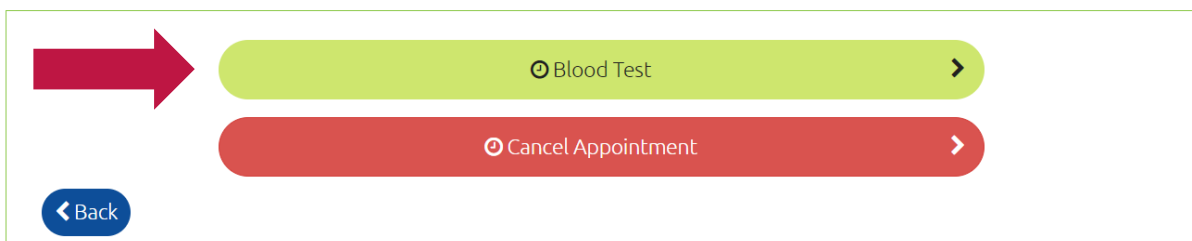


5. Choose your clinic by typing the name of it in the search box.



6. Select the blood test type.

Please Select Your Appointment Reason



7. Select a date and time and then click next.

When would you like to come in?

Tue, 02 May	Wed, 03 May	Thu, 04 May	Fri, 05 May	Tue, 09 May
Morning 9 Available	Morning 16 Available	Morning 13 Available	Morning 17 Available	Morning 12 Available
Noon 18 Available	Noon 24 Available	Noon 24 Available	Noon 21 Available	Noon 20 Available
Afternoon 3 Available	Afternoon 4 Available	Afternoon 6 Available	Afternoon 6 Available	Afternoon 6 Available
16:10				
16:20				
17:20 ✓				

You have selected **Tue, 2nd May 2023 at 17:20** ← Back Next →

8. At the top of the confirmation page, you will be asked who the appointment is for. Select the correct family member from the list.

Confirm Your Appointment


Who is this appointment for? + Add New Family Member

Joe Bloggs ▼

Select Patient









Jo Bloggs

Joe Bloggs



9. Complete the rest of the confirmation form, agree to the terms and conditions and click confirm.


Do you require any special assistance?

<input type="checkbox"/>  Sight	<input type="checkbox"/>  Immobility
<input type="checkbox"/>  Hearing	<input type="checkbox"/>  Learning Difficulties
<input type="checkbox"/>  Wheelchair	<input type="checkbox"/>  Requires Translator/Interpreter
<input type="checkbox"/>  Fainting	<input type="checkbox"/>  Needle Phobia

Additional Comments (optional):

Terms & Conditions of this Appointment

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



Can't book online?

Our friendly team are also on hand to support you in making an appointment or you can use a kiosk which is available in the waiting areas at phlebotomy clinics. A limited walk-in service will be maintained for those who are unable to book online.