

## Explanatory notes and terms and conditions for Patient Online Access

### **Explanatory notes:**

Patient Online Access is a secure online system that is integrated with our practice system (called EMIS).

### **Through Patient Online Access you can:**

- Make and cancel appointments with a doctor
- Request repeat medications
- View your medical record

To use the online facilities, you simply log into the EMIS Access website

<https://patient.emisaccess.co.uk/Account/Login> there's a link on our practice website as well.

The service is free to our registered patients and is available day and night, 365 days a year. Please read the information below on how to set up and use it.

### **Confidentiality and Security:**

Information sent via EMIS Access is encrypted. This means that information that you view cannot be intercepted or read by others, and only you and the practice are able to see your personal information. Our computer system is connected to EMIS Access through the NHS network which is more secure than a normal internet connection (see our terms and conditions below).

We will only enable the internet access facilities provided through EMIS Access upon receiving your written request. This will allow you secure access to appointments, medication and upon review by a clinician, your medical record. You can ask for your EMIS Access account to be deactivated at any time.

### **Requesting your EMIS Access login details:**

If you wish to use EMIS Access you must complete and sign an application form. This is available from our reception staff or via our website [www.thewoodlandspractice.co.uk](http://www.thewoodlandspractice.co.uk).

### **Proxy access:**

One form must be completed per person. Usually each person must complete their own application form however, parents/guardians are able to request proxy access to their child's record up until the child's 11<sup>th</sup> birthday. The age at which children are deemed to be able to make their own decisions can vary greatly. NHS England's policy states when a child reaches 11 years old the electronic access to their record becomes automatically disabled.

For most families parental proxy access on behalf of their children under 11 is appropriate and helpful. Between their 11th and 16th birthday most children will become competent to make the decision about whether anyone should have proxy access for them. People aged 16 or above are assumed to be competent to make an independent and informed decision.

Case-by-case decisions about proxy access will be made by your GP after verification of parental responsibility, checking of the medical record and an assessment of competence of the child. This decision will be reviewed annually.

For further information NHS England have produced the following guidance <https://www.england.nhs.uk/wp-content/uploads/2016/02/pol-safeguarding-proxy-webinar-slides-0216.pdf>

If you wish to apply for access to records for an elderly relative or you are a carer for a patient you will need to ask them for written consent to provide with the application form.

Please return your completed application form to reception in person along with your photo identification (ID).

### **Identification:**

Your application form will only be accepted with photo ID such as a photo driving licence or passport before you can register. Photo ID is necessary for security reasons to ensure that access to your records is only issued to you.

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You must register in person in order to use this facility.

The practice will review all applications for online access prior to activation. Occasionally you may be asked to discuss the contents of your record with the doctor before gaining access to view your records online. Once your account is created a letter containing your secure login details will be available for you to collect, in person, from the surgery. For security reasons, we cannot confirm login details by phone or email.

### **Creating your account:**

After you have obtained the letter containing your login details, you must then create your account on the EMIS Access website. You will only have to do this once. It is important that you enter your details exactly as they appear in the letter.

When you create your account you will be asked to choose a password. Please do not reveal this to anyone. If at any time you believe that someone else may have access to your password or gained access to your account you should contact us as soon as possible.

### **Terms and Conditions:**

#### **Booking or cancelling an appointment:**

Each appointment available to book via EMIS Access is a 10 minute routine appointment with a doctor. You can book a maximum of 1 appointment online, however you are able to book additional appointments if needed via telephone or in person at the practice.

You can view or cancel your current appointments, and choose from a selection of pre-bookable appointments online. All our patients are welcome to book with any of our doctors.

#### **Appropriate bookings:**

Please ensure that you book the appointments appropriately. Appointments can be made with a doctor for illness, suspected illness, follow-up to previous consultations and for medication reviews. You **cannot** book online for the following:

- On the day duty-doctor appointments (these will not be displayed online)
- Medicals – Private Medicals for example for HGV or Taxi driving licence
- Coil fits / Smears
- Ante-natal with midwife / Post-natal
- Minor surgery / Cryotherapy clinics
- Nurse appointments
- Travel clinics and vaccinations
- Home visit requests for housebound patients

Please contact the practice via telephone or in person at reception to book an appointment for any of the above.

#### **Reasons for Appointment:**

We ask that you enter a reason for your appointment in the box provided when booking. This gives us the opportunity to ensure that it is appropriate for you to see the doctor rather than a nurse or Health Care Assistant. Please be assured that all details entered are secure and cannot be intercepted. Our practice has a strict confidentiality policy.

#### **Missed Appointments:**

Please let us know if you will be unable to attend an appointment that you have booked online. Either contact us by telephone or cancel it online. This will allow us to offer the appointment to another patient.

We realise that there are valid reasons for not attending. However, we will be monitoring such occurrences on a regular basis.

If you repeatedly miss appointments booked online we may remove your facility to use EMIS Access unless there are mitigating circumstances that we consider to be valid.

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### **Requesting medications:**

You may request a repeat prescription for your routine medications online. You will be able to check when it has been processed and then collect it from the practice or if you have informed your pharmacy that you would like your prescription to be sent electronically from the practice to a pharmacy, we will send accordingly. There is a facility for you to add a message with your request for your repeat medication which the GP will view. For your safety we are unable to take prescription requests over the telephone which avoids potential errors being made.

### **Medical record:**

Through the online access you are able to view your medical record including allergies, medication, test results, coded clinical terms (e.g. major diagnosis and values), documents and immunisations. If you require clarification regarding any information in your medical record you can contact the practice or visit [www.patient.co.uk](http://www.patient.co.uk) which supplies additional information to help you understand and educate yourself about what you read. There are circumstances where a GP may believe it is not in the best interests of the patient to share all information in the record, for example where it could cause harm to their physical or mental health. If this happens, your GP will discuss their reasons with you.

### **Use of Patient Online Access:**

By using the online facilities you agree with the terms and conditions under which this website is provided. We will be monitoring the use of this service and we are sure that you will find it most useful.

If, however, we find that any users are abusing the service, we will revoke their access to the service. We consider the following as inappropriate use: sending inappropriate or abusive messages, booking appointments and not using them, consistently booking inappropriate appointments with a doctor, booking appointments for another person.

You are responsible for ensuring that your log-in details are kept confidential. You will also be held responsible for any misuse of your account. You must inform us immediately if you believe an unauthorised person has gained access to your account. Although high levels of internet security are in place to protect your personal information, we cannot guarantee the service to be 100% secure and in using the service you are accepting a degree of risk.

EMIS Access is generally available 24 hours a day, but at certain times, for example when our computer system is backing up data or undergoing maintenance, you may be unable to use the service. The Woodlands Practice does not guarantee that EMIS Access or our other online facilities will always be available and will not accept any liability for damages resulting directly or indirectly from the use of, or from any inability to use, EMIS Access or our other online facilities. EMIS have incorporated a "Current Status of EMIS Access" link to the front screen of the EMIS Access Web site. You may click on this link at any time to be redirected to a page showing the current status of the service. This page is updated at regular intervals and will display any operational problems and when they are due to be fixed.

EMIS Access is provided by EMIS, a trading name of Egton Medical Information Systems, the company that provides our patient records system. The Woodlands Practice cannot accept liability for damages resulting, directly or indirectly, from the use or misuse of the EMIS Access service. In using EMIS Access, you agree to the terms and conditions and privacy statement on the EMIS Access website.