

Q: Why did Alert Health switch to Meddbase?

A: By switching to Meddbase, we will upgrade to running our clinic on a secure, cloud-based platform that will enable client interaction, access to information in real time, and automation of workflows. This will reduce paperwork for attending employees, improving efficiency within the administration and operation of our clinic and enhance the overall service experience.

Q: What features will Meddbase add to the current Alert Health service?

A: Meddbase has a whole host of new features that were not available on our old system, including: the ability to self-serve many requirements for management referrals and pre-placement assessments, access to employee records (for users with the correct level of access), the ability to run reports as needed, and securely send messages/emails regarding referrals and assessments, plus much more!

Q: How do I log onto Meddbase?

A: You need to visit the Alert Health login page: <https://www.patientbooking.co.uk/alerthealth/referral/> If you have not previously logged into the portal, please click 'forgotten password' to set up a password and gain access. If you have any difficulties, please contact service@alerthealth.co.uk

Q: Do I need to download an app to access Meddbase?

A: No — the Meddbase Client Portal works through your internet browser on a computer, tablet, or smartphone. No app download is required.

Q: Can anyone log onto Meddbase?

A: The Meddbase client portal is intended for use by company representatives that book or refer employees to Alert Health. This may be HR departments, coordinators or managers, depending on your organisation's structure.

Q: I don't have a login for Meddbase; how can I get one?

A: If you're an Alert Health client responsible for booking appointments, receiving certificates or submitting management referrals and new-starter assessments, you can request an access code from Alert Health via service@alerthealth.co.uk. Once you have it, you can register via the Alert Health login page.

Q: We are a client of Alert Health but aren't yet set up to use the Meddbase system. How can we start using Meddbase?

A: To get set up, contact the team at Alert Health via enquiries@alerthealth.co.uk.

Q: What security accreditations does Meddbase have?

A: Meddbase's case management system maintains the following security accreditations: ISO 27001:2013, SOC 2, Cyber Essentials Plus.