

How to complete a Klink form for a New Health Problem on a mobile device



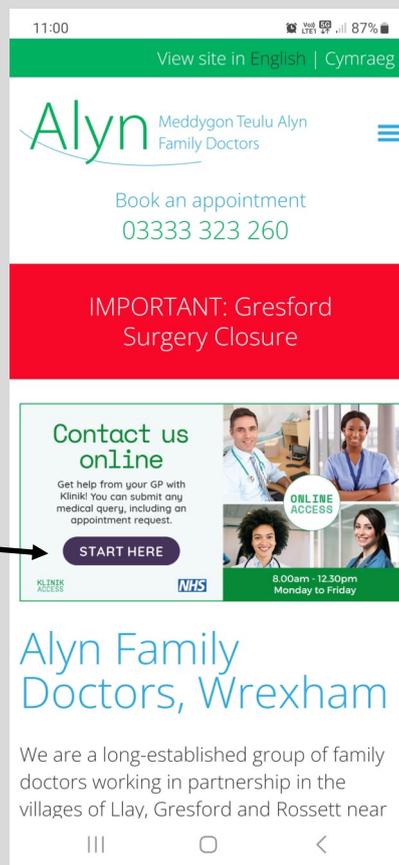
Alyn Meddygon Teulu Alyn
Family Doctors

**KLINIK
ACCESS**

How to complete a Klink form for a New Health Problem on a mobile device

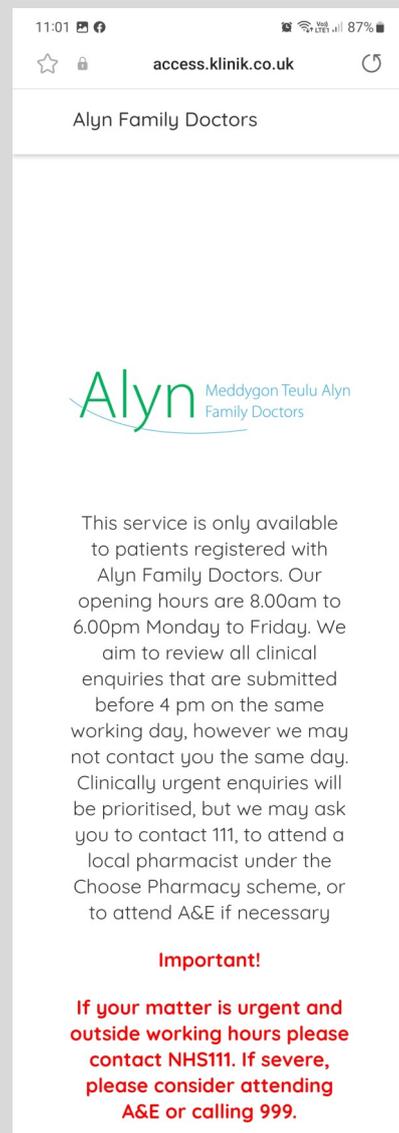
Step 1

- Visit www.alynfamilydoctors.co.uk
- Your screen will look like this
- Click on the Start Here button

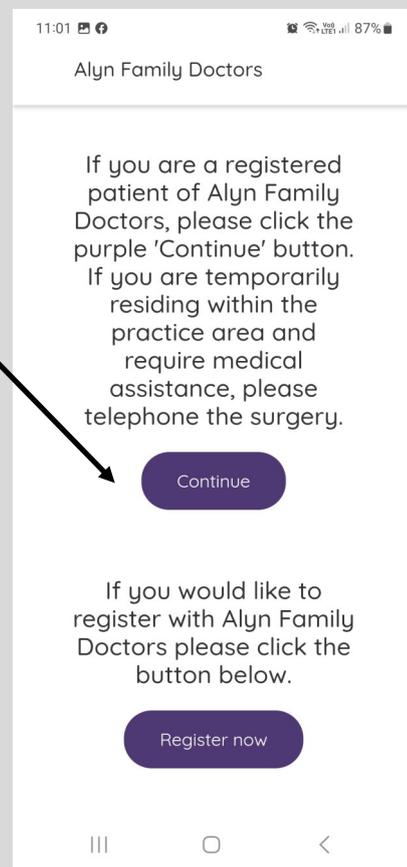


Step 2

- You will be brought to the next screen
- Scroll down to the bottom of the page.



- If you are a registered patient at Alyn Family doctors click continue



Step 3

- For a new health problem select the 'new health problem' tile
- The tile will highlight purple and 3 new options will appear below.
- Select the appropriate option from mental health, Child aged 0-16 or general health problem
- Your selected option will highlight purple
- Click continue



Step 4

- Click on the body to select the affected area you are enquiring about
- If your enquiry is not concerning a specific area select 'no specific location' from the drop down list
- Input the duration of your symptoms, you can select days, weeks or months in the dropdown menu
- Scroll down

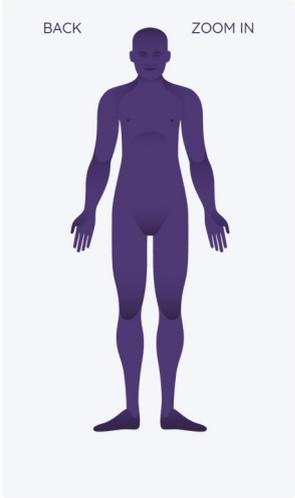
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Alyn Family Doctors

Touch the body map at the location of your main symptom

No specific location

BACK ZOOM IN



Duration of symptoms (from condition onset)

Days

Sex registered at birth (This online triage depends on knowing your registered sex at birth, not your gender identity. If you are doing this for someone else, tell us their sex at birth if you know. We need to know this information so we can ask relevant clinical questions.)

