

## Patient Online registration form

### Access to GP online services at Tamar Valley Health

|                  |  |               |  |
|------------------|--|---------------|--|
| Surname          |  |               |  |
| First name       |  |               |  |
| Date of birth    |  |               |  |
| Address          |  |               |  |
| Post code        |  |               |  |
| Email address    |  |               |  |
| Telephone number |  | Mobile number |  |

I wish to have access to the following online services (tick all that apply):

|                                 |                          |
|---------------------------------|--------------------------|
| Booking appointments            | <input type="checkbox"/> |
| Requesting repeat prescriptions | <input type="checkbox"/> |

### Important Information – Please read before returning this form

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

**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.**

#### Children under 16

Historically Tamar Valley Health has agreed to register children for patient access with the parents/guardian being given proxy access. This can cause issues with confidentiality and new guidelines from the Dept. of Health instruct us that any child over the age of 11 should not have a parent using proxy access to their child's record. The surgery has decided upon the following action:

- Children under 11 will be granted proxy access to the parent/guardian until their 11<sup>th</sup> Birthday, when it will be terminated.
- Upon reaching the age of 11, the patient will be sent a letter explaining that their access will be terminated within the month – explaining the reason why this has happened
- There will always be exceptions to this and sometime parents, caring for a disabled child for example, might have legitimate need to have proxy access on their behalf. All such cases should be referred to the patient's GP for a decision.
- If the patient then attends surgery between the age of 11-15 years requesting the continuation of access, the new password must ONLY be given directly to the patient and not their representative. The patient would need to provide photo ID or a birth certificate or can be vouched for personally by a member of staff.

## For practice use only

|   |   |                  |      |
|---|---|------------------|------|
| Identity verified through (tick all that apply) | Vouching <input type="checkbox"/><br>Vouching with information in record <input type="checkbox"/><br>(state type below) Photo ID <input type="checkbox"/> | Name of verifier | Date |
| Name of person who authorised (if applicable)   |   |                  | Date |

## Application for online access to view my medical record only

|                             |                          |
|-----------------------------|--------------------------|
| Accessing my medical record | <input type="checkbox"/> |
|-----------------------------|--------------------------|

I wish to access my medical record online and understand and agree with each statement (please tick)

|   |                          |
|---|--------------------------|
| 1. I have read and understood the information on this form  | <input type="checkbox"/> |
| 2. I will be responsible for the security of the information that I see or download   | <input type="checkbox"/> |
| 3. If I choose to share my information with anyone else, this is at my own risk   | <input type="checkbox"/> |
| 4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement                   | <input type="checkbox"/> |
| 5. If I see information in my record that it not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible | <input type="checkbox"/> |

|           |  |      |  |
|-----------|--|------|--|
| Signature |  | Date |  |
|-----------|--|------|--|

## Before you apply for online access to your record, there are some other things to consider.

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

|   |
|---|
| <b>Forgotten history</b><br>There may be something you have forgotten about in your record that you might find upsetting.   |
| <b>Abnormal results or bad news</b><br>If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.   |
| <b>Choosing to share your information with someone</b><br>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.  |
| <b>Coercion</b><br>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.  |
| <b>Misunderstood information</b><br>Your medical record is designed to be used by clinical professionals to ensure that you receive 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. |
| <b>Information about someone else</b><br>If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.   |

## More information

For more information about getting started with GP Online Services go to:  
[www.nhs.uk/patientonline](http://www.nhs.uk/patientonline)