

# Bentham Medical Practice

## Online Electronic Health Record Viewing System

[www.benthamsurgery.org.uk/mypracticeonline.html](http://www.benthamsurgery.org.uk/mypracticeonline.html)

The practice is now using the EMIS Access Medical Record Viewer, an online system that enables you to view your medical record using a personal computer (PC) and the internet. There are also links to information leaflets about diseases, tests, investigations, support groups and medications and links to websites such as NHS Direct Online and patient.co.uk, where you can find more information to help you understand your medical record.

If you do not want to register to use the EMIS Access Medical Record Viewer your treatment or your relationship with our practice will not be affected in any way: you can still use all the practice's services exactly as before.

This is a long letter but please read it all. It contains important that you need to use the medical record viewer safely.

### Registration for the EMIS Access Medical Record Viewer

To be able to use the system, you need a PC with a web browser such as Internet Explorer (version 6 or later) and a connection to the internet. The next step is register with the practice and sign a consent form, which you will find at the end of this document, and hand it to a receptionist at Bentham or Ingleton. You will need to provide personal identification so that we are certain that you have a right to access the record. Acceptable proof of identity is listed in the table below.

Before you sign the consent form, you should make sure that you understand what the system does, what your responsibilities are and how your data is stored. This is explained in this leaflet but if you have any questions before you register, ask your doctor or a receptionist.

When you have signed the consent form, we will give you a copy of Registration Letter with the information you need to access the EMIS Access Medical Record Viewer from any PC. If you lose the letter please ask our practice staff for help immediately because someone else might use it to gain access to your records. If you lose or forget your access information later our staff will be able to help but we will require further proof of identity to give you new access information.

**If you already use EMIS Access** to book appointments or request repeat prescriptions you do not need to register again but you will need to sign the consent form. We will change the settings on your account to allow you access to your medical record.

#### Acceptable Proof of Identity

Either one of the following (originals only):

- birth certificate;
- passport;
- photo card driving licence;
- national identity card;
- Home Office identity card.

Or two of the following bearing the patient's name and dated in the last three months and showing the address being registered (originals only):

- statement from a financial institution (bank, building society, credit card or mortgage lender);
- bill from a utility company (gas, electric, water or fixed line telephone provider);
- council tax bill;
- letter confirming entitlement to housing benefit, council tax benefit or tax credits;
- letter from the Home Office in relation to an application for asylum or appeal;
- letter from your educational establishment that you are currently attending.

## Using the EMIS Access Medical Record Viewer

When you use EMIS Access for the first time we recommend you start at the practice website [<http://www.benthamsurgery.org.uk/mypracticeonline>] and click Register> in the top toolbar. Follow the instructions given you in your Registration Letter.

Once you are familiar with the system you might prefer to go direct to the EMIS Access website. <http://www.emisaccess.co.uk/?cdb=215>. if you already have an account, type your user details.

Use the menu and links to view your medical record. There is an online help system to help you use the viewer. If your vision is poor, at the top right-hand side of the screen you can change the size and colour of the text to make it easier to read

Blue information buttons beside the names of medications, medical problems and test results give you easy access information tailored to your specific medical problems and test results. These include patient information leaflets and links to the websites of national patient organisations such as Asthma UK and Diabetes UK, where you can find further useful information.

You can view the following areas of your medical record:

1. **A summary** of the most important and recent entries in your record, including allergies, diagnoses, investigations, procedures, vaccinations, medication and test results. Click the blue information buttons to access further information.
2. **Records of consultations**, including the date, the practitioner you saw, the reason for the visit, details of examinations and investigations, etc.
3. **Letters to and from your GP**. Letters available may also be restricted by date. You can also use the system to send messages to your practice (if your practice has enabled this feature).
4. You may only be able to see information recorded after a certain date. This is because the practice wants to make sure that you cannot view third party information (information provided by someone else), which you do not have a legal right to see. It is very unlikely that your record contains such information, but the practice must put procedures in place to safeguard both you and third parties against this risk.

