

Ashville Medical Practice Patient Access to Online Services

Terms and Conditions

The following Terms and Conditions are an agreement for patients to sign before being allowed to access on-line facilities.

Terms and Conditions

- To apply for on-line access patients must complete the declaration below and the application form and return them to the surgery. Both forms will be kept on your electronic records.
- Applications are “one per patient”. Acceptance of one member of a family does not imply acceptance of other / further family members.
- Where access is granted, passwords will only be released direct to the patient and not to a parent (in relation to patients 16 – 18 years) or other third party. Where a parent or other person requires access to the system to book an appointment or deal with the affairs of the minor, it is acceptable for the minor to provide the password to the third party. The practice will not provide access details directly.
- Where access is refused this will be in writing. A reason will only be given at the discretion of the Partners and Practice Manager.
- I understand it is my responsibility to keep my login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately. If you are unable to do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.
- If you print out any information from your record, it is also 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.
- I understand that I can terminate my account at any time by contacting the surgery, or change my log in details by re-registering.
- The Practice will not allow misuse of the on-line system and will monitor usage by individual patients. Where it is considered that a patient is misusing the system or is acting in a way detrimental to the availability of the appointment system, or other facilities, a warning letter will be issued. Where the situation does not improve, or recurs, access will be removed permanently and without further notice, at the discretion of the Partners and the Practice Manager.
- Access to patient records must be authorised by a GP first. A GP may wish to view the record and discuss the content with the patient prior to authorising. For this reason immediate access will not be given and depending on GP priorities, timescales for actioning may vary. This will not be classed as high priority work.
- Requests for re-issue of access log-in details will be made available once the patient has been verified by security checks.

Agreement

I agree to the above Terms and Conditions, and others which may be reasonably imposed from time to time at the discretion of the Partners and the Practice Manager.

Signed: Name:

Date: