

Electronic Patient Records





We use a computer to hold records about you. To do this we use a system called RiO.

Most of your records are held on RiO. We also keep some records on paper.



We also hold some simple information about your carer. A carer is a person who cares about you and helps you. It could be a friend, your mum or dad.

Why do we use RiO?

RiO helps us care for you in a better way.

It means staff will have the latest information about you.

It stops you being asked the same questions by lots of different people.



This means staff can spend more time with you.

They can also plan how best to help you.

All the information about you is in one place.

Who can see my record?

Only the staff who care for you will see your record.

Will the information be safe?

All our computers are password protected and secure.



To access your RiO record staff also need a special card.



This works like a credit card and has a password. Staff have to be registered to get this card.

This keeps your information safe.

Where can I get more information?



You can talk to the staff who are helping you. They will answer your questions.

You can talk to our Patient Advice and Liaison Service (PALS):



You can telephone PALS on:

0800 073 1778 or 01249 468 261

You can fax PALS on: 01249 468 266

You can write to PALS at:



PALS, Avon & Wiltshire Mental Health
Partnership NHS Trust
Jenner House
Langley Park
Avon Way
Chippenham, SN15 1GG



You can email PALS at:

pals@awp.nhs.uk

We can give you a larger print copy of this leaflet and we can put it on tape too. Please ask if you would like one of these.

Adapted from Cornwall Partnership NHS Foundation Trust's Electronic Patient Records Leaflet, with thanks.

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