

- ☐ Booking appointments
- ☐ Requesting repeat prescriptions
- ☐ Accessing the medical records

## Application for online access to their medical record

I wish to access his/her medical record online and understand and agree with each statement below. Please tick.

- ☐ I have read and understood all information on this form
- ☐ I will be responsible for the security of the information that I see or download
- ☐ If I choose to share the information with anyone else, this is at my own risk.
- ☐ I will contact the Practice as soon as possible if I suspect that the account has been accessed by someone without my agreement
- ☐ If I see information in my record that is not about the patient, or is inaccurate I will log out immediately and contact the Practice as soon as possible.
- ☐ I understand these services are only available within the UK

Representative's signature to have third party access		Date			/			/		
Signature of Patient		Date			/			/		

## Online Services 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 online access will not be considered for patients who are under the age of 18.
- Where access is granted passwords will only be released direct to the patient and not to a parent (in relation to patients over 13 years) or other third party.
- Where access is refused this will be in writing. 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.
- Appointments booked online should 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 online 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 provide 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 using this facility will not be actioned, and no contact will be made with the patient. Prescriptions ordered outside this guideline must be via reception staff.
- Approved access requests will be notified along with access instructions and a copy of these Terms and Conditions.