

## **Repeat Prescription Request Service - Terms and Conditions**

### **General**

- 1) Whilst we have tested our repeat request system extensively, we cannot guarantee that the system will be error free. In particular, we cannot guarantee that the service will be available 100% of the time. Due to the nature of the Internet, allowance must be made for network outages, power outages etc. Additionally, server maintenance may sometimes be necessary. We will endeavour to schedule such maintenance for anticipated quiet times but this may not always be possible.
- 2) We cannot be held responsible for any problems arising from the failure of the request system to process your request. In the unlikely event that you do not receive an e-mail notifying you that your request has been processed within **five** working days of you having placed your request, you are **strongly advised** to contact the Pharmacy to confirm that we are in receipt of a request.
- 3) You must leave sufficient time between placing your request and the time you will need your medication. Most surgeries require **48 hours** to process your request and the use of our online system does not reduce this time frame. We recommend you give us **a minimum of five working days** to complete your request.
- 4) If you are running short of medication (less than two days), please **do not** place a request using the system. Please contact the Pharmacy by telephone ASAP to inform us that you have an urgent request. We can then discuss the best course of action to take to ensure you do not run out of medication.

### **Confidentiality**

- 1) We have carefully designed our website to ensure that personally identifiable data is neither sent over the Internet nor stored on a publicly accessible web server. We only use a numerical code to identify you. This number corresponds to your unique Pharmacy computer record number. This computer is not accessible from the Internet.
- 2) All information collected by us is done in accordance with the Data Protection Act. Pharmacists operate under strict legal and ethical controls regarding patient confidentiality.
- 3) Your e-mail address supplied to us in order for the system to operate will never be sold, shared or supplied to any third party, at any time. The only e-mail correspondence you will receive from us will be that necessary to operate the request service. You will not receive unsolicited commercial e-mail from us ("SPAM")
- 4) Whilst we never send personally identifiable data over the Internet, we cannot be held responsible for any personal data disclosure if you choose to communicate with the Pharmacy outside of the request system. We recommend you conduct all communication through the system or if necessary by telephone.
- 5) Please ensure you 'Logout' of the system when you have finished your request session. You will be prompted to do this and we ask you follow the on-screen prompts.
- 6) If your surgery operates a system whereby we can request your medication by e-mail, this will be done using your unique surgery id number. This works in exactly the same way as your Pharmacy ID (see 1) to ensure confidentiality.

### **Security**

- 1) Our request system makes use of e-mail transmissions. Our automated system does not send attachments. If you receive an e-mail purporting to be from us and containing an attachment, there is a risk that this e-mail is infected by a virus and that the sender has 'spoofed' the e-mail so as to appear to have come from us.

In any event, we recommend that in keeping with good computing practice the recipient should ensure all e-mails are virus free by using an up to date virus scanner. In the unlikely event an e-mail comes to you from us in error, you must take no action based on it, nor must you copy or show it to anyone but should delete it immediately. Please notify us of the error ASAP.

- 2) We keep comprehensive server logs. Any suspicious behaviour (attempts to hack the server, site defacement, data harvesting) will be investigated rigorously. Any such behaviour traced to a registered user will result in immediate suspension of their account and in all cases a full report will be made to the culprit's ISP for further action.