synnovis
A SYNLAB pathology partnership

# Swiftqueue Online Booking

# Patient User Guide

### What is Swiftqueue?

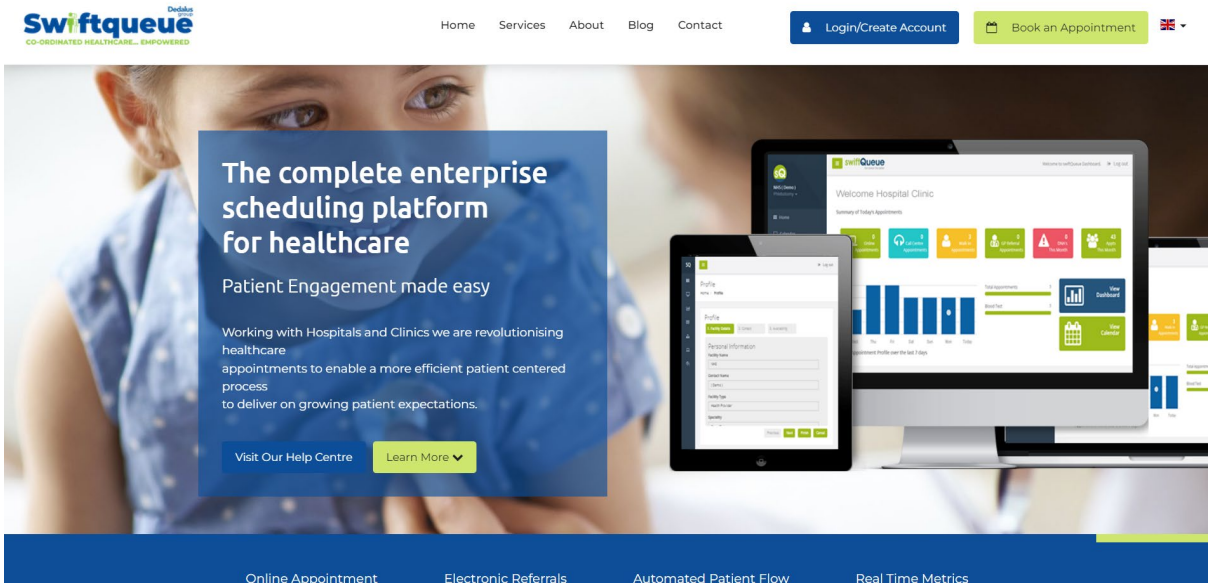
Swiftqueue is an innovative solution that is transforming patient experience.

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.

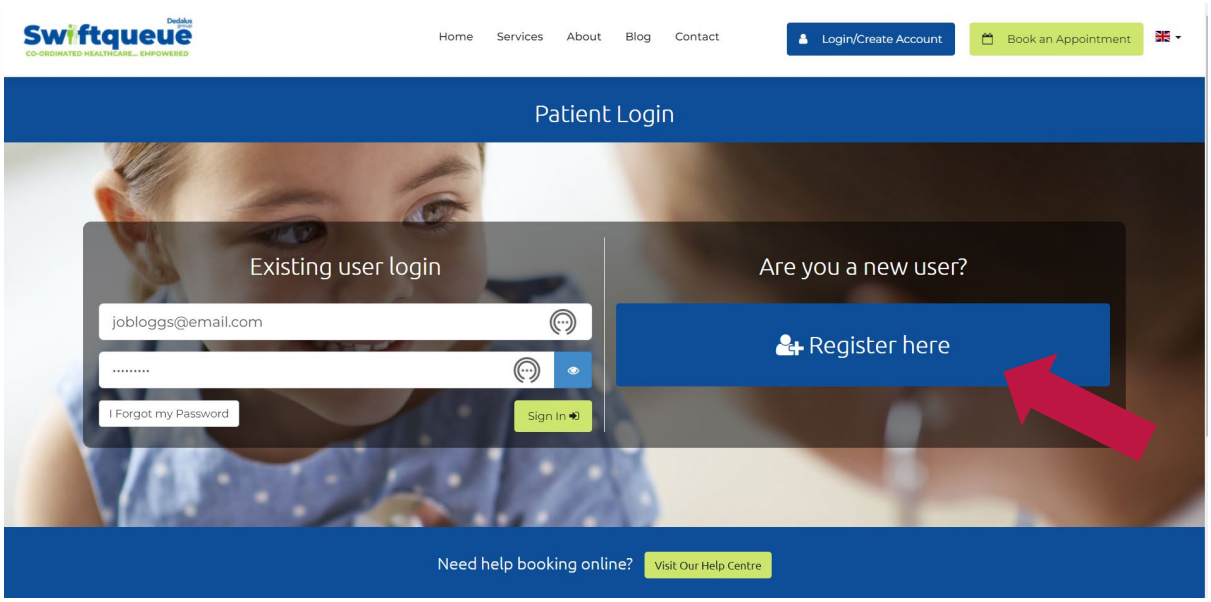
SYNLAB | NHS Guy's and St Thomas' NHS Foundation Trust | NHS King's College Hospital NHS Foundation Trust

# Registering

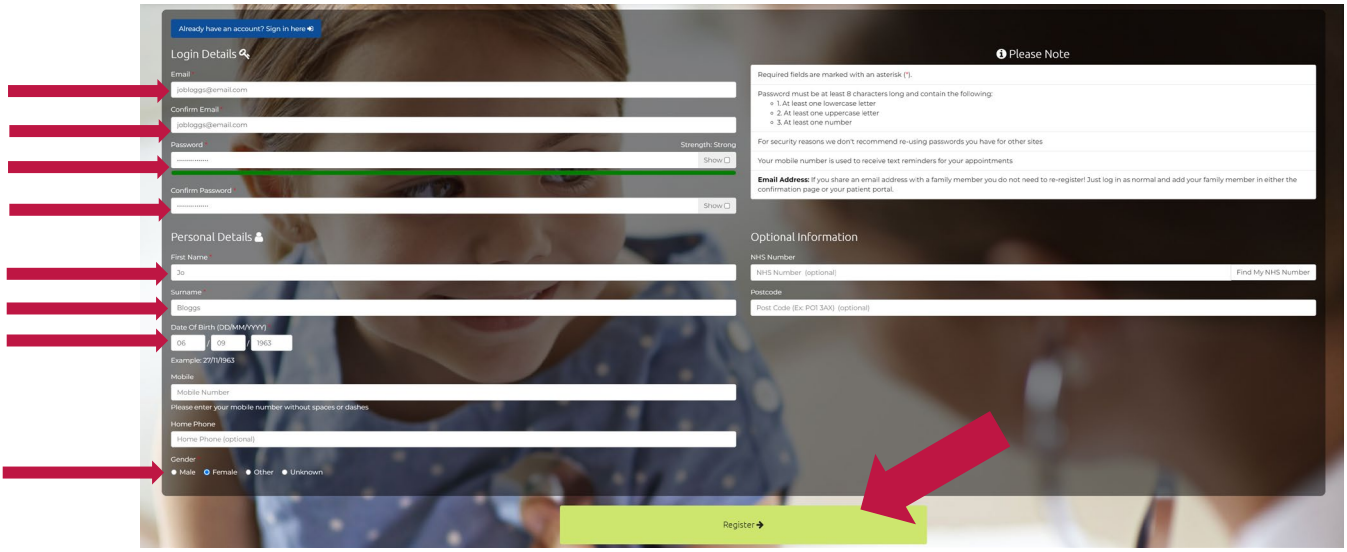
1. First, register on the Swiftqueue website. Follow the link or scan the QR code at the bottom of your blood test form.



