

SWANLOW MEDICAL CENTRE

Version 1.1

Date published: January 2011

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PATIENT ACCESS TO CLINICAL SYSTEM

INTRODUCTION

The following Terms and Conditions are an agreement for you to sign before being allowed to access the clinical system direct on-line facilities, such as prescription ordering, appointment booking, or personal profile updates.

Terms and Conditions

- Applications are “one per patient”. Acceptance of one member of a family does not imply acceptance of other / further family members.
- Applications for on-line access will not be considered for patients who are under the age of 16.
- Where access is granted passwords will only be released direct to the patient and not to a parent (in relation to patients 16 – 18 years) or other third party. Where a parent or other person requires access to the system to book an appointment or deal with the affairs of the minor, it is acceptable for the minor to provide the password to the third party. The practice will not provide access detail directly.
- Where access is refused a reason will only be given at the discretion of the Partners.
- Patients with a history of non-attendance at pre-booked appointments (without cancelling) will not normally be granted access to on-line appointment booking, however the remainder of the facilities will be considered.
- On-line appointments booked are to be cancelled by the patient as soon as it is determined that it is no longer required.
- The Practice will not allow misuse of the on-line system and will monitor usage by individual patients. Where it is considered that a patient is misusing the system or is acting in a way detrimental to the availability of the appointment system, or other facilities, a warning letter will be issued. Where the situation does not improve, or recurs, access will be removed permanently and without further notice, at the discretion of the Partners.
- Repeat prescriptions may only be ordered where these appear on the repeat list, which is provided to patients on the tear-off portion of the last prescription issued. The request must match the repeat list exactly and must be due. Other items ordered or requested

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using this facility will be looked at, but may take longer to process as they will need to be agreed by a doctor. Just by requesting the medication does not mean that we will prescribe it for you. Prescriptions ordered outside this guideline must be via reception staff.

- Patients moving outside the Practice Area will be removed from the Practice list in the usual way.
- You (the patient) will be responsible for the security of the information that you see or download.
- If you choose to share your information with anyone else, this is at your own risk.
- You will contact the practice as soon as possible if you suspect that your account has been accessed by someone without your agreement.
- If you see information in your record that is not about you or is inaccurate, you will contact the practice as soon as possible

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 to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

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.

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.

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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.

Before you apply for online access to your record, there are some other things to consider.

The practice has taken a practice level decision to show the following information:

- Current problems
- Current repeat medications
- Current immunisations
- Any allergy/adverse reactions
- Consultations
- Test results

Signed: _____

Print name: _____

Date of Birth: _____