

St Alban's Medical Centre

Online Access to Medical Records

We recommend online access for patients. This is a secure, encrypted service provided by our clinical database supplier, SystemOne. You can sign up to have access to make and cancel appointments, and to order prescriptions online.

In addition, you may wish to have access to your medical records online. You can choose to have ONE only of these two options:

Detailed coded record: Contains information about your illnesses, medical problems, past procedures and test results. This is from the start of your computer record, but may include information prior to that date that we have added when we summarised your paper notes.

Full record: This is your full medical record, but only contains data from 31.3.2017.

We would recommend the Detailed Coded Record as being more useful for patients.

Please note that, in line with data protection legislation, we may decide to restrict your access to some of the information on your records. This would be only if we feel it could be detrimental to your physical or mental health, or if it includes information that would identify another person. You can read more about your data protection rights in our Patient Privacy Notice, which is available on our website www.stalbansmc.co.uk or from Reception.

Proxy Access

We allow parents / guardians to apply for online access for their children, until the child reaches the age of 13. The access then stops and the child must apply for themselves if they wish to continue to use the service. This is to allow them confidentiality and privacy as a young person.

We allow carers to apply for online access for the person they care for, as long as we have the consent of the patient for this. If the patient is unable to give consent, we may be able to allow access because the carer has Lasting Power of Attorney for Health or with special agreement from the patient's GP.

Please apply in person at RECEPTION. We need to see photo ID to make sure we are allowing access to the right person, and maintain your confidentiality. You will be asked to sign a short application form.