

## **PATIENT ACCESS TO CLINICAL SYSTEM**

### **INTRODUCTION**

The following Terms and Conditions are suggested / suitable as an agreement for patients to sign before being allowed to access clinical system direct on-line facilities, such as prescription ordering, appointment booking, or personal profile updates.

### **Terms and Conditions**

- To apply for on-line access to the Practice's clinical system, patients simply request.
- 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 detail directly.
- Where access is refused this will be in writing. A reason will only be given at the discretion of the Partners.
- Where a minor requests a change of password (perhaps to alter access) this will be granted at the discretion of the Partners.
- Patients with a history of none-attendance at pre-booked appointments (without cancelling) will not normally be granted access to on-line appointment booking, however the remainder of the facilities will be considered.
- On-line appointments booked are to be cancelled by the patient as soon as it is determined that it is no longer required.
- 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.
- Repeat prescriptions may only be ordered where these appear on the repeat list, which is provide to patients on the tear-off portion of the last prescription issued. The request must match the repeat list exactly and must be due. Other items ordered or requested using this facility will not be actioned, and no contact will be made with the patient. Prescriptions ordered outside this guideline must be via reception staff.
- Personal Information Updating is subject to validation after submission. Patients moving outside the Practice Area will be removed from the Practice list in the usual way.
- Approved access requests will be notified along with access instructions and a copy of these Terms and Conditions.
- Requests for re-issue of access log-in details will be via post reissue in all cases to the registered address