

Q: What is the Meddbase Patient Portal?

A: The Patient Portal is a secure online platform where you can complete all pre-appointment questionnaires and access any correspondence and results that have been shared with you.

Q: How do I log into the Patient Portal?

A: Once your appointment has been scheduled, you will receive an email with a link to the portal. Follow the link and use the login details provided. If it's your first time, you will be asked to set a password.

Q: What can I do on the Patient Portal?

A: You can view upcoming appointments, complete pre-appointment questionnaires, upload requested documents and access any reports or certificates that have been shared with you.

Q: Do I need to download an app?

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

Q: What should I do if I can't log in?

A: Please check that you're using the correct link and login details. If you still can't access the portal, contact the team at Alert Health on service@alerthealth.co.uk.

Q: Will I get reminders about my appointments?

A: Yes — the portal sends automated reminders by email (and SMS if enabled) before your appointment.

Q: Can I update my personal details?

A: Yes, you can update contact details such as your phone number, email, or address directly in the portal. Please ensure these are kept up to date so we can reach you.

Q: Where will I find my documents once I am in the portal?

A: Using the navigation menu on the left-hand side, select 'Medical History' to access all documents available to view.

Q: Is the Patient Portal secure?

A: Yes — all data is encrypted and protected to the highest standards (ISO 27001, SOC 2, Cyber Essentials Plus). Only you and authorised Alert Health clinicians can access your information.