



## Online Services – 24hr access to your records

*Just like online banking – you can now manage your health online!*

**If you wish, you can now use the Internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly, get test results and look at your medical record.**

*You can still use the telephone or call in to the surgery for any of these services as well. It's your choice.*



Patient Online Access has been in use in the surgery for a few years now and many of our patients are using it to book appointments and order repeat prescriptions over the Internet. We have extended the facilities offered using this system so that patients may also view their electronic medical record through Patient Access.

You need to log on using a PIN and password and you will then have the option to view your record. Only you can see this information by using your secure details and it will be available to you whenever you have Internet access.

Listed below are some of the questions you may want answered to help you decide if you want to set up an account.

### **Q. Is this compulsory?**

No. If you do not want to view your record you do not have to and you can carry on just as before.

### **Q. What will I be able to see?**

- Current and past problems
- Medications
- Test results – e.g. blood pressure, blood tests, records of X-rays
- Letters to and from the doctor
- Consultations
- Immunisations
- Allergies

Please note that we have not set the system to release letters yet but we plan to do so soon. New patients will only be able to view consultations from the date they joined our practice.

### **Q. Can I alter the record?**

No. This is a 'read only' facility. You can however, print off details e.g. to take to a hospital appointment. If you think that there is something in your record that needs to be changed, please contact the surgery.

### **Q. Can you turn it off?**

Yes. We can turn off the access in part or altogether.

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 we can remove online access until you are able to reset your password.

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

### **Q. What are the advantages for me?**

- If you are waiting for results you will see them as soon as they are added to your record and you will not have to ring the surgery.
- You can look up your list of immunisations.
- You will be able to view your record at home, in hospital as an out-patient (e.g. to share with hospital staff), or whenever you want access and have an Internet connection. You can even access it overseas should you require medical treatment on holiday.
- It is secure as only the surgery staff and you have access (provided that you keep your sign-on details safe).

### **Q. What are the risks for me?**

- There may be something in your record that you do not want to be reminded about.
- Some terms may be difficult to understand as the notes are made by doctors and nurses for each other. There will be links to explanations to help you.
- Test results that are abnormal and posted into your record may worry you if you cannot see the doctor or nurse to discuss them immediately.
- Not keeping your log-in details safe.

### **Q. What about the security?**

As with online banking you control viewing by using your PIN and password. You will be responsible for keeping it safe and not revealing it to anyone.

The data you view is only a temporary record on your Web Browser, therefore, logging off or a power failure will clear all the Patient Online Access information on your computer system.

### **Q. How do I set up an account?**

We need to be very careful to verify that you are the patient whose records you wish to access. For this reason we cannot set up accounts remotely.

Once you have arrived in Oxford, you will need to come in to the practice to present two forms of ID, one of which must include a photograph (your Bodleian Library card works well in this regard). Upon confirming your identity the receptionist will give you everything you need to register your online account.

All you then need to do is log on to set up your user ID and password. And that's it!