



ONLINE SERVICES – Full Medical Records

The services can be found via our website or by going directly to patient.emisaccess.co.uk

This form is for you ONLY IF

- You have been registered at Ball Tree – for AT LEAST 4 Months
- AND you have already registered for standard Online Services

Please tick to confirm the following...

I have been registered at Ball Tree for AT LEAST 4 months

I have online services already – I would now like to access my full record

1) Please fill in the form below to confirm that we have your latest contact information
We need you to consent to us communicating with you by email and text
Sign and date the form

2) Please come to Reception and bring the completed form along with some **formal photographic identification** plus a formal letter addressed to you to the reception desk e.g. passport / driving licence plus a utility bill
For your safety and security, we need to be sure who is requesting that this facility is switched on (national NHS guidelines)

3) You need to **read and acknowledge the confidentiality guidelines** on the next page

4) Our administration team will then start the process for activating your access to online services. **This can take 28 days or sometimes longer** due to the time and resources required for us to process your record according to NHS requirements before we can activate this feature.

YOUR CONTACT DETAILS...

Please hand to reception desk when you show your photographic ID

Full Name _____

Date of Birth _____ / _____ / _____

Home Phone: _____

YES – Answerphone messages

YES – Messages about Results

Mobile Phone: _____

YES – Text messages

YES – Text messages about Results

Email address: _____

YES - Emails

YES - Emails about Results

I understand by ticking yes, I will be able to access my medical records online and that it is my responsibility to protect this information by keeping the password safe

YES

I have read and understand the confidentiality information on the next page

YES

By providing this email address and or phone number you are confirming that:

- You agree for the Ball Tree Surgery contacting you by email and text if you have ticked yes
- You understand that basic personal information relating to you may be sent by these methods and that you are solely responsible for safeguarding who has access to your email and phone.

NOTE

- You can opt out of receiving emails and or texts by contacting reception
- Ball Tree Surgery will not pass on your details to anyone else
- We *strongly* recommend that you use a personal rather than a joint email account or mobile number. e.g. jane.smith@gmail.com is better than john.and.jane@gmail.com

PLEASE SIGN HERE: _____

DATE: _____ / _____ / _____



IMPORTANT

NEW ONLINE SERVICES

Confidentiality | Security | Safety

BEFORE you complete the form overleaf – please read through all the following information.

ONLINE ACCESS WILL PROVIDE

- Ordering prescriptions on line (you will be able to view all your repeat medications)
- Booking appointments on line (you can view the appointments you have made)
- Cancelling appointments on line
- Updating of your personal information
- Viewing of your medical record

WHAT YOU NEED TO THINK ABOUT

It is very important for you to understand the possible implications of having access to your own records.

The information that will be available to you is called your Medical Record. This includes any ongoing medical problems, allergies, medication history. We need your explicit permission to open up this access to you as this is your personal information. In time there will be more of your record that you will be able to access

SECURITY

When you register for online access you will need a user number and a password

It is your responsibility and very important to keep this information personal and safe. Treat this as securely as you would your online banking details.

You can change your password at any time online.

CONFIDENTIALITY

You need to understand that if you share this user number and password with anyone, they will be able to see this information about you. Please consider very carefully before sharing your log-in information.

CHOICE

You can choose to share your information and records with others but it your responsibility. You may find it useful to do so, for example with your partner or children.

We do not recommend you give your passwords to healthcare professionals or employed carers, but if you feel it helps they could view them with you.

SAFETY

If you are concerned about the safety of your records or change your mind about who you are happy to share your records with, then please change your password. You do not have to share your record if you do not want to. You do not have to have online access if you do not want to.

If for any reason you think you do not want to open up this access to your records we advise you to opt out. You are under no obligation from us. If you feel you are being pressured to share your record, please talk to the reception team and we will provide you with advice and support.

If you would like access to the online records of a child or other relative, then please read the Online Access FAQ Guidance which is at reception or online.