



# **SARs User Guide for EMIS Web Users**

***‘Process SARs and Medical Reports  
in minutes’***

Version 3

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## Important Notice concerning Confidentiality Policies within EMIS Web.

Some GP Practices use Confidentiality Policies within EMIS Web - this is where certain aspects of the medical record can be 'locked', so that only GPs and/or Clinicians are able to view. Some non-clinical staff have the correct RBAC\* role on their smart card to be able to override these policies, with the relevant permission of the Practice.

If there is a Confidentiality Policy applied to a patient's clinical record and you have the authority to override this, then please do this in EMIS Web prior to processing the SAR. If you don't have the authority within your practice, then please pass the SAR instruction to a clinician who will have the permission to override the confidentiality policy and then process the SAR.

\*The RBAC code to allow the overriding of policies is B0070.

If a policy is overridden, a reason must be given. This creates an audit trail and sends a task notification to the configured users.

The authority to override a confidentiality policy is set within the practice and Practice Guidelines must be followed at all times.

**Please check every SAR instruction as to whether the patient's record is affected by the policy before processing the SAR instruction using eMR.**

*Look out for this 'chat box' icon. This gives you instant access to our Support team- simply click and type*



### **eMR: support and training completely free to your surgery**

Our support team are available from 8.30-17.30 weekdays.

**email:** [emr@medi2data.com](mailto:emr@medi2data.com)

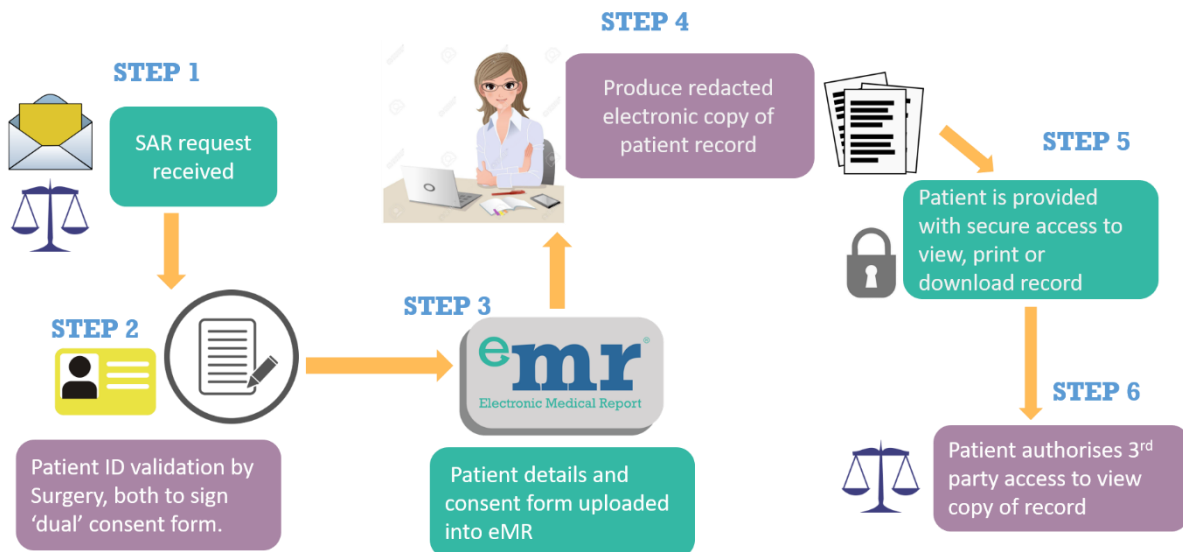
**Tel:** 03333 055 774 (local call rates apply)

**For a call back** [click here](#) to book into our calendar

[www.medi2data.com](http://www.medi2data.com)

