

Marton Medical Practice

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 the Practice Manager or your GP.
- If you see someone else's medical information you should immediately exit from the system and inform the practice staff.

I would like to view my children's records

- Each person must usually fill in their own questionnaire. Until they are of an age when they can make decisions for themselves, you can apply to view their records by filling in the consent form for a child or dependent.
- Remember, the age at which children are deemed to be able to make their own decision can vary greatly. Young people under 16 years are sometimes competent to make important decisions themselves. The Practice will take this into account if they do not wish to grant access to their medical records to a parent.
- Access granted to a parent/guardian will end once the child reaches 16 years. The young person should complete and sign a new consent form if they wish to continue with online access to their medical records.

What are the advantages and disadvantages of medical record access?

- The patient has an active role in their own healthcare
- You may be in another country and taken ill. You can decide to allow the doctors to access your medical records
- If you wish and only if you wish, you can share your records with a carer or relative
- You can check information about medication, allergies and immunisations by clicking on the blue "i" signs

What if I mess it up?

No matter what you click you can't alter anything in your medical record.

**Remember to log out of the system
when you are finished**



Viewing Your Medical Records Online

The surgery has a clinical system (EMIS Web) that, through a website, allows patients to easily and quickly view their electronic medical information held about them by their GP Practice.

The information is easy to navigate and has links to other resources such as patient information leaflets about diseases, tests, investigations, support groups and medications.

There are also links to websites such as NHS Direct Online and Patient.Co.Uk where you can find additional information to help you understand and educate yourself about what you read in your health record.

www.patient.emisaccess.co.uk

[MyGP](#)

[NHS App and your NHS account - NHS \(www.nhs.uk\)](http://www.nhs.uk)

www.martonmedicalpractice.co.uk

Registering to see your medical record online

You will need to be connected to the Internet and have a PC with a web browser.

You will need to understand what the system does, what your responsibilities are and how your data is stored.

You will need to sign a consent form before you start using the system.

Bring your consent form and proof of identity Two documents need to be presented when a patient's identity is verified, at least one of which should contain a photo of the individual. Any two of the following three documents are acceptable: passport, driving licence, bank statement. (You may already have submitted proof of your identity for online booking of appointments. However, for security purposes, the Receptionist will need to check this again).

The Receptionist will pass your form to our back-office team who will register you for access to your records. We expect this to take no longer than 10 working days. An information leaflet with instruction on how to log in will be posted or emailed to you if we have your email address.

- You are advised to change your Password when you first log on.
- You are advised to use a 'strong' Password (this should be at least 8 characters long; does not contain your user name or real name; does not contain a complete word; is significantly different from previous passwords; contains characters from each of the following four categories: Upper case letters, lower case letters, numbers, symbols)
- If you leave passwords lying around then they are not secure, keep passwords secure

Identity Theft?

No addresses, NHS numbers or National Insurance numbers are given on the screen. 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 practice.

Viewing your medical record

- Go to any of the links on page 1 of this booklet
- Assuming you have already created your account for access to online booking, choose Patient Access and "view medical record".
- When you have been correctly identified, the system will allow you to view parts of your medical record. There is an online help section to help you use the system

FAQs about Medical Record Access

What can I see on the Online Medical Record Viewing System?

At the date of this leaflet 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 from the following categories.
- Allergies,
- medications,
- laboratory test results,
- documents,
- immunisations,
- problems,
- consultations

Why have an Online Medical Viewing System?

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

Advantages to you, the patient:

- 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 Online record and who has access to it?

- The information you view on the online system comes from the clinical system in your GP practice.
- Portions of this information are encrypted - this means it is very difficult for someone else to intercept and read the information.
- Your information is securely sent from the GP 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 in the GP practice.

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 online system.

How will other people be prohibited from seeing my record?

- To view your 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.