

# Patient Agreement

## Boots Online Consultation Services (Vaccinations)

Boots Online Consultation Services (Vaccinations) are provided by the Boots Independent Medical Agency (the IMA) and provide a confidential and convenient service, which enables you to access a prescription only medicine following an online consultation. The IMA is registered with the Care Quality Commission (CQC) (Provider ID 1-105413456) and The Regulation and Quality Improvement Authority (RQIA) for Northern Ireland (Registration 12131). The registered address is 1 Thane Road, Nottingham, NG2 3AA. The IMA comprises a group of clinicians and they are responsible for managing your clinical care as part of Boots Online Consultation Services (Vaccinations). Details about our clinicians can be found [here](#).

The service includes an online consultation for a vaccination service and the provision of information, advice, counselling and/or a prescription medicine. The dispensing and administration of the vaccine will be provided by Boots UK Ltd.

## How Boots process your data

We assure you that Boots will never sell your personal data. We are committed to safeguarding your privacy and keeping your personal data safe and secure is our top priority. For information about who we may share your data with, how Boots process your data and how to amend or remove your data, please see our [privacy policy](#) or contact [Boots.CustomerCare\\_Team@boots.co.uk](mailto:Boots.CustomerCare_Team@boots.co.uk). Alternatively, you can call Boots Customer Care on 0345 0708090\*.

## Suitability of the service for you

In order for the Boots IMA clinician to determine if the service is suitable for you, you agree that you have answered all questions fully, accurately and to the best of your knowledge. You also agree that you have disclosed all information that may be relevant to the provision of the service by the IMA and you do not know of any reason why you cannot receive the service. You agree to read the information on boots.com and associated websites you may be referred to as part of the service, to ensure that you have sufficient information to make an informed choice about whether the service is appropriate for you.

You agree to disclose any relevant information during pre-vaccination checks that the vaccinator will carry out on the day of your appointment. You also agree to follow the vaccinator's advice during your appointment and to read the patient information leaflet that will be provided prior to vaccination. The vaccinator will be able to answer any questions you may have before administering the vaccination.

You acknowledge that whilst the IMA takes responsibility for the care and treatment provided to you under the service, it cannot guarantee the effectiveness of any vaccination. You agree to contact the IMA if you experience service- or vaccination-related problems so that the IMA can advise you on the most appropriate course of action to take. If you need to contact a Boots IMA clinician, please see the contact details below.

## Confidentiality

By providing your telephone number, address and e-mail contact details, you consent to the IMA contacting you by these means in relation to the service as may be necessary or

appropriate. In order to improve our service, we may invite you to participate in feedback by way of a patient survey. The IMA also undertakes clinical audit activity in order to improve the quality and scope of care provided. Data, which is anonymised and does not individually identify you, may be shared with partners or third parties for audit purposes.

## Payment

Your online consultation is subject to review and approval by an IMA clinician. We will take payment when we issue the prescription and forward it to your chosen Boots pharmacy for dispensing and administering the vaccination. You acknowledge that the cost of the service includes the cost of your vaccine and its administration and that some services require more than one vaccination. If subsequent vaccinations are required, you will need to pay for each. Should you change your mind about the service, then you can cancel your order before your appointment has taken place. This will refund the payment to your original payment method. Please allow up to 14 days for the refund to appear on your account.

## Problems with your order

If you have any problems with your order, please contact Boots Customer Care as soon as possible on 0345 0708090\*.

## Contact us

To get in touch with the IMA, please contact us using any of the following methods:

- By telephoning Boots Customer Care on 0345 0708090\*
- By writing to: Boots IMA, D90E F08, 1 Thane Road, Nottingham, NG90 1BS
- By e-mail to: [IMA@boots.co.uk](mailto:IMA@boots.co.uk)

*\*Local rate; calls are recorded or monitored for training purposes; click [here](#) for opening hours*