

# On-line Access Policy

Before using EMIS Patient Access please read the following guidance:

The practice will take every measure to ensure that your EMIS Patient Access application is secure. EMIS Patient Access is provided to you by our clinical provider EMIS. This is a free service, funded by the NHS, to give patients online access to:

- Booking and cancelling appointments
- Ordering repeat medications
- Updating contact details
- Viewing your medical record for medications, allergies, adverse reactions and immunisations

## Registering to use EMIS Access

If you are aged 16 or over you can request to register for online access by presenting to reception with some form of photo identification. A document containing your pin number and password will be provided to you. Please keep this document safe as it contains your personal information.

## Registering your child

You can register on behalf of your child up to the age of 12. When the child turns 13 their account will be deactivated and online access can only be granted when they reach the age of 16. They will be required to register in person with photo ID. This is to protect the confidentiality of a young person who may access our service independently between the age of 13 and 16.

## Booking Appointments Online

Please ensure that you book your appointments appropriately. If you are unsure as to whether it is appropriate for you to see a doctor, contact us by telephone.

## Missed Appointments

If you are unable to attend your appointment please let us know as early as possible. You may cancel it online or telephone us. This will allow us to offer the appointment to another patient.

We will be monitoring missed appointments on a regular basis. If you miss an appointment more than twice in one year we may remove the facility for you to use Patient Access, but you will still be able to book appointments by calling the surgery.

### **Appointments for Family Members:**

Unfortunately the system is not flexible enough to allow you to book appointments for family members.

### **Ordering medication online**

Repeat medication can be ordered via EMIS Patient Access. Please allow 48 hours from your request before collecting your prescription at the surgery or collecting your medication from your nominated chemist. Please let us know if you wish to nominate a regular pharmacy for collection of your medication as we can now send your prescription electronically.

### **Your contact details**

If your mobile phone number or email address change, EMIS Patient Access can be used to update your details.

### **Password**

Regular password changes are recommended to maintain the security of your account.

### **Use of EMIS Access**

In using EMIS Access and our online facilities you agree with the terms and conditions under which this website is provided. You are responsible for ensuring that your EMIS Access log-in details are kept confidential. You will also be held responsible for any misuse of your account. You must inform us immediately if you believe an unauthorised person has gained access to your account. Although EMIS Access uses high levels of internet security to protect your personal information, we do not warrant the service to be 100% secure and in using the service you are accepting a degree of risk.

EMIS Access is generally available 24 hours a day, but at certain times, for example when their site is undergoing maintenance, you may be unable to use the service for a while. Queens Avenue Surgery does not guarantee that EMIS Access or our other online facilities will always be available and will not accept any liability for damages resulting directly or indirectly from the use of, or from any inability to use, EMIS Access or our other online facilities. EMIS have incorporated a "Current Status of EMIS Access" link to the front screen of the EMIS Access Web site. You may click on this link at any time to be redirected to a page showing the current status of the service. This page is updated at regular intervals and will display any operational problems and when they are due to be fixed. EMIS Access is provided by EMIS, a trading name of Egton Medical Information Systems, the company that provides our patient records system. Queens Avenue Surgery cannot accept liability for damages resulting, directly or indirectly, from the use or misuse of the EMIS Access service. In using EMIS Access, you agree to their terms and conditions and privacy statement on the EMIS Access website.

### **Inappropriate use of EMIS Patient Access**

We are sure you will find this service useful. However, we will revoke your access to it if you abuse the service. For your access to be reinstated you must liaise with our practice manager.

We would consider inappropriate use of the system as:

- Sending inappropriate or abusive messages.
- Booking appointments and not attending more than twice in one year.
- Booking appointments for other family members using your name.
- Using the repeat prescription request service to order other medication.