

## Explanatory notes and terms and conditions for

# EMIS Access

### Explanatory notes

**EMIS Access is a secure online system that is integrated with our practice system.**

Through EMIS Access you can:

- Make online bookings or cancellations of appointments with a doctor
- Request repeat medications
- Advise of change of address

To use the online facilities, you simply log into the EMIS Access website using the link from the practice website. The service is free to our registered patients over 16 years of age and is available day and night, 365 days a year. Please read the information below on how to set up and use EMIS Access.

### **Confidentiality and Security:**

Information sent via EMIS Access is encrypted. This means that information that you send cannot be intercepted or read by others, and only you and the Practice are able to see your personal information. Our computer system is connected to EMIS Access through the NHS network which is more secure than a normal internet connection (see our terms and conditions below).

Personal information belonging to patients who do not request an EMIS Access account will not be accessible over the internet. We will only enable the internet access facilities provided through EMIS Access if you request us to do so, allowing you secure access to appointment and medication details. Your other medical information will not be accessible. If you change your mind, you can ask for your EMIS Access account to be deactivated at any time.

### **Requesting your EMIS Access account details:**

If you wish to use EMIS Access you must complete and sign an application form: these are available from reception and on-line at [www.lincolnhousesurgery.co.uk](http://www.lincolnhousesurgery.co.uk).

Return your completed request form to reception or post it to: Lincoln House Surgery, 163 London Road, Hemel Hempstead, HP3 9TQ, marked for the attention of Mrs J Cutten. We will then set up your account and create a letter containing all your account details. This may be posted to you or you may collect it, in person, from the Surgery. For security reasons we cannot give out account details by phone or email.

### **Creating your account:**

After you have obtained the letter containing your account details you must then create your account at the EMIS Access website. You will only have to do this once. It is important that you enter your details exactly as they appear in the letter.

When you create your account you will be asked to choose a password. Please do not reveal this to anyone. If at any time you believe that someone else may have learned your password or gained access to your account you should contact us as soon as possible.

## **Terms and Conditions:**

### **Booking or Cancelling an appointment:**

Each available internet appointment is 10 minutes long and is with a doctor. You can book up to 2 appointments at any one time including those made in person, online or by telephone.

You can view or cancel your current appointments, and choose from a selection of pre-bookable appointments online. All our patients are welcome to book with any of our doctors. Please note that only a certain selection of appointments are available for booking online.

A parent may register to use EMIS Access for the benefit of their children under the age of 16 years. Children of 16 years or over must register in their own name to use EMIS Access.

### **Appropriate bookings**

Please ensure that you book the appointments appropriately. Bookings **can** be made with a doctor for: illness, suspected illness, follow-up to previous consultations and for medication reviews. You **cannot** book online for the following:

- Duty-doctor appointments (these will not be displayed online)
- Medicals
- Coil fits / Smears
- Ante-natal/Post-natal
- Minor surgery / Cryotherapy clinics
- Diabetes /Asthma reviews /clinics
- Blood tests / ECGs
- Nurse or phlebotomist appointments
- Travel clinics and vaccinations

### **Reasons for Appointment**

We would ask that you enter a reason for your appointment in the box provided when booking an appointment – this gives us the opportunity to ensure that it is appropriate for you to see the doctor rather than a nurse. Please be assured that all details entered are secure and cannot be intercepted. Our practice has a strict confidentiality policy.

### **Missed Appointments**

Please let us know if you will be unable to attend an appointment that you have booked online. Either contact us by telephone to cancel it or cancel it online. This will allow us to offer the appointment to another patient.

We realise that there are valid reasons for not attending. However, we will be monitoring such occurrences on a regular basis.

If you miss an appointment booked online we will remove your facility to use EMIS Access unless there are mitigating circumstances that we consider to be valid.

### **Requesting medications:**

You may request a repeats prescription for your **routine** medications. You will be able to check when it has been processed and then collect it from the Practice. Alternatively you can request that the completed prescription is sent to the local pharmacist of your choice, provided that they routinely collect prescription from us.

### **Changing Address:**

You can update your address and contact details via the website (Not via EMIS Access). These changes are subject to verification by the Practice.

**Use of EMIS Access:**

In using EMIS Access and our online facilities you agree with the terms and conditions under which this website is provided.

We will be monitoring the use of this service and we are sure that you will find it most useful. If, however, we find that any users are abusing the service, we will revoke their access to the service. We consider the following as inappropriate use: sending inappropriate or abusive messages, booking appointments and not using them, consistently booking inappropriate appointments with a doctor, booking appointments for another person (except for a dependent child under the age of 16).

You are responsible for ensuring that your EMIS Access log-in details are kept confidential. You will also be held responsible for any misuse of your account. You must inform us immediately if you believe an unauthorised person has gained access to your account. Although EMIS Access uses high levels of internet security to protect your personal information, we do not warrant the service to be 100% secure and in using the service you are accepting a degree of risk.

EMIS Access is generally available 24 hours a day, but at certain times, for example when our computer system is backing up data or undergoing maintenance, you may be unable to use the service for a while. Lincoln House Surgery does not guarantee that EMIS Access or our other online facilities will always be available and will not accept any liability for damages resulting directly or indirectly from the use of, or from any inability to use, EMIS Access or our other online facilities. EMIS have incorporated a “Current Status of EMIS Access “ link to the front screen of the EMIS Access Web site. You may click on this link at any time to be redirected to a page showing the current status of the service. This page is updated at regular intervals and will display any operational problems and when they are due to be fixed.

EMIS Access is provided by EMIS, a trading name of Egton Medical Information Systems, the company that provides our patient records system. Lincoln House Surgery cannot accept liability for damages resulting, directly or indirectly, from the use or misuse of the EMIS Access service. In using EMIS Access, you agree to the terms and conditions and privacy statement on the EMIS Access website.