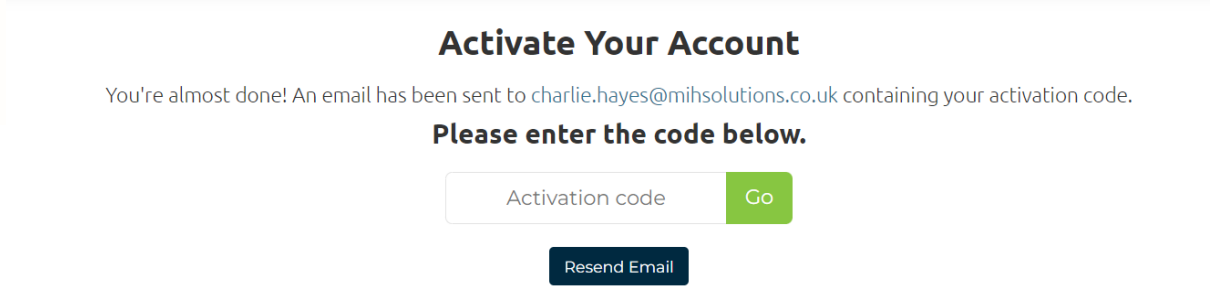
2. Register your details with Swiftqueue by clicking on the blue button that says new users register here.



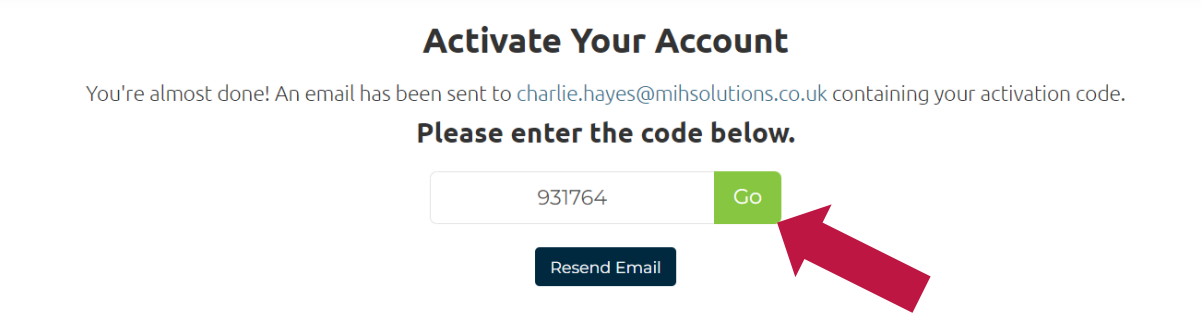

3. Complete the registration form. Mandatory fields are marked with an asterisk and click register.



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



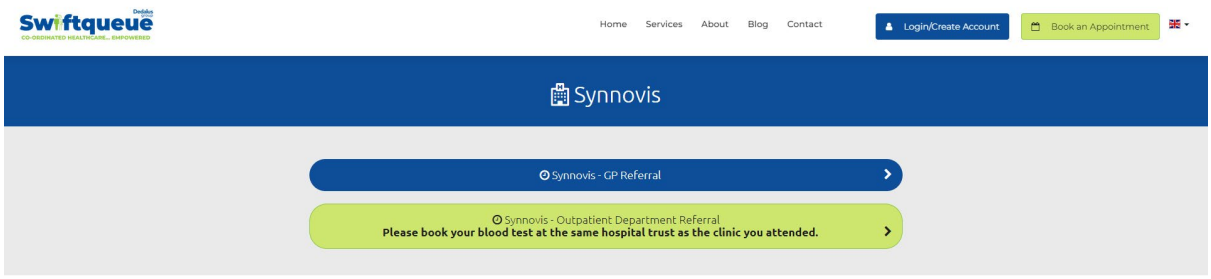

5. Enter this code and proceed to the confirmation page.

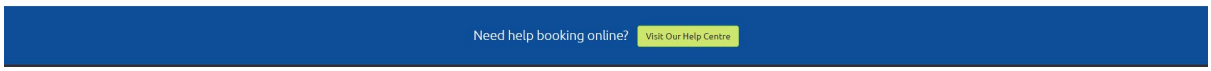


# Booking an appointment

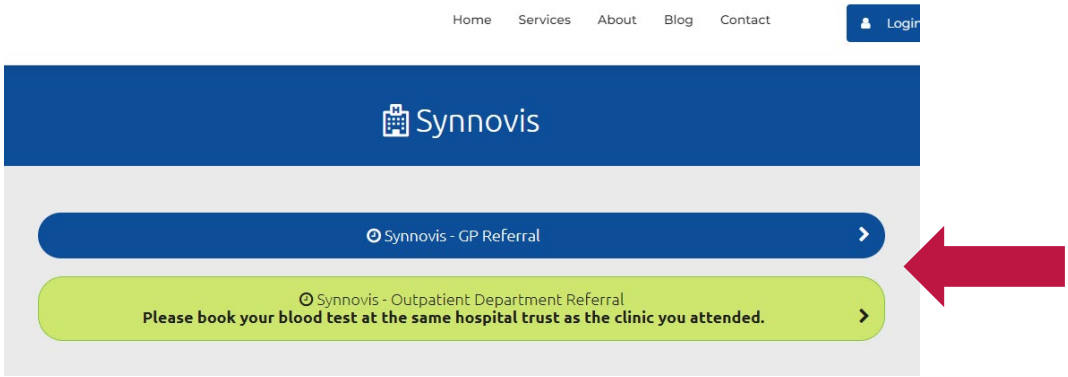
Once you have registered, you will need to book your appointment. To do this:

