

Online Electronic Health record

Frequently Asked Questions

1. What is access to patients' records?

Access to patients' records allows patients to view their medical record over the internet from a PC or an internet-enabled Smartphone.

2. What can the patient see on their record?

- A summary, giving the most significant and recent entries
- Consultation, including the date, practitioner seen, reason for visit
- Medical record showing historical diagnoses, investigations, procedures
- Results – bloods, BP etc.
- Vaccinations
- Medications
- Letters

3. Who else will have access to the patient's record?

If deemed appropriate, a patient may feel that they would like to give access to a relative. Otherwise, only the patient with the appropriate usernames and passwords will be able to access their record.

4. What if a patient finds an error in their medical record?

The patient can discuss this with the practice or their GP at their next consultation.

5. Can the patient make any changes to their medical record?

No, no matter what the patients click, they cannot alter the records. They can however; cancel appointments if they make a mistake or no longer require the appointment. When the patient orders repeat prescriptions, they are given the opportunity to check, before submitting.

6. How secure is it?

The system has the same type of security as On-line Banking.