

Patient access to on line medical records leaflet

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Before applying for patient access, we would appreciate if you could read the following guidance. There are 2 types of access, Basic access which includes just booking appointments, ordering repeat medication and changing your personal details, and now can also include a summary of the record a summary, allergies and medications (including history). Please note - this is not the same as requesting copies of your records in accordance with the Data protection act 1998 and Access to medical records act 1990. Should you wish to have copies of your paper and computerised records, this is done on a separate form and may incur a charge. Please contact reception.

From 31st March 2016 this can also include access to a detailed coded view of the records but you will need to apply with the advanced access form – please ask at reception

What is patient access?

Patient access has been around and has been used by the surgery for some years and currently over 50 % of our practice population uses Patient access to book appointments online, order repeat prescriptions and change their contact information. This service has now been extended to include a summary, allergies and a more detailed history of medications.

What if I already have patient access?

If you are already signed up for patient access and use it to book appointments and order repeats but would like to view your record online. You will need to complete the consent form and bring in 2 forms of ID. How do I register for patient access? If you do not have on line access but would like to have access. There are 2 forms depending on which type of access you would like.

Basic Access - This is just to book appointments, order repeat medications and change your contact information. This now includes a summary of your records with allergies and medication including acute medications. We will still need identification from you to register you for this.

Advanced access - this includes all of the above, plus for a few patients that would benefit from viewing a detailed coded record access is now also available. There is a separate form for this service. You will need to complete the consent form along with 2 forms of ID. Your application will then be reviewed and authorised by a GP and it could take up to 28 days.

What Identification do I need?

In order to be able to complete your request to view your medical record online, you will need to have 2 forms of ID; one photographic (i.e. passport, driving license) and one with proof of address (i.e. driving license, bank statement or utility bill) no more than 3 months old. We would suggest using a passport and driving license and this has all the information on it. The practice will then take a copy of the ID and file with your request form.

Is it secure?

To gain access to patient access you will need ID, you will then be given a Pin by reception and this is only valid for 2 weeks. So you will have 2 weeks from being given the Pin to register for patient access, after this time it will become invalid and the process will need to be repeated. You will register with patient access and be given a user ID and create a password. It will be your responsibility to keep this safe and not reveal it to anyone. Only the surgery will have any information relating to your log in. Everything is audited as well. All log-ins to patient access are recorded and everything that is viewed is recorded. Should you feel your account has been

accessed with your permission or unlawfully you should contact the practice straight away who can deactivate your account for you.

What is coercion?

'Coercion' is the act of governing the actions of another by force or by threat, in order to overwhelm and compel that individual to act against their will. If you feel you may be pressured into revealing or getting details from your patient record to someone else against your will, it is best you do not register for access at this time, alternatively please contact the surgery and speak to Helen Coxall or Tracey Wilson.

What are the risks for me?

In the future you may have the ability to view your full record, but please remember that there may be something in your record that you do not want to be reminded about. There may be forgotten history (something you have forgotten about) and may find upsetting. Some of the language may be difficult to understand. Abnormal results or bad news, you may see something before you have spoken to a doctor about it.

What are the advantages for me?

You will be able to book appointments online, order repeats and change information online. You will be able to see what medication you are taking and any allergies you may have. However, if you feel something is wrong in your record please contact the surgery immediately.

Inappropriate use of the system

The practice will be monitoring use of the service and we hope you will find it useful. We would consider inappropriate use of the online system as - Sending inappropriate/abusive messages, booking appointments and not using them, booking appointments for other people under your name, consistently booking inappropriate appointments with the GP. Should we feel a user is abusing the system, we have the right to revoke their access.

What if I want to see my childrens record?

We are able to offer proxy access for parents who would like to be able to make appointments or order repeat medication but only up to 11 yrs old. After 11 yrs old the service will cease and if there are extenuating circumstances for proxy access then this must be discussed with the GP. The reasons for this is to protect the confidentiality of those "competent minors"