## Information security

The information you view on the EMIS Access Medical Record Viewer comes from the clinical system at Bentham Surgery. This information is encrypted and sent securely from our computer system to your PC web browser. This means that it is very difficult for anyone else to intercept and read the information.

The medical information that is shown on the EMIS Access Medical Record Viewer is only held permanently on the computer in your GP practice, and not on any other computer. When you log off the EMIS Access Medical Record Viewer or if there is any problem with your computer (for example, a power failure), all your confidential medical information is cleared from the system.

The EMIS Access Medical Record Viewer does not allow anyone else to view your medical information, other than the doctors and staff who are entitled to have access to it at the GP practice. To view your medical record, you need to log on to the EMIS Access Medical Record Viewer using passwords and a personal identification number (PIN) that only you know. Unless you give your password and PIN to someone else, you are the only person who can access your medical record using the EMIS Access Medical Record Viewer.

Always remember to log off the EMIS Access Medical Record Viewer when you have finished viewing your medical record.

**Note:** Any information about you that the practice holds is subject to the regulations in the Data Protection Act 1998 and other legislation.

## Errors and missing or worrying information

**Please read this section carefully. It is very important.**

If you find any errors in your medical record, or if any information is missing, please tell us immediately.

The EMIS Access Medical Record Viewer is designed to exclude information to which you should not

have access for legal reasons, and information which could seriously harm you or someone else. If you see such information through error and are upset by it, you should discuss it with your doctor. If you see someone else's medical information, you must log off the EMIS Access Medical Record Viewer immediately and let the practice know.

If you think that someone might bully you into showing them your record, it would be best not to register to use the EMIS Access Medical Record Viewer or ask the practice to remove your access.

There are complex laws about accessing children's records. The EMIS Access Medical Record Viewer may automatically stop you from accessing your child's records when the child becomes 10 years old.

After viewing your medical record, you should consult your doctor if you have any problems or concerns, for example:

1. If there is something in your medical record that you do not want your family to know about.
2. If there is anything in your medical record that you do not understand. Remember that your medical record is designed to be used by doctors, so it may contain abbreviations and technical terms. You will probably understand most of what you read, and the links in your medical record will lead you to more detailed explanations, but ask your doctor if you need more information.
3. If you are worried about test results in your medical record (especially abnormal results).
4. If you want to tell the doctor something about your partner, child or another person in confidence. Remember that if the doctor records the information, the other person will be able to see it in their own medical record, but also that if the doctor does not record the information, it may get lost or forgotten.

## Record access – a patient's perspective

This section was written by a patient who has record access.

Advantages of record access	
GP/Healthcare	The patient has an active role in their own healthcare and develops a good relationship with their GP and practice.
Access abroad	You may be in another country and taken ill. You may decide to allow the doctor access to your records (a personal decision). It might be that you forgot to order your repeat prescription and need it to be ready on your return. You can do this by using an internet café.
Casualty or outpatients	If you are going to see a healthcare professional in hospital you can allow them to see your records online if there is a computer in the room or print out the relevant information and take it with you. This can be very helpful to the consultant.
Relatives having access	You could share all your records with relatives or just part by printing the part you want to share.
Saving time	Blood results, x-rays or letters can be checked. If they are normal it saves you time not having to travel to the practice. It also leaves a free appointment, allowing the doctor to see someone who is in need of an appointment.
Information for forms	If you need to know when you had your immunisations or what allergies you have, you can look them up.
Better understanding	If you did not understand the conversation with the doctor or nurse, you can look at the record of that consultation. Patients have found that this makes the discussion easier to understand and remember. You will also find that the information buttons explain technical terms

