# Opening the East Kent Hospitals Patient Portal

Information for patients

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.

**Text only**

You can 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 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.

Once you have an NHS App account, you can open our Patient Portal. Follow steps 1 to 8 below.

1. Go to www.ekhuft.nhs.uk/patient-portal. Click Login now button.

2. Click Continue with NHS login button.

3. Type your email address. Click Continue.

4. Type your NHS App password. Click Continue.

5. Check your mobile phone for a text message. Type the one-time NHS login security code. Click Continue.

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

7. Click Agree and continue, if you agree with the Terms and Conditions. If you do not agree, click 'I do not agree' link.

8. Your Patient Portal account will open.

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

If you have any questions, please ask a member of staff or ask a friend or carer to help.

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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

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