1. To book an appointment follow the Synnovis booking link - www.swiftqueue.co.uk/Synnovis.php

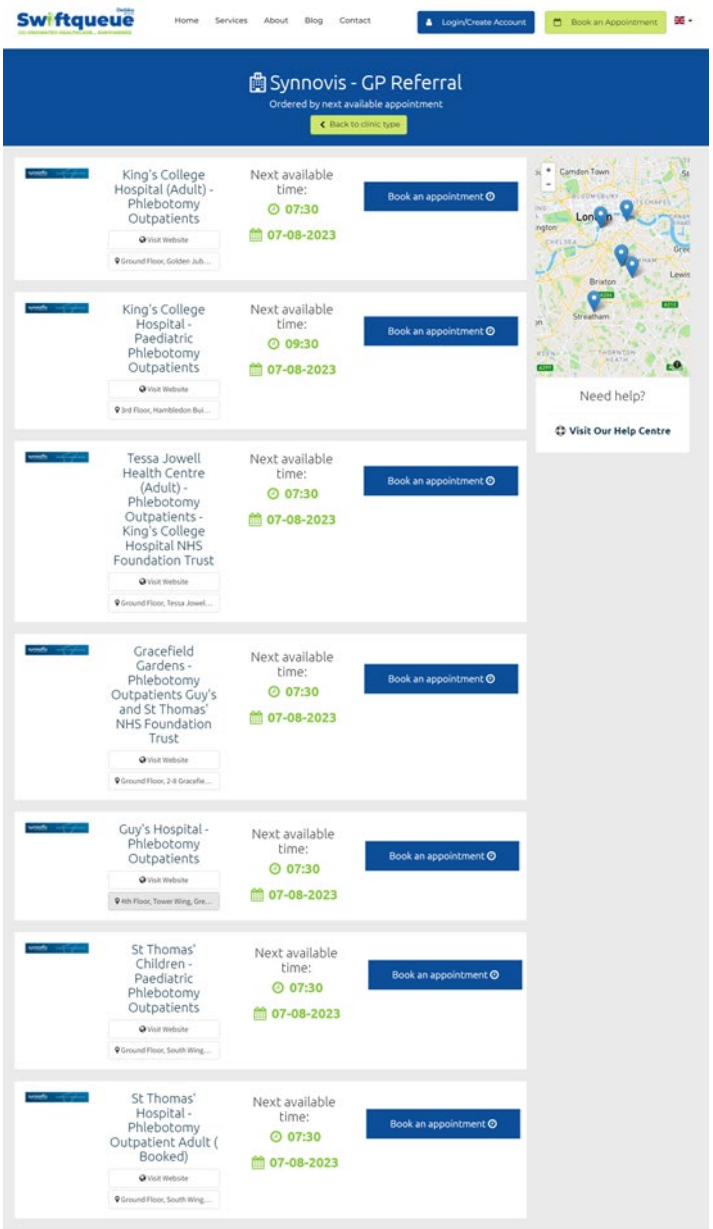


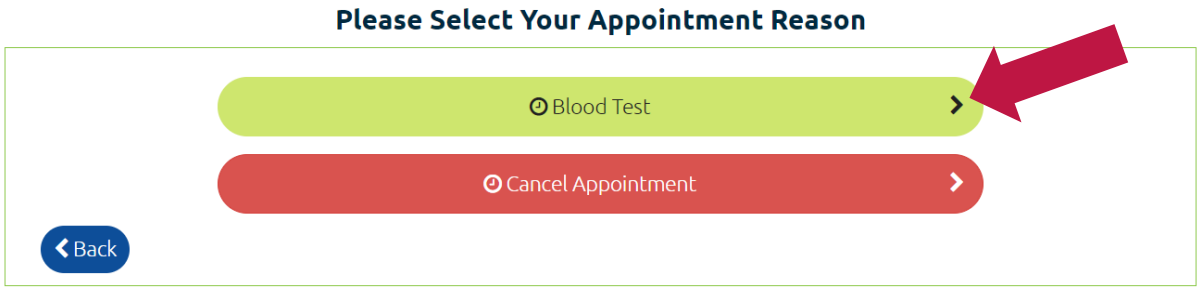

2. Select GP Referral or Outpatient Referral



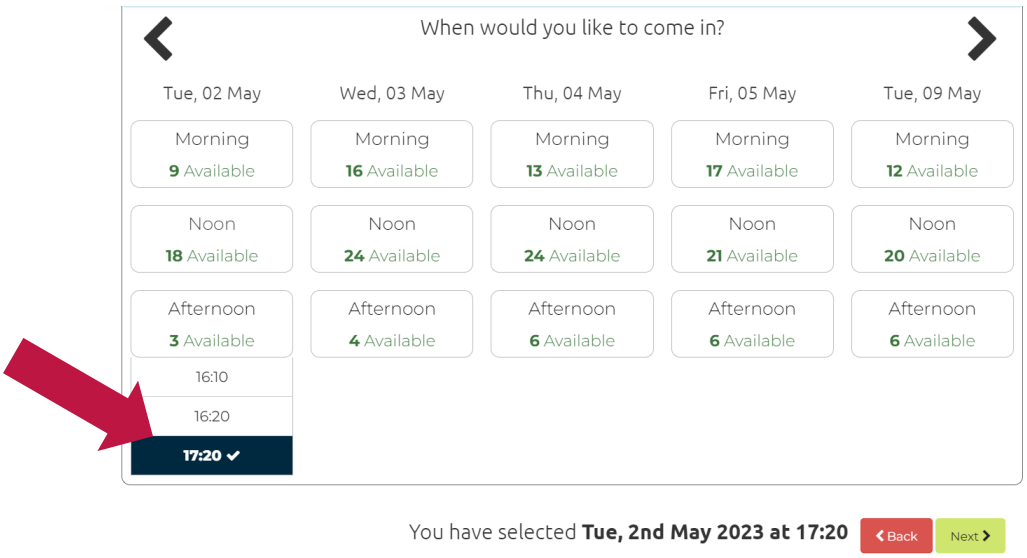
3. Choose your clinic by selecting from the list. Remember to book your blood test at the same hospital trust as the clinic you attended.



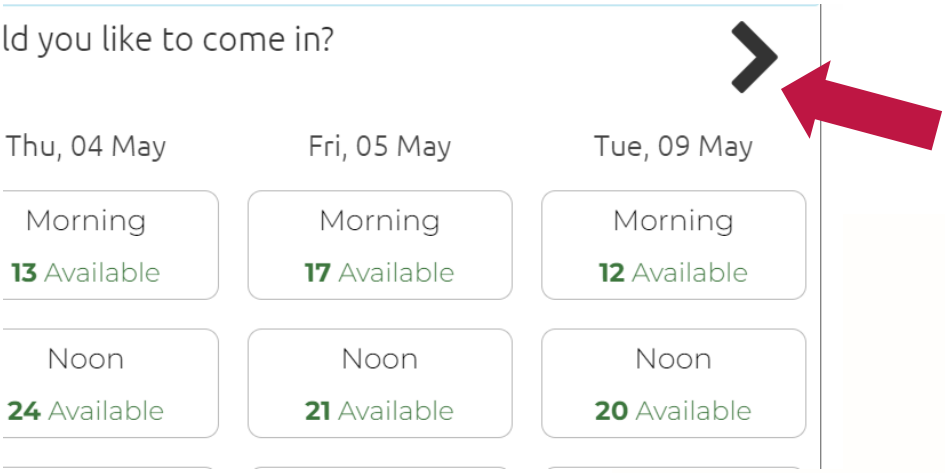
4. Select the blood test type.



