

Devaney Medical Centre

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Application/Guidance for Internet use (EMIS Access)

Dear Patient

We thank you for your interest in 'on-line' access, connectivity is provided by our software providers, who are called EMIS (Egton Medical Information Systems). Before you begin to use EMIS Access we would appreciate it if you could read the following guidance regarding the booking of appointments over the internet. Please note that not all of the services have been activated yet. We may bring these in, depending on demand.

Reasons for Appointment

We would ask that you enter a reason for your appointment in the box provided when booking an appointment; this gives us the opportunity to ensure that it is appropriate for you to see the doctor rather than a nurse. Please be assured that all details entered are secure and cannot be intercepted. Our practice has a strict confidentiality policy.

Missed appointments

We would ask that if you will be unable to attend an appointment that you have booked online that you either contact us by telephone to cancel it or cancel it online. This will allow us to offer the appointment to another patient. We realise that there are valid reasons for not attending however we will be monitoring such occurrences on a regular basis. If you miss an appointment more than 3 times in one year we will remove your facility to use EMIS Access, however you will still be able to book appointments with our receptionists.

Nurse appointments

Due to the nature of nurse's appointments we are unable to offer them online.

Doctors' appointments

Please ensure that you book the appointments appropriately. If you are unsure as to whether it is appropriate for you to see a nurse or a doctor please contact reception for advice.

Inappropriate use

We will be monitoring the use of this service and we are sure that you will find it most useful. If however we find that any users are abusing the service, we will revoke your access to the service and you will have to liaise with our reception team for services. Each patient must have their own PIN number and anyone less than 18 years old must have a separate form signed by a parent or guardian. We would consider inappropriate use as: booking appointments and not using them more than 3 times a year, booking appointments for other family members using your name, consistently booking inappropriate appointments with the doctor.

If, once you have read the above you wish to proceed, simply complete and sign the attached form and pass into the surgery. The reception staff can then complete the process.

Drs Bates, Nuttall, Stokoe, Charles and Metcalfe