

# Patient Online Services

## Patient Registration Form

If you would like to register for online services please complete the form below and return it to Dartmouth Medical Practice in person, **along with a valid form of identification.**

Your identification should, where possible be an **official photo ID document.** For example, a Passport, Driving Licence or any other official document.

**Patient Online Services gives you the ability to:**

- **Order your repeat prescriptions**
- **Book appointments with a GP**
- **Cancel any appointment**
- **View your Medical Record\***
- **Edit your details**

We need this documentation as we are giving you access to sensitive health information.

Once you have returned this form, along with your relevant identification documents we will furnish you with the details you require to register yourself with the online services via the post. Please allow up to 21 days.

Patient Details	Please complete in BLOCK CAPITALS
Forename	<input type="text"/>
Surname	<input type="text"/>
Date of Birth	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Email Address	<input type="text"/> <input type="text"/> <p><b>Please note:</b> A unique e-mail address personal to yourself (i.e. not a shared e-mail address) is preferred.</p>
Mobile Number	<input type="text"/>
Access	<p><b>Signing up to Patient Online Services gives you the ability to:</b></p> <ul style="list-style-type: none"> <li>- Order your repeat prescription.</li> <li>- Book an appointment with a GP.</li> <li>- Cancel an appointment with any clinician.</li> </ul> <p><b>If you would like access to your medical record data, consisting of your allergies, "coded entries", documents and vaccinations, please ask reception for form OS-M1.</b></p> <p><b>*Note</b></p> <ul style="list-style-type: none"> <li>- Access to your medical record will need to be checked by the GP before the service is offered on your online account.</li> <li>- You will only be able to view <b>selected</b> data from April 2016 onwards. Documents included will be those from April 2017.</li> <li>- The access we offer is governed and designed by NHS Digital and not the practice itself.</li> </ul>
Signature	<input type="text"/>
Date	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

**Admin Use Only**

ID Seen?  Type of ID  Date

# Frequently Asked Questions

## **Can I see my medical records?**

Yes. On filling out form OS-M1 to request access, you will be able to view **selected parts** your medical records online. Your GP will consider your request, therefore, please allow up to 3 months for this service to be activated in your online portal. We expect a backlog of enquiries.

However, at the time of writing, patients can only see selected data which is governed by HSCIC. You will have access to coded information (this excludes any free text), test results, medication, problems, documents and immunisations from April 2016 onwards. Please note that documents are shown from April 2017 onwards. The access we give is governed by NHS Digital and not the practice.

## **Who is “EMIS Patient Access”**

EMIS is our clinical software system provider. EMIS Patient Access is a service provided to GP surgeries which allows secure access to patient information. This will often be described as your Online Health Record.

## **Why do I need to produce photographic ID?**

The requirement for photographic ID is an information governance requirement. We need to prove that we are giving access to sensitive health records to the correct person.

## **Why can I not sign up online?**

You can download this form online, however, we can not take online registrations as we still need to physically witness the photographic ID.

## **What happens once I have filled in this form?**

We will add your details to the system. Once this is done, the system will generate a unique token which the surgery will post to you. In some cases we may hand this to you in the surgery.

This token enables you to carry out the second part of the registration process online. Instructions will be included with the token.

## **Can I sign up on behalf of a relative?**

No. Your relative will need to sign up on their own behalf. However, once they have signed up, they can, if they wish, share their record with yourself. If you have power of attorney, please bring the relevant documents with you when apply for access to someone else's records.

## **Can I sign up on behalf of my child?**

Yes, if your child is aged under the age of 12, we are able to give parents and guardians access to a child's account. This will allow the parent or guardian to book appointments and request repeat medication. If your child is over the age of 12, unfortunately we are not able to give parental access and the child will need to register in their own right.