## Overview of Process

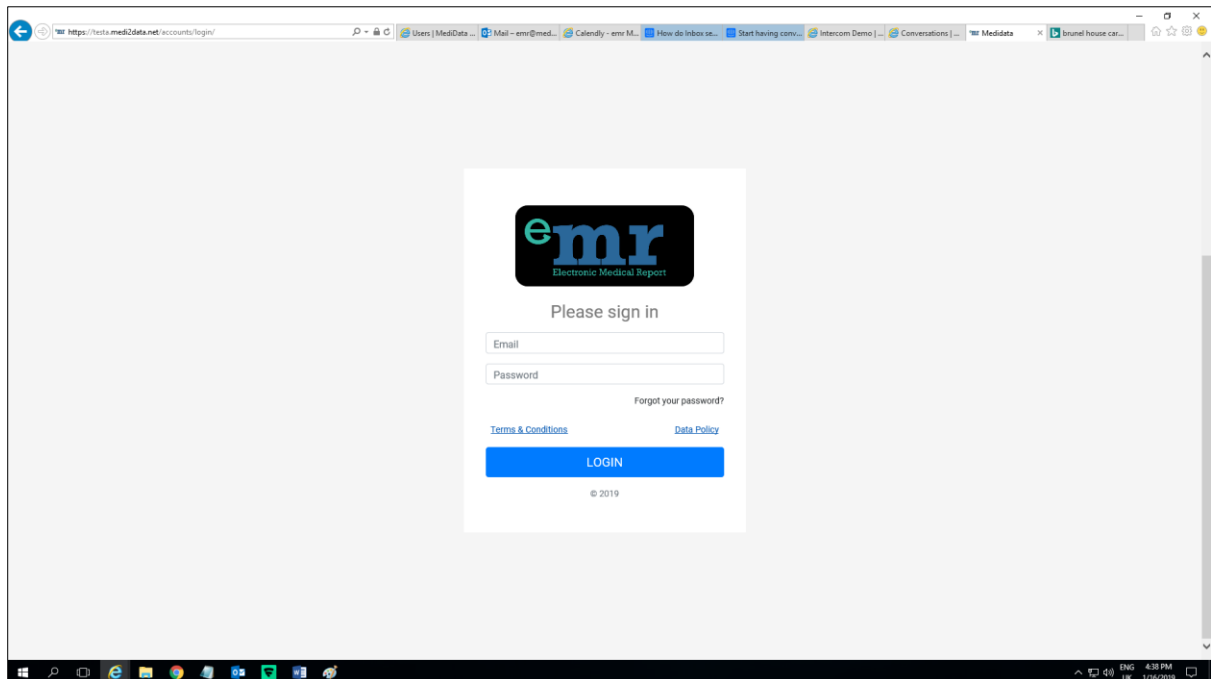
### Processing a Subject Access Request with eMR



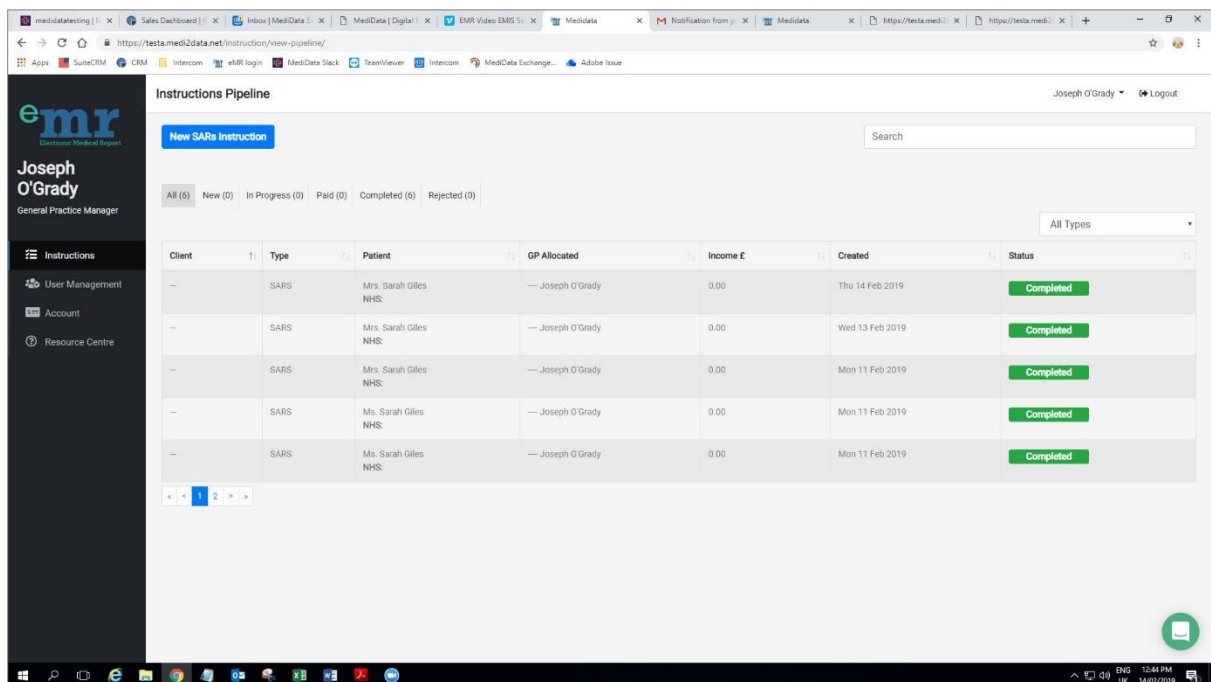
1. GP surgery **receives** a Subject Access Request (SAR).
2. **GDPR Patient ID validation process and the signing of the 'dual consent' form** involves the patient visiting the GP surgery with 2 forms of ID.
3. Surgery inputs patient details into eMR and uploads the 'dual' consent form, containing email and mobile phone details, which allows MediData to provide the Patient with secure access to their medical record.
4. **eMR produces a copy of the Patient record in seconds**, redacting sensitive and 3<sup>rd</sup> party information. Once this is complete and the surgery selects 'Submit', a notification email is sent to the Patient with clear instructions in how to access the record using a secure 2 factor authentication.
5. **The Patient**, when securely in the portal, may **authorise a third party** (Solicitor) to be provided with access details in order to view their record.
6. **Third party gains access** to the Patient's record using 2 factor authentication. The third party is restricted to 30-day access (GDPR) and this can be extended by the Patient.
7. A **notation**, informing that a SAR was completed, is pushed back to the **clinical system's patient record**. This is date and time stamped.

