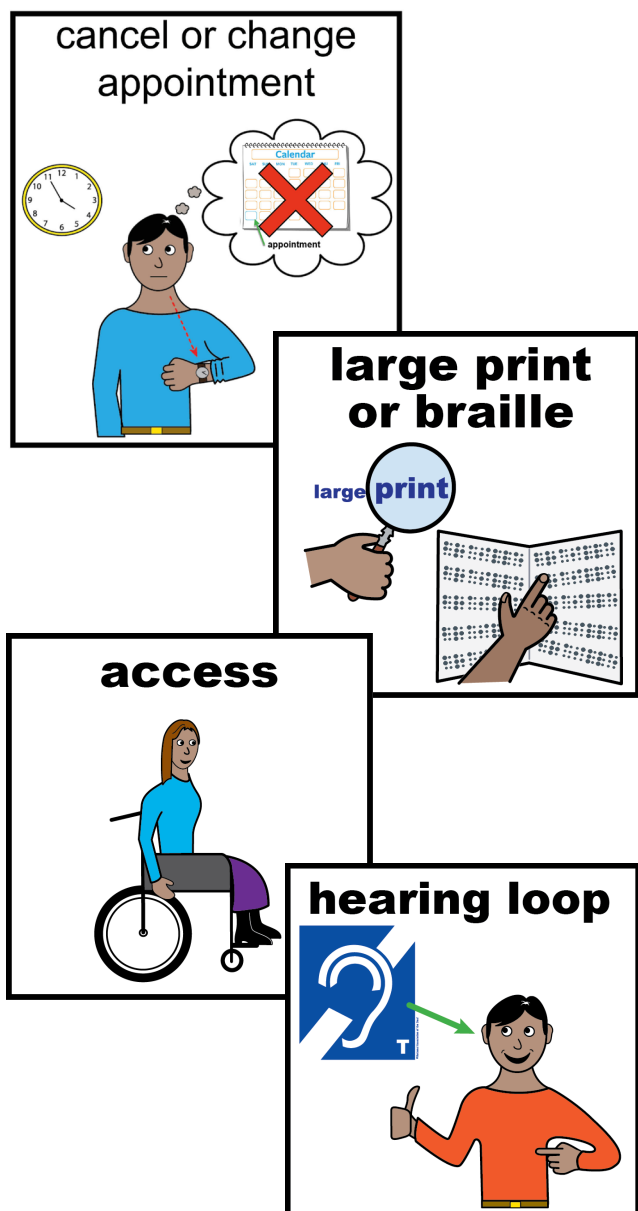
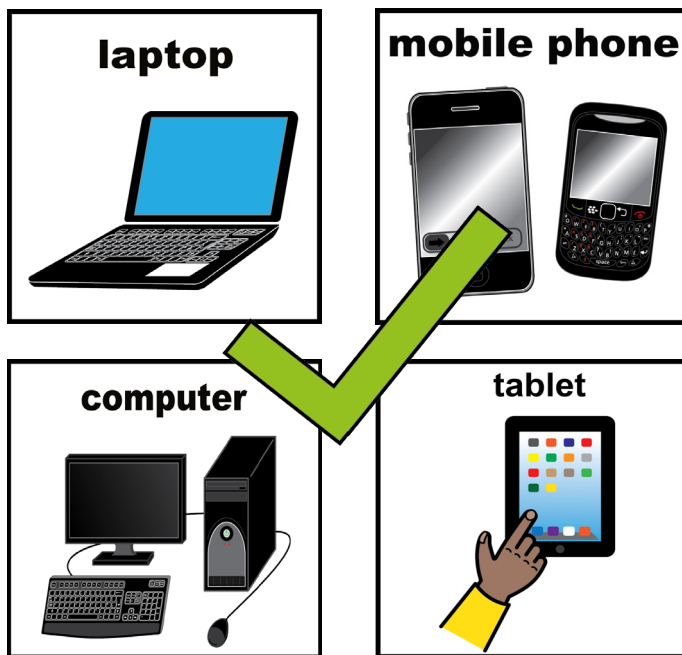


Opening the East Kent Hospitals Patient Portal



You can use our Patient Portal to:

- Cancel your hospital appointment.
- Change the date or time of your hospital appointment.
- Tell us if you want your hospital letters sent by post or email.
- Tell us if:
 - you have a hearing impairment
 - you are visually impaired
 - you need your letters in a different format, such as Easy Read, Braille, or large print
 - you have access needs when coming to your appointment.



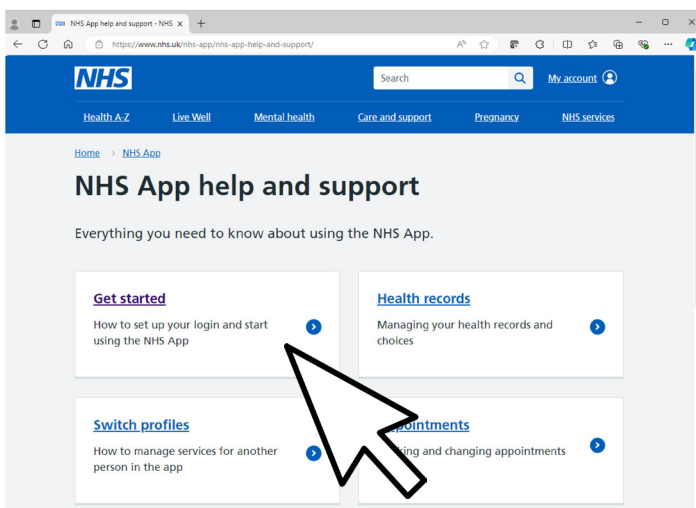
Log into the Patient Portal using your:

- laptop
- computer
- tablet, or
- mobile phone.



You need an NHS App account to use our Patient Portal.

- **If you already have an NHS App account,** skip to page 3.
- **If you do not have an NHS App account,** go to the box below.

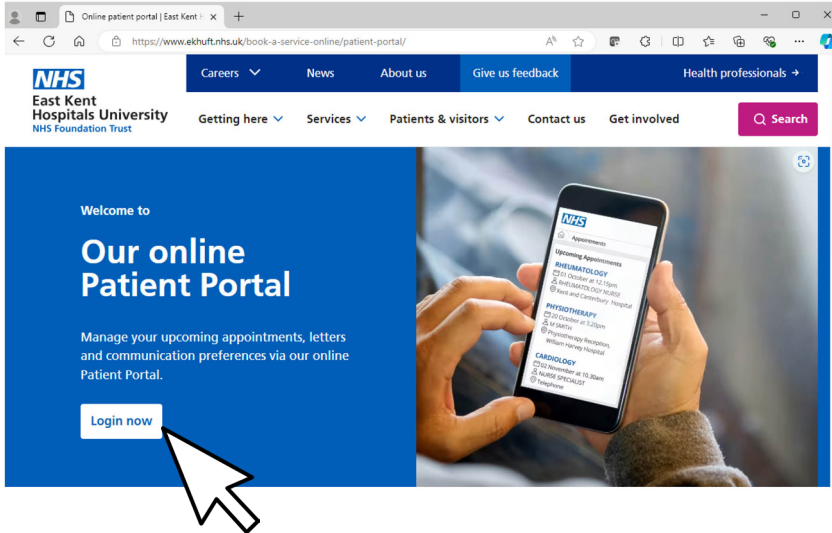


If you do not have an NHS App account

Go to www.nhs.uk/nhs-app/nhs-app-help-and-support/

Click **Get started**. Follow the instructions to set up an NHS App account.

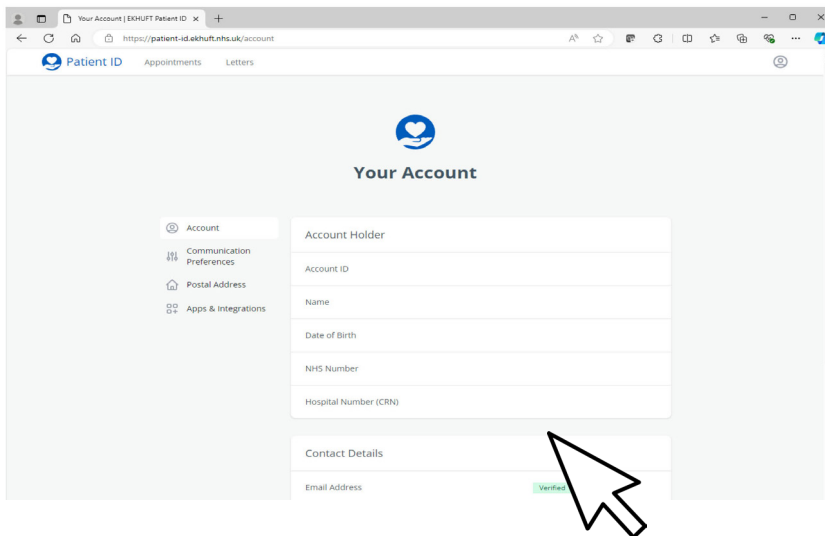
To open our Patient Portal follow steps 1 to 8



Step 1

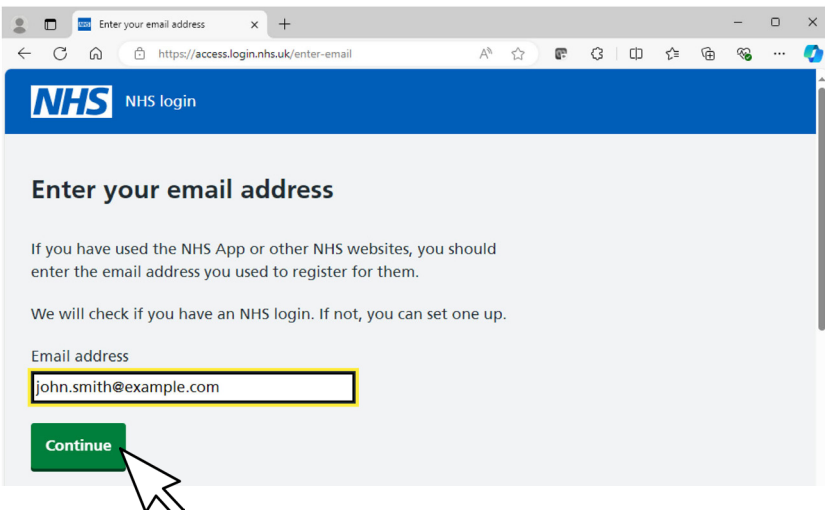
Go to www.ekhuft.nhs.uk/patient-portal

Click **Login now**.



Step 2

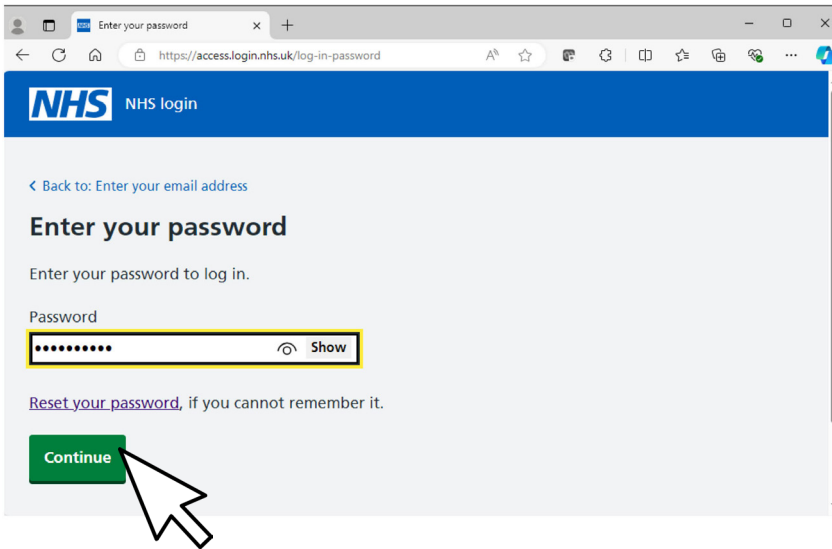
Click **Continue with NHS login**.



Step 3

Type your email address.

Click **Continue**.



