

Medical Records Access

MR Access

An introduction for patients



Online Electronic Health Record Viewing System

'Empowering and Educating Patients'

Patient Information Pack v5.0

Sky Blue Medical Group

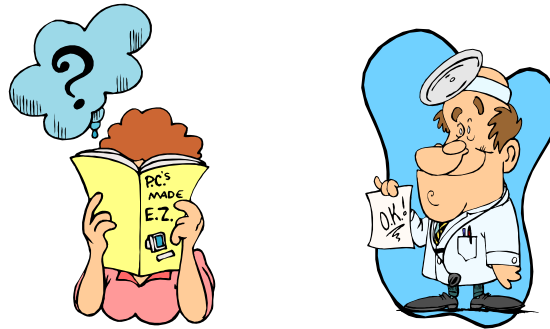
www.skybluemedicalgroup.co.uk

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Dear Patient

This Pack has been prepared to help you make your decision regarding access to your medical records in the privacy of your home.

As a Practice we believe that patients should have full access to data about them and that this will enhance safety and care. Your Practice at **Sky Blue Medical Group** has now recruited over 100 patients, who regularly use this service.



Decide if it is for you and other members of your family. Remember if you choose not to have access to your medical records you can register for on-line repeat prescriptions and booking of appointments only. You do not need to hand in the questionnaire.

If you decide to go-ahead with 'Records Access' then **complete the questionnaire making sure you sign it and fill in the details on the Consent Form along with the password for access to your actual medical record on page 9.**

Each person must fill in their own questionnaire.

Remember it is not a test so it doesn't matter if you all answer the same but each person must sign their own.

Learn more from the practice website on this page:

http://www.skybluemedicalgroup.co.uk/html/mr_access.html

I would be very keen to hear from you about the idea of "records access" and any further thoughts you may have to encourage its widespread adoption throughout the UK. We have just set out on a journey of discovery. I look forward to you joining us as we try to help each other move forwards.

Dr Dave Barrett
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EMPOWERING AND EDUCATING PATIENTS

Online Health Record Viewing System

The MR ACCESS system allows you to view your medical record using a personal computer (PC) and the internet over a secure connection. This leaflet explains what the system is and how you can use it. Before you can begin using the Online Electronic Health Record (EHR) viewing system we require you to register and consent to use the system in the GP practice.

What is the Online EHR Viewing System?

The system is a website that allows you to view your medical record over the internet from a PC. It allows you to easily and quickly view the electronic medical information held about you by your GP Practice.

The information is presented to you in a format that is easy to navigate and offers you links to resources such as patient information leaflets about diseases, tests, investigations, support groups and medications etc. There are also links to websites such as [NHS Direct Online](#) and www.Patient.co.uk where you can find additional information to help you understand and educate yourself about what you read in your health record.

Registering and consenting to use the EHR Viewing system

To be able to use the system you must have a PC with a web browser such Internet Explorer (version 6 or later) and have a connection to the internet. You must also register with the practice and sign a consent form before you start using the system. Before you sign the consent form you should be happy that you understand what the system does, what your responsibilities are and how your data is stored. When you have had enough time to understand this you should consent by signature and hand the consent form to your GP receptionist.

Once you have consented you will be issued with a series of numbers that you must remember to allow you to access the system from any PC. Any data held by the practice concerning you is subject to the regulations laid down in the Data Protection Act (1998). The consent is between you and your GP Practice.

How do I use the Online EHR Viewing System?

Using your PC web browser enter the web address www.skybluemedicalgroup.co.uk and follow the instructions to sign up for and begin using EMIS access.

Once you have signed into EMIS access you must select the 'View Medical Record' section which will further prompt you to enter the password specifically assigned to allow you to view your online EHR.

When you have been correctly identified the system will allow you to view the parts of your medical record as described below. Use the menu and links to view each area of your medical record. There is an online help section to help you use the system.

What can I see on the Online EHR viewing system?

The system allows you to view the following areas of your medical record:

A summary that gives you the most important and recent entries in your health record.

Consultations including: date, practitioner seen, reason for visit, history, examination, outcome, investigations, etc. Medical Record showing diagnoses, investigations, and procedures. Allergies.

Patient Information Leaflets linked from the diagnoses in the medical record section.

Results showing all investigations such as blood results, liver tests, blood pressure etc.

