

Automated Arrivals

User Guide

© Copyright EMIS 2007

Ⓟ Controlled Document Version 5: 13 November 2006

Title: UG065EG Automated Arrivals User Guide

Saved as: UG065EG Automated Arrivals user guide.doc

Published by EMIS Documentation

No part of this document may be sold, hired, reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording and information storage and retrieval systems for any other purpose than the purchaser's use without the express written permission of Egton Medical Information Systems Limited and PAERS Ltd.

Egton and PAERS Ltd may have patents or pending patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. The furnishing of this document does not give you licence to these patents, trademarks, copyrights, or other intellectual property except as expressly provided in any written licence agreement from Egton and PAERS Ltd.

Every effort is made to ensure that your Egton documentation is up to date, but our commitment to constantly improve our software and systems means that there may have been changes since this document was produced. The information in this document is subject to change without notice.

Associated documentation

IF773EG Egton Automated Arrivals FAQ

Contents

1 About this guide	4
2 Egton Technical Support	5
3 Warnings and safety precautions.....	6
3.1 Installation	6
3.2 Safe use of the system	6
3.3 Relocating the system.....	7
4 Introduction.....	8
4.1 Overview.....	8
4.2 System specifications	8
5 Setting up the Automated Arrivals system	9
5.1 Switching on the system	9
5.2 Restarting the system	9
5.3 Configuring the system	10
5.3.1 Configure the practice settings	10
6 Using the Automated Arrivals system	15
6.1 Patient consent.....	15
6.2 Patient registration system.....	15
6.2.1 Register a patient.....	15
6.2.2 Guidelines for taking fingerprints.....	16
6.3 Administration section.....	16
6.4 Patient arrival.....	17
7 Best practice.....	18
7.1 Maintaining the system	18
7.2 Troubleshooting.....	18
8 Frequently asked questions.....	19
9 Register a patient and take a fingerprint: step by step guide	20
10 Example text for patient information leaflet.....	21
11 Example text for patient consent form	22

1 About this guide

Thank you for purchasing the Egton/PAERS Automated Arrivals system. Please read all the information in this guide and ensure that you understand it before using the system.

This guide is designed to help practice staff, such as the practice manager, the IT manager and the receptionists, to use and administer the Automated Arrivals system.

This guide describes how to:

- n Configure the Automated Arrivals system.
- n Operate the Automated Arrivals system.
- n Troubleshoot faults.

The guide also includes:

- n Guidance on the best practice to follow when using the Automated Arrivals system.
- n Guidance on maintenance of the system.
- n Software instructions.

2 Egton Technical Support

Egton Technical Support is available by telephone at the following times:

Monday to Friday	8.00 am – 6.00 pm
Saturday	8.00 am – 1.00 pm

The Technical Support Hotline number is 0845 125 5530. When you contact Technical Support, please provide the following information:

- n Your EMIS customer database (CDB) number.
- n The name of a contact at the practice.
- n Full details of the fault, including, if appropriate:
 - n Error messages
 - n Patient numbers
 - n Times
 - n Clinicians
 - n Any other relevant information

3 Warnings and safety precautions

3.1 Installation

We recommend that *only* qualified Egton technicians install and maintain the Automated Arrivals system. If you try to install the system yourself, you are exposed to the following risks:

- n Injury.
- n Hazardous voltages present in the system.
- n Accidental damage to the unit.
- n Incorrect installation, resulting in inaccurate or unreliable use of the system.
- n Not being covered by our parts warranty.

Note: The system requires a power and network socket, within one metre of the installation point.

