

Parkfield Medical Centre

ONLINE APPOINTMENT BOOKING / REPEAT PRESCRIPTIONS & MEDICAL RECORD VIEWER

Please note that you **MUST** be signed up for Appointment Booking / Repeat Prescriptions **BEFORE** you can get access to the Medical Record Viewer.

What is Online Appointment Booking / Repeat Prescriptions?

This allows you to book doctor / nurse / blood test appointments or to request repeat prescriptions via the internet.

What is the Online Medical Record Viewer System?

Parkfield Medical Centre has a system that allows access to your medical records via the internet. This new and exciting facility allows patients to view recent test results, consultations, current and past medical problems, immunizations history, etc online, safely and securely from the comfort of your own home, or, even, from anywhere around the world!

The information is presented to you in a format that is easy to navigate and offers you links to resources such as patient information leaflets about diseases, support groups and medications etc. There are also links to websites such as NHS Direct Online and Patient.co.uk where you can find additional information to help you understand and educate yourself about what you read in your health record.

Before you can begin using the Online Medical Viewer system we require you to register and consent - see below.

What will I be able to see on my record?

The system allows you to view the following areas of your medical record:

- A summary that gives you the most recent entries in your medical record.
- Consultations including: date, practitioner seen, reason for visit, history, examination, outcome, investigations, etc.
- Summary of diagnoses, investigations, and procedures
- Results – e.g. blood results, liver tests, blood pressure etc.
- Vaccinations history
- Medications
- Allergies.
- Letters sent/received by/to GP e.g. letters from hospital
- Patient Information Leaflets linked from the diagnoses in the medical record section.

Why should you access your medical records?

The most obvious reason is “why not?” Your medical record is ‘your’ medical record, and the Data Protection Act gives patients rights to see the contents of their medical record (subject to some exceptions). However one currently has to request access to these details and this can take time and, if you want copies, money. So rather than waiting why not just have a look on your own computer in your own time, for free.

SUMMARY OF ADVANTAGES / DISADVANTAGES TO YOU, THE PATIENT

GP/Healthcare

- Empowerment - the patient has an active role in their own healthcare and develops a good relationship with their GP and Practice.
- Results - with access to your medical records you can check any results or letters
- Access to your records from anywhere - you may be on holiday or in another country and taken ill. You may decide to allow the doctor access to your records (your decision) to access information about a condition or your medication history
- Repeat Prescriptions – using the same online system you can order your repeat prescriptions via the internet
- Time – considerable time can be saved by tracking the details and progress of blood tests, investigations, by avoiding having to contact the surgery. Also if results are normal it leaves a free appointment allowing the doctor to see someone who needs to be seen.
- Nursing Homes - If a relative is in a nursing home, and you have been given access to their records, by monitoring the ‘consultation’ section you can monitor their care. Records of visits by doctors will be recorded here.
- Relatives - Only if you wish you could share all your records with relatives or just part by printing the part you wish to share.
- Information - You can easily check information about any medication prescribed by clicking on the blue ‘i’ button listed next to your medication in the list.
- Security - It’s as safe as internet banking IF you keep your passwords secure. You wouldn’t leave your bankers card and pin numbers lying around, so keep your passwords secret.

Disadvantages of the service:

- Forgotten History - There may be something in your history you don’t want to see. It might be information you had put to the back of your mind and are now confronted with!
- Bad News - You may read some bad news before the doctor has seen it.
- Abnormal Results - Results may be abnormal and cause you to worry

Obviously these circumstances are unusual and the practice is always at hand to answer any queries or concerns about your records.

HOW DO I GET STARTED?

Registration and Consent

- Before you can start using the system you must register with the practice by signing a consent form (which must be returned to the practice) to ensure you understand what the system does, what your responsibilities are and how your data is stored.
- You will then be issued with your personal registration details (allowing you to access all of our online services) a special pass-phrase specific to using the Online Medical Viewer system.
- Using your PC web browser enter the web address <https://access.e-mis.co.uk> and follow the instructions to sign up for and/or begin using EMIS access. You can also access this site from the Parkfield Medical Centre website by clicking on the sections under “LINKS”.

- Once you have signed into EMIS access you must select the 'View Medical Record' section which will further prompt you to enter your special pass-phrase which will allow you to view your online medical records.
- There is an online help section to help you use the system.

N.B. To be able to use the system you must have a PC with a web browser such as Internet Explorer (version 6 or later) and have a connection to the internet.

Is my medical record still confidential?

- The information you view on the online system comes from the clinical system at Parkfield Medical Centre. Portions of this information are encrypted (this means it is very difficult for someone else to intercept and read the information) and securely sent from the GP system to your PC web browser.
- None of the medical information that is shown on the online system is held permanently on any computer except the computer which holds the original data in the GP practice. When you log off from the online system or if a problem occurs with your computer, for instance a power failure, all your confidential medical information is cleared from the system.
- Using the online system does not allow any extra people to view your medical information other than the people who would normally have access to it in the GP practice.

How will other people be prohibited from seeing my record?

To view your online medical record you have to identify yourself with passwords and a PIN that only you know. Unless you reveal this information to someone else you will be the only person able to access your medical record via the online system

What if I find an error in my medical record?

If you find any errors or missing information in your medical record please let the practice know.

What if I don't want to register to use the online medical viewer system?

If you do not want to register to use the online medical record viewer system you can still use all the practices online services exactly as before. Your decision not to register will not affect your treatment or your relationship with Parkfield Medical Centre in any way.

Any data held by the practice concerning you is subject to the regulations laid down in the Data Protection Act (1998). The consent is between you and Parkfield Medical Centre.

PLEASE REMEMBER TO LOGOUT FROM THE SYSTEM WHEN YOU ARE FINISHED

