

Application online access to medical records

I wish to access my medical record online and understand and agree with each statement below (please tick)

1. I have read and understood the information leaflet	
2. I will be responsible for the security of the information that I see or download	
3. If I choose to share my information with anyone else, this is at my own risk	
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	
5. If I see information in my record that is not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible	

Signature: _____ Date: _____

For Practice Use Only

Identity verification check done using the following identification (✓)	
Photo ID	<input type="checkbox"/>
Proof of residence	<input type="checkbox"/>
Vouching with information in record	<input type="checkbox"/>
Name of verifier	Date
Notes reviewed and authorised by	Date
Date access granted	

Field House Medical Group

Patient Online

Giving you more choice in accessing GP services



What is Patient Online?

Patient Online will help you to take greater control of your health and wellbeing by increasing online access to services.

You have been telling us that you want to be offered more convenience, choice and control in how you access GP services. Increasingly, you also want to be informed and involved in decisions about your own care and treatment.

Evidence shows that patients who are informed and involved in their own care, have better health outcomes and are less likely to be admitted to hospital.



Patient Online at Field House Medical Group

The practice has been offering online services since 2008, we started with GP appointments and repeat prescriptions but over the years new services have been implemented, you can now:

- * [Book GP appointments](#)
- * [View up coming appointment details](#)
- * [Cancel appointments including nurses and HCA](#)
- * [Order repeat prescriptions](#)
- * [Up date your address and contact information](#)
- * [Send us a message](#)
- * [View your medical records](#)

We now have over 4000 patients signed up for online services.

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Tel: 01472 254600



Patient Online Registration Form

Surname	
First name	
Date of birth	
Address	
Postcode	
Email address	
Telephone/ Mobile	

I wish to have access to the following online services (tick all that apply)

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my medical record	<input type="checkbox"/>
4. Secure messaging	<input type="checkbox"/>
5. Contact details updating	<input type="checkbox"/>

If you wish to use the medical record access the please complete page 2

Signature: _____

Date: _____

Why should you register for online services?



Online services are available 24/7, therefore you don't need to panic if you realise at 8pm on a Friday that you didn't order your repeat medication or you can't get through on the phone to book a routine appointment with a GP.

With the introduction of access to medical records you will also be able to view your test results, check we have received a letter from the hospital before you book your appointment with the GP or view your immunisation history.

How do I register for online services?

Registration is easy:

1. Complete the registration form at the back of this leaflet
2. Bring the registration form to reception along with photo identification (passport or driver's licence). *If your photo ID does not include your current address then proof of residence will be required using a bank or credit card statement.*

If you do not have any photo ID please check with reception what documentation will be required - for your security and confidentiality we have to be sure access to records is only given to the patient concerned.

3. You will be given a registration login for the online system *(note: access to your medical records will not be available straight away, depending on demand it could be between 4-8 weeks for this to be processed)*.
4. Register online as soon as possible - remember to keep you login details secure.

Alternatively you can register for online appointments only by visiting <https://patient.emisaccess.co.uk/>

If you wish to use the other online services then you would need to bring your ID into the practice and complete a registration form as described above.

The practice has the right to remove online access to services for anyone that doesn't use them responsibly.

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

Forgotten history - there may be something you have forgotten about in your records that you might find upsetting.

Abnormal results or bad news - If you have 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 us.

Choosing to share your information with someone - It's up to you whether or not you share 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.

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 explanations.

How to use the online services

All patients can register for the online services, this includes parents being able to register their children, but there are some rules and stipulations, these are to protect and preserve patient confidentiality or safety.

- The medical records part of online services are only available for those patients aged 18 years and over - parents cannot view the medical records of their children.
- Registration to view medical records must be done at the practice by the patient involved and identification must be checked by a member of staff at the practice.
- Prescription requests still need to be made 48 working hours prior to collection from the practice or from the chemist if you use Electronic Prescribing.
- Appointments are only available for booking with GPs one month in advance *(the system will only allow you to book up to 3 appointments in advance)*. You can cancel appointments at any time and view your booked appointment times.
- The messaging service is for non urgent queries only and should not be used to request home visits or appointments. We will strive to answer your query within 48 working hours but this may not always be possible due to staff annual leave or the need to make further enquires for you from the hospital etc.
- It is your responsibility to keep your password and username secure, if you think your details have been compromised then contact the practice as soon as possible and access will be stopped, until you can come into the practice.
- You will need to book an appointment with your GP if you see any information in your medical records about yourself that you feel is inaccurate.
- Mistakes have been known to happen, so if you see any information in your records that is not about you, please logout immediately and contact the practice as soon as possible, so this can be rectified.
- If you forget your Username or Password you can re-set these on the login page of patient access.