- Select your gender at birth
- Input your age
- When all selections have been made the continue button will turn purple, click to go to next page

11:03 86%

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else, tell us their sex at birth if you know. We need to know this information so we can ask relevant clinical questions.)

Female

Age

32 Years

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Step 5

- Select all symptoms that apply to your current medical issue
- Some symptoms will have a drop down section with further options, please select as applicable
- If the continue button has not turned purple this may mean that all additional symptoms have not been selected, remember to scroll down to view all symptoms
- Once all relevant selections are made click continue
- You be sent to another page to select further symptoms before step 6

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Select your primary symptoms (from condition onset)

Symptoms in the selected location

Bite or sting

Bleeding Blue lips

Bruise(s)

Changed behaviour

Changes in periods

Close contact with a coronavirus infected person

Concentration difficulty

< Previous Continue >

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Contact with allergy trigger

Cough

Select at least one of the following:

Phlegm

Prolonged cough

Coughing up blood

Coughing at night

Unspecified

DONE

< Previous Continue >

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Step 6

- Complete each section by typing any relevant details relating to the symptom
- Once the sections are complete click continue

11:03 [signal icons] 86%

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Describe your symptoms in more detail

Cough:

Describe your symptom with more detail: When did it begin? How and in what situation did it manifest? Has the symptom changed since it

0 / 2000

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< Previous Continue >

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This screenshot shows a mobile app interface for 'Alyn Family Doctors'. The screen is titled 'Describe your symptoms in more detail' and focuses on a 'Cough' symptom. There is a text input field with a placeholder text asking for more details about the symptom, including when it began, how it manifested, and if it has changed. A character count '0 / 2000' is visible at the bottom right of the input area. At the bottom of the screen, there are two buttons: '< Previous' and 'Continue >'. Below these buttons are three icons: a vertical bar icon, a square icon, and a left-pointing arrow icon. The top of the screen shows the time '11:03', signal strength, and battery level '86%'. The footer contains copyright information for '© 2023 Klinik Healthcare Solutions UK Ltd' and links to 'Terms of use', 'Privacy notice', and 'Accessibility statement'. The 'KLINIK ACCESS' logo is also present.

Step 7

- Click yes or no to answer each question
- If you select Yes a free text box will appear. Please complete with further details .
- Click continue

11:03 [signal icons] 86%

Allyn Family Doctors

Previous treatment

Have you used any medication or other treatment for your ailment?

Yes No

Have clinical staff already seen you or treated this health problem?

Yes No

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< Previous Continue >

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This screenshot shows a mobile app interface for 'Alyn Family Doctors'. The screen is titled 'Previous treatment' and contains two questions. The first question is 'Have you used any medication or other treatment for your ailment?' with 'Yes' and 'No' radio button options. The second question is 'Have clinical staff already seen you or treated this health problem?' also with 'Yes' and 'No' radio button options. At the bottom of the screen, there are two buttons: '< Previous' and 'Continue >'. Below these buttons are three icons: a vertical bar icon, a square icon, and a left-pointing arrow icon. The top of the screen shows the time '11:03', signal strength, and battery level '86%'. The footer contains copyright information for '© 2023 Klinik Healthcare Solutions UK Ltd' and links to 'Terms of use', 'Privacy notice', and 'Accessibility statement'. The 'KLINIK ACCESS' logo is also present.

Step 8

- To complete this section please type any concerns, expectations or any further information in the box provided
- Click continue

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Alyn Family Doctors

Concerns and expectations

Do you have any specific worries or concerns you would like the practice to be aware of? What are your needs and expectations as a result of your enquiry?

Please state any specific worries or concerns you would like the practice to be aware of and your needs and expectations as a result

0 / 2000

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KLINIK

< Previous Continue >

Step 9

- Use the calendar to select any dates and times you are unavailable for a doctor to contact you
- Alternatively free text any dates into the box provided
- Click continue

11:04 86%

Alyn Family Doctors

Times NOT suitable for you

A member of our team may wish to call you about your query. Please let us know when you will be unavailable for our team to call within the next 30 days. Please note we may not be able to accommodate your request.

1. Choose dates

July 2023						
MON	TUE	WED	THU	FRI	SAT	SUN
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

2. Select the times when you would not be available for us to call you to deal with your query or attend an appointment.

Alternatively you can write which times don't suit you.

< Previous Continue >

Step 10

- Complete all personal details
- Select if you require an interpreter from the drop down menu
- Select how you would like to be contacted
- Once all sections are complete this Submit button will turn purple. **Click Submit.**
- Your Klinik form will now be triaged by a Doctor and they will determine the urgency of your symptoms.
- A patient advisor will contact you via telephone or text message with details of your appointment or any further information required.

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Fill in your personal information

Tick here if you're filling the form on behalf of another person OR you're a care home worker

Patient's details

First full name *

Last name *

Date of Birth *

Mobile Phone Number *

Street address *

< Previous Submit >

11:05 86%

Alyn Family Doctors

Please contact me:

SMS

Telephone

By pressing "Submit" the form is sent to Alyn Family Doctors. We aim to review all routine queries that are submitted before 4 pm on the same working day, however we may not contact you the same day. All queries submitted after 4 pm, or outside working hours, will be reviewed the next working day.

Your request will be assessed by a member of our team. This may result in a receptionist calling you to arrange an appointment, or the GP may call you to attempt to deal with your medical issue. If necessary a face to face appointment can be arranged after this call. Clinically

< Previous Submit >