

APPLICATION FOR ON LINE SERVICES LOG IN

Glenpark Medical Practice works in partnership with our GP software supplier, EMIS, to offer online access to our 24/7 appointment booking, repeat prescription ordering and online access to medical records. This service is free to our patients and is very easy to use.

To use this facility you will need a user name and password. To request access, please complete this form. As a security measure, your login details will be sent to your home address. Please let us know if you have not received your details within 14 days.

If you already have access to our online services, you will need to reapply in order to access your medical records.

Name

Date of Birth

Address

Tel No

E-mail (you need an e-mail address to access this service, please add beneath)

Tick here if you wish to apply for access to your medical records in addition to repeat prescription ordering and appointment booking (**you need photo I.D and proof of address if you have ticked this box**)

I have read and agree to the conditions for using EMIS Access (see overleaf)

Signed:

Date:

If you are registering for a child under 16 years, please insert write your name and

Terms and Conditions of Use

We feel that this service is of great benefit to our patients and it is offered free of charge. Our experience and feedback from patients has been very positive. However, there are a few things to note:

Availability and Liability

The online service is run by our IT supplier, EMIS. We cannot accept responsibility or liability for direct or indirect loss resulting from the use or inability to use the service, howsoever caused. Nor can we offer guarantees that any of our online services will be available all the time.

Please be aware that you can only order repeat medications online. All medication requests may be refused at the discretion of the doctor (where this occurs it is almost always because of safety concerns, such as overdue a medication review, or you appear to be over ordering medication.)

Security

EMIS uses a high degree of security to protect your confidential information whilst you use the service. However, due to the nature of the internet and the fact that the service is run by EMIS and not us, we cannot offer any warranty that the service is 100% secure.

You are responsible for keeping your login details secure. We recommend that you use a reliable and comprehensive security package on your computer that includes protection against identity theft.

Acceptable Use

Use of EMIS Access is for personal use only. We will withdraw the facility to use EMIS Access on anyone who abuses the system. This includes, but is not limited to: accessing or attempting to access someone else's account; booking an appointment or ordering medication on someone's behalf (except for a child under 16 years), sending abusive or otherwise inappropriate messages; any illegal activity; any use or activity that blocks the use of the system to other patients; and booking appointments and then failing to attend without informing us in advance.

Privacy and Confidentiality

We will never ask you for personal details by email.

Confidentiality is the bedrock of medicine. Except for very rare occasions where the law requires us to, we will not give out personal information to any third party.

These are a summary of the main points regarding the use of the service. By using the service you are also agreeing to the terms of service which can be found on the EMIS Access website.

Online Access to Medical Records

Online access to your medical records requires a separate password. For security reasons this will be posted out separately

We reserve the right to deny access to parts or the whole of the record where we feel that this is not in your best interest. Examples of when we might exceptionally do this might include:

- Hiding information that may cause you or someone else harm (for example, where the record information about someone else)
- Where we have good reason to believe that someone else may gain access to your records without your agreement

The access granted may vary from patient to patient and from time to time. This may occur where we are piloting new features or where a patient has been giving additional training or education.

Whether access is denied in part or in full will never be on the grounds of characteristics protected under the Equality Act: age [though see below], gender, sexual orientation, marital status, religion, ethnicity and so on.

Under 16s

A parent or other legal guardian may apply for access to online services on behalf of a person under the age of 16 years.

However, young people do have the right to consult us without an adult being present. Whilst we would normally encourage them to speak about any health issues they may have with a parent or guardian, where a young person has sufficient understanding to understand the consequences of their decisions (and there is no suggestion of abuse) we will respect their right to confidentiality.

For this reason, we will turn off parental / guardian access to online services when a young person turns 12 years of age. A young person may reapply when they are 16 years of age.