**ONLINE ACCESS TO MEDICAL RECORDS**

This practice is now using the Patient Access Medical Record Viewer, an online system which enables you to view your medical record using a personal computer (PC) or mobile device and the internet.

The Patient Access Medical Record Viewer is a website that enables you to view the information that the practice holds about you easily and quickly. The website also includes links to information leaflets about diseases, tests, investigations, support groups and medication from patient.co.uk.

**Registering and consenting to use the Patient Access Medical Record Viewer**

Before you can start to use the Patient Access Medical Record Viewer, you must also register with the practice and sign a consent form, which you should hand to a member of the reception staff. However, before signing the consent form, we would like to make sure that you understand:

* What the system does.
* What your responsibilities are.
* How your data is stored.

To be able to use the system, you need a PC or other device with a web browser such as Internet Explorer (version 8 or later) or Google Chrome and a connection to the internet.

Please note that any information about you that the practice holds is subject to the regulations in the Data Protection Act 1998. The consent agreement is between you and the practice.

When you have signed the consent form, the practice will give you the information you need to access the Patient Access Medical Record Viewer.

If you lose your access information and/or password, ask a member of the reception team for help.

**Using the Patient Access Medical Record Viewer**

1. In your web browser, type https://patient.emisaccess.co.uk, and then follow the instructions on screen to create your Patient Access account.

2. When you have signed in to Patient Access, click View Medical Record.

3. Type the requested digits of the pass phrase that the practice gave you.

You will then be able to view your medical record, using the menu and links. There is also an online help section to help you to use the system.

**Viewing your medical record**

The Patient Access Medical Record Viewer includes information buttons beside the names of medications, medical problems and test results, which you can click to access easy-to-understand and accurate information about your medical problems and test results.

We feel that it is important that you can use your record not just to see what information it contains about you, but also to learn more about what the information means, to help you to be more in control of your care.

You can view the following areas of your medical record:

* A summary of the most important and recent entries in your record, including some or all of the following: allergies, diagnoses, investigations, procedures, vaccinations, medication, test results, hospital letters.

However, there may be some information that you are unable to see. This is because the practice wants to make sure that you cannot view third party information (information provided by someone else), which you do not have a legal right to see. It is very unlikely that your record contains such information, but the practice must put procedures in place to safeguard both you and third parties against this risk.

**Advantages of the Patient Access Medical Record Viewer**

The Patient Access Medical Record Viewer has the following advantages for you as a patient:

* .You can obtain important information without having to contact the practice, for example, test results, hospital letters and information about allergies and immunisations.
* .You can check that your medical record is accurate.
* .You can become more involved in your medical care.
* .You can access your record easily and share it with anyone you choose, for example, your family and other doctors.
* .It increases safety; for example, you can access your record if you become ill while abroad.

This practice also believes that it is important to involve patients as much as possible in their healthcare, to improve patient care and education. The following quotes illustrate this belief:

. ‘*We want to develop a culture of openness, honesty and trust; to ensure that patients have the information they need to make informed choices; and to enable patients to become equal partners with health care professionals in making decisions about treatment and care*. (from the response to the Department of Health from the Bristol Royal Infirmary Enquiry). ‘*You have the right of access to your own health records. These will always be used to manage your treatment in your best interests.*’ (from the NHS Constitution)

**Information security**

The information you view in the Patient Access Medical Record Viewer comes from the clinical system at the GP practice. This information is encrypted and sent securely from the GP practice system to your PC web browser. This means that it is very difficult for anyone else to intercept and read the information.

The medical information that is shown in the Patient Access Medical Record Viewer is only held permanently on the computer in your GP practice, and not on any other computer.

When you log off the Patient Access Medical Record Viewer or if there is any problem with your computer (for example, a power failure), all your confidential medical information is cleared from the system.

The Patient Access Medical Record Viewer does not allow anyone else to view your medical information, other than the staff that are entitled to have access to it at the GP practice.

To view your medical record, you need to log on to Patient Access and then access the Patient Access Medical Record Viewer using a pass phrase that only you know. Unless you give your pass phrase to someone else, you are the only person who can access your medical record using the Patient Access Medical Record Viewer.

Always remember to log off the Patient Access Medical Record Viewer when you have finished viewing your medical record.

**Errors and missing information**

If you find any errors in your medical record, or if any information is missing, you should tell the practice immediately.

If you see someone else’s medical information, you must log off the Patient Access Medical Record Viewer immediately and tell the practice.

**Problems and concerns**

The Patient Access Medical Record Viewer is designed to exclude information which you should not have access to for legal reasons, and information which could seriously harm you or someone else. If you see such information through error and are upset by it, you should discuss it with your doctor.

If you think that someone might bully you into showing them your record, it would be best not to register to use the Patient Access Medical Record Viewer.

There are complex laws about accessing children’s records. The practice policy may prevent you from accessing your child’s records when the child reaches 10 years old.

After viewing your medical record, you should consult your doctor if:

. You have any problems or concerns; for example, if there is something in your medical record that you do not want your family to know about.

* There is anything in your medical record that you do not understand. Remember that your medical record is designed to be used by doctors, so it may contain abbreviations and technical terms. You will probably understand most of what you read, and the links in your medical record will lead you to more detailed explanations, but ask your doctor if you need more information.
* You are worried about test results in your medical record (especially abnormal results).
* You want to tell the doctor something about your partner, child or another person in confidence.
* Remember that if the doctor records the information, the other person will be able to see it in their own medical record, but also that if the doctor does not record the information; it may get lost or forgotten.

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| --- | --- | --- | --- |
| Surname |  | Forename(s) |  |
| Street &  |  | Area |  |
| Town or City |  | Postcode |  |
| Phone number |  | Mobile |  |
| Email |  |
| I wish to have access to the following information (tick which apply): |
| Booking Appointments |  |
| Requesting repeat prescriptions |  |
| Accessing my medical record |  |

I wish to access my health record online and understand and agree with the following statements:

|  |  |
| --- | --- |
| I have read and understood the information provided by the practice. |  |
| I will be responsible for the security of the information that I see or download. |  |
| If I choose to share my information with anyone else, this is at my own risk. |  |
| If I suspect that my account has been accessed by someone without my agreement, I will contact the practice as soon as possible. |  |
| If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible. |  |
| If I think that I may come under pressure to give access to someone else unwillingly I will contact the practice as soon as possible. |  |
| Signature |  |
| Date |  |