

WEST MOORS GROUP PRACTICE

SYSTMONLINE – PATIENTS AGED 16 YEARS PLUS

Systmonline is a 24 hour online service that you can use in your own time, day or night. With Systmonline you will be able to book and cancel appointments; request prescriptions for repeat medication; amend your address and contact details. You will also be able to view details of your Medications, Allergies and Immunisations.

We are obliged to check your identity – photo and address – before accepting SystmOnline online registration requests. Once your email address and ID have been verified, the account confirmed and the PIN emailed to you, you will be able to register to access these details.

Once you have registered for SystmOnline you will be able to request access to the Detailed Coded Record via your SystmOnline account.

I WISH TO REGISTER FOR SYSTMONLINE

I understand that it is my responsibility to keep my account secure by keeping my log in details confidential and I will take precautions to protect my details including access via unsecured wireless connections or shared computers.

I understand that my registration may be removed if I constantly miss or cancel appointments at short notice.

I understand that I can terminate my account at any time by contacting the surgery.

I understand I can change my log in details by requesting this from the practice.

I understand I can change my password at any time via the SystmOnline site or by requesting this to be automatically sent from the practice clinical system – practice staff do not have access to SystmOnline passwords.

Signature:	
Print Name: Please clearly print first name and surname:	
Address:	
Date of Birth	
Email address: Please clearly print this so that the correct details are entered	
Date Form submitted:	

You will be sent a PIN document for the website – if you require a PIN document for the App please tick the box:	
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RECEPTION ONLY:

	Seen by	Date
Photo ID Type:		
Address ID Type:		
	Checked by	Date
Email address and Telephone and Mobile Numbers confirmed as correct details on Patient Record:		

Terms and Conditions for Patient Online Access

- To apply for online access to the Practice's clinical system, patients must complete the form overleaf and return this form to the Practice or return this form with their registration pack. Photo and Address ID will be required. Vouching of patient ID is acceptable if photo and address ID are not available. Vouching will be carried out per the Practice policy.
- Applications are "one per patient". Acceptance of one member of a family does not imply acceptance of other / further family members.
- Applications for online access will be considered for patients who are under the age of 16.
- You can choose to let another person access your online account, for example members of your family or a carer. To do this safely, contact the administration team at the Practice.
- Where access is refused this will be advised to the patient in writing.
- Where a minor requests a change of password (perhaps to alter access) this will be granted at the discretion of the Practice.
- Patients with a history of non-attendance at pre-booked appointments (without cancelling) will not normally be granted access to on-line appointment booking, however the remainder of the facilities will be considered.
- Appointments booked online are to be cancelled by the patient as soon as it is determined that it is no longer required.
- The Practice will not allow misuse of the online system and will monitor usage by individual patients. Where it is considered that a patient is misusing the system or is acting in a way detrimental to the availability of the appointment system, or other facilities, a warning letter will be issued. Where the situation does not improve, or recurs, access will be removed permanently and without further notice, at the discretion of the Partners.
- Repeat prescriptions may only be ordered where these appear on the repeat list, which is provided to patients on the tear-off portion of the last prescription issued. The request must match the repeat list exactly and must be due. Other items ordered or requested using this facility will not be actioned, and no contact will be made with the patient. Prescriptions ordered outside this guideline must be via reception staff but not by telephone.
- Personal Information updating is subject to validation after submission.
- Approved access requests will be notified along with access instructions.
- Requests for reissuing of access log-in details will be responded to via contact to the Practice.
- If you change surgeries, you will need to register again for online services at your new surgery.
- You can choose to stop using online services at any time by informing the Practice.