3.2 Safe use of the system

Please read and understand *all* of the safety information, before you use the Automated Arrivals system. Follow all the instructions marked on the product and described in this guide before you use the system, and pay particular attention to the following instructions:

1. To avoid the risk of fire, which could result in serious injury or death, do not remove any covers, or the back of the unit.
2. To avoid the risk of electrical shock which could result in serious injury or death:
 - Do not use a damaged power supply.
 - Do not use a power cord that is frayed, or otherwise damaged.
 - Do not remove the cover, or back of the unit.
3. Ensure the system is installed correctly and that it is only used for the purpose that it was designed for, also ensure that it remains upright and stable during use.
4. Do not try to service the units. There are *no* user-serviceable parts inside.
5. Do not expose the system to rain or other sources of water, steam or moisture.
6. Do not use any chemical detergent to clean the unit surfaces; use a dry cotton cloth only.
7. Only use parts supplied by the manufacturer. Any unapproved part used in the equipment may invalidate the warranty.
8. Avoid using the equipment in an unstable area: make sure the area is firm, level and stable. Falling equipment could injure users and damage the equipment.
9. To avoid the risk of fire or injury, do not install the equipment near any flammable gas.
10. To prevent interference, avoid running video and signal cables through or close to sources of interference, such as video waves, broadcast stations, power generators, elevator motors or high voltage areas.
11. Correct cable connection is important in preventing short circuit, fire and injury. Do not place any object on any of the connection cables, or change any cable that is damaged.

12. To prevent short circuit damage, do not put any foreign objects on the equipment and do not spray any liquid on the equipment.
 13. To prevent short circuit or electrical shock, do not touch the power connection with wet hands.
 14. To prevent damage to the equipment, do not apply large forces to it.
 15. To prevent colour fading or damage, do not install the Automated Arrivals system in a location that may expose the equipment to direct sunlight.
 16. To prevent damage, do not install the equipment in high temperature or low temperature environments. The normal operational temperature is $-5\text{ C} \sim +40\text{ C}$.
 17. Do not block any of the ventilation ports on the rear of the unit.
 18. The system contains sensitive electric parts. If you repair them during the warranty period and do not use Egton approved technicians, you will lose the benefit of your parts warranty.
 19. Turn off the power **immediately** and contact Egton if any of the following occurs:
 - n Damage to the power cable or plug.
 - n Water leaks into the equipment.
 - n You cannot operate the Automated Arrivals system normally.
 - n Any unusual occurrence.
- Warning:** Do *not* try to repair the equipment. Only an Egton approved technician may disassemble and repair the equipment. Switch off the power before the equipment is disassembled and do *not* switch on the power until the case is completely assembled.
20. Switch off the mains socket and remove the plug to isolate the system electrically.

3.3 Relocating the system

If you need to relocate your system, follow the instructions below to connect and configure your system. Remember to follow the safety instructions earlier in this guide (see 3.2 *Safe use of the system* on page 6).

Your system only requires power and network connections. When your system is placed in the correct position and secured appropriately, plug in the power and network connections.

Your system is now ready for use. You may need to inform your network manager of the system move, to enable them to configure the appropriate network access.

4 Introduction

4.1 Overview

The Automated Arrivals system is a self-contained system, which enables patients to autonomously announce their arrival for an appointment at the practice, using a touch screen interface and their fingerprint or date of birth and sex. The system hardware is based on standard PC architecture.

The Automated Arrivals system is available in a variety of units, for example:



When the patient uses the system to announce their arrival:

- n A message is displayed, informing them who they are seeing and the approximate waiting time.
- n If the patient has any alerts in their record, a message is displayed on the system, telling the patient to report to reception. Alternatively, the practice can decide to ignore any alerts on the system and allow patients to arrive in all situations.
- n The practice administrative system is updated to reflect that the patient has arrived.

The Automated Arrivals system is designed and developed by clinicians and patients, ensuring that it is a robust but simple to use system that presents data in an accurate and 'patient friendly' format.

The system is supplemented by a registration system and an administration system. The registration system is PC based, requiring only a Siemens ID mouse to register a patient. The administration system enables the practice to configure various settings for the use of the system in the practice.

The functional operation of the system requires a minimal skill level and can be carried out with the minimum of training.

4.2 System specifications

Electrical	Power supply 240Vac
Environmental	Operation Temperature -5 C ~ +40 Operation Humidity 0% ~ 70%

5 Setting up the Automated Arrivals system

This section describes how to configure your system. The Egton engineer completes most of the configuration, during installation.

Before you use your system, read all the user and safety instructions (see 3.2 *Safe use of the system* on page 6) and ensure the system is set up correctly.