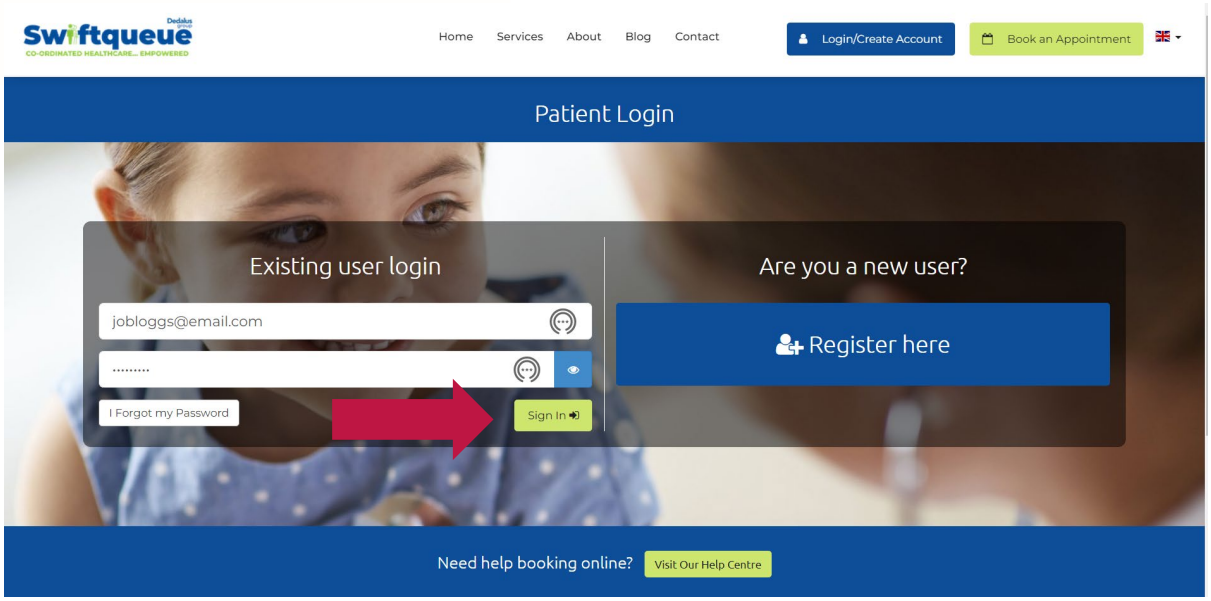

5. Select the date and time and then click next.



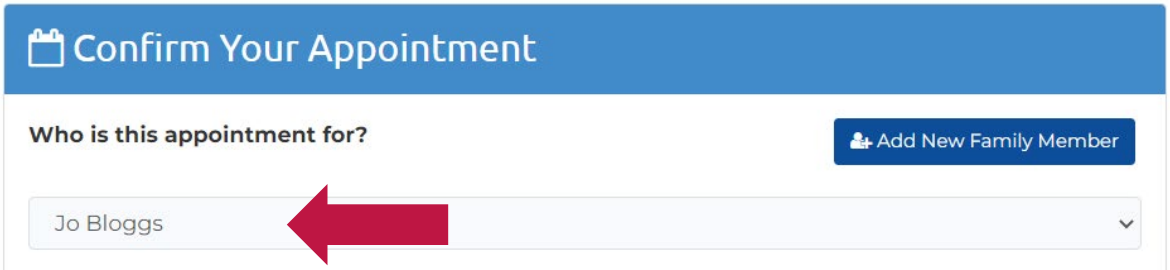

6. You can click the right arrow to move to a later date if the one offered is not convenient.



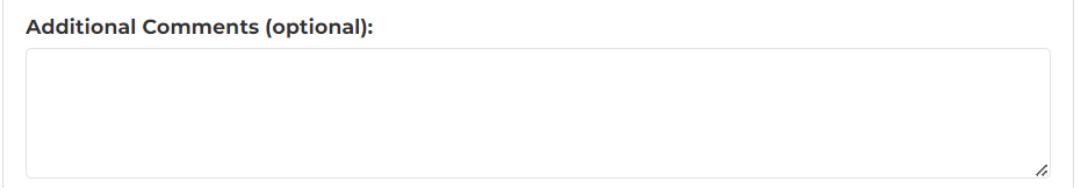
7. You will then be prompted to log into your Swiftqueue account



