

View and download your letters online instantly

Receive notifications when you have a new digital letter and log in to your patient portal to view it online.

We will send you a text message (from 07860039092) with a link to your letter and patient portal. You can access this on your mobile phone, tablet or computer.

We have partnered with **DrDoctor** to deliver this service.

Patients who prefer paper letters can still receive their letters by post as usual.

Why are we introducing digital letters?

We are introducing digital letters to allow us to:

- Let you view your letters quickly and easily
- Reduce confusion from lost letters or letters arriving in the wrong order
- Save the NHS money by reducing the amount of paper and stamps we are using
- Reduce our environmental impact

How to view your digital letter

1. If we have your correct details we'll send you a text message (from 07860039092) when you have a new digital letter to view online.
2. Click the drdoctor.thirdparty.nhs.uk link in your text message to go to your secure patient portal
3. Click 'View letter' and log in with your last name, date of birth and postcode
4. View and download your new digital letter online as a PDF. Your letters will be stored here for future reference
5. You can login from any device by visiting drdoctor.thirdparty.nhs.uk/MEH. When using a different device, we will send a code to your mobile phone number for security.

How to receive paper letters

Patients who prefer paper letters can still receive their letters by post as usual. We will automatically send you a paper letter if you don't view your digital letter. If you want to view your letter online and receive a paper letter by post you can request a paper letter by:

1. Logging into your secure patient portal, going to the 'Settings' tab in the top right, and turn off the paperless option
2. Reply PRINT to your text message notifying you that you have a new digital letter

Frequently Asked Questions:

I've received a digital letter, but I can't log in with my details?

If you have followed the link in your text messages and cannot log in with your correct details, we probably do not have your most up-to-date details on our system. Please contact Moorfields on 0207 253 3411 and check we have your most up-to-date:

- Full name
- Date of Birth
- Postcode
- Mobile number

I can log in but I can't see my letter?

There are three main reasons why you might be able to login but no letter is showing:

1. The letter is for a family member or relative who is registered with the same phone number with the hospital
2. You are a patient at more than one NHS Trust and the details we have for you on our system are not up-to-date e.g postcode or the spelling of your last name.
If the other NHS Trust have the correct details for you you will automatically be logged into their patient portal. Please contact Moorfields Eye Hospital on 0207 253 3411 and check we have your correct details.
3. You are a patient at more than one NHS Trust and when logging in chose the wrong hospital from the options. Please log out and login again, choosing Moorfields Eye Hospital when prompted.

How can I complete my Digital Letter on my tablet or computer?

Go to drdoctor.thirdparty.nhs.uk/MEH

1. Enter your last name, date of birth, and postcode and click 'Let's go'
2. Select the phone number you would like us to send your one-time code to
3. Enter the one-time code you receive and click 'Let's go'
4. Go to 'Letters in the top left
5. Find the letter you want to view and click 'View letter'

Does it cost me to reply to a text message?

Text message replies will be free if you have a text message bundle with your provider otherwise you will be charged at your provider's standard rate.

You can change your digital letter setting online for free by following the link in your text messages or using drdoctor.thirdparty.nhs.uk/MEH.

What is DrDoctor?

DrDoctor is a digital health company modernising how hospitals and patients communicate. They provide a convenient way for patients to manage your appointments while reducing costs, saving time and developing better overall experiences for patients.

How is my data handled?

To enable us to deliver this service, we give DrDoctor only enough information to provide you with these services.

DrDoctor is accredited to the highest standards set by the NHS for protecting the healthcare information of UK citizens as certified here

<https://www.dsptoolkit.nhs.uk/OrganisationSearch/8HY91>.

For more information on DrDoctor's privacy policy please see

<https://my.drdoctor.co.uk/privacy>.