

306 Medical Centre

Online Services Records Access Patient Information Leaflet

What is it?

This is a way you can view your GP medical record over the internet from a PC – free of charge.

Your practice is now offering you the opportunity to use the internet to securely view the electronic medical information held about you in a way that is easy to navigate and offers you really useful links to approved resources such as patient information leaflets about diseases, tests, investigations, support groups and medications etc. There are also links to websites such as Patient.co.uk where you can find additional information to help you understand and educate yourself about what you read in your health record.

What are the advantages for me?

If you are waiting for results you will see them as soon as they are added to your record and you will not have to ring the surgery.

You can choose to share your records with those treating you anywhere in the NHS, and anywhere in the world. You may also wish to share your records with family members

You can look up your list of immunisations

Accessing your online record will help you to understand and make use of the information in your records

Access can lead to discussions with your health professionals and helps encourage a more open and honest relationship

What can I see on the Online Medical Record viewing system?

The system allows you to view the following areas of your medical record:

- A summary that gives you the most important and recent entries in your health record.
- Consultations including: date, practitioner seen, reason for visit, history, examination, outcome, investigations, etc.
- Medical Record showing diagnoses, investigations, and procedures
- Allergies.
- Patient Information Leaflets linked from the diagnoses in the medical record section.
- Results showing all investigations such as blood results, liver tests, blood pressure etc.
- Vaccinations.
- Medications.
- Letters to and from the GP.

For further information please contact your practice. Under The Data Protection Act 1998 your practice may refuse access to all or part of your health records.

What are the risks for me?

There may be something in your record that you do not want to be reminded about.

Some terms may be difficult to understand as the notes are made by doctors and nurses for each other. There will be links to explanations to help you.

Test results that are abnormal and posted say, on a Friday, may worry you over the weekend if you cannot see the doctor or nurse to discuss them.

Can I view my child's record?

Most practices allow parents to access their child's records up until they are 12 years old. Should you wish to access your child's records beyond their twelfth birthday you need to discuss this with your practice

Can I alter the record?

No. This is a 'read only' facility. You can however, print off details to take to e.g. a hospital appointment. If you think that there is something that needs to be changed, you will need to contact the surgery.

What about security?

Record access has the same level security as online banking. A hacker would only be able to see one page at a time. Nothing changes with the way your medical information is stored.

Your information will remain under the control of your GP as it does now. And like online banking you control viewing by using your PIN and pass words. You will be responsible for keeping your log in details safe.

Logging off or a power failure will clear all the information on your computer system.

Will my data be sold on to private health companies?

The Data Protection Act (1988) states that data which identifies you can only be used with your explicit permission.

What if I don't want to register to use this System?

If you do not want to register to use this system you can still use all the practices' services exactly as before.

Your decision not to register will not affect your treatment or your relationship with your GP practice in any way.

Online Services Records Access

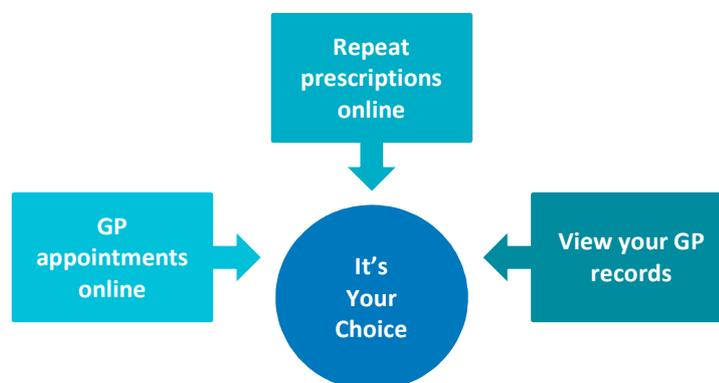
Patient information leaflet 'It's your choice'

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. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

You will be given login details, so 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 practice has the right to remove online access to services. This is rarely necessary but may be the best option if you do not use them responsibly or if there is evidence that access may be harmful to you. This may occur if someone else is forcing you to give them access to your record or if the record may contain something that may be upsetting or harmful to you. The practice will explain the reason for withdrawing access to you and will re-instate access as quickly as possible.



It will be your responsibility to keep your login 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 information that you can see online may be misleading if you rely on it alone to complete insurance, employment or legal reports or forms.

Be careful that nobody can see your records on screen when you are using Patient Online and be especially careful if you use a public computer to shut down the browser and switch off the computer after you have finished.

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

Forgotten history

There may be something you have forgotten about in your record that you might find upsetting.

Abnormal results or bad news

If your GP has given you access to test results or letters, you may see something that you find upsetting. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them. If this happens please contact your surgery as soon as possible. The practice may set your record so that certain details are not displayed online. For example, they may do this with test results that you might find worrying until they have had an opportunity to discuss the information with you.

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. If it would be helpful to you, you can ask the practice to provide another set of login details to your Online services for another person to act on your behalf. They would be able to book appointments or order repeat prescriptions. They may be able to see your record to help with your healthcare if you wish. Tell your practice what access you would like them to have.

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>

306 Medical Centre
Online Medical Record Viewer Enrolment Form

By completing this form you are asking us to make information from GP records available to you online. Your information will not be made available on EMIS without your permission. If you decide not to join, or wish to withdraw, it will in no way affect your treatment.

Things to Consider

There is a very small chance of the following occurring, please read and tick the box to confirm that you have understood:

1. Forgotten History

There may be something you have forgotten about that could cause distress

2. Abnormal Results/Bad News

You may see this before you have spoken to the doctor, or while the surgery is out-of hours

3. Errors in your Record

In this case please contact the Surgery

PLEASE COMPLETE IN BLOCK CAPITALS

Name of Patient:

Date of Birth:

If you are enrolling on behalf of someone else, please fill in your details here and your relationship to the patient:

Name:

Email address:

Phone number:

- I consent to 306 Medical Centre enabling me online access to my electronic health record.
- I further agree to use the system in a responsible manner and to immediately report any errors whilst using the system.
- I understand that I can only see patient data that relates to me, and I agree should any other patient data not relating to me is visible to me I will immediately log out and report the matter to 306 Medical Centre, so it can be escalated to the system provider, EMIS.
- I agree that by completing this form I have read and understood the [Online Services Records Access Patient Information leaflet](#):

Signature:

Date:

Office Only: Please check only Photo ID to confirm patient's identity for patient security. Do not take copy.

Passport Driving License Other Photo ID....Please state:

Staff Name:

Date:

Actioned – Access facilitated Date: