

NANTGARW ROAD SURGERY

New Service Available at your GP practice

Dear Patient,

My Health Online is a new online service brought to you from NHS Wales. My Health Online offers patients the convenience to book appointments using the internet. If you wish to register to use My Health Online please fill out the form below. When you next visit your practice please, return the completed form. You may be asked to bring ID for verification if you are not a regular service user.

Request for a My Health Online Account

Please set up a My Health Online Account and issue me with a letter containing my account details. I confirm that I understand the 'acceptable use policy' and practice disclaimer attached.

Full Name		
Date of Birth		
Address		
Phone		
Email		
Signature		Date:

The following sections to be completed by practice staff.

Practice Checklist

The following checks should be completed before a patient can receive access to My Health Online.

1. Patient's identity verified
2. Patient's name and date of birth updated on the clinical system (if necessary)
3. Registration process and next steps to registration explained

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Acceptable Use policy/ Disclaimer

- (1) Patients are responsible for the security of their own passwords
- (2) Should the practice become aware of any misuse of the system, such as continually missing appointments booked via the system then the practice has the right to withdraw this service.
- (3) The online prescribing system (when available) is strictly for ordering of repeat medication when due. Medication will not be issued in this manner if (a) It is not a 'normal' medication on your repeat slip (such as antibiotics , or (b) if your medication review is due before reissue. In both cases patients will need to see a GP.
- (4) Patients should not use online communication systems to request medical advice. We do not offer remote consultations.
- (5) We do not routinely offer appointments with nurses via this service
- (6) The practice is not responsible for any software malfunction, electricity interruption, server failure, or any other event which may impede the functioning of the services provided.
- (7) Any general misuse of the system will lead to the service access being suspended
- (8) The practice may ask patients to confirm ID for confidentiality and verification purposes
- (9) The website is secured by SSL security. All data provided will be held by the practice only and not held on 3rd party computers.
- (10) The system limits the number of appointments that can be booked at any one time.
- (11) The practice has a right to amend the service or withdraw the service at any time