5.1 Switching on the system

To begin using the system, switch on the power to the system at the wall socket (mains plug). If the power switch at the mains plug is already switched on but the system is powered down, you need to switch the mains power off at the wall socket for 30 seconds, before switching the unit back on.

The system starts up and goes through system checks until ready for use. Do *not* try to use the system until it is ready.

During the boot-up procedure, the system update files from a remote server may be displayed; this information will not make sense, but this is normal, and you do not need to take any action.

The system automatically reboots regularly to ensure its stability. Failure to follow these guidelines may prevent Egton from carrying out the appropriate maintenance to fully support the system.

If the practice prefers to switch off the system at the weekend, use the procedure in 5.2 *Restarting the system* on page 9.

5.2 Restarting the system

You can restart the system in the following ways:

Method 1: To restart the system you need to use the 'secret' area on the system main screen, about 2cm by 2cm from the very top left-hand corner of the screen:

1. Wait for about one minute until the main screen is displayed.
2. Touch the screen at the top left-hand corner.

A message box is displayed at the bottom of the screen.

Note: You may need to touch the 'secret' area a few times.

3. Touch Exit in the middle of the message box.

A keyboard is displayed on the screen.

4. Type LCFB.

A screen is displayed.

5. Select Shut down the system.

6. Follow the instructions in 5.1 *Switching on the system* on page 9 to switch the system on again.

Method 2:

1. Using the registration and administration system on the practice reception PC, log onto the 'PAERS System Administration' area.
2. Click Kiosk Control Options.

3. Click **Shut down kiosk**, next to the kiosk you want to shut down.

It is important to remember to shut down the kiosk starting with the last kiosk in the list first. This is so that you do not shut down the kiosk that is acting as the server for all the other kiosks.

4. Follow the instructions in 5.1 *Switching on the system* on page 9 to switch the kiosk back on.

Important: You must *not* switch off the system at the wall socket under *any* circumstances: this can damage the machine, lead to the loss of data and invalidate your warranty. If you have any problems switching your kiosk off, contact Egton Support.

5.3 Configuring the system

5.3.1 Configure the practice settings

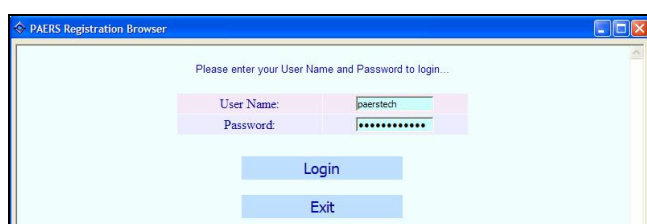
1. On the desktop of the practice PC assigned as the registration/administration system, double-click the PAERS icon.

The main screen is displayed.