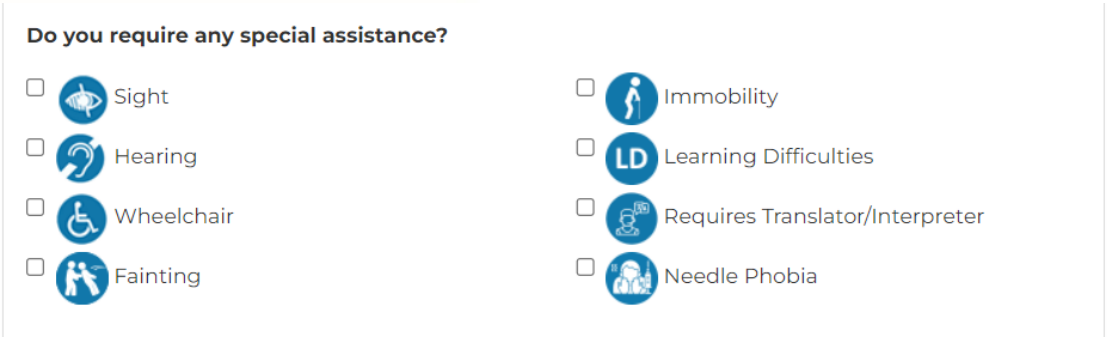

8. On the confirmation page select the name of the patient.




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



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



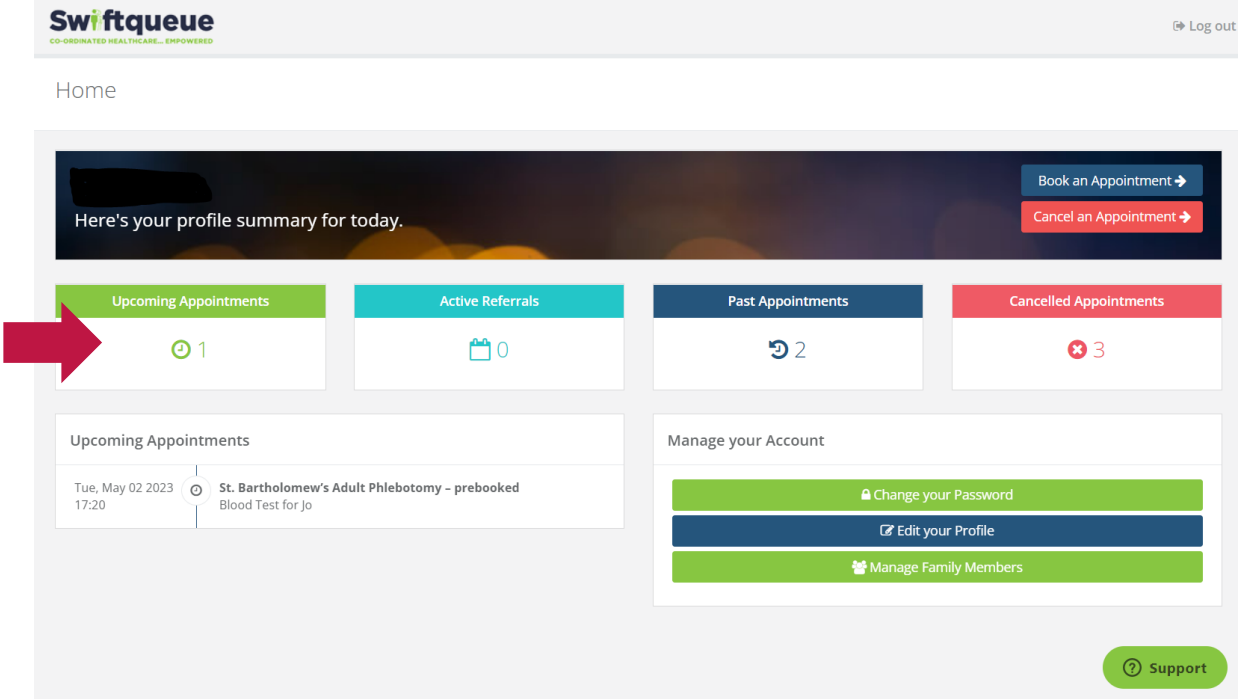

11. Tick both boxes to agree to the terms and conditions then click confirm.

12. Once booked you will receive a confirmation email.

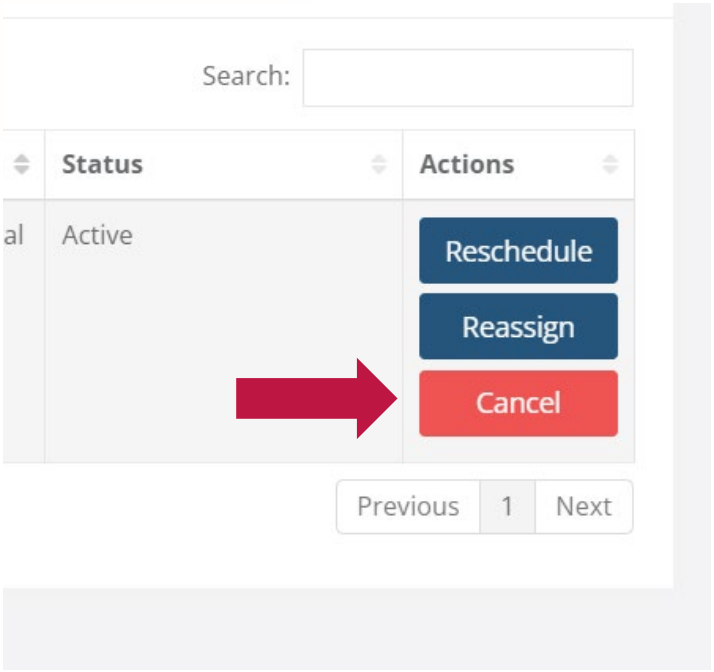
# Cancelling/rescheduling an appointment

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

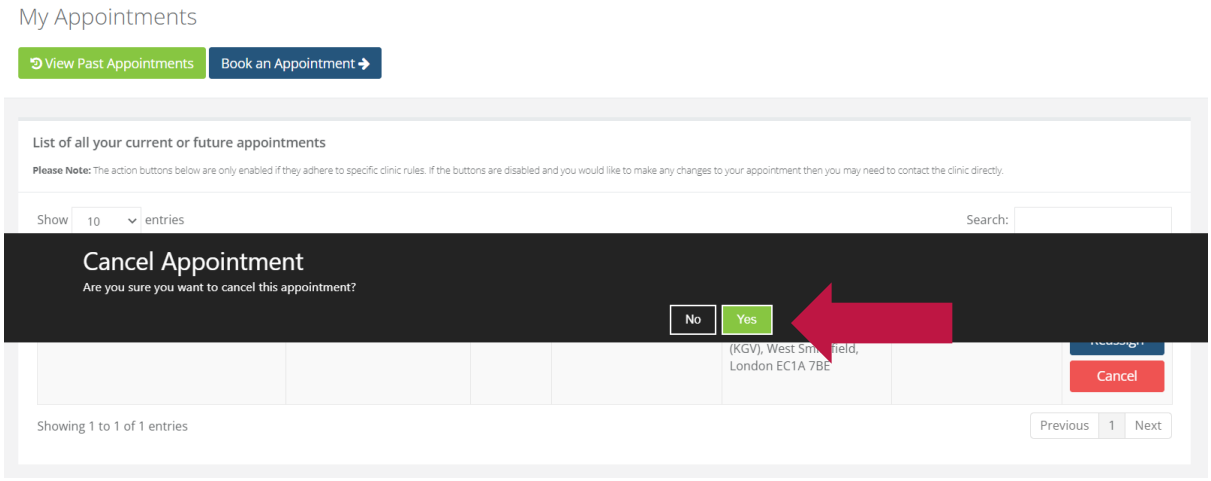
1. Click on the upcoming appointments button. You will see an option to either cancel your appointment or to reschedule it.



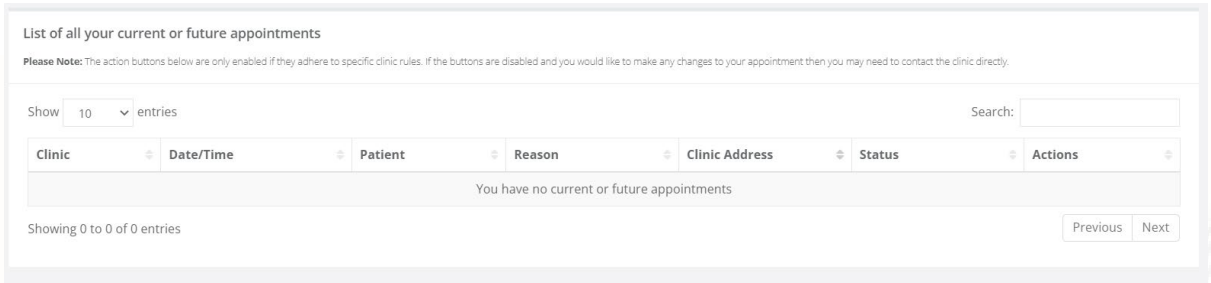
2. Click the cancel button should you wish to cancel the appointment.



