

# Terms and conditions

Please read the following before completing the registration form for online access. By completing and signing the registration form, you are agreeing to comply with these terms.

These Terms and Conditions apply to 'eSchedules', the Online Reporting Service provided by Practitioner Services, NHS National Services Scotland.

Included in these Terms and Conditions are the user's rights and responsibilities governing the use and access to the service.

- You – Business or franchise owner/practice staff/body corporate organisation delegate
- We/us - Practitioner Services
- Terms – terms and conditions
- Service -Online Reporting Service

## 1. Definitions

### Independent practitioner

Owner of the business/franchise. Person who receives the monthly schedule payment.

### Body corporate organisation representative

Designated representative responsible for the financial/reporting aspect on behalf of the body corporate organisation.

### Practice staff

Designated representative responsible for the financial/reporting aspect on behalf of the owner of the business/franchise.

### Available reports

- Remittance
- Remittance Breakdown (Account 14)
- Itemised Patient Payment
- Adjustments to Claims
- Adjusted Claims
- Additional Payments and Recoveries
- Items Summary
- Patient Information.

The list of reports is subject to change as the service develops.

## **2. Availability of the Service**

Whilst we will make reasonable effort to provide access to this service there may be occasions when you may not have access to some or all of the service, when we or our suppliers are updating and carrying out routine maintenance to the systems used to provide this service. Where possible we will give prior notification of planned maintenance periods via our website or via the email address you have provided.

## **3. Applying and using the Service**

3.1 Details on how to register for the service, can be found in the online reports registration section.

3.2 The service provides the following functions:

- Run and view payment schedule reports
- Export reports in the following formats; Microsoft Excel, PDF (portable data file) and CSV (comma separated value)
- Save reports onto a PC (personal computer), lap top or encrypted USB (Universal Serial Bus) device
- Print reports.

3.3 Once report data is out-with the service it is the responsibility of the user to manage, store or email the report data appropriately, in accordance with the Data Protection Act 2018.

If the reports contain personal or patient confidential data, and following any national or local NHS security policies and procedures (for example in relation to encrypted storage, secure email etc), we cannot be held responsible for the loss of this data out-with the service.

## **4. Variation/Termination of the Service**

4.1 We reserve the right to change the service and will provide you with reasonable notice of any material changes.

4.2 We may, where we consider appropriate, suspend, withdraw or restrict the use of the service or any part of the service. We will inform you as soon as practicable if we take such action. We may also end the service or any part of the service at any time by giving you reasonable notice.

## **5. Duration of Access**

If you resign your payment location code, your access to the service will cease when we are notified. This does not forgo your right to request copies of data which you have a legitimate claim to.

## 6. Using the Service

6.1 The service is available over a secure VPN (virtual private network) connection. If you do not have a VPN connection, please contact the Practitioner Services Ophthalmic helpdesk on 0131 275 6200, email [nss.psdophthalmic@nhs.scot](mailto:nss.psdophthalmic@nhs.scot), to find out how to apply for one. If you have a VPN connection, you will already have agreed to the [Acceptable Use Policy](#) (AUP) and you will have confirmed that you have understood and comply with the content of the AUP.

6.2 To access the service you must have a personal NHSmail, personal practice or personal body corporate email address. If you do not have one of these, please contact the Practitioner Services Ophthalmic Helpdesk on 0131 275 6200, email [nss.psdophthalmic@nhs.scot](mailto:nss.psdophthalmic@nhs.scot)

## 7. Security and Confidentiality

7.1 The service is hosted from NHS National Services Scotland's secure data centre(s) located in Scotland and is accessible over the secure VPN connection. The web service used within the service use HTTPS (Hypertext Transfer Protocol Secure) with SSL (Secure Sockets Layer encryption).

7.2 When your user account has been created you will receive two emails from 'csd noreply@nhsnss.scot.nhs.uk' or 'noreply dis@nhsnss.cot.nus.uk'. One email will contain your user name (DIS username), the second email will contain a temporary password (DIS password). You will be required to create a permanent password.

7.3 You must keep your security details (your username and password) private and take all reasonable precautions to prevent their unauthorised use to access the service.

7.4 To log on you will need both your username and password.

7.5 We will never ask you for your password. If you are ever asked for your security details or password, please report this to us immediately at [nss.csd@nhs.net](mailto:nss.csd@nhs.net) or on 0131 275 7777.