## To Process a SAR.

### 1. Login to eMR with your email and password



You will then reach the 'Instruction Pipeline' screen



Press 'New SAR Instruction'

This important message regarding Confidentiality Policies will then appear.

The screenshot shows the 'Add New Instruction' form in the GP Manager1 interface. A yellow warning box titled 'Confidentiality Policies:' is overlaid on the form. It contains two bullet points: 'If there is a Confidentiality Policy applied to this patients clinical record within EMIS Web and you have the authority to override this, then please do this prior to processing the SAR.' and 'If you don't have the authority within your practice, then pass this SAR to a clinician who will have the authorisation to override the confidentiality policy and then process the SAR.' At the bottom right of the box is a checkbox labeled 'I understand'. The background form includes fields for Date of Birth\*, Address\*, Patient address line1, Patient address line2, Patient address line3, Patient city, and Patient county.

**PLEASE REFER TO CONFIDENTIALITY POLICIES NOTICE ON PAGE 3 AND TICK THE BOX WITHIN THE MESSAGE TO CONTINUE.**

## Locate the correct Patient on your system

Enter Patient details- all asterisked fields are compulsory.

The screenshot shows the 'Add New Instruction' form with patient details entered. The 'Patient' section includes fields for Name\* (Title\*, First name\*, Last name\*), Date of Birth\* (Day, Month, Year), Address\* (Address postcode, Address name number), Patient address line1, Patient address line2, Patient address line3, Patient city, Patient county, and NHS #. The 'Scope' section includes a field for Medical reports date range (From, To). A blue 'Submit' button is at the bottom.

Enter 'scope' i.e. date range if appropriate. Press 'Submit'

The next screen will show you any records that match the patient details. From the options presented- **'Select'** the correct or **'Matching Patient'**.

**Patient Sought**

**Sarah Giles**  
**Date of birth:** 21 Sep 1962  
**Address:** SW1A 1AA, Buckingham Palace, London  
**NHS number:** N/A

**Select a Matching Patient**

<b>Mrs Sarah Giles</b>	F	21/09/1962	33 The Crescent, Cwmbran, NP44 7JG	<b>Select</b>
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Reject this request if there are no suitable matching patients: **Edit Patient Details** **Reject Request**

If you do not see the correct patient details, you can either

- 'Edit Patient Details' – and re-enter the information. Or
- 'Reject the Request' and select a reason for doing so from the drop down.

When you select the correct Patient, you will arrive at the 'Patient consent' screen.

**Patient**

**Name:** Title\* First name\* Last name\*  
 Mrs. Sarah Giles  
**Date of Birth:** 1962-09-21

**Address:** Address postcode Address name number NHS #  
 SW1A 1AA Buckingham Palace, London

**Patient consent(s) and contact information (mandatory)**

**SAR Patient Request**

Uploading consent is required if initiated by third party (solicitor)

Drag & drop files here ...  
 Warning: It is the Surgery's responsibility to ensure that all consent forms are signed correctly by the patient and the Surgery, where appropriate.

