

Dr Perry and Partners
Bampton Surgery and Carterton Health Centre

Introduction to “EMIS Access”

Please take a few minutes to read the following guide and sign the Forms

Emis Access is a new online service which we are offering to our patients. We hope this facility will be especially useful to patients who have difficulty contacting us during opening hours or who may be travelling. This facility will be available to all our patients and accessible 24hrs a day 7 days a week. The services that we eventually hope to be able to offer are as follows:

1. Booking Appointments
2. Cancel Appointments
3. Request Repeat Prescriptions
Simple request procedure with detail of any repeats you may order
Including amount and dosage. It is a simple tick box procedure
4. Booking Telephone Consultations
5. Change of Address Details
6. Secure Messaging Facility
Simple messaging service which will be secure and encrypted
7. New Patient Pre-registration

To start with we will be offering ***Online Booking and Cancellation*** and ***Repeat Prescriptions*** and hoping to offer the full range of options as soon as possible.

To take advantage of our online facility, please ask at reception for a registration document which will be unique to the patient and can only be obtained in person at the practice or by post. You will be unable to create an account without one. Once you have your document you will have the required information to proceed with the application online either by going to www.patient.co.uk and click on the Emis access box or by going to the address on your registration document, following the instructions for ***New Users Create Your Account***. Alternatively you can request an appointment at the practice for help with completing the account. Once it has been accepted you will be able to access it at any time. You can view available appointment slots and will be able to book anything up to 3 appointments at any one time including any made in person, online, or by telephone.

The suggested uses of these could be: Initial Doctors appointment
Blood Test with nurse
Follow up appointment with Doctor

Please do not book any appointment unless it is necessary or “just in case”
Initially you will not be able to book telephone consultations on line but we hope to introduce this at a later stage.

You will be able to see your appointments that are booked and any prescriptions including the dosage you have ordered online.

We are only able to register regular patients for this facility

In the case of you needing a *Medication Review* to be able to order your prescription online you will either need to make a telephone consultation or an appointment which ever is requested by the doctor.

APPOINTMENTS WHICH YOU CAN NOT BOOK ON LINE

To try to avoid any confusion with bookings we are offering only routine appointments online which may be expanded to include other types of appointments after a trial period. We will keep you informed of any changes as they are implemented

For appointments which take longer than the usual 10 minutes please telephone the surgery
These will include:

Type of Appointment	Doctor	Nurse
Medicals	30 minutes	--
Coil Fit	Initial Consultation with Doctor and then 20 minutes	--
Ante-Natal	15 minutes	--
Pre-school Test	15 minutes	--
Post Natal and Baby	30 minutes	--
Minor Surgery	Initial Consultation with Doctor and then 30 minutes	--
Smear Tests	--	20 minutes
Ear Syringe	--	20 minutes
Diabetic and Asthma	--	Initially 30 minutes
ECG	--	20 minutes
New Patient Check	--	20 minutes
Stocking Fit	--	Need 20 min resting time At surgery before fitting
Smoking Cessation	--	Initially 30 minutes
Cryotherapy	--	Need a Referral First
Vaccinations	--	Ring Vaccination Advisory Service for requirements 09068 224100 Before booking

Any other types of appointment which you are not sure about or is not listed please ring.

Booking for minors / dependants

You may apply for access for a person who is under 16 for whom you have parental responsibility or if they are a dependant that you care for. In the case of a child when they reach the age of 16 we are obliged to write to them to give them their own access to the system. We will also inform you of this. This is to ensure that we comply with confidentiality and data protection.

Please feel free to contact us at any time if you need advice or are unsure about anything. We will do our best to help. You are ultimately responsible to make sure you book the correct appointment for your needs.

Terms and Conditions for Booking appointments Using the Internet

Missed Appointments

If you are unable to attend an appointment that you have booked could we please ask that it is cancelled as soon as possible either by telephone or online so that it can be offered to another patient. If you miss appointments on a regular basis we will remove your facility although you can still book over the phone or in person. Doctors and Nurses appointments are valuable to our patients and as such we need to monitor **missed appointments** to minimise these.

Inappropriate use of the system

The system and activities will be closely monitored and should we feel that at any time it is being used inappropriately, we reserve the right to withdraw access to any person doing so. We are bound by the data protection act and as such will be unable to discuss any account or details of the account with any one else except the patient unless it is a minor for whom you have parental rights. We would appreciate your co-operation in the use of this service as an addition to our other services and means of communication and ask that it be used in an appropriate manner.

Access

Each user will be given an Access ID and Pin number you will be asked to provide a password and a security question of your own choosing. It is the responsibility of the user to keep this information secure to prevent unauthorised access. If you believe your access information has been lost or compromised, inform the practice immediately and your access will be withdrawn and new information provided to the user in person.

Liability

The Internet booking facility software is provided by a third-party supplier and uses secure protocols to provide reasonable data security. Nevertheless users agree that Dr Perry and Partners shall not be liable in any way for any damages arising out of the use of this Website or any breach of patient confidentiality arising from the use of this facility however it is caused. By signing this you also agree not to use the facility for any unlawful or prohibited use. Also available are the terms and conditions between the user and EMIS you may obtain a written copy from the surgery or it is available on the web site when you register.

Please Sign and Date Below and again on the page 4, keeping this copy safely and return the second copy to the Practice.

Declaration:

Please Register me for online booking. I have read and understood the information, terms and conditions, and agree that it is my responsibility to ensure the appropriate use of online booking facility at all times..

Signature

Date

Name (PRINT) Date of Birth.....

Please Sign, Print your name, Date and Return this part to the surgery and you will be given your registration document.

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This Facility is a supplementary service and as such may be suspended or withdrawn without notice.

Declaration:

Please Register me for online booking. I have read and understood the information, terms and conditions, and agree that it is my responsibility to ensure the appropriate use of online booking facility at all times.

Signature

Date

Name (PRINT)*Date of Birth*.....