

Access to Online services Form

Surname.....

First name.....

Date of birth.....

Address.....
.....
.....

Email address.....

Telephone number.....

Mobile number.....

I wish to have access to the following services:
(Please tick)

Appointment booking

Requesting repeat prescriptions

Accessing my medical record

**I have read and understood the information
provided in this leaflet**

Signed.....

ID provided:

Method of verification:

Vouching

Vouching with information from record

Photo ID & proof of residence

Staff Initials: **Date:**

Please Note

- It will be your responsibility to keep your login details and password safe and secure. If your record has been accessed by someone without your permission, then you should change your password immediately or contact us so we can remove online access until you are able to reset your password.
- If you print out any information, it is your responsibility to keep it secure. If you are at all worried about keeping printed copies safe we recommend you do not make copies at all.
- The practice may not be able to offer full online access if there are concerns that it could cause harm to your physical or mental health or where there is reference to third parties.
- The practice has the right to remove online access from anyone who doesn't use the services responsibly.
- The practice will take all reasonable steps to ensure that access to your medical record is available at all times, but there may be times when technical problems make this impossible.

ROYAL CRESCENT SURGERY

A Guide to Patient Online Access



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Online Services

Did you know that registering for SystmOne on-line services can help you take control of your healthcare needs? Once you have registered you will be able to:

- Book and cancel appointments
- Request repeat prescriptions
- See your past medications and allergies
- See your vaccination history
- View test results
- Access your clinical record

Getting Access

In order to gain access to these services you will need to fill in the application form at the back of this leaflet and bring it to reception in person. For your security we need to check your identity and cannot process any request without seeing valid photo ID, for example a passport or driver's license, we can then generate you a user name and password. You will be able to book appointments and order prescriptions etc. from the next day, but access to your clinical record has to be approved by your doctor and takes longer.

Proxy Access

It is possible for parents/carers to access online records on a patient's behalf, this is called proxy access. Where proxy access is granted the practice will make sure that it is only given to what is necessary and reasonable to see. Access is always at the discretion of the GP.

Parental access will be granted until the patient is aged 13, after this the patient will receive a letter explaining that parental access will be switched off. A child aged between 13 and 16 and deemed competent may have their own on-line record access or may authorise a parent or guardian to have proxy access. After the age of 16 patients will need to register for their own on-line access.

Approval of Access

The practice will not approve online access to information if it is felt that access may cause physical and/or mental harm to the patient. Some information may be redacted (removed) when granting access to the clinical record. The GP will check to see if the patient is on certain registers, for example, learning difficulties, child protection, mental health or domestic abuse.

NB: If you see information in your record that is not about you or incorrect, please let us know as soon as possible.

Things to Consider

Before applying to have access to your clinical record you may want to consider the following:

- Forgotten history – there may be something in your record that you had forgotten about and find upsetting
- Abnormal test results – you may see something that you do not understand or that is bad news this could be upsetting and may occur before you have spoken to a doctor
- Misunderstood information – your medical record is designed to be used by clinical professionals to ensure that you receive the best care. Some of the information within your record may be highly technical, and not easily understood.
- Sharing information – it is up to you whether you share your information, but it is 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 against your will, it is best that you do not register for access at this time.