Select file... **Browse ...**

**SAR dual consent**

**Print Pre-Populated Consent Form**

Once printed off and signed, scan document to a folder on your system, and upload the document to this screen by using the 'browse' button below.

Drag & drop files here ...  
 Warning: It is the Surgery's responsibility to ensure that all consent forms are signed correctly by the patient and the Surgery, where appropriate.

Select file... **Browse ...**

**Contact information**

Email  
 Confirm Email  
 Mobile Phone  
 Alternate Phone (optional)

In order for your patient to have secure access to a copy of their patient record, the above information fields need to be completed. Without this information, your patient will not be provided secure online access to a copy of their record, but you will be able to print out a hard copy to provide to your patient directly.

**Go back** **Proceed to Report** **Reject Instruction** **Save and Return to Pipeline**

This screen is divided into 3 columns. The first column allows you the option to upload the SAR from the Patient (this is optional to upload). The middle section is for the **'SAR Dual Consent' form which is essential** and the final section is for the Patient contact information. This information is required for us to provide secure electronic access to the patient online once the SAR is completed.

#### i. SAR - Patient Consent - Optional

As mentioned above, you have the option to scan and upload the SAR form signed by your patient. If you do not upload this, you will receive a prompt reminding you- but it is not essential.

#### ii. SAR Dual Consent

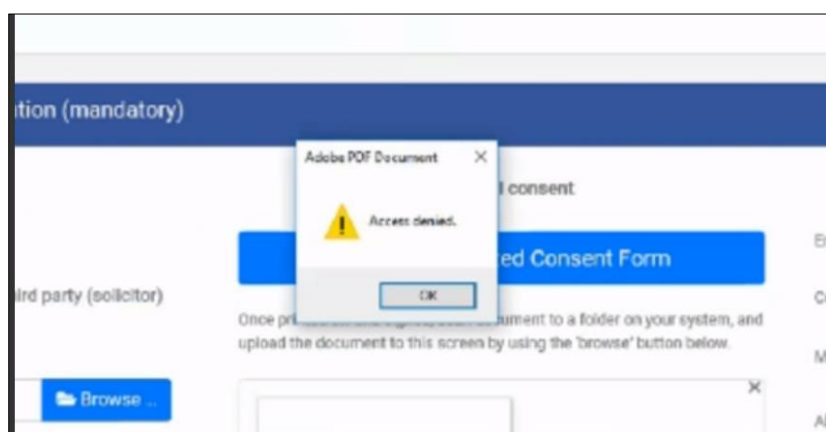
This consent form allows MediData to securely hold the patient's medical information and provide them with secure online access to a copy of their medical record. We do this by requesting an email and mobile phone number within the form\*.

eMR creates a prepopulated dual consent form with the patient details. Print this off and ask the patient to sign it when you invite them into the surgery to perform the ID validation process.

If you prefer, you can print off blank dual consent forms from the 'Resource Centre', in the left side menu, and manually fill in the details when the patient is with you.

Once the patient has signed the dual consent form, you are required to scan and upload this into eMR using the 'Browse' and 'Upload' buttons.

**Please note:** If you upload a pdf file, depending on which version of Adobe Acrobat Reader you have, you may experience an error message 'Access denied' as shown below. It is safe to proceed with your SAR, so please click 'Ok' to continue. This issue should resolve itself when you next upgrade your Adobe Acrobat Reader.





### iii. Patient contact information

On the right hand-side you will see 'Patient Contact information'. These details are essential for us to provide the patient with secure online access to their medical record.

We use a dual factor authentication process. The first stage is sending the patient an email with a link to the MediData patient portal. The second stage involves sending a text message to their mobile phone, containing a one-time code number, which they use to access their record.

*\*Please note: Should your patient not be able to provide an email address and mobile phone number, a relative's details can be provided but ONLY with the express consent given by the relative.*

*Medidata Exchange will not be held responsible for providing access to the patient's medical information to an individual, whose details have been disclosed by your patient.*

If your patient would prefer to collect their record in person, you can save the record as a PDF and print it off for them.

You now have a choice:

- i. 'Save' what you have done so far and come back to this later.
- ii. You can 'Reject Instruction' (again you would have to give reasons for doing so)
- iii. You can 'Proceed to a Record'

**If you 'Save and Return to Pipeline' you will see this SAR instruction 'In Progress' as shown below.**

Notice also the different options around the status of a SAR: New, In Progress, Completed, Rejected. 'Paid' refers to insurance report instructions which is addressed in a user guide relating to insurance (AMRA) instructions. You can filter by status by selecting from the menu.

The screenshot displays the 'Instructions Pipeline' interface. On the left is a sidebar with the 'emr' logo and user information for 'Joseph O'Grady, General Practice Manager'. The main area shows a table of instructions. At the top, there's a 'New SARS Instruction' button and a search bar. Below the search bar, there are filter tabs: 'All (2)', 'New (0)', 'In Progress (1)', 'Paid (0)', 'Completed (1)', and 'Rejected (0)'. The table has columns: Client, Type, Patient, GP Allocated, Income £, Created, and Status. Two rows are visible, both for 'Ms. Sarah Giles NHS'. The first row has a status of 'In Progress' (highlighted in yellow), and the second row has a status of 'Completed' (highlighted in green). A blue arrow points to the 'In Progress' filter tab.

Client	Type	Patient	GP Allocated	Income £	Created	Status
—	SARS	Ms. Sarah Giles NHS	— Joseph O'Grady	0.00	Fri 18 Jan 2019	In Progress
—	SARS	Ms. Sarah Giles NHS	— Joseph O'Grady	0.00	Fri 18 Jan 2019	Completed

If you press 'Proceed to Report'

A provisional copy of the patient record will be produced but with an important piece of information- which you need to accept before proceeding.

This box tells you that you need to accept responsibility for checking for 3<sup>rd</sup> parties and other sensitive information. eMR will assist using its auto-redaction process but it is your responsibility to ensure that all data included in the SAR is relevant and necessary. **Please tick the box to accept to continue.**

The next screen will be the **Provisional Patient Record** which may require further **manual redaction**.

On the screen below:

- i. You can view the Patient information in the top banner of the screen and view the SAR and dual consent forms
- ii. Elements of the record, which eMR proposes to redact, are shown as being crossed out. These elements are: sensitive conditions and 3<sup>rd</sup> party references.

The screenshot shows the eMR interface for a patient named Mrs Sarah Giles. The top banner displays patient information: Name (Mrs Sarah Giles), Date of birth (30 Jan 1988), Sex (F), NHS number (2000000002), and Address (33 The Crescent, Cwmbran, NP44 7JG). There are buttons for 'View SARs Request' and 'View consent form'. Below this is the 'Provisional Report Contents' section, which is divided into two main columns: 'Patient Profile' and 'Significant Conditions'.

Patient Profile				
Height	N/A	N/A	21 Sep 2017	21 Sep 2017
Weight	N/A	N/A	21 Sep 2017	21 Sep 2017
BMI	N/A	N/A	21 Sep 2017	21 Sep 2017
Smoking	N/A	N/A	N/A	N/A
Alcohol	N/A	N/A	N/A	N/A
Systolic Blood Pressure	N/A	N/A	N/A	N/A
Diastolic Blood Pressure	N/A	N/A	N/A	N/A
Spirometry (FVC, FEV1)	N/A	N/A	N/A	N/A
Peak flow	N/A	N/A	N/A	N/A
Cervical smear test	N/A	N/A	N/A	N/A
Illicit drug use	N/A	N/A	N/A	N/A

Significant Conditions	
Active	
Angina pectoris (diagnosed: 28 Jan 2017)	✓
Asthma (diagnosed: 30 Jan 1980)	✓
Broken teeth injury with complication (diagnosed: 18 Jan 2019)	✓
Essential hypertension (diagnosed: 16 Mar 2002)	✓
History of domestic abuse (diagnosed: 19 Nov 2018)	✗ Sensitive Condition
Rheumatoid arthritis (diagnosed: 10 Dec 1998)	✓
Sicca (Sjogren's) syndrome (diagnosed: 19 May 1999)	✓
Past	
Angina pectoris (ended: N/A)	✓
Anxiety with depression (ended: 30 Mar 2015)	✓
Anxiety with depression (ended: 07 Apr 2015)	✓
Bile duct calculus + acute cholecystitis and obstruction (ended: 28 Jan 2006)	✓
Endometrial polyp (ended: 05 Feb 2018)	✓
Endometrial polyp (ended: 05 Feb 2018)	✓
Insertion of coronary artery stent (ended: 11 Jan 2018)	✓
Laparoscopic cholecystectomy (ended: N/A)	✓
Menopausal symptoms NOS (ended: 05 Feb 2018)	✓

**To include** or add information back into the final copy, simply click the text or the greyed-out icon to the right of the entry.