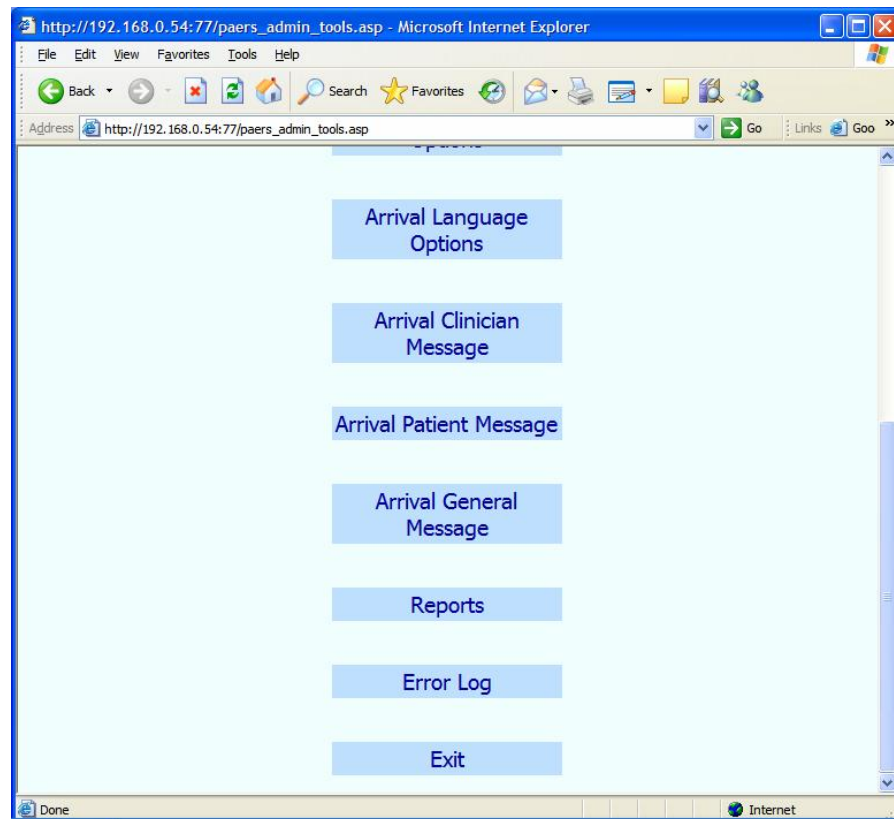
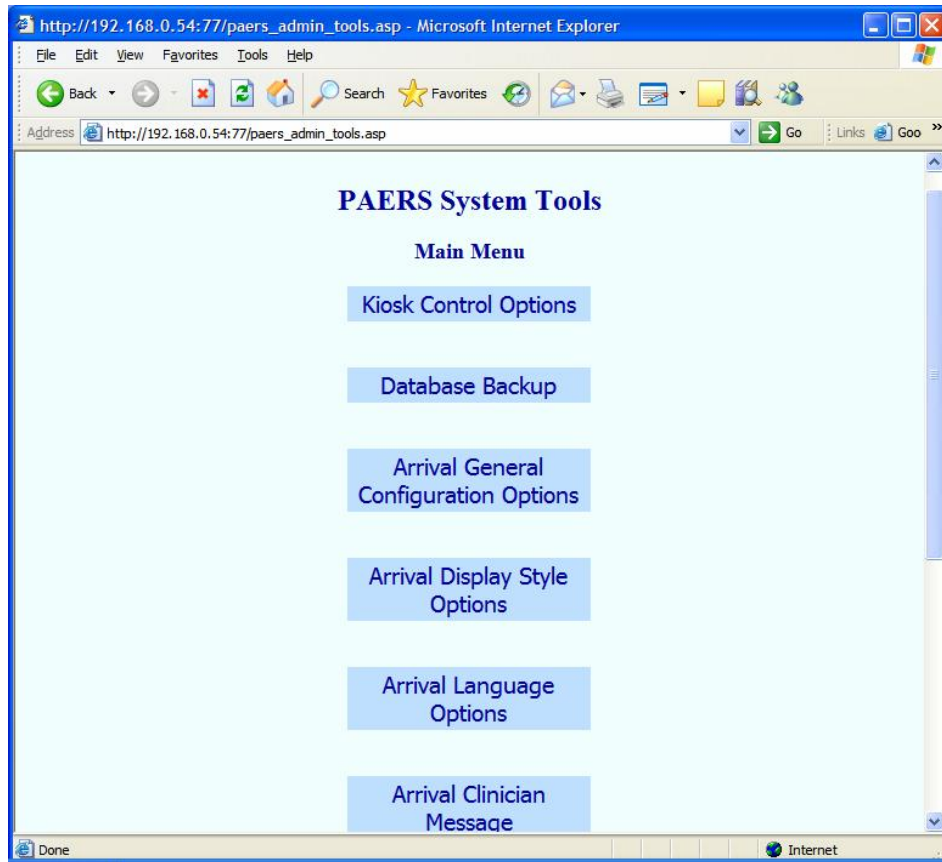
2. Click **PAERS System Administration**.

The Login screen is displayed.



3. In the User Name field, type **paersadmin**.
4. In the Password field, type **admin2004pass**.
5. Click **Login**.

The configurable options are displayed (you need to scroll down to access further options).