	for you. This can be extremely helpful.
Medication information	You can easily check information about any medication prescribed by clicking on the blue 'i' button listed next to your medication in the list. This also includes information on how to take the medication You can check what results mean or check a condition and some help guidelines. There are links to support groups such as Diabetes UK.
Security	It's as safe as internet banking, if you keep your passwords secure: you wouldn't leave your bank card and PIN numbers lying around (particularly at work) and then wonder how someone managed to withdraw money from your account, so don't leave your passwords where they can be found. This may also include at home if you don't want family members to view your records. Don't use obvious passwords such as names, birthdays or anniversaries.
<b>Disadvantages</b>	
Forgotten history	There may be something in your history you don't want any family members to see. It might be information you had put to the back of your mind and are now confronted with.
Complex information	The record is designed to be used by doctors for doctors. There will be abbreviations and technical terms. However, most patients understand most of what they read and the information buttons linked with problem titles offer detailed explanations. Ask if you do not understand.
Test results	Results can be difficult to understand. Results may be abnormal and cause you to worry.
Third party information	<p>You might want to tell the doctor something about your spouse/partner/child in confidence.</p> <p>If the doctor records the information and the person then sees this, it could cause problems.</p> <p>If the doctor doesn't record the information, vital information may get lost or forgotten.</p> <p>The information may be malicious and again cause problems.</p>

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# EMIS Access Medical Record Viewer Consent Form

If you want to register to use the EMIS Access Medical Record Viewer, please complete this form and hand it to the practice receptionist.

I have read and understood the information leaflet about the EMIS Access Medical Record Viewer and I consent to the practice giving me access to my electronic health record via the internet, subject to the information in that leaflet.

I also agree:

To use the EMIS Access Medical Record Viewer in a responsible way.

To follow all the instructions that the practice has given me.

To report any errors I find to the practice immediately.

To log off the system immediately and contact the practice if I see any information about someone else.

Important: If you do not want to register to use the EMIS Access Medical Record Viewer this will not affect your treatment or your relationship with your GP practice in any way: you can still use all the practice's services exactly as before.

<b>Name</b>	
<b>Date of birth</b>	
Pass phrase (This is an extra password that you will need to view your medical record. It must be 8 characters long, and can be made up of letters and/or numbers.)	
<b>Signed</b>	
<b>Date</b>	

When you have completed this form please return it to the receptionist. It will be scanned and attached to your record as a permanent record.

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## EMIS Access Registration Letter

To use EMIS Access, you need to create an account. Go to the practice website at <http://www.benthamsurgery.org.uk/mypracticeonline> and click Register> in the toolbar at the top.

On the EMIS Access page enter the information given you below by the practice and click Submit. Remember to enter the information exactly as it appears on this form, or your registration will not be accepted. When you log on to EMIS Access again after you have registered, you must also type all these details in exactly the same format.

Look after this form carefully until you register, and destroy it afterwards. If this form is lost or stolen before you have entered your password and security details, contact the practice straight away, by telephone or in person.

### Screen 1: Information that enables the system to check your identity when you log on

<b>PIN</b>	.....
<b>Practice number (EMIS CDB)</b>	.....
<b>Access ID</b>	.....
<b>NHS number</b>	.....

On the next screen you add the following information. You will be the only person who knows the password and security question. Do not share the information with anyone.

### Screen 2: Security details that no-one else will know

<b>First name</b>	.....
<b>Last name</b>	.....
<b>Date of birth</b>	.....
<b>Password and security question</b>	.....

**Important:** When you first access EMIS Access and try to create an account, you may be prompted to enable session cookies. To do this:

1. Open Internet Explorer.
2. Click Tools and select Internet Options. The Internet Options screen is displayed.
3. Click the Privacy tab.
4. Click Sites. The Per Site Privacy Options screen is displayed.
5. In the Address of Website box, type [www.emisaccess.co.uk](http://www.emisaccess.co.uk).
6. Click Allow, and then click OK.
7. On the Internet Options screen, click OK.
8. Close Internet Explorer.

If your registration is successful, you will be automatically redirected to <https://www.emisaccess.co.uk> to sign in and use EMIS Access.