

GARLAND HOUSE SURGERY

ONLINE ACCESS FOR PATIENTS – IDENTITIY VERIFICATION

The purpose of this policy is to ensure the practice applies consistent good practice in identity management when providing patient access to online services, such as booking appointments, ordering repeat prescriptions, and viewing clinical records.

The Practice Manager is the overall lead for Access Management assisted by the Assistant Practice Manager, the Access Management Lead is responsible for:

- Overseeing the access management process
- Leading the investigation of any incidents

ROLES AND RESPONSIBILITIES

On receiving an application to register for online access the person receiving the application should;

- Verify the identity of applicants by presentation of documents
- Vouch for the identity of an applicant
- Register users on the system for access to online services, eg appointment booking, repeat prescription and demographics and other online services that may become available.
- Authorise applications by carers or other third parties

Whilst one person may have more than one role in the process, registration on the system should be performed by someone other than the person verifying identity.

OPTIONS FOR IDENTITY VERIFICATION

There are three ways to verify the identity of a patient requesting online services

- Vouching (where an authorised person is satisfied that s/he knows the person well enough to verify their identity as recorded on the practice system)
- Vouching with confirmation of information held in the applicants record (where an authorised person does not know the person sufficiently well to vouch for them directly, but is able to do so by confirming information held in the applicants records)
- Presentation of documents (an authorised person checks that the documents provided by the applicant are acceptable as evidence of their identity, and compares the applicants face to their photo ID)

For the purpose of this policy it is practice policy to ask the applicant to provide documents to confirm their identity. Acceptable documents are listed below, two pieces of Level 3 evidence or one piece of level 2 and one piece of level 3 evidence should be provided.

Level 2 evidence	Level 3 evidence
Firearm certificate DBS Enhanced Disclosure Certificate Birth certificate Adoption Certificate UK asylum seekers application registration card National 60+ bus pass Proof of age card issued under Proof of Age Standards Scheme (without a unique reference number) Police Warrant Card Marriage Certificate Fire brigade ID card Non bank savings account Mobile telephone contract account House Insurance (buildings or contents) Vehicle insurance	Passport US Passport card Bank/Building Society current account Student loan account Bank credit account (credit card) Bank savings account Armed Forces ID Card Mortgage account Driving licence Proof of age card issued under Proof of Age Standards Scheme (with a unique reference number)

Evidence should be copied and scanned onto the patient's record.

PROXY ACCESS – ACCESS BY THIRD PARTIES SUCH AS PARENTS, CARERS OR THOSE ACTING ON BEHALF OF A PATIENT

Proxy access will not normally be given unless in the following circumstances:

- A person with parental responsibility for a child under the age of 16, however if the child is deemed capable of making his or her own judgement on their healthcare then their consent should be sought
- Persons with authority under a Lasting Power of Attorney
- Court appointed Deputy with specific personal welfare responsibilities
- An appointed Independent Mental Capacity Advocate

In each case proof should be obtained of the person's relationship to the patient and identification should be sought as above.

INCIDENT MANAGEMENT

All staff should understand the necessity for investigating reported or suspected breaches of information security. Any incidents or suspected incidents should be reported to the Practice Manger immediately.

The Practice Manager will immediately make a decision on whether to disable the online account. Once this has been done the user should be asked to provide any evidence that they account has been access inappropriately or otherwise abused.

A record should be made of the reasons why the user believes that the account has been abused.

An investigation should be made as follows;

An audit trail should be generated and reviewed

The user will be invited to attend and meet with the Practice Manager/Assistant Practice Manager to review the audit trail and other evidence and to consider any other factors such as user password strength and security.

Once the root cause of the incident has been established a decision should be made as to whether there is any implication for the technical security of the system and business processes.

Advice should be given to the user on account security and any other revisions in business processes should be made. If there is a suspicion that this is a technical breach, this should be raised with the supplier.

If the incident is assessed as being level 2, this should be reported to the Department of Health.

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Application for online access to my medical record

Surname	Date of birth
First name	
Address	
Postcode	
Email address	
Telephone number	Mobile number

I wish to have access to the following online services (please tick all that apply):

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my medical record	<input type="checkbox"/>

I wish to access my medical records online and understand and agree with each statement (tick):

1. I have read and understood the information leaflet provided by the practice	<input type="checkbox"/>
2. I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
3. If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	<input type="checkbox"/>
5. If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible	<input type="checkbox"/>

Signature	Date
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For practice use only

Patient NHS number		Practice computer ID number	
Identity verified by (initials)	Date	Method	Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID and proof of residence <input type="checkbox"/>
Authorised by (enter your initials)			Date
Date account created			
Date passphrase sent			
Level of record access enabled		Notes / explanation	
Prospective <input type="checkbox"/> Retrospective <input type="checkbox"/> All <input type="checkbox"/> Limited parts <input type="checkbox"/> Contractual minimum <input type="checkbox"/>			

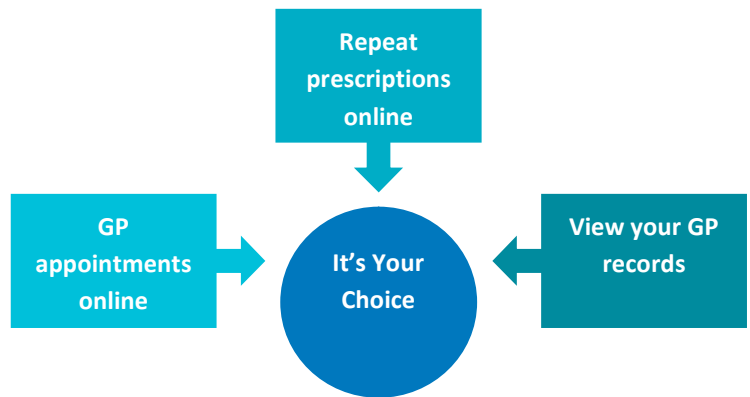
Online Services Records Access Patient information leaflet 'It's your choice'

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

The practice has the right to remove online access to services for anyone that doesn't use them responsibly.



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 can't 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.

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.

Things to consider

Forgotten history

There may be something you have forgotten about in your record that you might find upsetting.

Abnormal results or bad news

If your GP has given you access to test results or letters, you may see something that you find upsetting to you. 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 pressured 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 the 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.

More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

Keeping your online health and social care records safe and secure

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>