Vaccinations, Medications, Letters to and from the GP.

The system also allows you to send messages to your practice using a system in EMIS Access.

Why have an Online EHR viewing system?

There are many reasons to provide you with access to your medical information. A few of them are listed below:

'We want to develop a culture of openness, honesty and trust; to ensure that patients have the information they need to make informed choices; and to enable patients to become equal partners with health care professionals in making decisions about treatment and care.' - This is the response to the Department of Health from the enquiry into the Bristol Royal Infirmary Enquiry.

Advantages to you, the patient:

No queuing to get results

You can check the accuracy of your medical record - It empowers you to become more involved in your medical care

Where is my confidential medical information held whilst I am viewing my online EHR and who has access to it?

The information you view on the online system comes from the clinical system in your GP practice. Portions of this information are encrypted (this means it is very difficult for someone else to intercept and read the information) and securely sent from the GP system to your PC web browser.

None of the medical information that is shown on the online system is held permanently on any computer except the computer which holds the original data in the GP practice. When you log off from the online system or if a problem occurs with your computer, for instance a power failure, all your confidential medical information is cleared from the system. Using the online system does not allow any extra people to view your medical information other than the people who would normally have access to it in the GP practice.

How will other people be prohibited from seeing my record?

To view your online EHR you have to identify yourself with passwords and PINs that only you know. Unless you reveal this information to someone else you will be the only person able to access your medical record via the online system

What if I find an error in my medical record or if I see someone else's medical information?

If you find any errors or missing information in your medical record you can use the messaging system (if your practice has enabled it) to send the practice a message or alternatively you can tell the receptionist or discuss it with your GP. If you see someone else's medical information you should immediately exit from the system and inform the practice staff.

REMEMBER TO LOG OUT FROM THE SYSTEM WHEN YOU ARE FINISHED.

FAQs – FREQUENTLY ASKED QUESTIONS

Why is this only available for few Practices?

EMIS (www.emis-online.co.uk) and PAERS (www.paers.net) have developed a solution that allows patients to access their personal full General Practice-held record over the internet. In the USA this is very common, but about 35 practices in the UK also provide this service. We were part of a pilot to roll-out this service nationally. Our feedback and your feedback as patients will help make the system better and more importantly available more widely.

The much-vaunted NHS programme is only now about to start loading basic clinical details on to the care records "spine". These will contain only the allergies and current prescriptions of patients at a few primary care trusts.

Can I access my children's records on MR ACCESS?

We are only signing up access for patients aged 16 years or older. In future, we may allow access to children's records for parents or legal guardians, but only those with "parental responsibility" – a legal term. Parental responsibility for your child gives you important legal rights as well as responsibilities. Without it, you don't have any right to be involved in decisions such as where they live, their education, religion or medical treatment. With parental responsibility, you are treated in law as the child's parent, and you take equal responsibility for bringing them up.

Should MR ACCESS be activated for your child, it is likely to be withdrawn when the child reaches the age of 12 years, as The Courts have ruled that some children are competent to reach informed decisions about their medical care and treatment. Around the age of 12, and sometimes earlier, a teenager may rightfully (according to English Law) expect to consult about private matters with a GP without knowledge of this being available to their parents or legal guardians. Healthcare professionals will advise children to involve their parents but we cannot enforce this advice or breach patient confidentiality.

Can you tell me more advantages?

Medical Records Access for patients is likely to become standard practice in the NHS, and this system is secure and convenient for patients. People are becoming more interested in the information on their own health what they can do about it. In our view, it shows yet again that, with simple safety procedures in place, MR ACCESS can be offered safely and with great benefit to both patients and clinicians.

Copying letters to patients - In a welcome move, Patricia Hewitt, Secretary of State for Health has reminded Trusts about their commitment to enabling patients to see correspondence about them. Of course, if full record access becomes a reality, patients will have easy access without Trusts or practices having to copy individual letters.

In the future, NHS Connecting for Health may surprise us all and deliver on its promises. These include patients' access to a limited "summary care record" accessed via www.HealthSpace.nhs.uk. Meanwhile the European Union's quest to put personal health records on common European health cards continues.

