CENTRE FOR SIGHT CLUB
Patient Portal

USER INSTRUCTIONS

CENTRE
FOR
SIGHT

Introduction

Centre for Sight Club (CFS Club) is an online patient portal where patients will have automatic access providing easy communication along with a repository of encounters with Centre for Sight, including correspondence to both patient and GP as well as relevant links to videos and scans.

Centre for Sight prides itself in exceeding patient expectations in all aspects from patient care, surgical outcomes and experience. Moving into the 21st Century, we felt we should embrace technology and ensure complete privacy and security for sensitive information. This bespoke solution was designed and developed under our direction keeping our patients in mind. Access will be available 24/7 on phones, tablets and computers!

User Instructions

To activate your CFS Club account, please email admin@centreforsight.com or call us on 01342 306020.

1. Once Centre for Sight activates your Patient Portal account, you will receive an email to set up your Portal Password. Create a password that you can remember but like all passwords, not one that can be guessed by others. Try to use a combination of upper- and lowercase letters, numbers, and/or characters.

   Make a note of your email and password; you must enter these exactly in the correct case.

2. You may also access your portal account by tapping or clicking the link here, or visit our website at www.centreforsight.com and tap / click on **"CFS CLUB"** from the top menu. Once on this page, click the button "LOGIN to CFS CLUB". This will open the Patient Portal login screen.

3. Enter your exact Email address and Password and tap / click "Login."

   If you ever forget these credentials, or have issues logging in, tap / click the "Forgot your password?" link and get help retrieving either your User Name, Password, or both.
   Alternatively, email us on admin@centreforsight.com or call 01342 306020. We can reset it for you.
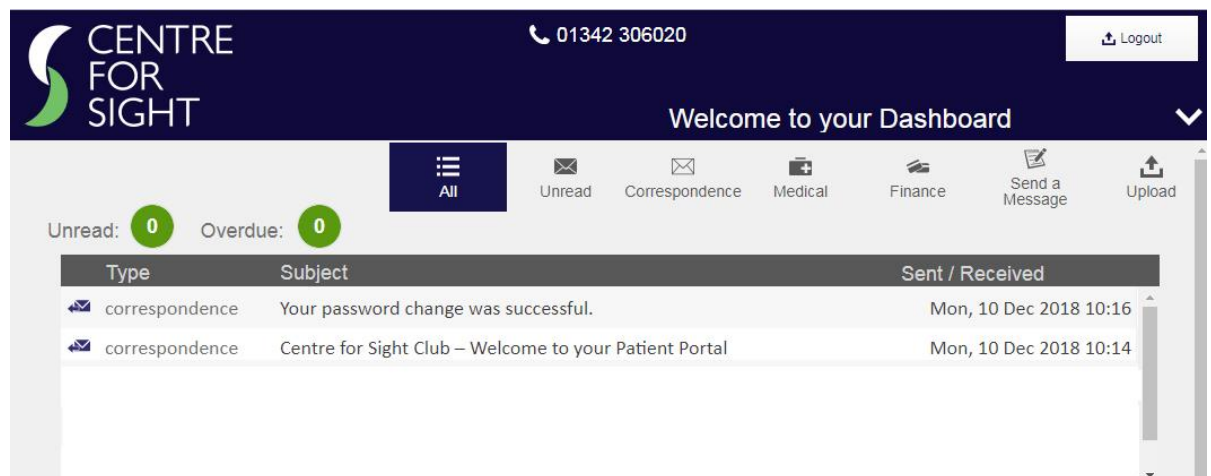

4. When you log in for the first time, you will be taken through the Centre for Sight Privacy Policy. Once you have read this, tap / click "Submit."

5. **Congratulations! You have now successfully accessed your personal CFS CLUB account!**

   Your Portal "Dashboard" will show the welcome email at this stage. It will show further correspondence messages, appointment letters, forms to fill for consultation and surgery, medical records, etc. as and when requested.

   Use the tiles as shortcuts to filter your messages using the links on the top panel.

NAVIGATE THROUGH YOUR DASHBOARD

1. Your Portal "Dashboard" will show the welcome email at this stage. It will show further correspondence messages, appointment letters, forms to fill for consultation and surgery, medical records, etc. as and when requested.

