

Camberley Health Centre

Dr Fisher and Partners

Online Access to Medical Records

Online access allows you to book and cancel appointments, request repeat prescriptions, and, where specifically requested, see information such as any recorded medication, allergies, immunisations, and medical history.

Please note that the security of your account is your responsibility. If you are given access to your medical records you should be aware that anyone who has access to your account username and password will also have access to your medical records. If this concerns you, then please restrict your request to appointments and prescriptions.

Will anyone else be able to see my medical records?

No, as long as you keep your secure login details secret and do not give them to anyone else.

What do I do if I think someone has accessed my online records?

It is your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.

What do I do if forget my username or password?

If you forget your username or password then you can go to the Patient Access website and click "I forgot my user ID or password." A reminder will be sent to the email address and mobile number that we have in our records. If these are out of date then you can contact reception to update them.

What if I do not understand the information in the medical records or disagree with it?

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation. If you see something in the record that is not about you or appears incorrect then please speak to your GP about it.

Application Form for Online Access to your Medical Records

Name: _____

Date of Birth: _____

Mobile phone number: _____

Email address: _____

Address: _____

Please activate my Patient Access account including:

- Booking and cancelling appointments
- Repeat prescription requests

If you would like access to more data then please ask reception for a separate application form.

Signature: _____

Date: _____

Please **return this form** to reception with your **passport** or other photographic proof of identity. The receptionist will check your identity, create your account, and then print a form showing your new username and password. Please note that you must bring the form yourself so that we can confirm your identity.