We see that the MR ACCESS approach can transform current medical practice. Record access can harness the record as a personalised tool for:

- supporting shared decision-making
- informing patients about their condition and their management
- showing patients what good practice in their personal care should look like
- improving the accuracy of the record
- making care safer
- helping self-care particularly with chronic illnesses
- enabling the patient and/or their carers to coordinate often fragmented care
- reminding patients of key stages in their care pathways
- managing information relevant to lifelong health and wellness

What if I am not granted access?

Medical Records access at home via the internet is not everyone's wish and sometimes patients would just prefer to trust the doctor to manage their care. You may feel confused if reading some technical terms and get worried. Everybody has a right to see their medical records and should be allowed the freedom to do so, but some patients would find it more reassuring to do so sitting down with a doctor looking together at their paper and electronic records. Remember, it is a GMC direction to doctors that they have the right to withhold details from a patient that are kept on that patient's medical records if the doctor believes it will harm or distress the patient.

As mentioned elsewhere, our Practice is mindful of The Data Protection (Subject Access Modification)(Health) Order 2000 (SI 2000/413) which exempts health records from the general right of access where such access would be **'likely to cause serious harm to the physical or mental health or condition of the data subject or any other person'**. (quoted from Bridget Dolan, "Medical records: Disclosing confidential clinical information" Psychiatric. Bulletin., Feb 2004; 28: 53 - 56.) In other words, if your records contain substantial third party information or we feel disclosing all information may cause harm to you as the patient or to the information giver (eg such as causing difficulties in a GP's future relationship with the patient) then we have a statutory duty to withhold it from the you. Therefore, on rare occasions permitting full online records access may not be appropriate. This can only be considered on a case by case basis. This would possibly apply to very few patients, and we would be prepared to grant supervised access by inviting you to a meeting with your GP who will go through your paper and electronic records in a more controlled and supportive environment.

What do doctors worry about with MR ACCESS?

Some doctors worry that patients will not be able to understand the words used, or how we will ignore slightly abnormal blood test values if they are likely to be spurious or of no clinical significance. These issues are part of how a doctor is trained to give an objective assessment of a patient – an overview. This could lead to conflict, if for example a patient believes the doctor's impression, often briefly noted does not tell the whole picture. It has to be understood that doctors write in a form of short-hand sometimes, to aid their recall of significant findings for the next appointment. The doctor may see 40 patients per day, and make 50 telephone calls to patients, so does not have time to write detailed notes about every encounter with patients in general practice. We are unable to quote you "word for word". Sometimes, we are typing fast and make spelling mistakes or may forget something – we are only human! Sometimes, we state medical opinions about mood or lifestyles or describe patient's behaviour in a way that provides us with important information to guide your treatment. We do not mean to offend you, but may state matters frankly, or "cut to the truth of the matter".

We must feel able and supported by our patients in continuing to do this, as our common aim is to improve your care.

Questionnaire on Your Medical Records Access v3.0

This questionnaire is about Records Access and goes through the main issues you need to understand before you can access your medical records over the internet. This is not a test with a pass or fail – its purpose is to go through issues with you so that you feel happy to be able to decide whether you wish to access your medical records over the internet or allow access to others that you have specifically allowed to do so. Please feel free to turn the page over to answer any questions further if need be.

All questions are mandatory (Please use a black pen as the document needs to be scanned)

1. What is your name?	
2. What is your date of birth?	
3. Please give us your email address so we can contact you by email.	
4. Can you read and understand English	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. If NO to question 4 then have you given permission for someone to answer on your behalf?	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. If YES to question 5 please give their name & contact no. We will independently need to confirm with you that this is correct via our interpreter.	
7. Have you registered for ordering "repeat prescriptions over the internet"? This is a pre-requisite for allowing you to see your medical records over the internet even if you do not have repeat prescriptions.	<input type="checkbox"/> Yes <input type="checkbox"/> No* *Please ask receptions for passwords to order prescriptions.
8. If NO to question 7 then why?	<input type="checkbox"/> I do not have repeat medications <input type="checkbox"/> Did not know I could do this <input type="checkbox"/> Not interested in this <input type="checkbox"/> Other (please state)
9. The system allows you to see a summary of your medical record: diagnoses, allergies, medications, all your last consultations, letters and test results. Do you agree that you should be able to see this information?	<input type="checkbox"/> Yes <input type="checkbox"/> No
10. If NO to question 9 then why do you think you should not be able to see this information?	<input type="checkbox"/> Too detailed <input type="checkbox"/> Too personal <input type="checkbox"/> I won't understand it <input type="checkbox"/> I don't know <input type="checkbox"/> I am not interested <input type="checkbox"/> Other (please state)
11. You need 2 passwords one for repeat prescriptions the second to see your medical record. Keep them safe and secure. You should not share your passwords. Do you agree this is safe and secure enough?	<input type="checkbox"/> Yes <input type="checkbox"/> No
12. If NO to question 11 why do you not feel this is a secure enough way to access your medical records?	<input type="checkbox"/> The internet is not secure whatever you say <input type="checkbox"/> I don't understand <input type="checkbox"/> I won't remember my passwords <input type="checkbox"/> Other (please state)
13. Sometimes information may be recorded that is incorrect or there may be information that you think is missing would you like to be able to inform the practice so that your records can be corrected?	<input type="checkbox"/> Yes <input type="checkbox"/> No