**To exclude** or redact information, simply click the green tick to the right of the entry.

**To save your changes** click 'Update record' at the end of each section and/or at the end of the Provisional Record Contents by scrolling down.

**Medications**

Acute Repeat Add medications

14 Feb 2018 - Methotrexate 2.5mg tablets, 12.5mg (Five Tablets) To Be Taken Weekly, 20 tablet

25 Mar 2016 - Amlodipine 10mg tablets, One To Be Taken Each Day, 28 tablet

28 Mar 2014 - Citalopram 20mg tablets, One To Be Taken Each Day, 14 tablet

28 Jan 2012 - Glyceryl trinitrate 400micrograms/dose pump sublingual spray, Spray One Or Two Doses Under Tongue And Then Close Mouth As Directed, 1 x 180 dose

Additional contextual information

Further information related to this section of the report

**Update Report**

**Consultations**

28 Mar 2014 - eMR Medidata (General Medical Practitioner)

**Problem:** Anxiety with depression

**History:** Low mood, tearful, poor appetite, low energy

**History:** No suicidal ideation

**History:** 19 / 27

**Medication:** Citalopram 20mg tablets, One To Be Taken Each Day, 14 tablet

**Follow up:** Anxiety with depression

**Social:** Current non-smoker

**Social:** 8 U/week

**Social:** Social drinker

07 Apr 2014 - eMR Medidata (General Medical Practitioner)

**Insertion of coronary artery stent (ended: 11 Jan 2018)**

**Laparoscopic cholecystectomy (ended: N/A)**

**Menopausal symptoms NOS (ended: 05 Feb 2018)**

**Total abdominal hysterectomy NEC (ended: 20 Sep 2006)**

Additional contextual information / missing problems

Further information related to this section of the report

Should a 'Significant Condition' be redacted from this section, all references to it will be removed from the report. You can unredact at any time prior to submitting the final report.

**Update Report**

**Allergies**

Allergies Add allergies

**Update Report**

**Bloods**

	23 Jun 2017	30 Jan 2017	14 May 2016
<b>Sodium</b>	141 mmol/L	138 mmol/L	135 mmol/L
<b>Potassium</b>	4.1 mmol/L	4.8 mmol/L	4.8 mmol/L
<b>Urea</b>	4.5 mmol/L	4.8 mmol/L	3.7 mmol/L
<b>Creatinine</b>	75 umol/L	89 umol/L	76 umol/L
<b>Bilirubin</b>	30 Jan 2017	30 Jan 2017	N/A
<b>ALP</b>	30 Jan 2017	30 Jan 2017	N/A

You can **add or remove attachments** using the same method as described above. To view the attachments simply click on the paperclip icon to left of each named attachment.

**Consultations**

07 Apr 2014 - eMR Medidata (General Medical Practitioner)

**Problem:** Anxiety with depression

**History:** Low mood, PHQ9-19. Commenced citalopram 1 week ago. Less anxious already

**History:** Still tearful, low energy, low mood

**History:** No suicidal ideation

19 Nov 2014 - eMR Medidata (General Medical Practitioner)

**Problem:** Acute tonsillitis

**History:** Sore throat 3/7. Swallowing fluids but unable to swallow foods. No drooling. Feverish. No cough. Swollen gland in neck.

**History:** Has RA and on methotrexate

**Examination:** 38.1 degrees C

**Examination:** 104 beats/min

**Examination:** Left cervical LNs palpable, tender. Throat erythematous, tonsillar exudates

**Comment:** Likely tonsillitis, centor score 4/4, expained bacterial vs viral.

**Comment:** Agreed for antibiotics and check bloods as on MTX - check for agranulocytosis

**Test Request:** Venous blood specimen

22 Apr 2015 - eMR Medidata (General Medical Practitioner)

**Problem:** Menopausal symptoms NOS

**History:** 53yr old lady. periods stopped 13months ago. Concerned has menopause symptoms. Lots of night sweats, flushing, having to throw off sheets. Vaginal dryness, discomfort on ST. Generally feeling low and lethargic.

