

Northdown Surgery Online Services Access Information Leaflet



If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

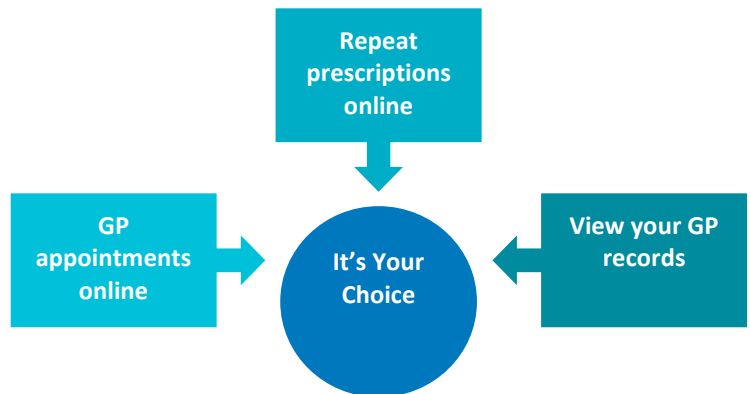
Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday.

Once you register for online access you will be given a unique ID number, you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer. The surgery may take up to 5 working days to process your request.

RECORDS ACCESS - To be able to book online appointments, view test results, view medical record, view immunisations and allergies (i.e. records access) and request repeat medication orders, patients must first Register for Online Access at <https://patient.emisaccess.co.uk/Account/Login> - you will need an email address registered with the surgery before they can do this. Once a patient has registered online you will need to sign a "Request for Online Access to my medical records" form and bring the necessary proof of ID to the surgery. Staff verification of signed form should be completed and a copy of any photo ID should be photocopied on the signed consent form which should then be passed to Reception Managers/IT Admin for processing. The form must be scanned to the patients' record.

Identification items required:

Two documents need to be presented when a patient's identity is verified, at least one of which should contain a photo of the individual. The documents should be checked for consistency, and the applicant compared to the image on the photo ID. Any two of the following documents are acceptable: passport, driving licence, bank statement, recent household bill. Please note that statements or bills should be dated within the last 3 months and must be proof of *current* address



It will be your responsibility to keep your ID details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

The practice has the right to remove online access to services for anyone that doesn't use them responsibly

Before you apply for online access to your record, there are some other things to consider.

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

Things to consider

Abnormal results or bad news

If your GP has given you access to test results, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

Choosing to share your information with someone

It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

Coercion

If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

Misunderstood information

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

Information about someone else

If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

Keeping your online health and social care records safe and secure

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>