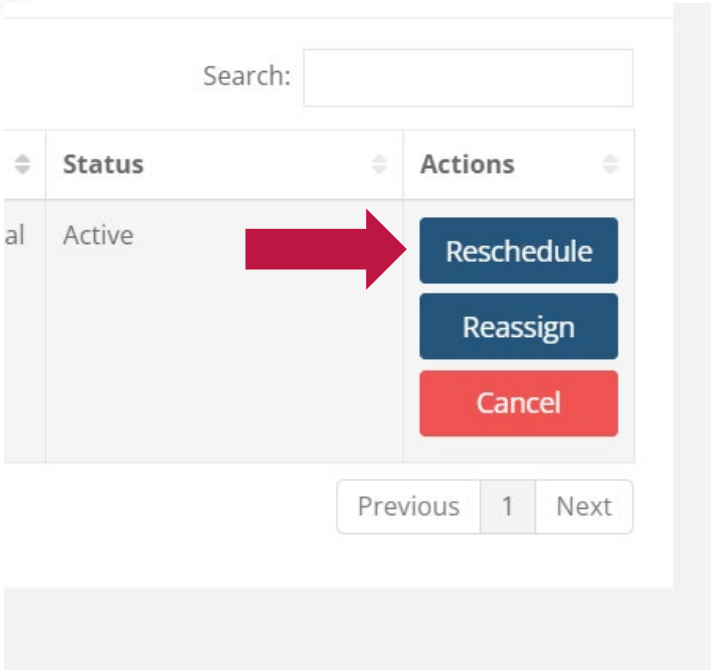

3. Confirm the cancellation by clicking the Yes button.



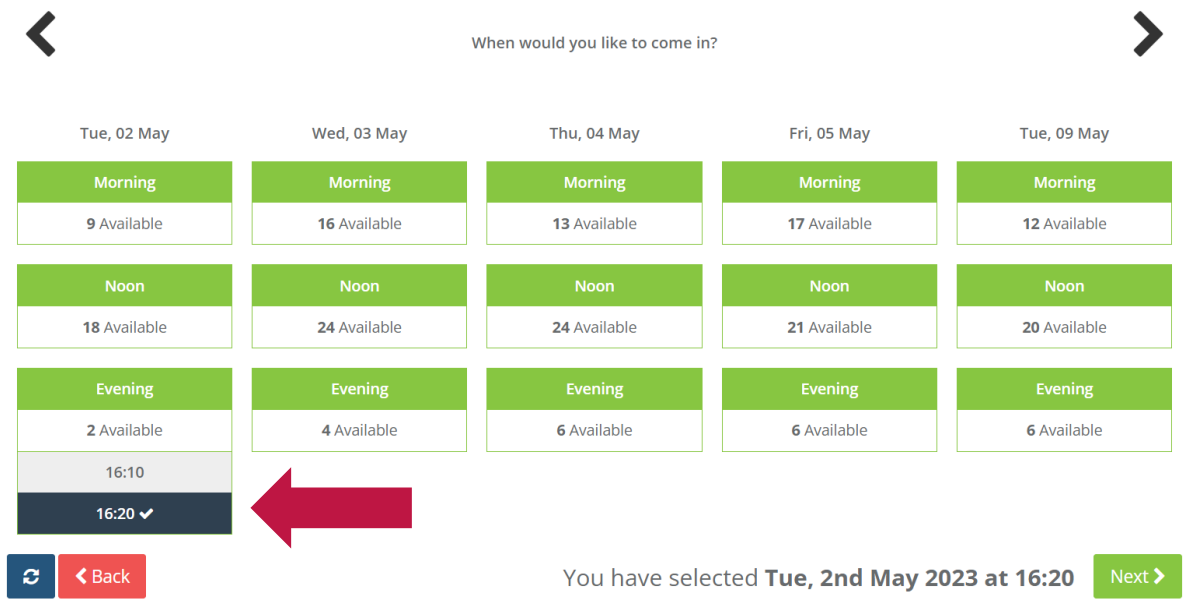

4. The appointment will be removed from your account.



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



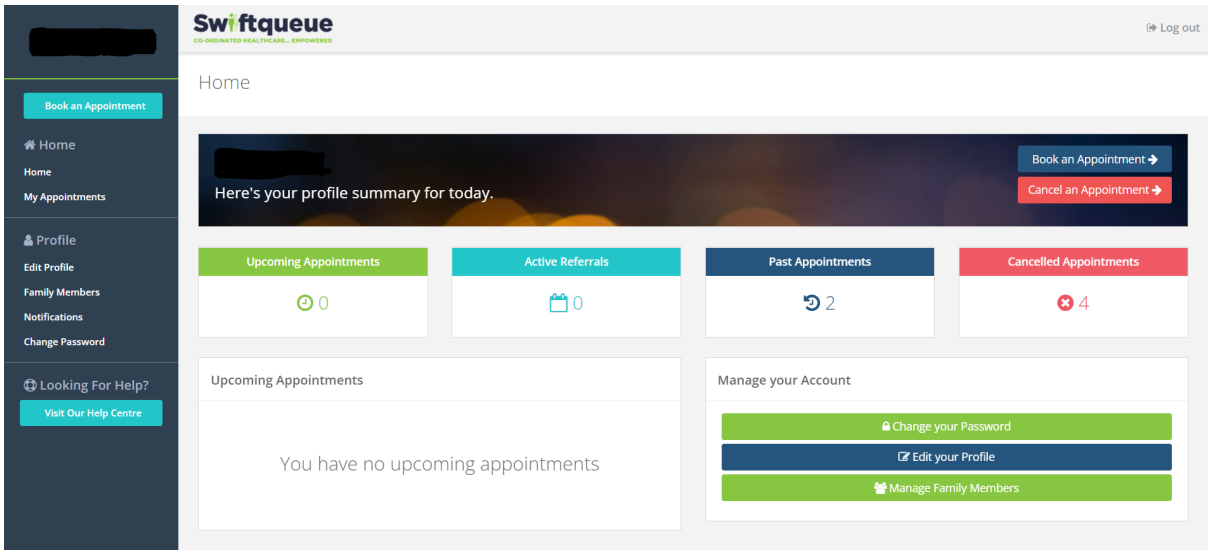

6. Select another date and time before confirming.



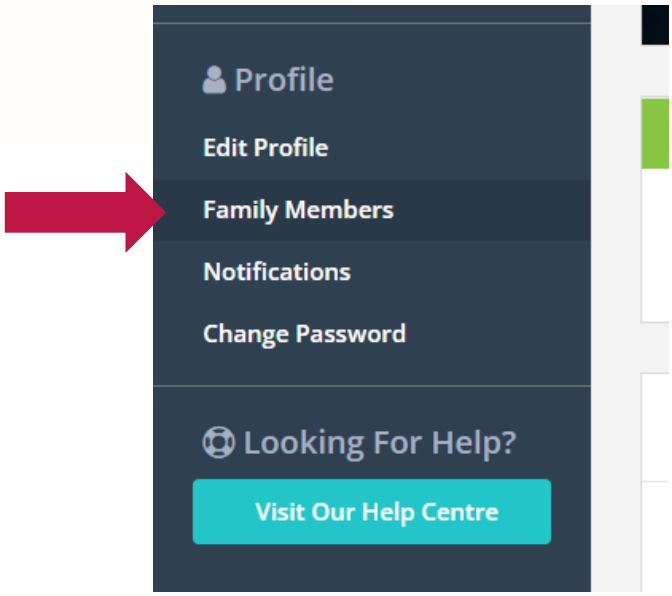
# Booking a family member appointment

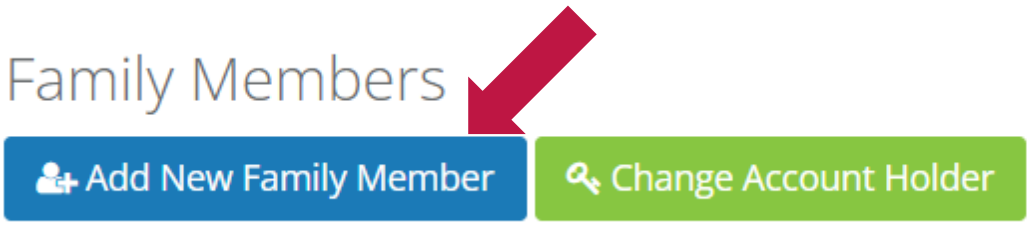
To book an appointment for a family member you will need to register them on your account.