**History:** No FH VTE or breast cancer

**Comment:** Likely menopausal related symptoms, very keen to try HRT. Discussed importance of weightloss, exercise and avoiding alcohol.

**Comment:** Can have continuous prep, needs endometrial protection

**Comment:** Is aware of risks - CVD, VTE, breast cancer. Aware of cardiac hx, HRT ok if well controlled. Agreed check lipids.

**Comment:** Review in 3 months

**Medication:** (NOT ISSUED) Femoston-conti 1mg/5mg tablets (Mylan Ltd) One To Be Taken Each Day, 64 tablet

**Test Request:** Venous blood specimen

22 Jul 2015 - eMR Medidata (General Medical Practitioner)

**ALP**

	30 Jan 2017	30 Jan 2017	N/A
<b>ALT</b>	98 IU/L	98 IU/L	N/A
<b>Albumin</b>	45 IU/L	45 IU/L	N/A
<b>Triglycerides</b>	30 Jan 2017	30 Jan 2017	N/A
<b>Total Cholesterol</b>	25 Jun 2017	30 Jan 2017	25 Jun 2017
<b>HDL</b>	1.7 mmol/L	1.71 mmol/L	1.7 mmol/L
<b>LDL</b>	25 Jun 2017	30 Jan 2017	25 Jun 2017
<b>HbA1c</b>	5.1 mmol/L	5.5 mmol/L	5.1 mmol/L
	25 Jun 2017	30 Jan 2017	25 Jun 2017
	1.4 mmol/L	1.21 mmol/L	1.4 mmol/L
	25 Jun 2017	30 Jan 2017	25 Jun 2017
	3.35 mmol/L	3.45 mmol/L	3.35 mmol/L
	30 Jan 2017	30 Jan 2017	N/A
	26.8 mmol/mol	26.8 mmol/mol	N/A

Additional contextual information

Further information related to this section of the report

**Update Report**

**Attachments**

- 24 Jan 2018 - Fit Note Document (Diagnosis: Rheumatoid arthritis; Duration 24-Jan-2018 - 29-Jan-2018)
- 23 Jan 2018 - Cardiac Interventions - Angiography
- 15 Mar 2017 - Rapid Access Chest Pain Clinic
- 18 Sep 2016 - Gynaecological Oncology

Additional contextual information

Further information related to this section of the report

**Update Report**

Towards the end of the record you will also see 2 free text fields where you can add additional comments.

**'Update Record'** to save any changes.

Additional Questions

No addition questions.

Add any additional comments

Additional information

Update

Save Draft

Preview and Submit >

last updated: March 5, 2019, 10:10 a.m.

If you choose to save the report as a draft, you will be taken back to the instructions pipeline screen where you can will be able to continue this report later, or start a new SAR

Preview and submit allows you to see what the final SAR would look like before allowing you to complete the report. (Screen below)

Medical Record

01 Mar 2019 - Test  
html file

28 Feb 2019 - Examination / signs  
(28-Feb-2019)

28 Feb 2019 - Examination / signs  
(28-Feb-2019)

18 Feb 2019 - Neurology from

emr  
Electronic Medical Record

Generated by: TESTLISA

Medical Record

Patient Details

Name: Mrs Sarah Giles

Sex: F

Date of birth: 21 Sep 1962

Address: 33 The Crescent, Cwmbran, NP44 7JG

NHS number: 2000000002

Instruction Details

Requesting Party

Reference Number 10000236

Patient Profile

21 Sep 2017

The left- hand column shows all the attachments that have been included. You can click on any of the ones shown in blue- to view.

You will notice, in the example above, there is one shown in green. If you want to view this document, you will need to download it.

To do this: click onto it and click 'download' to save to your computer or view this document within EMIS Web. When the patient receives their record electronically, they will also have to download their record to view this attachment.

## Finalise and Submit

I confirm that :

- this medical record relates to the correct patient ("Patient")
- this medical record is an accurate reflection of the information contained in the electronic medical record of the Patient at the date this medical record is submitted
- If appropriate, our confidentiality policies have been applied to producing a copy of this medical record
- I have not willingly redacted, without good reason, any information from the electronic medical record of the Patient which should be included in the medical record being submitted; and
- I have reviewed the medical record and it does not contain reference to third parties or any Sensitive Conditions of the Patient. I acknowledge that the 'Sensitive Conditions' are those listed in the following link [here](#).

