

New Application Process for GP Online Services

Step 1 - Application request

Follow these steps in reception when a patient asks for any GP online services

If it is a personal application by the patient, ask them to complete an application form.

For proxy access refer to authorised team member - follow the infographic on proxy access in the Toolkit.

Step 2 - which services?

Ask which services the patient wants to have access to:

Appointments
Prescriptions
Record access

Recommend other online services that the patient may not have considered.

Step 3 - information for the patient

Explain the **application** process for GP Online and **how to use** their online account

Login authentication process
How to keep their access secure
How to use the services

Provide the **information** verbally and in written form

Step 4 - coercion

If coercion is suspected, defer the application and discuss with a senior clinician - explain this to the patient.

If there are no concerns, continue with the application.

Step 5 - transactional services

For **appointment and/or prescription services only**, complete the application process and switch off automatic record access using the SNOMED term for the purpose. **Go to step 7**

Step 6 - clinical assurance for record access

For any level of **record access**, defer the application for **clinical assurance** of the record by a senior clinician - explain this to the patient

If record access is refused or deferred consider an appointment with a GP to discuss why access was refused and the next steps to make safe record access possible.

Step 7 - complete the application process

1. Verify the patient's identity
2. Complete the application form
3. Email or give the patient their login credentials
4. Switch on the requested services

With record access consider recommending an appointment to discuss using it to improve self care