

CONDITIONS OF USE

1. The service is provided solely for the use of the registered patient or their authorised proxy.
2. Appointments booked must only be booked for the registered patient and are for a single appointment with the GP. If you are unsure whether it is appropriate to see a doctor or if a longer appointment is required please contact the surgery.
3. If you need an appointment with a Practice Nurse or Health Care Assistant please contact the surgery.
4. Access to the service is provided on the condition that appointments are kept and that the service is not abused - repeated failure to attend or cancel your appointment at short notice will result in withdrawal of the service.
5. Prescriptions that are requested will be available to collect from the requested pharmacy within 72 hours. Please only request prescription items that are required.
6. Passwords/logon credentials should be kept secret. Do not pass on the details of passwords to anyone else.
7. If you think anyone knows your password, you must contact the surgery at the first opportunity so access can be suspended and new user credentials provided.
8. If you print any information from your medical record it is your responsibility to keep this secure.
9. If using a public computer care must be taken to shut down the browser and switch off the computer after you have finished.
10. If you notice any errors within your record you should log out immediately and inform the practice
11. The practice cannot guarantee that the online access service will be continuously available.
12. Failure to comply with any of the above conditions will result in revocation of access to the service.



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REDGATE MEDICAL
CENTRE

PATIENT ACCESS

<https://patient.emisaccess.co.uk>

ONLINE SERVICES

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WHAT IS PATIENT ACCESS?

You can now choose to sign up for 'Patient Access' to use the internet to book GP appointments, request prescriptions for regular medications and look at your medical record online. This may help you to manage your medical conditions and you can even access it abroad should you require medical treatment on holiday.

However, this requires considerations outlined in this leaflet. 'Patient Access' is your choice, if you decide not to join or wish to withdraw; the Practice will continue to treat you in the same way as before.

Anyone over the age of 16 can apply and proxy applications can be made by relatives looking after patients who do not have mental capacity.

PROTECTING YOUR MEDICAL RECORD

You will be given login details and 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.

You will need to be careful that no one can see your records on screen when using Patient Access and it is your

responsibility to keep your login details safe and secure. If you suspect that your record has been accessed by someone without consent change your password immediately. If you can't do this contact the practice so we can remove access until you are able to reset your password.

CONSIDERATIONS BEFORE APPLYING

Forgotten history - There may be something you have forgotten about in your record that you might find upsetting.

Abnormal results or bad news - You may see something that you find upsetting. This may occur before you have spoken to your doctor about test results or letters or while the surgery is closed and you cannot contact them. If this happens please contact your surgery as soon as possible. For this reason the practice may set your record so that certain details are not displayed online.

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 information may be highly technical and could be misleading if you rely on it alone to complete insurance, employment or legal reports or forms. If you require further clarification, please contact the surgery for a clearer explanation.

APPLYING FOR ACCESS

When applying for 'Patient Access' you will be asked to confirm that you have read and understood this leaflet before consenting and applying.

We will need to check your photo ID and proof of address as part of the application process as you will be able to see detailed confidential information from your medical record. The practice must ensure that access is only being granted to yourself or your authorised proxy. Where you are well known to the surgery, a member of staff may be able to confirm your identity.

PLEASE NOTE: The Practice has the right to remove online access to services. This is rarely necessary but may be the best option if you do not use them responsibly or if there is evidence that access may be harmful to you. The Practice will always explain the reason for withdrawing this facility.