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

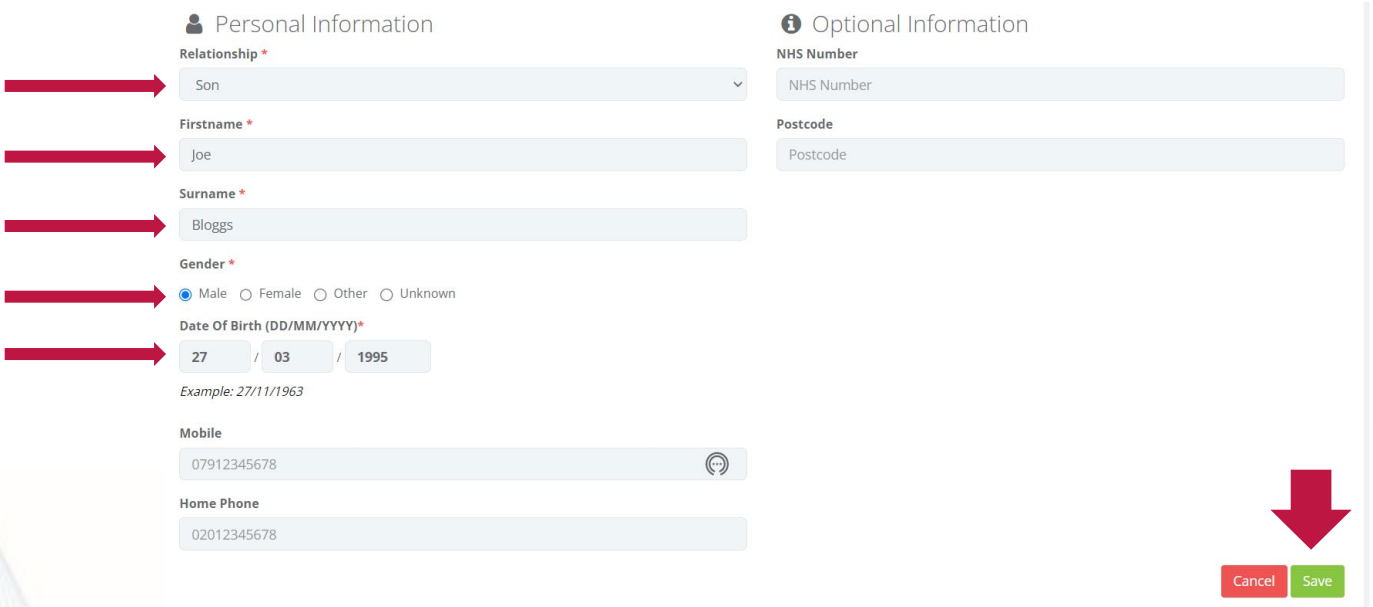


2. Select the Family Members button and then click Add New Family Member.

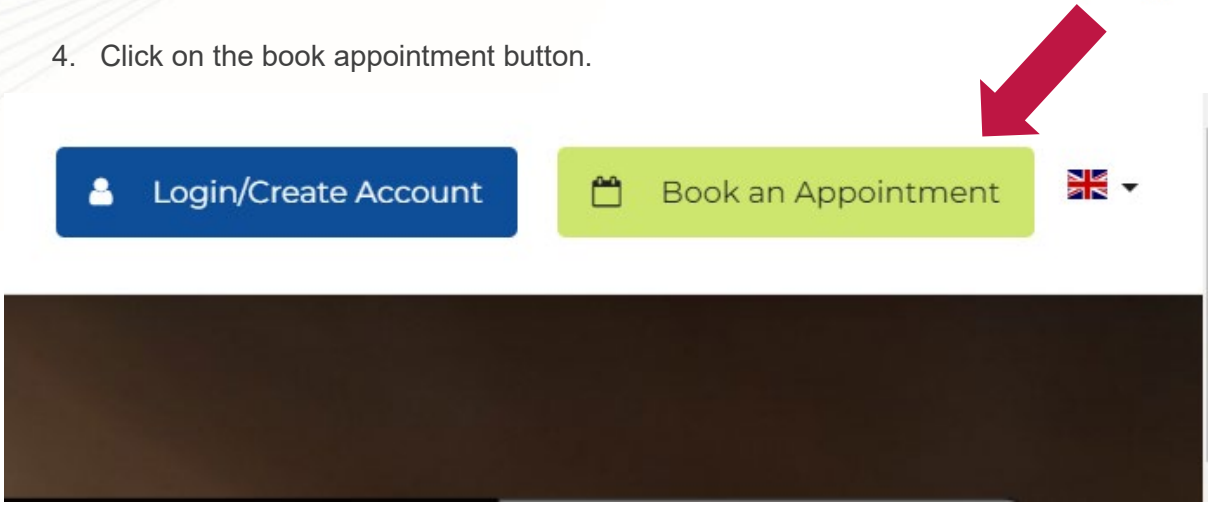


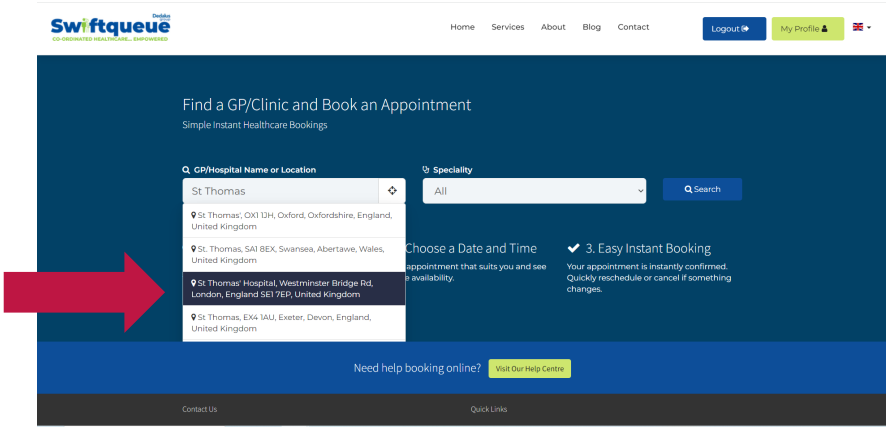

3. Complete the form with your family member's information and click save.



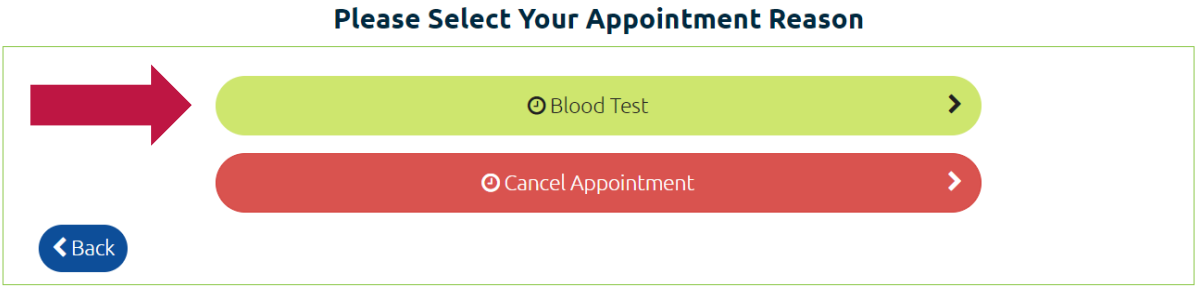
4. Click on the book appointment button.