6. Configure each option as required, using the following table as a guide:

Option	Use to	How to configure
Kiosk Control Options	<p>It is possible to view all the kiosks a surgery has installed and apply various settings.</p> <p>These include switching the kiosk off using software shutdown, switching the kiosk monitor on/off and adding kiosks to branch surgeries, so they can stop patients arriving at the wrong surgery.</p>	<p>Each kiosk can have its options changed under the edit button or be shut down from this screen. Using the monitor shut off button the monitor can be shut down (e.g. overnight). It will retain this monitor state until the button is clicked to switch the monitor back on.</p> <p>Click Edit to change the descriptive name of the kiosk.</p> <p>Contact Egton Support to change the Site Name and ID of a kiosk.</p>
Database Backup	<p>Back up your system.</p> <p>Your system automatically creates a backup of the fingerprint, message and links database every night. A further backup is performed each week and month. All of these backups are performed on the arrivals kiosk in your practice (the main kiosk if you have more than one) and provide a means of retrieving data if the main database becomes corrupted.</p> <p>However, it is good practice to further back up the biometric fingerprint, message and links data on a separate server within your practice. Ideally this should be your clinical server, in a drive or folder that is further backed up to an off-site location, such as a tape backup system.</p>	<p>Click Back up, and then follow the instructions to save the data to the appropriate location on your clinical system.</p> <p>It is the responsibility of the practice to ensure that this is done every week.</p>
Arrival General Configuration Options	<p>Specify:</p> <ul style="list-style-type: none"> n The time window, during which patients can check in for their appointments (how late and how far ahead). You can set the late arrivals time to zero, if you do not want patients to announce their arrival for appointments themselves when they are late. n Whether patients should confirm their identity using their fingerprint only, their date of birth only, or both. n Whether the practitioner delay is displayed. n Ignore multiple same dates of birth. If this is selected, patients who arrive when there is more than one patient in the early arrivals period with the same gender and date of birth are asked to report to reception and not allowed to arrive with the 	<ul style="list-style-type: none"> n In the Allow Late field, type the permitted late arrival time in minutes. The default is 10. n In the Allow Early field, type the permitted early arrival time in minutes. The default is 60. n Select Ignore Alerts, if required (refers to EMIS alert messages). This is selected by default. n Select the appropriate arrival type. The options available depend on the type of unit in use. n In the Arrival Display Time field, select the length of time that the final screen is displayed for.

	<p>automated arrivals.</p> <ul style="list-style-type: none"> Auto arrive single date of birth. If a patient arrives and they are the only patient in the early arrivals period with their date of birth and gender the system will automatically skip the 'Arrive' me page and arrive them for their appointment. It will still confirm the time of appointment and who they are seeing etc. The minimum age of a patient who can use the system. 	
Arrival display options	Select a colour and boldness for patient and clinician messages.	
Arrival Language Options	Select the display languages for the system.	Click Delete beside a language to remove it from the list, and/or click <input type="checkbox"/> beside the Select Language box and select a language to add to the list (up to a maximum of eight).
Arrival Clinician Message	<p>Set messages for patients, dependant on the clinician they are seeing; displayed on the Confirmation of Arrival screen. A default message is set as standard, but you can edit this to show a specific message for a particular practitioner, for example to:</p> <ul style="list-style-type: none"> Direct patients to a different waiting area based on the practitioner they are seeing. Inform patients that a practitioner is videoing the consultation, or has a student with them. 	<p>Select the appropriate practitioner, and then type a new message or click X to delete the current message and use the default message again.</p> <p>Note: Only current and consulting practitioners are displayed.</p>
Arrival Patient Message	<p>Set messages displayed on the Confirmation of Arrival screen based on the patient's age and sex, for example to target:</p> <ul style="list-style-type: none"> Male patients over 55 to ask them to request a blood pressure check. All patients over 65 to ask them to request a flu vaccination. 	<p>Click Add Message.</p> <p>In the Gender field, type M or F or B for both.</p> <p>In the Minimum Age field, type the appropriate age in years.</p> <p>In the Maximum Age field, type the appropriate age in years.</p> <p>Type a message that you want to be displayed to any patient matching the specified criteria.</p>
Arrival General Message	Set messages for all patients, displayed on the main screen of the system.	Type a message that you want to be displayed to all patients.

Option	Use to	How to configure
Reports Section	View simple graphs of usage for the Automated Arrivals system and also download all the data stored in a comma separated file (csv) file, so that you can carry out more advanced data analysis in an application, such as Microsoft Excel.	<ul style="list-style-type: none"> n Click Graph of Automated Arrivals Finger Print Use. A pie chart is displayed, showing the percentage of patients that logged with either their fingerprint or date of birth for a particular month. If you change the month, the data for different months is displayed. n To create your own graphs of usage, you can download the raw data in a 'csv' format, that spreadsheet packages can read: Click Automated Arrivals Audit Data. This shows all the patients in the audit system and enables you to download the files to analyse the data.
Error Log	Help to deal with faults. Your system is provided with an error log. If you make a support request, a member of the Support team may ask you to read this log.	Click Error Log to access the error log. The error log is date and time stamped, with the most recent entries at the bottom of the page.

6 Using the Automated Arrivals system

6.1 Patient consent

Important: If patients want to use their fingerprint to use the Automated Arrivals system, they **must** give their consent before registering their fingerprint. Egton recommends that the practice produces:

- n A patient information leaflet about the system.
- n A consent form that patients must sign, before they can register their fingerprint.

Examples of both of these documents are included later in this guide (see page 21 and page 22).

6.2 Patient registration system

The patient registration system is installed on one of the practice reception PCs. The registration system uses a fingerprint mouse to register patients' fingerprints.

Click **Administration and Configuration** in the registration system to access the Administration section and change the practice settings on the Automated Arrivals system (see 5.3.1 *Configure the practice settings* on page 10).

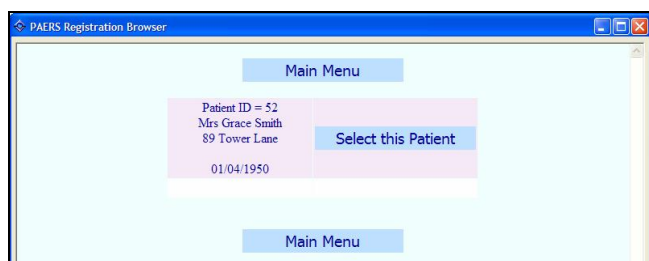
6.2.1 Register a patient

1. On the desktop, double-click **Registration System** to start the registration system.

A new screen is displayed.



2. Ensure the patient has read and understood the patient information leaflet and signed the consent form. Practice staff must also identify the patient correctly, by confirming their name, date of birth and address.
3. In the Identify the Patient box, type the patient's surname or date of birth, and then click Search.
A list of patients matching the search criteria is displayed.
4. Click **Select this Patient** to select the correct patient.



5. Click **Store Fingerprint**, and then ask the patient to place (preferably) their right index finger firmly and accurately into the finger reader on the mouse (see 6.2.2 *Guidelines for taking fingerprints* on page 16).
6. Repeat step 5 several times, so that the reader can take an 'average' fingerprint.
A message is displayed, confirming that the fingerprint is stored.
7. Click **Check Fingerprint**, and then ask the patient to replace their finger in the finger reader on the mouse to check the accuracy of the stored fingerprint.
8. Click **Main Menu** to return to the main menu and search for the next patient.

Note: A 'crib sheet' to remind staff how to take an accurate fingerprint is included on page 20.

6.2.2 Guidelines for taking fingerprints

Egton recommends that the same members of staff (for example, two receptionists) should take all fingerprints, as they will then become proficient in this task.

It is important to develop good practice when taking fingerprints. If you use the following guidelines, you should achieve good results.

- n Make sure that you always use the fingerprint mouse (ID mouse) the correct way up, i.e. with the wire away from the patient.
- n The patient must:
 - n Place the right index finger **firmly** and squarely into the reader. Failure to do this may result in a poor image of the print.
 - n Keep the finger in place in the reader until the arrow is displayed; then replace it **firmly** and squarely into the reader again as many times as required until a good fingerprint is taken.
- n Always use the Check Fingerprint button to check the quality of the fingerprint taken.

Note: It is nearly always possible to obtain a good fingerprint. To make it easier for patients to remember which finger to use when they announce their arrival for an appointment using the arrivals kiosk, Egton recommends always registering the right index finger, but if you cannot obtain a good fingerprint from the right index finger, try the left index or any other finger, whichever gives the best result. The patient **must** remember which finger they have registered.

- n Make sure you keep the fingerprint reader clean, by wiping it regularly with a dry cloth.

6.3 Administration section

You can access the administration section from the registration system and, if you log in as the administrator, you can amend the practice settings described on page 10.

To access the administration section:

1. Click **Administration and Configuration** in the registration system.
2. On the next screen displayed, type the login name and password.
3. Amend the practice settings as required, using the table on page 12 as a guide.

6.4 Patient arrival

The practice can set the time limits within which a patient can check in for an appointment (i.e. how late they can arrive and how far ahead of their appointment they can arrive) using the administration section in the registration system (see *Configure the practice settings* on page 10).

If the system detects that a patient has an alert in their record, it will not allow them to record their arrival, and a message is displayed, asking them to report to the reception desk. However, if required, the practice can override this setting using the administration section in the registration system (see page 16).

The system is simple and quick to use:

1. Configure the system to specify whether patients should announce their arrival by date of birth, by fingerprint, or both (see *Configure the practice settings* on page 10).
2. Activate the system.
3. When prompted, the patient should:
 - a. Place their finger in the flashing red finger reader below the screen, or enter their sex, month of birth and date of birth on the screen.
 - b. Confirm their identity on the screen.

A message is displayed, telling the patient:

- n Which practitioner they will be seeing.
- n The appointment time.
- n The approximate delay, if appropriate.
- n To take a seat in the waiting area.

The practice clinical system is also automatically updated.

7 Best practice

To ensure correct use of the system and to maintain the confidentiality and integrity of the system, Egton recommends that you follow all the safety instructions (see page 6) and the following guidelines.

7.1 Maintaining the system

Use a dry lint-free cloth to clean the system, as required.

Do *not* use ammonia based or abrasive cleaners to clean the kiosk.

Only an appropriate screen cleaner should be used. One particular name of cleaner is 'safe clean'.

Use screen cleaners to keep the touch screen free from fingerprints.

Ensure the system is kept free from excessive levels of dust and dirt.

Clean the finger readers on all kiosks regularly with a dry cloth to remove any grease or dirt.

7.2 Troubleshooting

If your system develops a fault:

1. Switch off the system (see page 9) and wait for one minute.
2. Switch on the system, and wait to see if the fault rectifies itself.
3. If the fault persists, switch off the system for one minute, and then switch it on again, following the instructions in 5.2 *Restarting the system* on page 9 and 5.1 *Switching on the system* on page 9, respectively.
4. If the fault still persists, contact Egton Technical Support (see 2 *Egton Technical Support* on page 5).

8 Frequently asked questions

Q: What if a fingerprint is not recognised?

A: The system may not recognise a fingerprint for several reasons:

- n The patient may not have registered to use the system. To register the patient, see 6.2.1 **Register a patient** on page 15 or the step by step guide on page 20.
- n When registering, the patient may not have placed their finger in the correct place, for example on the screen and not in the flashing finger reader beneath the screen.
- n The finger reader may have read the patient's finger incorrectly. Tell the patient to place their finger in the reader and try again.

Q: How is my fingerprint stored and who has access to it?

A: Your fingerprint is stored as a series of numbers (*not* as a photo) alongside your medical record in a secure and encrypted (i.e. scrambled) format. Staff at the GP practice are the only people who have access to this information (the same as for your medical record).

Q: What if I don't want to register to use the PAERS system?

A: If you do not want to register to use the PAERS system you can still use all the practice's services exactly as before. Your decision not to register will not affect your treatment or your relationship with your GP practice in any way.

More questions and answers can be found on the Egton website: <http://www.egton.net>

9 Register a patient and take a fingerprint: step by step guide

Note: For further information and guidance on taking fingerprints, see page 16 of the Automated Arrivals user guide.

