

Studholme Medical Centre

PATIENT ACCESS TO RECORD ONLINE GP ELECTRONIC HEALTH RECORD VIEWING SYSTEM

Patient Online: Records Access Patient Information Leaflet 'It's your choice'

If you wish to, you can now use the internet to view certain aspects of your medical records in addition to the other services offered online like appointments, prescriptions etc.

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. In general 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 for anyone that doesn't use them responsibly.

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.
- Allergies.
- Medications/Immunisations.
- Test Results.

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.

It is a contractual requirement for all GP practices to provide online access to DCR records. The practice is not responsible for the specification or security of NHS systems or the services that the NHS use or approve as being suitable to provide such services. Please be aware no online system is 100% secure and any such system can never be guaranteed to be impossible to be hacked.

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.

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 small, you will be asked that you have read and understood the following before you are given login details:

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.

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.

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 the 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 is supported by NHS and NHS approved systems and suppliers are used to support this online service. Your information will remain under the management of the NHS as it does now. You control viewing by using your PIN and passwords. You will be responsible for keeping your log in details safe. It should be noted that no online system is fully secure and that by giving your consent to accessing medical records online there is the risk that hackers could gain access to such records. The practice will play its part in minimising any such risk but it cannot guarantee the security of NHS systems or NHS approved suppliers.

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 anyway.

How do I get started?

1. To be able to use the system you must have a computer with internet access.
2. You will need to have a **Patient Access account** set up. To do this go to their website <https://patient.emisaccess.co.uk/account/login> and register an account.
3. Come into the surgery and complete a **Medical Records Consent Form** to say you have read and understood this Information Leaflet before you start using the system. This form is available from reception. You can fill out the form before you come in but you need the receptionist to witness your signature. You will need to bring photo ID with you to register e.g. a passport, driving licence.
4. We will contact you with the information you need to login into Patient Access ie "The letter from the Practice". **You must remember these details and keep them secure.**

Appendix Acceptable Identification Documents for DCR

Name Identification	Address Identification
<ul style="list-style-type: none"> • Current signed full passport • Current UK driving licence • Blue disabled drivers pass • Current benefits or State Pension notification letter confirming rights to benefits for the current period • Current HMRC tax notification e.g. PAYE coding, statement of account (P45's & P60's are not official HMRC documents) • Shotgun or Firearms certificate • Travel documents issued to foreign nationals granted permission to remain in the UK • Current EU/EEA driving licence • Residence permit issued by the Home Office to EU nationals • EU/EEA member state identity card 	<ul style="list-style-type: none"> • Recent utility bill or statement showing current address in our area • Local Authority tax bill for current year • Bank or Building society statements • Credit/store card statement • Mortgage statement • Local Council rent card • Tenancy agreement • Solicitors letter confirming recent purchase of your property
<p><u>Under 16's</u></p> <p>Children under the age of 16 whose Parent/Guardian is registered with the Practice or registering at the same time will need to provide either:</p> <ul style="list-style-type: none"> • Original Birth Certificate or a certified copy • Passport 	