

Parkway Medical Group- Online Requests

Introducing SystmConnect: The quicker, easier way to get the help you need- online!

SystmConnect is our new secure online service, replacing econsult, that lets you contact us without the need to call or visit. You can use it to request help, update your details, or ask any questions you may have. You can do it from the comfort of your own home, during the school run or commute to work. You can even do it in the middle of errands. We process all Medical Requests on the same day as submitted. Any administrative requests can take up to 36 working hours to be processed

What can you use SystmConnect for?

-  **New Condition**- get help with a new health problem
-  **Follow up**- ask about a recent consultation or referral
-  **Medication query**- Ask about medication you are currently taking
-  **Existing condition**- Get help with an ongoing health problem
-  **Health review**- for example, request a review for long term conditions such as asthma, diabetes, learning disabilities
-  **Other medical request**- For example, submit medical readings (blood pressure ect) or request information from your medical record.

Convenient: Available from your phone, tablet, or computer

Saves time: No waiting on the phone or at reception

Efficient: All requests go directly to the right team

Encrypted: Safe, secure and easy to use

*Availability: Administrative requests are available 24/7 and will be responded to within 36 working hours. Clinical requests are available during our opening hours 08:00-18:30 and will be responded to on the same day

Register as a new patient

-  **Fit note**- request a new fit/sick note or request an extension for an existing one
-  **Test results**- ask for the results of a recent test
-  **Doctor's letter**- ask for a report or letter, for example for insurance
-  **Medication request**- medication reviews and prescription requests
-  **Other admin requests**- for example, cancel an appointment

systmconnect
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All requests are triaged by our clinical team and directed to the most appropriate healthcare professional which can include your local pharmacy, a first contact physiotherapist or mental health nurse.



SCAN ME