

Ballasalla Group Practice



Patient Access to Online Services

Introduction

The following Terms and Conditions are suitable as an agreement for patients to sign before being allowed to access clinical system direct on-line facilities, such as prescription ordering or appointment booking.

Terms and Conditions

- To apply for on-line access to the Practice's clinical system, patients must complete the declaration below and return a signed copy of this form to reception.
- Applications are "one per patient". Acceptance of one member of a family does not imply acceptance of other family members.
- Applications for on-line access will not be considered for patients who are under the age of 16.
- Photo ID when applying for Patient Access or registration is required.
- Where access is refused this will be in writing. A reason will only be given at the discretion of the Practice.
- It is the responsibility of the patient to cancel appointments booked on-line as soon as it is determined that it is no longer required.
- The Practice will not allow misuse of the on-line system and will monitor usage by individual patients. Where it is considered that a patient is misusing the system or is acting in a way detrimental to the availability of the appointment system, or other facilities, a warning letter will be issued. Where the situation does not improve, or recurs, access will be removed permanently and without further notice, at the discretion of the Practice.
- Only repeat prescriptions may be ordered. The request must match the repeat list exactly and must be due. Prescriptions ordered outside this guideline must be via reception staff or the practice website www.ballasallamedicalcentre.im
- Personal Information updating is subject to validation after submission. Patients moving outside the Practice Area will be asked to re-register with a Practice nearer their new address.
- Approved access requests will be notified along with access instructions and a copy of the Terms and Conditions.
- Requests for re-issue of access log-in details must be made in person at reception desk. Photographic ID will be needed to re-issue access log-in details.
- If there is anything on your records you are unclear about please contact the Practice.

Agreement

I agree to the above Terms and Conditions, and others which may be reasonably imposed from time to time at the discretion of the Practice.

Signed: Name: Date:

Date of Birth: