

### **Practice Guidance for using “EMIS Access”**

Before you begin to use “**EMIS Access**” to book appointments, request repeat prescriptions or viewing medical records on-line we would appreciate it if you could read the following guidance. This guidance is also available on [www.scottparksurgery.co.uk](http://www.scottparksurgery.co.uk)

### **SIGN UP FOR EMIS ACCESS**

You must be at least 16 years of age and application cannot be made for anyone other than yourself.

Please *also refer to Online Services Records Access Patient information leaflet: ‘It’s your choice’* for further information before applying.

1. Complete the Emis Access Application Form for booking appointments, requesting repeat prescriptions and viewing Medical Records online (application form is available at the Surgery or available to download online).
2. Bring this completed form with **photo identification** (i.e. photo driving licence or passport) to reception.
3. Allow 3-5 working days, to process your application before collecting your unique login details **in person** (a signature will be required).
4. Visit [www.scottparksurgery.co.uk](http://www.scottparksurgery.co.uk) and click on the EMIS Access link to register and create your own username and password on your first login by following the online instructions.
  - You will be prompted for your personal login details, which will be on your registration letter, previously obtained from the Surgery.
  - You can then register and use our online services.

### **BOOKING APPOINTMENTS**

#### **Types of Appointments you are able to book on-line**

*You have the ultimate responsibility of making sure that the appointment you book is correct for your needs so if you are ever unsure please do give us a ring.*

- You can only make one Doctor routine appointment at a time via the internet booking facility. It is not until this appointment has been attended or cancelled that you can book another appointment. If you need to make more than one appointment you will need to ring the Surgery in the normal fashion.
- You can only book appointments for yourself through this system – each person has a different access code so if more than one person in your family wishes to book on-line they will all need to be registered individually.
- Urgent appointments will not be bookable through this system – you will need to contact the Surgery directly.
- If you are unsure as to whether you should see a Doctor or a Nurse please contact us.

### **Cancelling Doctor Appointments**

Any Doctor appointment booked via the internet service, over the phone or in person **can be cancelled** using the online appointment facility.

We would ask that if you will not be able to attend an appointment that you have booked online or otherwise, that you either cancel it online or contact us by telephone to cancel it. This will allow us to offer the appointment to another patient.

## **Missed Appointments**

We realise that there are valid reasons for not attending; however, we will be monitoring such occurrences on a regular basis. If you miss an appointment more than twice in one year we will remove your facility to use **EMIS Access**, however you will still be able to book appointments over the phone with our receptionists.

## **ORDERING REPEAT PRESCRIPTIONS**

**Please note that you will be responsible for checking the web-site a day or so after ordering your prescription to ensure that we have accepted this request.** If we do have cause to query your request (for example your medication review is overdue) then we will do our best to contact you but ultimately the responsibility lies with you to check the web-site. If the web-site shows that your request has been declined please contact us as soon as possible.

You may find that you are unable to order your repeat medication; this could be due to the fact that you are ordering them too soon. Please contact the surgery if in doubt.

Only your current repeat prescriptions will show on the web-site – if you wish to request a medication you have had in the past or there is a change to your current medication you will need to hand in a written request.

The same time-scale (48 working hours) will apply to on-line requests as other prescriptions requests.

Repeat prescriptions will need to be collected from us in the usual way or you may arrange for a nominated chemist/pharmacy to arrange this for you.

## **INAPPROPRIATE USE**

We will be monitoring the use of this service and we are sure that you will find it most useful. If however we find that any users are abusing the service, we will revoke access to the service and you will need to liaise with our reception team for services.

We would consider inappropriate use as:

- booking appointments and not using them
- booking appointments for other family members using your name
- consistently booking and then cancelling appointments
- consistently booking inappropriate appointments with the doctors
- consistently over-requesting and overstocking of medications

## **ACCESS SECURITY**

The Practice will take every measure to ensure that your EMIS Access application is secure. It is your responsibility to ensure that your EMIS Access account remains this way. You are able to terminate or reset your EMIS Account at any time by contacting the surgery in writing. You may wish to do this if you think someone else knows your log in details or if you have shared details with a family member or partner and no longer wish them to know these details.

Please note that the Patient Access Website is not managed by the Practice and therefore cannot provide help with using the Patient Access.

**We hope that this facility will be successful and that it gives you greater and easier access to our services. We may write to you in the future to ask for your feedback and comments but in the meantime please contact our Reception Staff if you have any queries on this.**

***Scott Park Surgery***



## Online Services Records Access

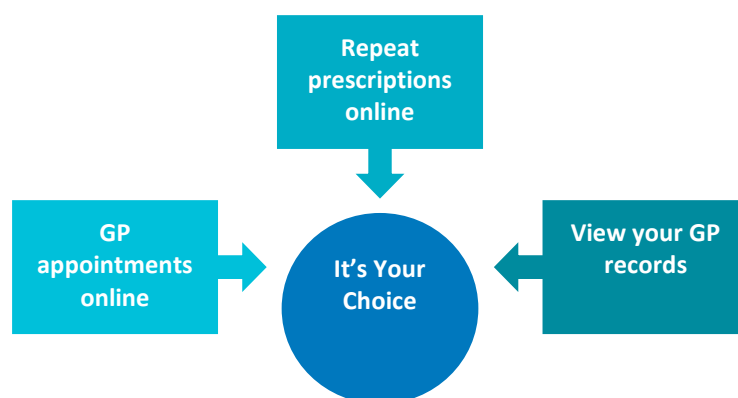
### Patient information leaflet 'It's your choice'

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

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. 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.**



**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.**

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

### 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.

#### **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.

### More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

Keeping your online health and social care records safe and secure

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

