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## Practice Policy for On-line Appointment Booking

Before you begin to use the online booking service, please read the following policy and attached agreement. Please keep this policy for your own reference.

A document containing your pin number and log-on details will be provided to you as soon as the practice receives your signed consent form and document to verify Identity. Please keep this document safe as it contains your personal information.

When registered you will be able to:

1. Find available doctor appointment slots
2. Book new appointments. Appointments may be booked up to a maximum of 21 days ahead.
3. View appointments you have already booked
4. Online Summary of your records
5. Cancel appointments
6. Order repeat medication
7. New Patient registration
8. View Test results
9. Submit Questions

## Doctors Appointments

Please ensure that you book your appointments appropriately. If you are unsure as to whether it is appropriate for you to see a doctor, contact us by telephone. Whilst we will do what we can for you to see the doctor of your choice this may not always be possible due to unforeseen circumstances, for instance if the doctor is on sick leave or annual leave.

## Missed Appointments

If you are unable to attend your appointment please let us know as early as possible. You may cancel it online or telephone us. This will allow us to offer the appointment to another patient.

We will be monitoring missed appointments on a regular basis. If you miss an appointment more than twice in one year we will remove the facility for you to use online booking, but you will still be able to book appointments with our receptionists.

## Inappropriate use

We are sure you will find this service useful. However, we will revoke your access to it if you abuse the service. For your access to be reinstated you must liaise with our reception team.

Examples of what we would consider inappropriate use are:

1. Booking appointments and not using them more than twice a year,
2. Booking appointments for other family members using your name,
3. Consistently booking inappropriate appointments with the doctor.

## Appointments for Family Members:

Unfortunately the system is not flexible enough to allow you to book appointments for family members. Online booking is only available to patients aged 16 and over. Parents can have proxy access to children's records until the child turns 11. On the child's 11<sup>th</sup> birthday online access is automatically turned off. The child can then give proxy access if they are assessed to be competent.

## Important Information – Please read before returning this form

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

**It will be your responsibility to keep your 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 can't 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.**

Before you apply for online access to your record, there are some other things to consider.

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

### Forgotten history

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

### Abnormal results or bad news

If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

### Choosing to share your information with someone

It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but 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 access at this time.

### Misunderstood information

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

### 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 contact the practice as soon as possible.

### More information

For more information about keeping your healthcare records safe and secure please visit our website:

[www.clarendonmedicalcentre.com](http://www.clarendonmedicalcentre.com)