

PATIENT ACCESS - FAQ



What ID documents do I need to bring in?

If you are **only using Patient Access for prescriptions**, just one form of ID is needed, preferably a piece of photographic ID.

If you want **full access to your medical records**, we will need two pieces of ID; one photographic and another showing your address.

Will I have access immediately?

If you are **only using Patient Access for prescriptions** and we have seen your ID, we can issue you with your login details immediately.

If you want **full access to your medical records** and we have seen your ID documents, we can issue you with your login details immediately so that you are able to request your prescriptions if necessary. However, you will **NOT** be able to access your medical records immediately, as this needs to be authorised. This usually takes up to four weeks.

I request medication on behalf of someone else. Can I use Patient Access to do that?

As long as both of you are over the age of 18, yes. To do this, you will need to fill out a form requesting proxy access to their account. These forms can be collected from reception.

I am under 18. Can I apply for Patient Access?

Unfortunately, we are **NOT** able to offer Patient Access to minors.

Can I request medication / access medical records for my child via Patient Access?

Unfortunately, we are **NOT** able to offer proxy access for minors.