   Use the tiles as shortcuts to filter your messages using the links on the right panel.
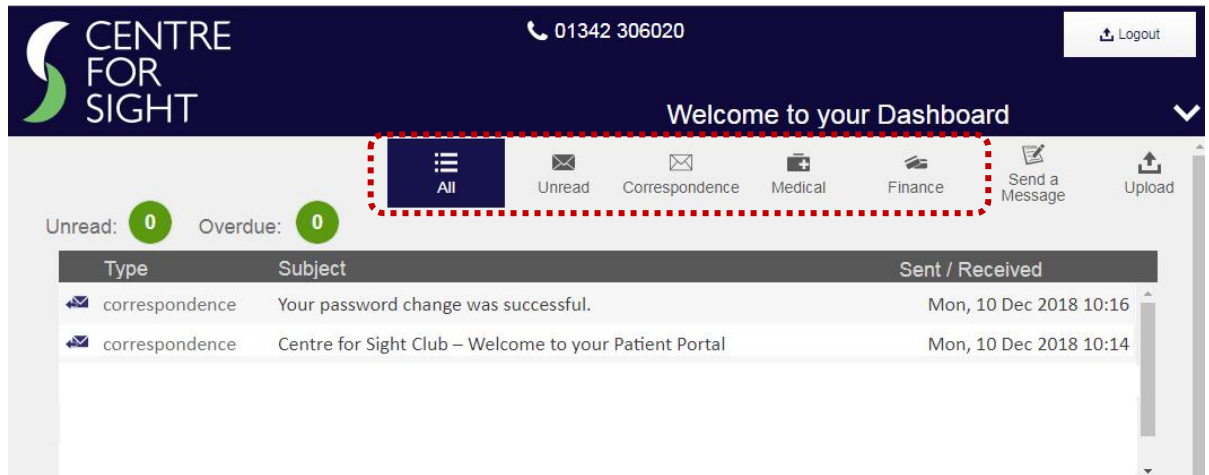
2. If you have unread messages, the circle will become red with the number of unread message. The same will occur if you have any Overdue messages.
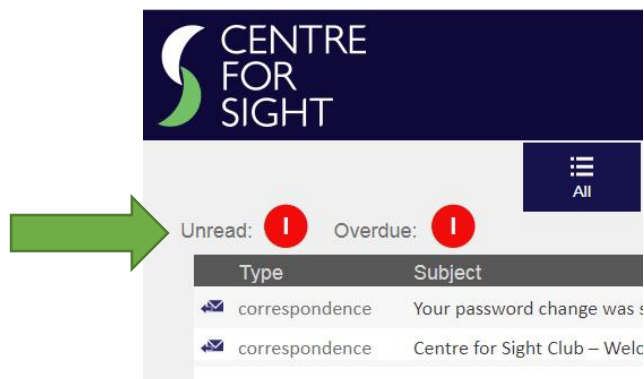
3. Open a Message from Centre for Sight
   You will receive an email whenever our Centre for Sight uploads a new document onto your account. For easy navigation, the email will have a link to login. Once tapped / clicked, you will be taken to the login page of the portal.
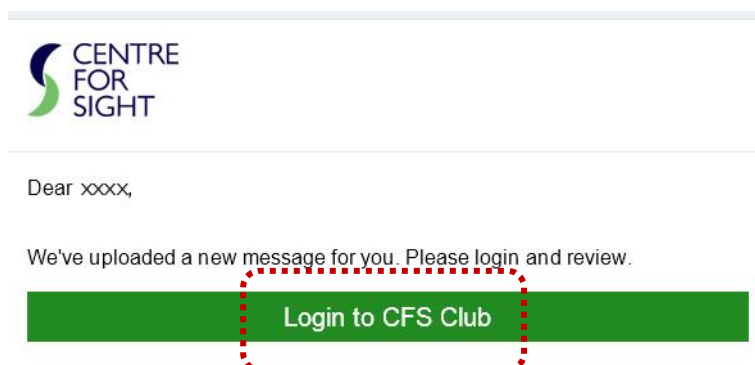
4. To Send a New Message:
   Tap / Click "Send a message" from the Dashboard

