

## **The Garden City Practice Policy for Online Access.**

This policy relates to our online booking service, please read this and the attached agreement regarding the booking of appointments over the Internet. Then keep this policy for your own reference.

A document containing your unique login username and password details will be printed and given to you once you have provided adequate photographic ID. Please keep this document safe as it contains your personal information.

When registered you will be able to:

- Find available doctor appointment slots
- Book new appointments. Appointments may be booked up to a maximum of 28 days ahead.
- View appointments you have already booked
- Cancel appointments
- Order Repeat Medication

### **Doctors Standard Appointments**

Please ensure that you book your appointments appropriately. If you are unsure as to whether it is appropriate for you to see a doctor, contact us by telephone. Whilst we will do what we can for you to see the doctor of your choice this may not always be possible due to unforeseen circumstances, for instance if the doctor is on sick leave or annual leave.

### **Missed Appointments**

If you are unable to attend your appointment please let us know as early as possible. You may cancel it online or telephone us. This will allow us to offer the appointment to another patient.

We will be monitoring missed appointments on a regular basis. If you miss an appointment more than twice in one year we will remove the facility for you to use online booking, but you will still be able to book appointments with our receptionists.

### **Inappropriate use**

We are sure you will find this service useful. However, we will revoke your access to it if you abuse the service. For your access to be reinstated you must liaise with the Practice Manager.

Examples of what we would consider inappropriate use are:  
Booking appointments and not using them more than twice a year  
Booking appointments for other family members using your name

**Appointments for Family Members:**

You can book appointments for children under 16 once you have been granted access to their records via your own online access. You will not be able to book appointments for other family members who are over 16 unless we have written confirmation from them and you have been granted access.

**Ordering Repeat Medication**

You can order medication that you have on repeat. You will receive an automated message informing you when we have processed your prescription. Please allow 2 working days for your prescription to be ready for collection.

**Registering your email or changing your password**

When you choose to **register your email address** online we will receive your request to update your details. We have to manually update our clinical systems so please allow 5 working days for an email confirming the address is on our system.

You will still be able to use the appointments online system in the meantime using the username and password on your letter.

You will be able to **change your password** online once you have received confirmation that your email address has been changed.

**What do you need to do next?**

**Ensure you read the online appointment policy. Once you understand the policy ask a receptionist to register you for online access. The receptionist will ask for photographic ID.**