



## Old Machar Medical Practice

### Patient Access—Online Appointments and Repeat Prescriptions

Old Machar Medical Practice offers the ability to book routine doctor's appointments and order repeat prescriptions through a system called Patient Access. This service is accessible via the internet, through your SKY or virgin television and on your smart-phone.

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 SUITABLE PHOTOGRAPHIC IDENTIFICATION** to collect your registration details.

Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No: \_\_\_\_\_

Email address: \_\_\_\_\_

#### Conditions of use

- You must ensure that your Patient Access log-in details remain confidential. Although presently the system is only used for appointment booking and repeat medication ordering, 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 then either change your password or ask us to reset your password.
- Appointment access is a voluntary scheme. If you wish your account can be stopped should you no longer wish to continue. This will not affect your registration at the practice and appointments will remain available over the phone or in person at the practice.
- We retain the right to withdraw access to the service to those who seem to be abusing the service 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 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.
- Nurse appointments cannot presently be booked online as they often require a specific member of staff and a longer appointment than a single slot. These options are not presently available with Patient Access.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Revised 11/2013.