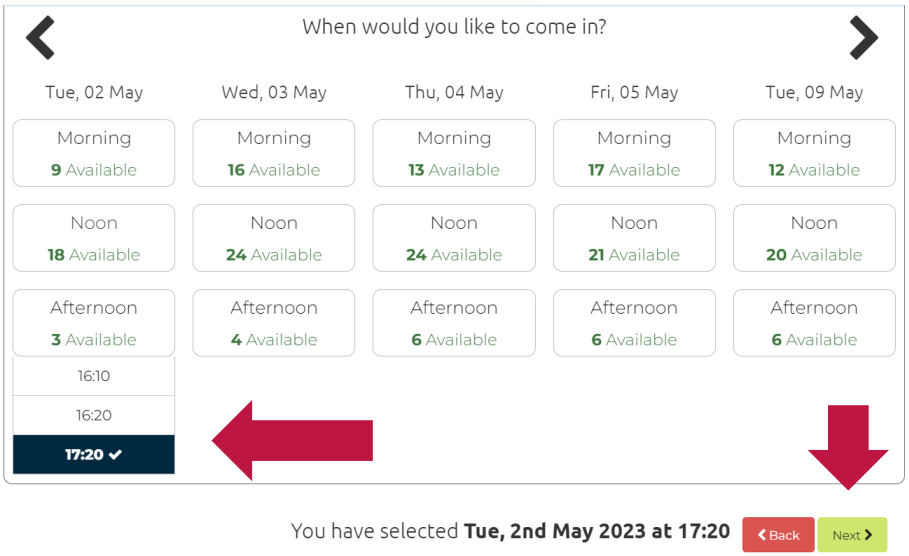

5. Choose your clinic by typing the name of it in the search box.



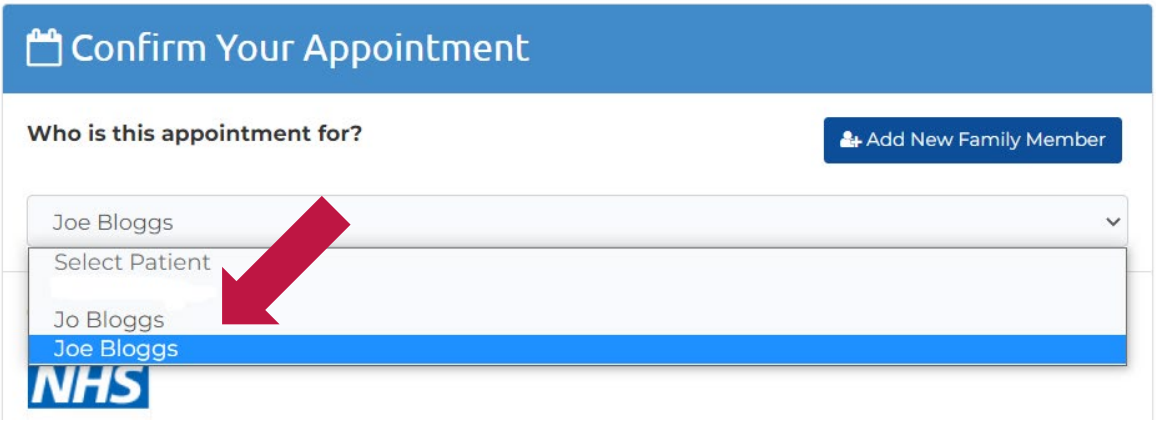

6. Select the blood test type.



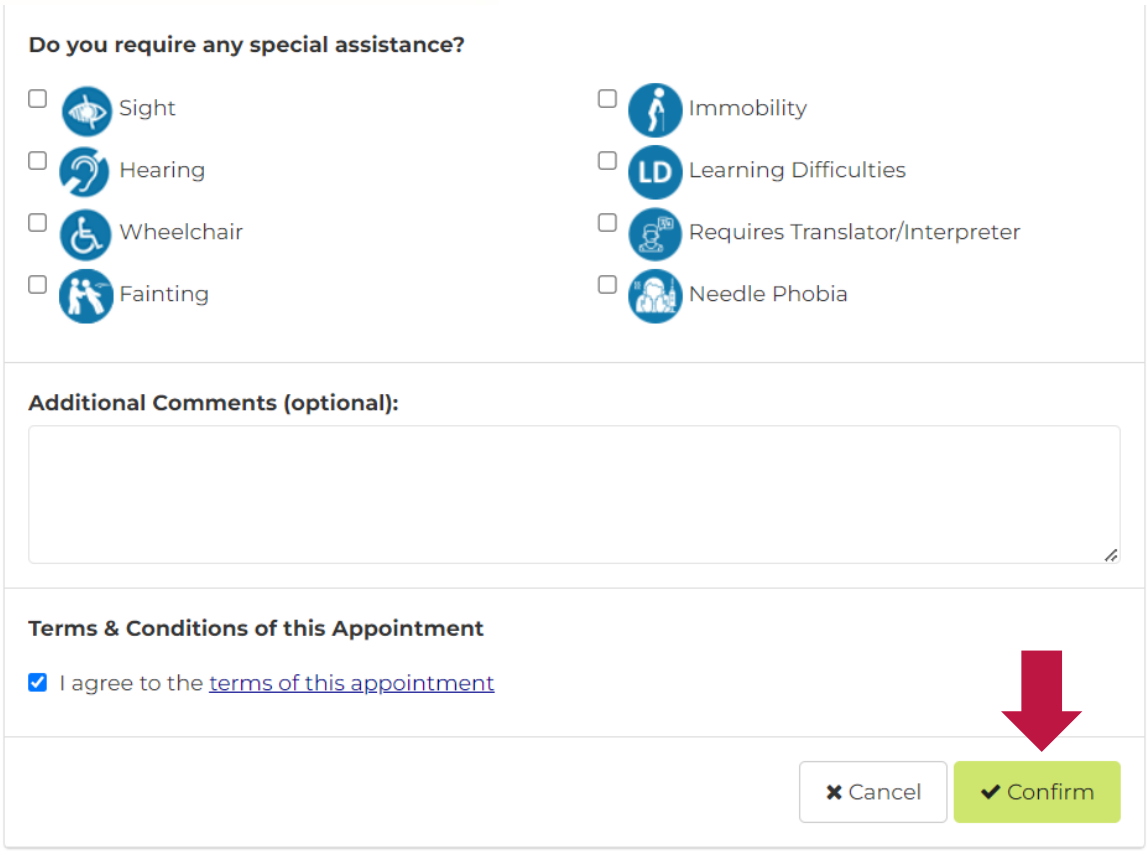
7. Select a date and time and then click next.




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.



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




## 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.