

**The Devonshire Lodge Practice  
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## Applications for medical record access (Patient Online)

You can already go online and see some of the information in your GP records, including your medications and allergies. During the next year, you will be able to see even more. This will include illnesses, immunisations and test results.

The Devonshire Lodge Practice can allow access to this information but will only do so after a formal request for this data to be made available. Applications for online access will not be considered for patients who are aged between 11yrs and 16yrs unless they request these themselves, and it will be at the discretion of the partners, to allow access. Where access is refused this will be in writing, a reason will only be given at the discretion of the Partners.

Because we wish to introduce this service safely, we may need to limit the number of patients that can access their medical record each month. Please be patient if there is any delay in allowing access. We will keep you up to date about any reasons for the delay and will try to provide an estimate as to how long it may take.

If you wish to apply for access to this data in your medical record, please read the following information very carefully.

### Identity verification

Before online access to your record is switched on, your identity must be verified even if you are already using online access for prescription requests etc. This is essential to protect against unlawful disclosure of confidential information to someone pretending to be you.

When you ask for record access, you must register in person and at the end of the process your login details should be kept very secure.

#### Methods of identity verification for Patient Online

There are three valid ways to verify the identity of the person who is asking for online access for transactional services or records access:

- Most patients can prove their identities presenting two forms of documentation: one must contain a photo. Acceptable documents include passports, photo driving licences and bank statements, but not bills.
  - There will always be some patients (e.g. temporary residents, travellers or young people living with their parents) who do not have acceptable identity evidence. In these cases, an authorised member of staff, who knows the patient well enough to verify that they are who they say they are, and that no deception is taking place, may be able to vouch for their identity. Practices must judge each patient on a case-by-case basis while ensuring that the agreed policy takes into account the duration of registration and frequency of patient contact.
  - If neither of these two methods of verification are possible, we can consider using information in the patient's health record to verify the identity of the applicant. A trained member of staff may be able to satisfy themselves of the applicant's identity by obtaining responses to questions from information held in the medical records. This should take place discreetly and, ideally, at a planned appointment. It is extremely important that the questions posed do not incidentally disclose confidential information to the applicant before their identity is verified.
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## Scenarios where the patient may be at increased risk from Online Access to the Medical Record

Before requesting access to your medical records, please consider that you may be upset or angered by seeing sensitive information.

Although we take great care in making and updating your medical record, you may find some inaccuracies that will need to be noted.

We have to be aware that a patient may be at risk from another person. A child or a vulnerable adult may be coerced by someone who may use access to their patient record to control access to their healthcare. This is perhaps the most significant risk to having access to your medical record.

For this reason, when you ask for online access, you may be asked questions about whether you think anyone else may seek access to the online record.

The Devonshire Lodge Practice reserves the right to decline access but this will only occur where there is a clear direct risk to the safety of the patient, members of the practice team, or the privacy of a third party.

# REQUEST FOR ACCESS TO MEDICAL RECORD

I confirm that I have read the information provided by The Devonshire Lodge Practice regarding Identity Verification and potential risks from online access to my medical record.

I apply for online access to my medical record.

Name .....

Address .....

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Date of birth .....

I require access to

- Allergies
- Medication
- Lab Test Results
- Documents
- Immunisations
- Problems
- Consultations

Patient Signature .....

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For Practice use

Identity Verification

1.....

2.....

Clinician review of data completed by .....

Online Medical Record access approved by .....

Signature .....