

Helpsheet

Online Access to Your Medical Record

SystemOnline enables you to:

- book or cancel appointments
- order repeat prescriptions
- view summary information (allergies, adverse reactions and medications)
- obtain detailed coded access to your medical record

Ask at reception if you would like to use this free service. You will need to provide photographic proof of identity.

Security

It will be your responsibility to keep your login details and password safe and secure. If you suspect that your record has been accessed by someone without your consent, then you should change your password immediately. If you can't do this, contact the Medical Centre so that we can disable online access.

If you print out any information from your record it is your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

We may not be able to offer online access if there is concern that it could cause harm to your physical or mental health or if there is reference to third parties. We reserve the right to remove online access if not used responsibly.

More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society: Keeping your online health and social care records safe and secure
<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

Key considerations when accessing your medical record online

Forgotten history

There may be something you have forgotten about in your record that you might find upsetting.

Bad news

You may learn about bad news before you have spoken to your doctor; this could occur while the Medical Centre is closed.

Choosing to share your information

It is up to you whether or not you share your information with others, such as family members or carers, but it is also your responsibility to keep the information safe and secure.

Coercion

If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for online access at this time.

Misunderstood information

Your medical record is designed to be used by clinical professionals so some of the information may be highly technical and not easily understood. If you require further clarification, please contact the Medical Centre.

Information about someone else

If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and inform the Medical Centre as soon as possible.