<p>14. Only people who are in the practice can change records and there is a record to show who has changed it and when it was changed. This protects you and the staff. Do you agree this will safeguard your medical record?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>15. You can fall ill at any moment and this solution allows you to share your medical record with others. Do you agree that this may be a good thing and could even one day save your life?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>16. Sometimes you may see a hospital doctor who tells you many things and you cannot remember them all. Is it a good thing to be able to see letters sent to your GP but which you can also see as soon as they arrive? Sometimes this may mean you see a letter before your regular GP sees it. Is this still a good thing?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>17. Blood tests may be done as part of routine tests for common conditions. If you view your results and they are normal then you can continue as before. If the results are abnormal you need to see a clinician. Could this save you time?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>18. What happens if you see your blood result and find it is abnormal? Would this make you very anxious? If so what would you do?</p>	<input type="checkbox"/> Not view them but go and see the doctor/nurse for result <input type="checkbox"/> Panic and get worked up <input type="checkbox"/> Look at some of the recommended web-sites <input type="checkbox"/> Wait and contact the practice the next day <input type="checkbox"/> Contact NHS Direct to get further information <input type="checkbox"/> Contact the Out-of-Hours service <input type="checkbox"/> Go to A&E for further help <input type="checkbox"/> Other (please state)
<p>19. What happens if you have a test done that shows something "bad" that you were not expecting e.g. an X-Ray done which shows that you have a "shadow" on your lungs and suggests this may be a cancer? What do you do?</p>	<input type="checkbox"/> Not view them but go and see the doctor/nurse for result <input type="checkbox"/> Panic and get worked up <input type="checkbox"/> Look at some of the recommended web-sites <input type="checkbox"/> Wait and contact the practice the next day <input type="checkbox"/> Contact NHS Direct to get further information <input type="checkbox"/> Contact the Out-of-Hours service <input type="checkbox"/> Go to A&E for further help <input type="checkbox"/> Other (please state)
<p>20. You see a new letter has arrived in your medical record. You have not been to the hospital or seen anybody for a long time. You open up the letter to find it is about another patient in the practice. What do you do?</p>	<input type="checkbox"/> Read it then tell others what the person suffers with <input type="checkbox"/> Log off, shut the internet browser and inform the practice <input type="checkbox"/> Stay quiet and not tell anybody about it
<p>21. You have a daughter who is 15 years old and requesting contraception. Should the parents of the child be allowed to see her record without her permission or should she have exclusive rights of her own?</p>	<input type="checkbox"/> The child should decide with the doctor <input type="checkbox"/> The child should decide on their own <input type="checkbox"/> I don't mind which is done <input type="checkbox"/> Each situation will be different <input type="checkbox"/> Access for all children aged 12 or over should be removed. At age 16 the patient can decide.

