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Patient Access - Online System

The above named Practice offers the ability to book routine doctor's appointments and prescriptions through a system called Patient Access. You can download the Patient Access App on your smart phone or use a web browser for these tasks.

Please complete all the sections below **clearly and in capitals** and sign to confirm you have read the conditions of use. You will be required to attend the Practice **IN PERSON** and **WITH THE FOLLOWING IDENTIFICATION** to collect your registration details.

- photo ID and proof of address, for example, a passport or driving licence and a bank statement or council tax statement
- If the patient has no ID but is well known to the surgery, a member of staff may be able to confirm their identity.

Name: _____ Date of Birth: _____

Address: _____

Mobile No.: _____ Do you want to receive TEXT reminders? YES/NO

E-mail address: _____

Next of Kin Name: _____ Phone Number: _____

CONDITIONS FOR USE

- You must ensure that your EMIS Access log in details remain confidential. Although presently the system can only book and cancel appointments and order repeat medication, in the future you may be able to view a summary of your medical records. We will not necessarily write to inform you of the changes to this service and therefore this number and password should 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 that 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.
- 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 seem 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. However, the remainder of the facilities will be considered.
- We will endeavour to maintain the maximum access to the service but it is necessary for the service to be 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 our times of opening 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.
- You are responsible for updating the Practice if you change your mobile number or e-mail address.

I agree to the above Terms and Conditions, and others which may be reasonably imposed from time to time at the discretion of the Partners.

Signature: _____ **Date:** _____