Step 4

Type your NHS App password.

Click **Continue**.



Step 5

Check your mobile phone for a text message.

Type the one-time NHS login security code.

Click **Continue**.

Agree to share your NHS login information

To continue, you need to agree to share your NHS login information with **PathEKS - Patient ID**.

PathEKS - Patient ID will use your:

- first names
- last name
- date of birth
- email address
- phone numbers
- NHS number

I agree

Step 6

Click **I agree**, if you agree to share the information listed.

NHS login terms of use update

We have updated our [terms and conditions](#), [privacy notice](#) and [cookies policy](#).

By continuing you agree to our updated terms of use.

Agree and continue

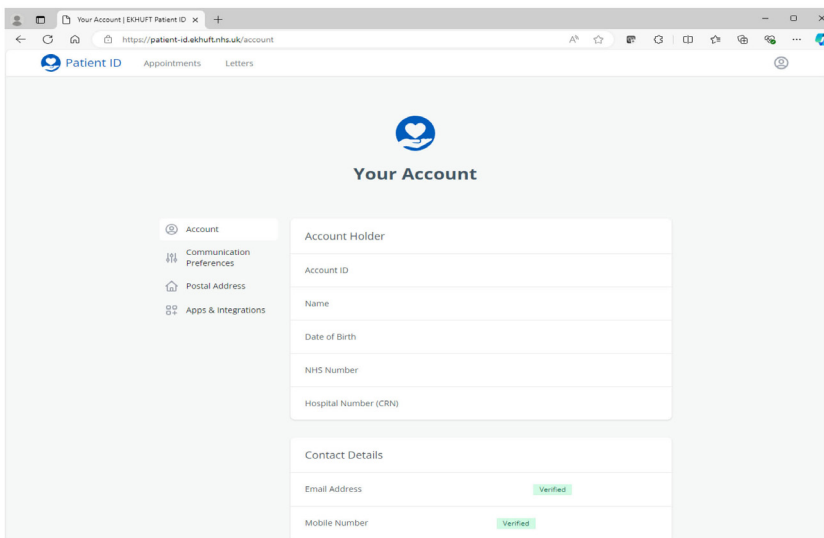
[I do not agree](#)



Step 7

Click **Agree and continue**, if you agree with the Terms and Conditions.

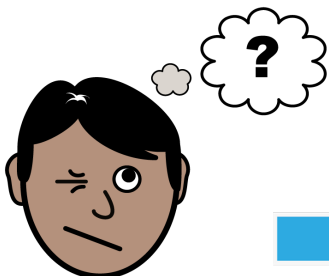
If you do not agree, click **I do not agree**.



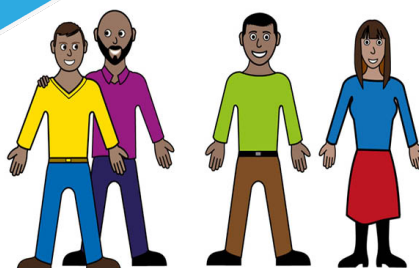
Step 8

Your Patient Portal account will open.

confused



**family,
friend or
carer**



If you need help, ask a family member, friend or carer.

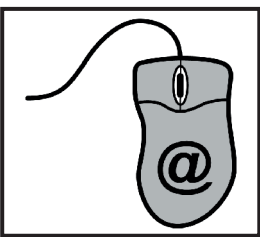


Our Patient Advice and Liaison Service (PALS) can help you.

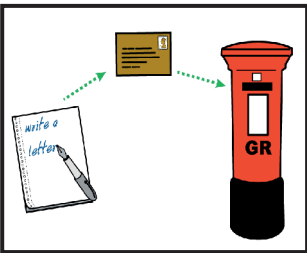
You can ask a question or tell them if you are unhappy about something.

- **Phone:** 01227 78 31 45

The team can phone you back.



- **Email:** ekh-tr.pals@nhs.net



- **Post:** Patient Advice and Liaison Service (PALS), Trust Offices
Kent and Canterbury Hospital
Ethlebert Road, Canterbury
CT1 3NG

Created together with people with a communication need,
the experts by experience

