

THE WHITE HORSE MEDICAL PRACTICE



Patient Access Registration

Patient Access allows you to view your live electronic medical record online and request repeat prescriptions.

You will need to register with the practice to access this service by attending the practice with photographic ID (e.g passport or driving licence) in order for our Patient Services team to verify your identity and activate your account.

Once you have attended the practice with your ID you will be provided with an account ID and linkage key which will enable you to link your Patient Access account to your electronic medical records.

Once you have been issued your passcodes either download the Patient Access app onto your tablet or smartphone or visit www.patientaccess.com and follow the instructions to set up your account.

Terms Of Use

- Patient Access Accounts can be set up for patients aged 16 or over.
- Children under 11 years – Parents or registered carers for children under the age of 11 can register to be a proxy user for the child's Patient Access account.
- Children between the ages of 11-16 years – Proxy accounts set up for children in this age range will be restricted to medication requests and viewing pre-booked appointments. Should a child in this age group wish to allow full access they will need to make an appointment to speak to their registered GP. A clinical decision will then need to be made regarding the child's capacity to understand the implications of any decision they make.
- Patients aged 16 years and above - A proxy account will be revoked when the patient they care for reaches the age of 16. Patients over 16 are deemed competent to manage their own account. The proxy user will be notified of this by email 3 months prior to the patient's birthday.
- Proxy Access - Any request to grant Proxy access to the record of patients aged 16 and over will require the patient to complete a proxy access permission form. If the patient is unable to do this due to lack of mental capacity then a person with Health and Welfare Power of Attorney can do this for them. People acting on behalf of mentally incapacitated patients must be able to provide the appropriate documents, which will be scanned and added as part of the verification process. If no Power of Attorney is in place a GP must decide to grant access based on the patient's best interests.
- **If you wish to set up a proxy user Patient Access account for a child or patient who lacks mental capacity please ask for the Proxy Access information leaflet and application form at Front Desk.**

Patient Access Registration Form

Please complete your details below:

Forename: Surname:

Date of birth:

E-mail address:

Signature:

The practice may wish to use your e-mail address for other purposes in the future e.g. appointment reminders but will not pass to any outside agencies. Please indicate below whether you agree to this.

- Yes I agree to my e-mail address being used for practice purposes
- No I do not wish my e-mail address to be used other than for online appointment registration

For Practice Use only:

Type of ID Seen:	Date ID Seen:	Staff Member verifying ID:	Date Account Set Up & Codes Emailed:
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