This report does not include :

- undisclosed conditions of the Patient
- undisclosed symptoms of the Patient
- medical records of the Patient that are not relevant to requested conditions listed in "Patient Info"
- information which the Patient has not consented to being disclosed or any other information that is not included in the Patient's electronic medical records.

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☒ Signed off by

Ms. Lisa Williamson

☐ I accept that MediData Exchange Ltd cannot be held responsible for the content of this report as the data redaction process is approved by me, the Data Controller.

[Edit Report](#) [✓ Submit Report](#)

You will not be able to make any amends once submitted.

When you are happy with the report-simply '**Sign off**'. To do this: select your name from the drop down and tick the box below to acknowledge your role in producing the copy of the record.

Next- **Accept** the MediData disclaimer by ticking the box.

You now either continue editing by pressing '**Edit**' or '**Submit**'. **If you choose to Submit** you will be asked to confirm your decision once again- see below. You can 'Proceed' if you are happy or 'Go Back' and change or save as draft.

The screenshot shows the MediData web application interface. A modal dialog box is open in the center, asking "Are you sure you wish to submit the report?" with the subtext "Once submitted the report cannot be edited". It has two buttons: "Proceed" and "Go Back". In the background, the "Finalise and Submit" screen is visible. It includes a "Patient Info" section for "Joseph O'Grady, General Practice Manager". Below this, there's a "Signed off by" dropdown menu currently set to "Bruce Wayne". A checkbox is checked, indicating acceptance of the disclaimer: "I accept that MediData Exchange Ltd cannot be held responsible for the content of this report as the data redaction process is approved by me, the Data Controller." At the bottom right, there are three buttons: "VIEW REPORT", "SAVE DRAFT", and "SUBMIT".

When you press 'Proceed' the SAR instruction has now been completed.

A notation, informing that SAR was completed, is pushed back to the clinical system's patient record. This is date and time stamped.

### **What happens to incomplete saved SARs?**

Any SARs that you may have saved to complete later will be shown as Incomplete in the Instruction Pipeline- this is the landing page of eMR. You will also receive email notifications reminding you to complete them

### **What happens next for the Patient?**

Please see below the email that is generated to the patient following completion of the SAR.

- The patient will receive a text letting them know an email has been sent to them so that they can access their record. (The reason for the text, is that the email may land in their junk folder and could be missed).
- The Patient will receive an email notification telling them the SAR is complete and a link to access it. (Copy of this email given below).
- The Patient will then receive an access code on their mobile and can access their record.
- Next the Patient will have the option to authorise a 3<sup>rd</sup> Party to access their record e.g. their Solicitor who may have sent you a letter of instruction.
- The Patient inputs the 3<sup>rd</sup> party information using the official documentation they have, and the Solicitor will go through a similar dual factor authentication process to access the record.
- The Patient initially authorises the Solicitor 30 days access their medical record. After this period the patient can extend this period if they so wish.

MediData will handle any queries raised by the patient and an email address is given within all correspondence, to get in touch with us.

If your Patient or Solicitor requires further information about this GDPR compliant SAR process, please use the template letters and information guides which can be found within the 'Resource Centre' accessed within the left side menu section of the screen.



## Copy of notification to Patient

### **Subject: Notification from your GP surgery**

*Your authorised Subject to Access Request has been processed by your GP surgery, [insert name of surgery], and a copy of your medical record has been produced.*

*Please ensure you have your **mobile phone** at hand. You will receive a text with a **code number** required to access your medical record. Please follow the instructions on screen.*

*If you want to send the information to a third party, such as your **Solicitor**, you will also need to authorise their access to your medical information by following the details provided.*

*Access your log-in page, via this link: [patient specific weblink]*

*Should you require assistance, please email us at [notifyus@medi2data.com](mailto:notifyus@medi2data.com)*

*Medidata Support Team [www.medi2data.com](http://www.medi2data.com)*

*(This email maybe subject to slight changes)*

### **eMR: support and training completely free to your surgery**

Our support team are available from 8.30-17.30 weekdays.

**email:** [emr@medi2data.com](mailto:emr@medi2data.com)

**Tel:** 03333 055 774 (local call rates apply)

**For a call back** [click here](#) to book into our calendar

[www.medi2data.com](http://www.medi2data.com)