

*WESTERN AVENUE MEDICAL
CENTRE*

**ONLINE MEDICAL
RECORDS ACCESS**

**PATIENT INFORMATION
LEAFLET**

Patient Access has been in use in the surgery for some time now, with patients given the opportunity to book appointments and order repeat prescriptions online. The facility has

now been extended so that patients may view their medical records online.

When registering for this service 2 forms of documentation must be provided as evidence of identity. One of these **must** contain a photo of you and the other confirmation of your address.

WHAT WILL I BE ABLE TO SEE?

- Results e.g. blood pressure, blood tests, records of x-rays
- Vaccinations and immunisations
- Medications
- Allergies, active problems

CAN I ALTER THE RECORD?

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

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, overseas, in hospital as an in or outpatient (e.g. to share with hospital staff), or whenever you want access and have an internet connection.

IS IT SECURE?

- Yes. It will be your responsibility to keep your login details and password safe and secure.
- 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 they can remove online access until you are able to reset your password.
- If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

THINGS TO CONSIDER:

Forgotten history

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

Abnormal results or bad news

When reviewing test results or letters you may see something that you find upsetting. This may occur before you have spoken to your Doctor or while the surgery is closed and you cannot contact them.

Choosing to share your information with someone

It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

Coercion

If you think that 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 received the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification please contact the surgery for a clearer explanation.

Information about someone else

If you spot something in the record that is not about you or you notice any errors, please log out of the system immediately and contact the practice as soon as possible.