**Hints and Tips on the information that you can see using SystmOnline access to patient records**

**Codes:**

Facts and figures regarding your health and management are ‘coded’ so that they can be retrieved when needed. e.g. asthma, asthma exacerbation, asthma reviewed, asthma review due

If a plan of care has been discussed this will be coded

e.g. asthma plan

**Regular medication:**

e.g. the inhalers that are used to control asthma

Sensitivities to medication will be recorded

e.g. penicillin allergy (this could be a severe rash), erythromycin intolerance (feeling sick).

**Vaccinations:**

i.e. all those administered by or notified to the Practice from childhood through to adulthood and holiday immunisations.

**Communications received:**

e.g. letter from a clinic attendance or a discharge letter

**Referrals made:**

e.g. letters of referral made by a doctor.

**Results**

The full result including numeric values AND any clinician comments can be seen, but also fixed comments available to be added by the System. The following scenarios may occur:

 *‘normal’ result, ‘no action’ ;*

if you know that the doctor wanted to see you anyway e.g. to ensure that your symptoms have settled, other tests are not required etc, you should still follow the advice given in your consultation.

*‘abnormal but expected’, ‘no action’;*

you may be diabetic in which case having a raised sugar is normal for you; a slightly impaired kidney function in which case a reduced level will be normal for you; excessive alcohol consumption so your liver function may be abnormal; pregnant so slight anaemia may be normal. The clinician will have advised whether you should be attending a further appointment.

Other instructions may be given e.g. ‘*make appointment to see doctor*’. This requires you to either keep an existing appointment or make an appointment.

Whenever possible, please make a routine appointment with the doctor who requested the tests so that you do not need to repeat your story.

**If results are unexpectedly abnormal, we often would contact you by telephone as an immediate action may be required. It is therefore vital that you inform reception of any changes to your contact details.**

Much of the language used in results can be difficult to understand. Therefore at the bottom of each results page, there is a link to <http://labtestsonline.org.uk/> which gives helpful explanations of the tests and possible results and what they could mean.

**Acronyms:**

Like all industries there are many acronyms used in medicine. If you need to find out what these mean, please use on-line search engines and dictionaries. If there are matters that particularly concern you about your record, please arrange to speak with your usual doctor in a routinely to discuss these by contacting reception.

**Incorrect information:**

If you find information in your record that is factually incorrect, please arrange to discuss this with your usual doctor in case an amendment needs to be made. Be aware that there may be information that you either do not like or find upsetting even if it is factually correct; this is covered by the consent process and the information should not be removed from your record.