

Worden Medical Centre

MEDICAL RECORD ACCESS

‘Empowering and Educating Patients’

Patient Information Leaflet

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Current Problems

Asthma	Since: 27/09/2013
Injury and poisoning	Since: 27/09/2013
Pemphigus vulgaris	Since: 09/08/2006

[Full History](#)

Current Medication

i Aspirin 300mg dispersible tablets	Dosage
Repeats Order repeats	
i Alendronic acid 70mg tablets	30/09/2006 Dosage
i Losartan 50mg tablets	27/09/2006 Dosage
i Neomycin 0.5% / Betamethasone valerate 0.1% cream	27/08/2006 Dosage
i Oxytetracycline 250mg tablets	11/08/2006 Dosage

[Full History](#)

Recent Consultations

TEST, Emis (Dr)	GP Surgery (EMISWebCR1 50003)	04/10/2013	Details
WALTON, Eileen (Mrs)	Externally Entered (EMIS PCS Test Practice 2)	22/09/2006	Details
SHARPE, Joanne (Mrs)	Externally Entered (EMIS PCS Test Practice 2)	16/09/2006	Details
BURNS, Robert (Dr)	Main Surgery (EMIS PCS Test Practice 2)	11/09/2006	Details
BURNS, Robert (Dr)	General Practice Surgery (EMIS PCS Test Practice 2)	07/09/2006	Details

[Full History](#)

Test results

Framingham coronary heart disease 10 year risk score	11/09/2006
Full blood count - FBC	07/09/2006
Plasma fasting glucose level	07/09/2006
Urea and electrolytes	07/09/2006
Liver function test	07/09/2006

[Full History](#)

Recent letters

Seen in dermatology clinic	22/09/2006
Seen in dermatology clinic	16/09/2006
Dermatological referral	30/08/2006
Seen in dermatology clinic	26/08/2006
Seen in dermatology clinic	09/08/2006

[Letter archive](#)

Immunisations

Tetanus vaccination	27/09/2013
1st hepatitis B vaccination	27/09/2013

[Full History](#)

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dev 6.4.2.0

Dear Patient

VIEWING YOUR MEDICAL RECORD ONLINE

You can now view your medical record online any time of day or night through Patient.co.uk or by accessing the practice website www.wordenmc.net. The details of how to access this facility are outlined below and can also be accessed through the practice website.

As a practice we believe that patients should have access to data about themselves and that this will enhance safety and care.

The online system allows you to view your medical record using a personal computer or smart phone and the internet over a secure connection. This information sheet explains what the system is and how you can use it. **Before you can begin using the facility to view your online medical record, we require you to fill in a consent form, confirm identity and you will also be required to provide a password for access to the system.** Once you have given your consent, the practice can then activate your registration to enable you to use the facility. Before you sign your consent form and return it to the practice, make sure you understand:

- What the system does
- What your responsibilities are
- How your data is stored

PLEASE NOTE: Any information about you that the practice holds is subject to the regulations in the Data Protection Act 1998. The consent agreement is between you and your GP Practice.

IMPORTANT: If you do not want to register to use the Patient Access Medical Record Viewer, this will not affect your treatment or your relationship with Worden Medical Centre and you can still use all the practice's services as before.

This facility is only available to patients aged 16 years old and over. You will need to bring in 2 forms of ID (i.e. driving licence or passport, bank statement. 1 form MUST be photo ID) when completing your registration. If you do not have a photo ID, please contact the surgery.

The **ADVANTAGES** of using Patient Access are:

- You can obtain important information without having to contact the practice, for e.g. (test results, information about allergies and immunisations)
- You can check that your medical record is accurate
- You can become more involved in your medical care
- You can access your medical record easily and share it with anyone you choose, for e.g. your family or other health professionals
- It increases safety, for e.g. you can access your record if you become ill abroad

The **DISADVANTAGES** of using Patient Access are:

- There may be something in your history that you do not want your family members to see and it might be information that you had put to the back of your mind and now you are confronted with it.
- The record is designed to be used by doctors for doctors and there will be abbreviations and technical terms that you may/may not understand. If you do not understand anything in your record, please ask.
- Test results can be difficult to understand and may be abnormal and cause you to worry

Remember, had you not had access to your medical records, you would not have known the results until either the doctor/practice contacted you or you rang for the results.

- You might want to tell the doctor something about your child/spouse/partner/friend in confidence. If the doctor records the information and the person concerned then sees it, this could cause problems.
- If the doctor doesn't record the information, then vital information may get lost or forgotten.
- The information may be malicious and again cause problems.

Please note that although you have access to view your medical record online, you cannot add or change any information in any way.

HOW TO GAIN PATIENT ACCESS TO VIEW YOUR MEDICAL RECORD ONLINE

Contact the practice to make an appointment with the Practice Manager Tracy Williams or Assistant Practice Manager Jacqui Grime.

At the agreed appointment you will need to:

- ✓ Complete the Record Access Consent Form for Patient or Carer. Please note if you are completing as a carer, you will also need to bring in written authority from the patient or have Lasting Power of Attorney.
- ✓ Provide 2 of the following forms of ID, of which one must be photo ID.
 - Passport
 - Driving licence
 - Document with address on, valid within last 3 months
- ✓ Complete the Increased Access Form (optional) if you wish to view more than the basic viewing options of medications, allergies/adverse reactions and immunisations.

Once the ID checks have been completed you will be registered on the Patient Access System and viewing of medical records enabled. PLEASE NOTE: If you already access this system to book appointments or to order repeat medication you will be able to use your existing user ID and password.

If you wish to apply for increased access this will be granted or denied by your own GP and may take a couple of weeks to be completed.

FAQ's – FREQUENTLY ASKED QUESTIONS

Can I access my children's medical records using Patient Access?

The practice is only signing up access for patients aged 16 years or older. In future, we may allow access to children's records for parents or legal guardians, but only those with "parental responsibility" – a legal term. Parental responsibility for your child gives you important legal rights as well as responsibilities. Without it, you don't have any right to be involved in decisions such as where they live, their education, religion or medical treatment. With parental responsibility, you are treated in law as the child's parent, and you take equal responsibility for raising them.

Should access to medical records be activated for your child, it is likely to be withdrawn when they reach the age of 12, as the courts have ruled that some children are competent to reach informed decisions about their medical care and treatment. Around the age of 12 and sometimes earlier, a teenager may rightfully (according to English Law) expect to consult about private matters with a GP without the knowledge of this being available to their parents or legal guardians. Healthcare professionals will advise children to involve their parents, but we cannot enforce this advice or breach patient confidentiality.

What if I find an error in my medical record or if I see someone else's medical information?

If you find any errors or missing information in your medical record then you can either tell the receptionist or discuss this with the GP. If you see someone else's medical information, then you should exit from the system immediately and inform the practice.

What if I am not granted access?

It is not every patients wish to have access to their medical records online and sometimes patients would just prefer to trust the doctor to manage their care. However, there may be concerns that you might feel confused and or upset and worried when reading some of the technical terms. Everybody has a right to see their medical records and should be allowed the freedom to do so, but REMEMBER, it is a GMC (General Medical Council) direction to doctors that they have the right to withhold details from a patient that are kept on that patients medical records if the doctor believes it will harm or distress the patient as outlined below.

Our practice is mindful of The Data Protection (Subject Access Modification) (Health) Order 2000 (SI 2000/413) which exempts health records from the general right of access where such access would be '**likely to cause serious harm to the physical or mental health or condition of the data subject or any other person**' (quoted from Bridget Dolan "Medical Records: Disclosing confidential clinical information" Psychiatric Bulletin, Feb 2004; 28: 53 – 56). In other words, if your records contain substantial third party information or we feel disclosing all information may cause harm to you as the patient or to the information giver (e.g. such as causing difficulties in a GPs future relationship with the patient) then we have a statutory duty to withhold it from you. Therefore, on rare occasions, permitting full online access to medical records may not be appropriate and can only be considered on a case by case basis. This would possibly apply to very few patients, and we would be prepared to grant supervised access by inviting you to a meeting with your GP who will go through your paper and electronic record in a more controlled and supportive environment.

How will other people be prohibited from seeing my medical records?

To be able to view your medical record online, you have to identify yourself with passwords and PINs that only you know, unless you have revealed this information to someone else, you

will be the only person who can see your medical record and will be fully responsible for its security i.e. keeping your computer protected using antivirus software and firewalls.

Where is my confidential information held whilst I am viewing my medical record online and who has access to it?

The information you view online comes from the clinical system in your GP practice. Portions of this information are encrypted (this means that it is very difficult for someone to intercept and read the information) and securely sent from the GP system to your PC web browser.

None of the medical information that is shown on the online system is held permanently on any computer except the computer which holds the original data in the GP practice. When you log off from the online system or if a problem occurs with your computer, for instance a power failure, all your confidential medical information is cleared from the system. Using the online system does not allow any extra people to view your medical information other than the people who would normally have access to it in the GP practice.

What do doctors worry about with medical record access?

Some doctors worry that patients may not be able to understand the words used or how we ignore slightly abnormal blood test values if they are likely to be spurious or of no clinical significance. These issues are part of how a doctor is trained to give an objective assessment of a patient – on overview. This could lead to conflict, if for example a patient believes the doctor's impression (often briefly noted) does not tell the whole picture. It has to be understood that the doctors write in a form of short-hand sometimes to aid their recall of significant findings for the next appointment. The doctor may see up to and above 30 patients per day and also make telephone calls to patients, so they do not have time to write detailed notes about every encounter with patients in general practice. Sometimes, the doctors are typing fast and make spelling mistakes or forget something and are unable to quote you "word for word". They may also state medical opinions about mood and lifestyles or describe behaviour in a way that provides important information to guide your treatment. This is not meant to offend or upset you.

IMPORTANT: PLEASE REMEMBER TO LOG OUT FROM THE SYSTEM WHEN YOUR ARE FINISHED!