A window opens to write a message. Enter the Subject and type your message in the "Body" section. Tap / Click 'Send Message' 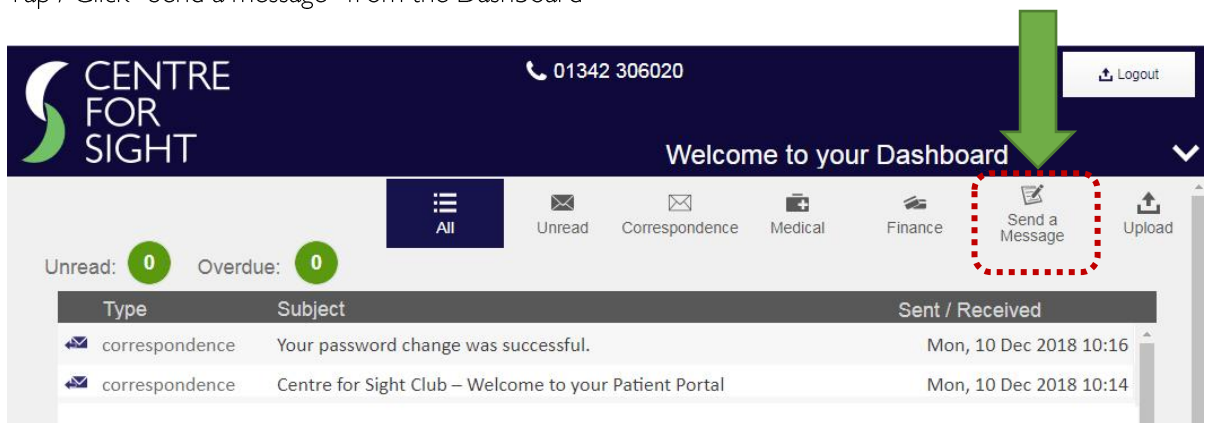to send. We shall receive a notification and one of our patient coordinators will respond as soon as they can during work hours Mon-Fri 9am-5pm.

If you need to contact us urgently, please call us on 01342 306020 and let the person who answers the call know that it is urgent and is an emergency to state this along with how you can be contacted back.

