



## REGISTRATION - ONLINE SERVICES

The services can be found via our website or by going directly to [patient.emisaccess.co.uk](http://patient.emisaccess.co.uk)

- Requesting Repeat Prescriptions – simpler and more accurate
- Updating your details – making sure that we can contact you correctly
- Booking for ALL routine GP appointments and HCA appointments
- Viewing a summary of your medical records

**You will need to have a Log In Number and Password to use the services securely**

### Please complete the following...

I am aged 18 +

I have been registered at Ball Tree for AT LEAST 14 working days...

- 1) You will need to fill in the information below to provide us with your email and ideally your mobile number. We will also need your consent to contact you by email and or text.
- 2) Please bring some **formal photographic identification** plus a formal letter addressed to you to the reception desk e.g. passport / driving licence.  
For your safety and security, we need to be sure who is receiving the access codes
- 3) You need to **read and acknowledge the confidentiality guidelines** on the next page
- 4) Reception will then print off a letter that will have a set of codes to help you register online  
You are solely responsible for the security of the letter and its codes
- 5) When you are home, please visit **patient.emisaccess.co.uk** – Click Register – Click 'I have a letter from my surgery' - fill in their online registration form using the codes on the letter from reception. You will need to create your own personal log in information. If you wish to have access to your full record, you will need to have been registered at Ball Tree for at least 4 months. You will need to complete a separate form and allow at least 28 days for required NHS processing. All other functions will work in the meantime.

## YOUR CONTACT DETAILS...

Please hand to reception desk when you show your photographic ID

Your Full Name

Your Date of Birth

/ /

Home Phone:

YES – Answerphone messages

YES – Messages about Results

Mobile Phone:

YES – Text messages

YES – Text messages about Results

Email address:

YES - Emails

YES - Emails about Results

I understand by ticking yes, I will be able to access my medical records online and that it is my responsibility to protect this information by keeping the password safe

YES

I have read and understand the confidentiality information on the next page

YES

By providing this email address and or phone number you are confirming that:

- You agree for the Ball Tree Surgery contacting you by email and text if you have ticked yes
- You understand that personal information relating to you may be sent by these methods and that you are solely responsible for safeguarding who has access to your email and phone. Anyone who can see your email / phone will know that you are a patient at Ball Tree and see the types of appointment for which you are being invited to attend.
- We therefore VERY STRONGLY RECOMMEND that you use a personal rather than a joint email account or mobile number. e.g. jane.smith@gmail.com is better than john.and.jane@gmail.com

PLEASE SIGN HERE: \_\_\_\_\_

DATE: \_\_\_\_\_



# IMPORTANT

## ONLINE SERVICES

### Confidentiality | Security | Safety

**BEFORE** you complete the form overleaf – please read through all the following information.

#### ONLINE ACCESS WILL PROVIDE

- Ordering prescriptions on line ( you will be able to view all your repeat medications)
- Booking appointments on line ( you can view the appointments you have made)
- Cancelling appointments on line
- Updating of your personal information
- Viewing a summary of your medical record

#### WHAT YOU NEED TO THINK ABOUT

It is very important for you to understand the possible implications of having access to your own records.

The information that will be available to you is called your Medical Record. This includes any ongoing medical problems, allergies, medication history. We need your explicit permission to open up this access to you as this is your personal information. In time there will be more of your record that you will be able to access with additional registration forms.

#### SECURITY

When you register for online access you will need a user number and a password

It is your responsibility and very important to keep this information personal and safe. Treat this as securely as you would your online banking details.

You can change your password at any time online.

#### CONFIDENTIALITY

You need to understand that if you share this user number and password with anyone, they will be able to see this information about you. Please consider very carefully before sharing your log-in information. Anyone who has access to your phone or your email account will be able to see emails that the surgery sends to you. We strongly recommend that you have a personal individual email account.

#### CHOICE

You can choose to share your information and records with others but it your responsibility.

You may find it useful to do so, for example with your partner / children / carer.

We do not recommend you give your passwords to healthcare professionals or employed carers, but if you feel it helps they could view them with you.

#### SAFETY

If you are concerned about the safety of your records or change your mind about who you are happy to share your records with, then please change your password. You do not have to share your record if you do not want to. You do not have to have online access if you do not want to.

If for any reason you think you do not want to open up this access to your records we advise you to opt out. You are under no obligation from us. If you feel you are being pressured to share your record, please talk to the reception team and we will provide you with advice and support.

#### SUPPORT

Access to the online system is provided by a separate company called EMIS. If you have technical problems Ball Tree is not able to provide any technical support as we have no control.