## Access to Online Services via SystmOnline:

If you wish to, you can now use the internet (via computer or mobile app) to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your full medical record online.

It will be 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 are unable to 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.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

During the working day it is sometimes necessary for practice staff to input into your record, for example, to attach a document that has been received, or update your information. Therefore you will notice admin/reception staff names alongside some of your medical information; this is quite normal and all practice staff have signed full confidentiality agreements to keep your record safe.

You can access SystmOne online via the link on our website for Patient Online Services;
www.atriumhealth.nhs.uk

Atrium Health
Centre

# Patient Information Leaflet; Access to Online Services

**Please complete the details below and sign to show what Online access you require:**

I wish to have online access to;

- ☐ View and Book appointments
- ☐ View and request medication
- ☐ Access my full medical record
- ☐ Access my Summary Care record
- ☐ Complete online questionnaires

By accessing my medical record I understand and agree with each statement as below;

- I have read and understood the 'important information' section in this leaflet
- I will be responsible for the security of the information that I see or download
- If I choose to share my information with anyone else, this is at my own risk
- I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement
- If I see information that is not about me. Or is inaccurate, I will log out immediately and contact the practice as soon as possible

**Name:**………………………………………………………….

**Date of Birth:**…………………………………………………

**Signature:**……………………………………………………

**Date:**……..……………………………………………………

# Applying for Online Services:

Before you apply for online access to your record, there are some other things to consider. Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details;

- **Forgotten History**; there may be something you have forgotten about in your record that you might find upsetting.

- **Abnormal results or bad news**; if you have access to test results or letters you may see something that you find upsetting. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

- **Choosing to share your information with someone**; It's up to you whether or not you share your information with others (perhaps family members or carers). It's your choice, but also your responsibility to keep the information safe and secure.

- **Coercion**; If you think you may be pressurised into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

- **Misunderstood information**; 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, written by specialists and not easily understood. If you require further clarification please contact the surgery for a clearer explanation.

- **Information about someone else**; If you spot something in your record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible so that we can investigate and rectify the error.

**To apply;**
Please bring photographic proof of your identification to the surgery. We will then create an online account for you and send your username and password via email to you.

Further information about SystmOnline is available at;
https://systmonline.tpp-uk.com