



## Patient Online Patient Information Leaflet

### Patient Online Health Record Viewing System

**The Grove Medical Centre** is offering a system that allows you to view your medical record using a personal computer (PC) and the internet. Before you can begin using the Patient Online Electronic Health Record viewing system we require you to register and consent to use the system.

### What is the Patient Online Viewing System?

The system is a website that allows you to view your medical record over the internet from a PC. It allows you to easily and quickly view the electronic medical information held about you by **The Grove Medical Centre**.

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, tests, investigations, support groups and medications etc. where you can find additional information to help you understand and educate yourself about what you read in your health record.

### Registering and consenting to use the Patient Online viewing system

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.

You must also register with the practice and sign a consent form before you start using the system. This is available to all patients 18 years or older. You will need to provide photo ID such as a passport or driving licence where the name shown is exactly as you are registered with us along with proof of address. Before you sign the consent form you should be happy that you understand what the system does, what your responsibilities are and how your data is stored. When you have had enough time to understand this you should consent by signature and hand the consent form to your GP receptionist.

Once you have consented, the identification you have provided will be verified. Once verified, access to your medical records will be available within 48hrs if you are already a Patient Access user. If you have not used Patient Access before, you will need to register for this service at reception.

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 **The Grove Medical Centre**.

### How do I use the Patient Online Viewing System?

- Login to your Patient Access account
- You will now be able to see 'Medical Record' section, click on 'view your medical record'

### What can I see on the Patient Online viewing system?

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

- A summary that gives you the most important and recent entries in your health record.
- Problems – This will list your current and past problems.
- Medications – this will show your current medication.
- Test Results – showing all investigations such as blood results, liver tests, blood pressure etc.
- Documents – showing all referral letters and received correspondence.
- Consultations - You will be able to view diagnosis within the consultation.
- Immunisations – shows all immunisations record.
- Allergies – shows any recorded allergies.

## **Why have Patient Online viewing systems?**

There are many reasons to provide you with access to your medical information. A few of them are listed below:

'We want to develop a culture of openness, honesty and trust; to ensure that patients have the information they need to make informed choices; and to enable patients to become equal partners with health care professionals in making decisions about treatment and care.' This is the response to the Department of Health from the enquiry into the Bristol Royal Infirmary Enquiry.

'Patients have the right to see their medical records, though in practice much communication between professionals is not available to the patient concerned. Patients often do not know why they are being referred or what is being said about them' The NHS Plan.

This practice believes that it is important for improved patient care and education that you are involved in your healthcare as much as possible

### **Advantages to you, the patient:**

- No queuing to get results
- You can check the accuracy of your medical record
- It empowers you to become more involved in your medical care

## **Where is my confidential medical information held whilst I am viewing my Patient Online Record and who has access to it?**

The information you view on the online system comes from the secure clinical system at **The Grove 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 practice 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 on the secure clinical system.

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 Patient Online Record you have to identify yourself with passwords and PINs 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 or if I see someone else's medical information?**

If you find any errors or missing information in your medical record you can tell the receptionist or discuss it with your GP. If you see someone else's medical information you should immediately exit from the system and inform the practice staff.

## **What if I don't want to register to use the Patient Online Viewing System?**

If you do not want to register to use the Patient Online Viewing System you can still use all the practices' services exactly as before. Your decision not to register will not affect your treatment or your relationship with your GP practice in any way.

**REMEMBER TO LOGOUT FROM THE SYSTEM WHEN YOU ARE FINISHED.**