

Guidelines to link Portal Account with Beneficiary Record and Access the Beneficiary Medical History

The beneficiaries can access their Medical History once they link their **Beneficiary Record** with their **Portal Account**.

For adult beneficiaries, **ONE** portal account can be linked to **ONLY ONE** beneficiary record.

Records of minor children are automatically linked with their parent's portal account once the parents link their portal account with their own beneficiary record. Both parents have access to their children's record. This applies also for beneficiaries without Cypriot Nationality, provided that the parents have enrolled to the GHS prior to their children. In case the parents have enrolled after their children, they must request from the child's Personal Doctor (Paediatrician) to add their data into their child's record during the Beneficiary Verification/Identification process. If they do not follow these steps, they must contact the HIO.

A. Link Portal Account with Beneficiary Record

To link their portal account with their beneficiary record the beneficiaries must follow the steps below:

1. Request from their PD to generate the verification codes.

The beneficiary must visit the PD and request the generation of the verification codes. Two verification codes will be issued. The first is printed at the PD's office and the second is sent (automatically) to the email that resides in the beneficiary's record. That is, the email that was declared for communication purposes during the GHS enrolment process. If no email has been declared, the PD can add the beneficiary's email to their record, and then issue the verification codes. The system allows the generation of verification codes only if an email address has been declared into the system.

Note: The verification codes are valid for 24 hours. If the process is not completed within this period the beneficiary must request from his/her PD the generation of new verification codes.

2. Case A: The beneficiary already has a portal account:

Log into the portal account by selecting "Beneficiary Portal" from the HIO website www.gesy.org.cy and input the verification codes. To do this, follow the steps below:

- 2.1 Log into your portal account from the Beneficiary Portal.
- 2.2. In the initial page select "Link your Record".
- 2.3 Enter the verification code provided by the PD (verification code 1) and the verification code sent to the beneficiary's email (verification code 2).

At this point, the beneficiary must ensure that he/she inputs the **correct** verification codes that correspond to the specific beneficiary record. In case of a mistake the portal account maybe linked to **another** beneficiary record. In this case the beneficiary must contact the HIO immediately.

3. Case B: The beneficiary does not have a portal account

The beneficiary must create a portal account by selecting "Create an Account" at HIO website www.gesy.org.cy, log into the account and then input the verification codes.

In case the beneficiary does not already have a portal account he/she must create one. To create a portal account the beneficiary will need an email and a mobile phone number. The email must be unique, whereas the mobile phone number can be used multiple times. Once the portal account has been created, the beneficiary must follow the steps 2.1-2.3 to link the portal account with the beneficiary record.

Note: From one portal account the user can submit multiple GHS enrolment requests. The user submitting the requests has **NO** access to the medical record of the beneficiaries he/she has enrolled. Access is provided only through the process described above. In order to have access to the other beneficiaries' records (e.g. spouse, parents, etc.), separate portal accounts must be created and linked to **each** record.

B. Access the Beneficiary Medical History

Once the beneficiary record is linked to the portal account, the beneficiary must follow the steps below in order to view his/her medical history:

1. Log into the portal account.
2. Enter the one time password (OTP) received on your mobile telephone.
3. Select "Beneficiary Record" from the side menu.

Note: To view the records of minor children, the beneficiary must select from the user icon (top right – "Switch Beneficiary") the name of the child.