If there is an attachment you would like to send along with the message, tap / click on the button 'Add Attachment', then Choose File and Upload. Tap / Click 'Send Message' to send.
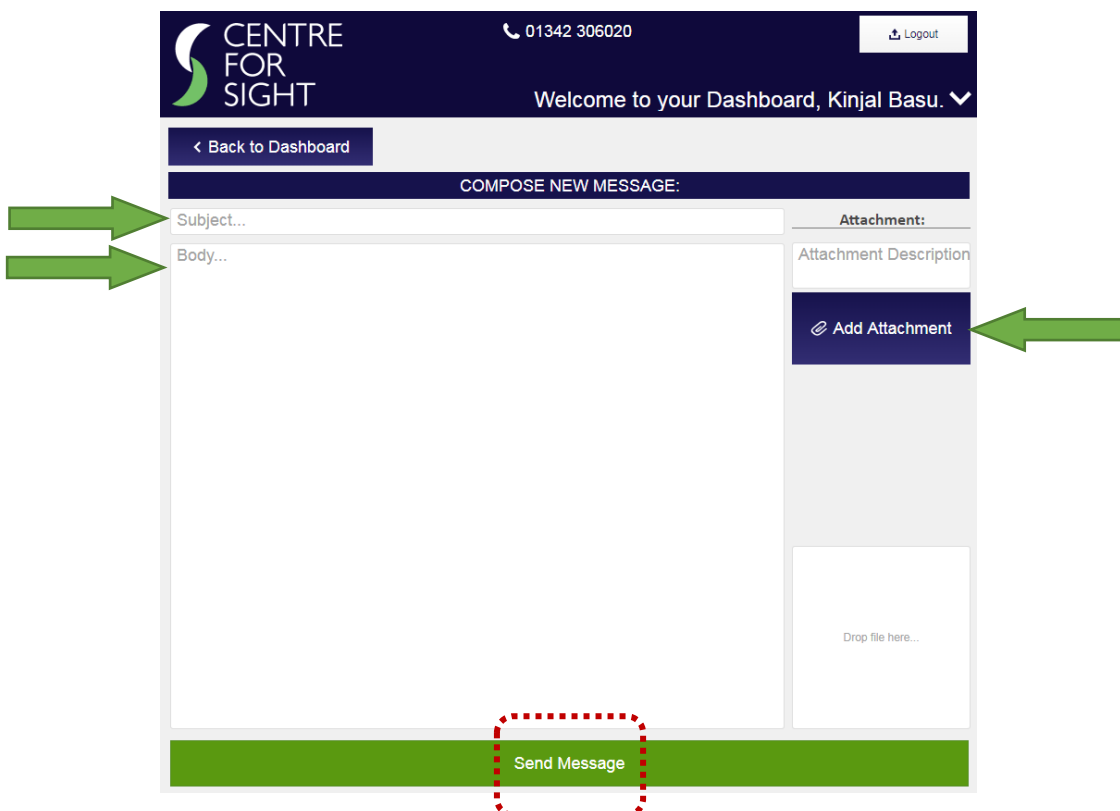
5. To send us a Document / Prescription:
Tap / Click "Upload" from the Dashboard
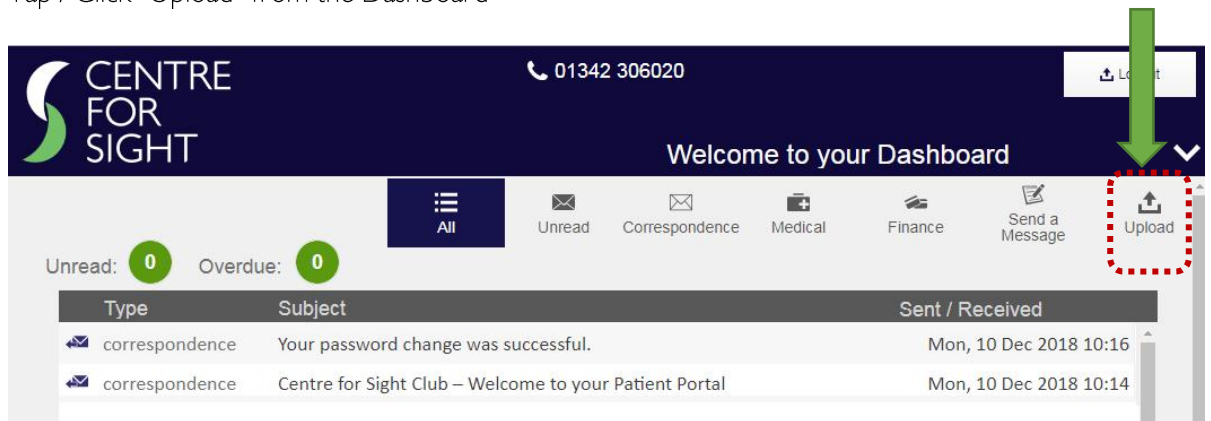
A window opens up, tap / click on 'Select File' - then Choose File and Upload. Enter a title or description to your attachment. Tap / Click 'Send Message' to send. We shall receive a notification and one of our patient coordinators will respond as soon as they can.
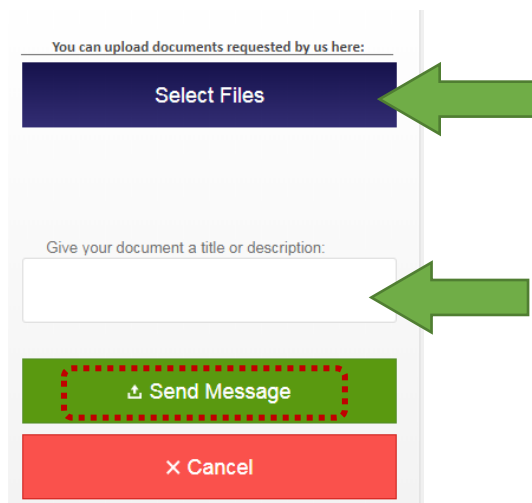
CFS Club FAQ

What do I need to use the patient portal?

All Centre for Sight patients are eligible to register for CFS Club – Patient Portal. You will need a device (PC, Mac, tablet or phone) with Internet capability, an up-to-date browser and an email address.

How much does it cost?

As a service to our patients, there is no charge for use of CFS Club - Patient Portal.

When will I receive a reply on CFS Club?

Patient coordinators will reply to your query as soon as they can during work hours Mon-Fri 9am-5pm. If you need to contact us urgently, please call us on 01342 306020 and let the person who answers the call know that it is urgent and is an emergency to state this along with how you can be contacted back.

What kind of information can be communicated through the patient portal?

The portal is intended to send and receive non-emergency information to and from Centre for Sight patients securely. Within the portal, use the tabs near the header to request view appointment letters, surgery letters, forms that needs filling, test results (if requested).

