

## Patient Access Application Form

**Patient to complete:**

|                                       |   |
|---------------------------------------|---|
| Name:                                 |   |
| D.O.B:                                |   |
| Address:                              |   |
| Telephone No:                         |   |
| Mobile No:                            |   |
| E-mail address:                       |   |
| Practice Guidance read and understood | YES/NO (Delete as appropriate)  |
|                                       | Please indicate whether you would like access to on line prescription requests, on line appointments or access to medical records or all three options. Please tick as appropriate.<br>Prescriptions <input type="checkbox"/> Appointment booking <input type="checkbox"/> Medical Records <input type="checkbox"/> |

- I am the patient      Signed.....
- I am representing the patient      Signed..... (Parent/guardian)  
 (If 13 years old or under)

***Parents/guardians may represent 14 and 15 years olds with their authority***

- I consent to my parent/guardian applying for EMIS Access on my behalf and collecting my registration documents      Signed.....

Date:.....

***PLEASE REMEMBER THAT ID WILL BE REQUIRED FOR THE COLLECTION OF REGISTRATION DOCUMENTS AND PIN NUMBER***

(PATIENTS AGED 16 YEARS OLD OR OVER MUST COLLECT THEIR OWN DOCUMENTS)

# Our Practice Guidance for Patient Access to book appointments, repeat prescriptions or access to medical records online

Before you begin to use Patient Access we would appreciate it if you could read the following guidance regarding the booking of appointments over the Internet. Please keep this page of the document for your own reference. We will also provide guidance on our website.

## Reasons for Appointment

You may wish to enter a reason for your appointment in the box provided when booking an appointment but this is not compulsory. Please be assured that all details entered are secure and cannot be intercepted but can be viewed by our reception team. Our practice has a strict confidentiality policy for all staff.

## 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 to cancel it or cancel it online. If you miss an appointment more than 3 times in one year we will remove your facility to use Patient Access, however you will still be able to book appointments with our receptionists.

## Appointments

Due to the nature of nurse appointments we are unable to offer them online at this time. You are however able to book blood tests for patient taking warfarin through the INR Clinic on line

FOR EXAMPLE:

## Repeat Prescriptions

You can order medication that you have on repeat prescriptions for your doctor via the online service. This can be access in the same way as to book an appointment. We cannot issue acute items eg medication that is prescribed as a one off course of treatment or is taken infrequently.

## Access to Medical Records

You can access limited information from your medical records via Patient Access. You will be able to see and information regarding allergies, repeat medication or immunisation / vaccination records. You will not be able to access consultation notes or documents at present and test results are not currently available. You will only be able to access your own medical records. You cannot use you Patient Access account to access other people's medical records.

## Inappropriate use

We monitor the use of this service and we are sure that you will find it useful. However, if we find any abuse of the service, we will revoke your access to the service and you will have to liaise with our reception team for services. We would consider inappropriate use as: sending inappropriate or abusive messages, booking appointments and not using them more than 3 times a year, booking appointments for other family members using your own name.

## Your Responsibility

The practice will take every measure to ensure that your Patient Access application is secure. It is your responsibility to ensure that your EMIS Access account remains this way. You are able to terminate or reset your Patient Access Account at any time by contacting the surgery in writing. You may wish to do this if you think someone else knows your log in details or if you have shared details with a family member or partner and no longer wish them to know these details. Please note that once a young person has reached 16 years of age, their registration will automatically be cancelled and they will need to re-register themselves.

## What to do next?

If you would like to register for Patient Access please complete the attached Application Form and return it to the practice. Please allow 3 working days for us to complete your registration and then return to the surgery to collect your letter containing PIN numbers etc. Please note that if you are over 16 years of age you will need to provide proof of identity when collecting your own documents and will be asked to sign a disclaimer which will be scanned onto your medical record.

You will then be able to create a new account on the Patient Access website. At present this can only be used for booking and cancelling appointments but we hope to be able to add your own repeat prescriptions list in the near future.

**Please note that the practice does not manage the Patient Access Website and, therefore, cannot provide help with using the Patient Access. Help screens are provided on the Website.**