

Our Practice Guidance for Patient Access

Before you begin to use Patient Access we would appreciate it if you could read the following guidance. Please keep this page of the document for your own reference.

CONDITIONS OF USE

- You must ensure that your EMIS Access log in details remain confidential. Although presently the system can only be used to order repeat prescription, in the near future you will be able to book routine appointments. Other services may be added in the future such as viewing a summary of your medical record and therefore it is vital that your User ID and password remain confidential. If you think anyone knows your details either change your password or ask us to reset your password.
- Applications are one per patient. Acceptance of one member of a family does not imply the acceptance of other/further family members. Where access is refused this will be in writing, a reason will only be given at the discretion of the Partners.
- Patient Access allows you to order the repeat medication listed on your medication slip only, any other medication should be ordered through the reception team as normal (not all types of medication are available on repeat prescription)
- Appointments booked online are to be cancelled by the patient as soon as it is determined that it is no longer required. We retain the right to withdraw access to the service to those who appear to be abusing the system by booking appointments to which they do not attend or frequently cancelling appointments just before the time of the appointment which means we cannot use the time for someone else.
- We will endeavour to maintain the maximum access to the service but it is necessary for the service to shut down overnight while our system back up occurs and there may be other times when the service is not active. Appointments made using the system can be checked and cancelled by phoning the surgery during opening times when the online system is unavailable.
- If you change surgeries, you will need to register again for online services at your new surgery.
- Appointment Access is a voluntary scheme. If you no longer wish to continue, your account can be stopped. This will not affect your registration at the practice and appointments will remain available over the phone or in person at the practice.

REPEAT PRESCRIPTIONS

- Go to <http://www.patient.co.uk/access> or follow the link on our website <http://www.largsmedicalgroup.com/>
- Log into your account and scroll down to Repeat Prescriptions
- Select "Make a Request" and you will see a list of your current repeat medications which you can select from. There is also a comment box underneath where you can type any messages you have relating to the medication.
- Click "Submit Request" check the details are correct and then select "confirm"
Please allow 48 hours for staff to process your request.

PLEASE NOTE ACCESS TO THIS SERVICE CAN BE WITHDRAWN AT ANY POINT WITHOUT NOTICE

Patient Access Application Form

Patient to Complete

Name:	
DOB:	
Address:	
Tel No:	
Mobile No:	
Practice Guidance Read and Understood	Delete as Appropriate Yes/No

Surgery Staff Only

Proof of Photographic ID given eg. passports or driving license:	Yes/No
Identity Confirmed:	Yes/No

I have understood and will adhere to the Practice Guidance for the use of Patient Access. I understand that failure on my part to adhere to the guidance may result in my Patient Access registration being terminated. I understand that this will in no way affect my registration with the practice. I also acknowledge that the practice may send me text reminders and requests in the future, should a texting service become available.

Signed: _____

Date: _____