How do I get to the CFS Club - Patient Portal website?

Go to www.centreforsight.com in any internet browser and tap / click on CFS CLUB in the header. Alternatively, tap / click on the link to login or register.

How do I access my account?

You will receive an email to register for your Patient Portal account. After submitting the information, you will receive a confirmation email verifying the status of your account.

Alternatively, CFS staff can create your account when you visit the centre. Enter your email address and password to log in.

How soon can I expect answers to questions I send within the portal?

Please allow up to two business days to receive a response from Centre for Sight staff. Depending on the nature of the contact and volume of communication, a longer period of time may be required before you receive a response.

If you need a response more quickly, please **call us directly on 01342 306020 or email us on admin@centreforsight.com**. It is important not to use the patient portal to deal with urgent matters. In case of emergency, dial 999 or go to the nearest A&E.

Is the patient portal secure?

Communications through the patient portal are carried over a secure, encrypted connection. All medical information is stored securely in the electronic medical record system.

Can I access my child's or other family member's health information using the patient portal?

With proper authorization and strict verification, family members may access and manage selected family members' health information. Minors (less than 18 years old) children may be registered as patients with the portal, and parents will be granted access to their information. Please let us know if this type of account is required.

Can I update the medical information in my patient portal?

The portal is a location for you to keep and update personal health information. Please be aware that when you add, change or delete your information, it does not transfer to your official medical record. Therefore, please be sure to share important changes directly with Centre for Sight by sending a message.

What if I forget my Patient Portal password?

Please contact us by email admin@centreforsight.com to request a new password.

May I change my password?

Yes. After logging in, tap / click the "My Account" link at the top of the screen and then select "Preferences." Select the "Login Preferences" menu to access and change login information. Be sure to tap or click "Save" when you have completed your changes.

What is the Privacy Policy?

Centre for Sight complies with all regulations regarding privacy of patient records. Additionally, your name and email address will never be sold or leased. You may view the full privacy policy by tapping / clicking on the link - https://www.centreforsight.com/privacy-policy

How do I log out of the patient portal?

It is important, especially if using a public or shared computer / tablet / phone, to log out when you have finished using CFS Club. Tap or click on "Logout" button at the top right of the screen. If there is no activity for 10 minutes or the keyboard remains idle, automatic log-out will occur and any information not saved or sent will be lost.

How do I save a shortcut to the CFS Club - Patient Portal on my phone / tablet / computer?

Android phones and tablets: Launch Chrome for Android and open the CFS Club web page. Tap the menu button and tap Add to home screen. You'll be able to enter a name for the shortcut and then Chrome will add it to your home screen. The icon will appear on your home screen like any other app which can be dragged and put wherever you like.

Other popular Android browsers also offer this feature. For example, Firefox for Android can do this if you tap the menu button, tap the Page option, and tap Add to Home Screen.

iPhone, iPad & iPod Touch: Launch the Safari browser on Apple's iOS and open the CFS Club web page. Tap the Share button on the browser's toolbar — that's the rectangle with an arrow pointing upward. It's on the bar at the top of the screen on an iPad, and on the bar at the bottom of the screen on an iPhone or iPod Touch. Tap the Add to Home Screen icon in the Share menu.

You'll be prompted to name the shortcut before tapping the Add button. The shortcut can be dragged around and placed anywhere, including in app folders — just like a normal app icon. When you tap the icon, it will load the website in a normal tab inside the Safari browser app.

Other browsers, like Chrome for iOS, don't offer this feature.

Windows Phone: The process is similar on Windows Phone. First, open the [CFS Club](#) web page in Internet Explorer. Tap the More (…) button and tap Pin to Start in the menu that appears. Windows Phone 8.1 supports live tile updates from websites that have configured the feature, just as Windows 8 does.

If you have another type of smartphone or tablet, it probably has this feature, too. Just open its browser and look in its menu for an option named something like "Add to home screen" or "Pin to home screen."

To remove a website shortcut from your device's home screen, just long-press the shortcut and remove it like you would any other app icon.

Windows PC: Right click on the mouse and a menu pops up. Then click on "create a shortcut." A window will pop up that says "a shortcut to the current page" will be placed on your desk top "click on "OK."

Apple Mac: Go to the webpage and right click: choose on "create shortcut."