1. Ensure the patient has read, understood and signed the patient information leaflet and consent form.
2. Confirm the patient's identity by asking for their name, address and date of birth.
3. On the desktop, double-click **Registration System** to access the registration system.
4. In the **Identify the Patient** box, type the patient's surname or date of birth, and then click **Search**.

A list of patients matching the search criteria is displayed.

5. Select the correct patient by checking their name, date of birth and address, and then click **Select this Patient**.
6. Click **Store Fingerprint**.
7. Ask the patient to place their right index finger firmly and accurately into the finger reader on the mouse. The patient must do this three times, or until three satisfactory fingerprints have been registered.

Tip: If you make a mistake during fingerprint registration, click **Delete** to delete the fingerprint saved for that patient.

A message is displayed, confirming that the fingerprint is stored.

8. When the patient's fingerprint has been registered, click **Check Fingerprint**, and then ask the patient to replace their finger on the finger reader to check the accuracy of the stored fingerprint.
9. Click **Main Menu** to return to the main menu and search for the next patient.

10 Example text for patient information leaflet

Patient Access to Electronic Records System (PAERS)

This practice is using a system called the PAERS Automated Arrivals system. This leaflet explains what the PAERS system is and how you can use it.

The PAERS arrivals kiosk

The PAERS arrivals kiosk enables you to automatically check in at the practice without having to tell the receptionist. The system lets the receptionist and doctor know you have arrived.

Registering to use the PAERS system

Before you can use the PAERS system you must register with the practice, sign a consent form and have your fingerprint taken. This is a simple, quick and painless procedure. You will then be given a two-digit identification number that you can use to access the system.

Consenting to using the PAERS system

Before you consent to use the PAERS system you should make sure that you understand what the system does, what your responsibilities are with regard to reporting errors, and how your data is stored. When you are sure that you understand this information, you should give your consent by signing the consent form and handing it to the receptionist.

Any data about you that the practice holds is subject to the regulations laid down in the Data Protection Act (1998). The consent is between you and your GP practice.

How do I use the PAERS arrivals kiosk?

The PAERS arrivals kiosk is simple and quick to use. Touch the screen to activate the system then, when prompted, either place your finger in the flashing red finger reader below the screen or enter your date of birth on the screen.

When you confirm your identity on the system, a message is displayed to tell you which practitioner you will be seeing, the time of your appointment, and the approximate waiting time. The practice clinical system is also automatically updated. You can then take a seat in the waiting area.

What if my fingerprint is not recognised?

The system may not recognise your fingerprint for one of the following reasons:

- n You are not registered to use the system (see the section above on how to register).
- n You may have placed your finger incorrectly, i.e. on the screen rather than in the flashing finger reader below the screen.
- n The finger reader may have read your finger incorrectly. Place your finger in the reader and try again.

Why have an arrivals kiosk?

The arrivals kiosk enables you to check in for your appointment quickly and easily. This reduces queues at the reception desk, allowing the receptionist to deal with other more complicated enquiries.

How is my fingerprint stored and who has access to it?

Your fingerprint is stored as a series of numbers (not as a photo) alongside your medical record in a secure and encrypted (i.e. scrambled) format. Staff at the GP practice are the only people who have access to this information (the same as for your medical record).

What if I don't want to register to use the PAERS system?

If you do not want to register to use the PAERS system, you can still use all the practice's services exactly as before. Your decision not to register will not affect your treatment or your relationship with your GP practice in anyway.

Remember to log out of the system when you have finished.

11 Example text for patient consent form

PAERS system consent form	
<p>I have read and understood the information leaflet about the PAERS system and, subject to the information in that leaflet, I consent to my GP practice taking and storing my fingerprint.</p> <p>I further agree to use the system in a responsible manner in accordance with all instructions given to me by the GP practice and to immediately report any errors I encounter whilst using the system. If I see any patient data which does not relate to me, I will immediately log out and report the matter to the GP practice.</p>	
Signed	
Print Name	
Date of Birth	
Date	