

THAMESMEAD MEDICAL ASSOCIATES

Practice guidance for Emis Access

This service is only available to patients above 16 years of age and is only available for repeat prescriptions

EMIS Access will give you a facility to send repeat prescription requests to the surgery. We will still require 2 working days to process requests. You can monitor the progress of your request via your EMIS Access Homepage.

Please remember to say where you wish to collect your repeat prescription from i.e. Reception, Jaypharm, Morrison's, Whinchat or First Care.

With this facility you are also able to view your medical records online, currently you are able to see the summary of your record, medication and allergies.

You are also able to book appointment online with this facility.

Reasons for Appointment

We would ask that you enter a reason for your appointment in the box provided when booking an appointment this gives us the opportunity to ensure that it is appropriate for you to see the doctor rather than a nurse. Please be assured that all details entered are secure and cannot be intercepted.

Our practice has a strict confidentiality policy.

Missed Appointments

Please let us know if you will be unable to attend an appointment that you have booked online. Either contact us by telephone to cancel it or cancel it on-line. This will allow us to offer the appointment to another patient. We realise that there are valid reasons for not attending however we will be monitoring such occurrences on a regular basis.

If you miss an appointment more than 3 times in one year we will remove your ability to use patient Access, however you will still be able to book appointments with our receptionists.

Appointments

Do not book appointments for medicals on-line. Please phone reception. Do not book nurse appointments. Please phone reception.

Doctors' Appointments	Nurse Appointments
Suspected illness	Smears
Illness	Pill checks/contraceptive
Follow –up consultations	Ear Syringe, removal of stitches
Medication reviews	Travel vaccinations
	Diabetic clinic
	Antenatal clinic

Inappropriate use

We monitor the use of this service and we are sure that you will find it useful. However if we find that there is any abuse of the service, we will revoke your access to the service. You will then have to order your prescription in the normal way by coming to reception. We would consider that making multiple requests for medication when it is not due to be an abuse of the system.

Your responsibility

The practice will take every measure to ensure that your EMIS Access application is secure. It is your responsibility to ensure that your EMIS Access account remains this way. You are able to terminate or reset your EMIS Access account at any time by contacting the surgery in writing. You may wish to do this if you think someone else knows your logging in details or if you have shared details with a family member or partner and no longer wish them to know these details.

Please note that the practice does not manage the EMIS Access Website and therefore cannot provide help with using EMIS Access. Help screens are provided on the Website.

Please retain this guidance for future reference.

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Online Access Application Form

Please complete this form and bring it to the surgery along with one proof of ID which should be a photo ID (Passport, Driving Licence, Freedom pass etc.)

Name	
DOB	
Address	
Telephone No	
Mobile No	
Practice guidance read and understood	Delete as appropriate Yes / No

Surgery staff use only

Proof of ID given	Yes/No
Identity Confirmed	Yes/No

Patients Signature.....Date.....