

## Accessing your patient information electronically

### What's happening?

The new General Data Protection Regulation (GDPR) came into effect in May 2018.

Previously when you attended an Outpatient appointment, your clinician may have written to your GP to update them.

To make sure our services are compliant with new consent regulations, we no longer send our patients a paper copy of the GP letter following their outpatient attendance, which we used to do for some patients.

You can now register to access your own health records through a secure website, where you will be able to see copies of these letters and more.

### How will I access my copy letters in future?

In 2017 we introduced Electronic Patient Records (EPR) in our Trust.

Patients can now access their record online through a patient portal called Your EPR. It is a convenient and secure website to help manage your health.

Your EPR lets you view information about your health care:

- See GP copy letters (written after 4<sup>th</sup> June 2018)
- Review your recorded allergies
- See future appointments
- See selected data from your hospital records including test results
- View patient education leaflets

### How to register for Your EPR

You can register when you attend any Outpatient appointment. The process is explained below:

- When you attend we will ask you to sign a registration consent form. ***This form must be completed before leaving clinic, or brought back to your next appointment.***
- You will need to provide us with a personal email address and a memorable date. ***To help keep your information safe this must not be your own birthday.***
- Please remember the date you provide as you will need it to activate your account.
- You will then receive an email invitation (within two working days), from Calderdale & Huddersfield NHS Foundation Trust and Bradford Teaching Hospitals NHS Foundation Trust.
- Follow the instructions in the email to activate your account.
- You can also give consent for others to manage the account, including care givers who help manage the health care of loved ones

## Frequently asked questions

### Is my information secure?

Yes it's totally secure. The system is compliant with all web security policies and provides you with the ability to securely view your health information. Your EPR is a password protected secure website. All messages are encrypted (put into code) to ensure security. Only people **you** have authorised and **your** care provider and our staff can view your information.

### How do I access Your EPR?

Once your account is set up, you can access Your EPR from anywhere you have access to the internet.

### Can I register online for My EPR?

To help us keep your information safe you **must** register in person at a clinic. You'll then receive an email to complete the registration process.

### I can't remember the memorable date I gave you

If you have forgotten your memorable date please email [yourepr@cht.nhs.uk](mailto:yourepr@cht.nhs.uk)

### Can I get a copy of my letter another way?

You can get a copy of your letter by completing a form on our website. Visit our pages: [www.cht.nhs.uk/services/non-clinical-services/appointments-health-records](http://www.cht.nhs.uk/services/non-clinical-services/appointments-health-records)

If you are unable to visit our website you can call the team on 01422 222 065. They will explain the next steps.

**Can I register for Your EPR via my consultant's secretary?**

You must complete the consent process in person whilst either at clinic or at your next visit. Please don't contact the medical secretaries as they will be unable to help you.

**How long will it take before I receive my invitation email to complete the registration process?**

Please allow two working days – and don't forget to check your junk mail. If you have not received a mail within two working days please email [yourepr@cht.nhs.uk](mailto:yourepr@cht.nhs.uk)

**How long does it take for copy letters to appear on my record?**

The letter needs to be authorised by a consultant before it can be added to your record. It may take between two to four weeks to appear.

4 June 2018