Subject Access Requests:

Information for Solicitors

This surgery now uses eMR, provided by MediData Exchange, to process Subject to Access Requests, also known as a 'SARs'.

Following a request from the Patient, we will process the SAR and make a copy of the medical record available, using a secure on-line access.

The Patient may authorise you, or any other third party, to access their record, using secure dual authentication access.

How will I receive the Patient Record?

- You will be sent an email notification with a link to access the record. A reference number will be included in the email so that you can identify your client.

  Please note: This email may land in your 'junk' email, so you will need to click and drag it over to your 'inbox' for the link to work.

- Click the link and follow the on-screen instructions.

- The access code will be sent to a phone number provided by the Patient. This is likely to be your landline number, and a code will be computer generated over the phone. If your mobile number has been provided a text will be sent.

- Once you enter this code - you will be able to view, print or download the patient record.

  Please note: if you see this message on the last page of the report 'Unsupported attachments' simply download the file and re-open to view. (The file will download as a zip file.) You will then see the medical record including all attachments

- You will have access for 30 days, although this can be extended by the Patient.

Can the Patient Record be sent directly to me?

Under GDPR regulations, we are obliged to send the Patient record to the patient, as it their personal information. It is the patient's decision to share their medical information with you and they can do that easily, through this simple, secure and compliant system.

If you have any queries or difficulties accessing the patient record either contact your client directly or MediData Exchange using this email: notifyus@medi2data.com