22. Your record may contain details about you given by someone you know well and done in your best interest. This is called "third party information". It says who said this and what they said. This could cause you some distress. Would this make you very angry?	<input type="checkbox"/> Yes <input type="checkbox"/> No
23. If YES to question 25 then why?	<input type="checkbox"/> I don't want this information kept on my record <input type="checkbox"/> You shouldn't believe what others say <input type="checkbox"/> This could destroy our relationship <input type="checkbox"/> Don't know
24. Finally, we would like to evaluate this questionnaire. Did you think this is a useful way for us to check that you have understood the issues relating to Records Access?	<input type="checkbox"/> Yes <input type="checkbox"/> No
25. Do you feel you now have a better understanding of records access and what the issues are about it?	<input type="checkbox"/> Yes <input type="checkbox"/> No
26. If NO to question 25 then why do you not have a better understanding?	<input type="checkbox"/> Too complicated <input type="checkbox"/> Not interested <input type="checkbox"/> Too much information <input type="checkbox"/> I want someone to explain it to me

Thank you for your time. We hope this questionnaire has given you the information you need to decide whether you wish to access your medical records over internet. Please sign the questionnaire and take it to the Receptionist with your signed consent form and pass-phrase form if you wish to have access to your medical records. If you have any further questions about records access, please leave a message for Dr Barrett or Dr Kapma with the Receptionists along with your contact details so that we may be able to contact you later and go through any issues you may still have. We hope you found this to be a pleasant experience and that you will enjoy being able to access your own medical records over the internet at a time of your choosing.

Signed..... Date.....

Print Name..... Date of Birth.....

Online EHR Viewing System (Medical Records Access)

DISCLAIMER - On-line Electronic Health Record Project

It is a condition of your use of the EGTON Medical Information Systems Limited (EMIS) / Patient Access to Electronic Record Systems Limited (PAERS) website introduced to you by SKY BLUE MEDICALGROUP that you read the disclaimer of liability below and accept the terms thereof. As the disclaimer affects your legal rights you should not accept the conditions of use unless you fully understand the terms of the disclaimer.

EMIS, PAERS and the Practice are not responsible for the accuracy, quality and use of information which can be accessed and viewed by a user of the EMIS / PAERS website. EMIS, PAERS and the Practice exclude all liability to the end user who may use the website and or view information using the EMIS / PAERS website in respect of all damage howsoever caused by (i) use of the website created by EMIS and PAERS thereon, (ii) viewing any information which may be accessed and viewed using the website and (iii) any other cause whether direct or indirect.

The following list are examples of information (whether accurate or not) which may be accessed and viewed by a user of the EMIS and PAERS website for which EMIS and PAERS accept no liability: information on health advice, therapy, diagnosis and or treatment in patient information leaflets and or the information contained in medical notes, consultation records and or other records and or information which may be viewed on web sites which may be accessed by and displayed on the EMIS / PAERS website. The foregoing list of examples is not exhaustive.

Consent Form

I have read and understood the information Pack about the Online EHR Viewing System (Medical Records Access) and subject to the information in that Pack; I consent to my GP practice enabling me access to my electronic health record via the internet using Secure Socket Layer HTTPS Security. I have read the disclaimer of liability below and accept the terms thereof.

I further agree to use the system in a responsible manner in accordance with all instructions given to me by the GP practice and to immediately report any errors I encounter whilst using the system. If I see any patient data which does not relate to me I will immediately log out and report the matter to the GP practice.

To further protect the security of my medical records viewed using the Online EHR Viewing System, I hereby confirm that I have an up-to-date Firewall and Antivirus software on my PC used to access the System.

Signed..... Date.....

Print Name..... Date of Birth.....

Tel no..... Email.....

What Are the Next Steps?

You first need to register for general EMIS ACCESS e.g to order repeat prescriptions on line by telling our Reception. You will later be contacted and asked to collect a form.
Please bring Photo ID when you collect the form.

If you would also like to access your medical records

Make sure that you have read and understood the information supplied in this pack. If there is something you do not understand contact Dr Barrett at dr.barrett@skybluemedicalgroup.co.uk or by letter. He will then contact as soon as possible. Sign the consent form.

Think of another password. **This must be 8 digits** and can be made up of numbers & capital letters ONLY e.g HARNALL9 or 9876429L

It is then necessary for you to fill in the slip below, put it in an envelope with the completed questionnaire and signed consent form and hand this in at Reception for Dr Barrett.

Please make sure you seal the envelope and mark it '**Secure Password**' and for the attention of **DR BARRETT & RECORDS ACCESS Staff only**. This ensures that only you and staff dealing specifically with Records Access in the practice know this password. It is then up to **YOU** if you want to share this password with anyone else.

Secure Password for the attention of Record Access staff only

Password (8 digits) _____
(mixture of numbers and CAPITAL letters)