

## ONLINE PATIENT PORTAL TERMS AND CONDITIONS

ManageMyHealth™ gives you secure access to your individual health information. You can:

- Make an appointment \*\*
- Update your personal details \*\*
- Request a prescription from your long-term medications \*\*
- Check your laboratory results, immunisation records and allergies \*\*
- Access your medical records ++
- Share your health information with another health professional if you choose ++
- Contact your general practice team ++

\*\* Available from 1<sup>st</sup> June, 2019. ++ Planned to be available from 1<sup>st</sup> December, 2019

**Before you use this service, you must read the terms and conditions and agree to these by signing at which time your account will be activated. If you do not understand please seek advice on the implications of use.**

**IMPORTANT: Never use this service in the event of an EMERGENCY, dial 111.**

### Making an appointment online

You can book a face-to-face appointment online using the Online Appointments. All consultations incur a charge and are to be paid on the day of the appointment. If you feel you need to be seen on the same day this can be arranged by calling the practice and our staff will arrange for one of our regular Doctors or Nurse Practitioner to call you back for telephone triage assessment. When booking on-line a standard consultation is 15 minutes. If you require a longer appointment, please book two consecutive time slots (please note an extended consultation fee is applicable). If you are not sure how long your consultation should be or you require a special procedure, call the practice to arrange.

Failure to attend an appointment or cancellation within 24 hours of the confirmed time will incur a fee. Please refer to our Did Not Attend policy.

### Repeat prescriptions

You are welcome to request a repeat prescription online by selecting the items you wish to have repeated. As per our policy, you must allow at least two working days for this service. If you would like to have this faxed, please indicate which pharmacy you wish to have your script sent to. Scripts sent to pharmacies outside of the Wakatipu Basin will incur an additional cost.

Your clinician will email you once he/she has completed the repeat prescription for you. Should you require an urgent script, please call the practice (higher fees apply)

Standard charges apply and payment is to be made at the time of collection.

### Test results

The patient portal is one way your general practice team will notify you of any test results, they may also phone you. You will receive an email if a test result has been entered into your health summary - make sure you leave the automatic notification on in your inbox.

One column in your health summary will include a comment, so always check this just in case any actions are required. As per our results policy you will be contacted by your general practice team if results are abnormal and follow up arranged if it has not already been scheduled.

### Health Information

Other information available to you are immunisation records, allergies and other classifications. If you see incorrect information in the Health Summary, please contact the practice and we may amend your details if appropriate.

You will also have the ability to view most of your consultation notes dated after 1<sup>st</sup> December, 2019,

when this function will be activated. You can check on any instructions or advice that you have been given by your GP or see changes to your medication doses and plans for ongoing treatment. Please note that some clinicians write their notes in full at the time of the consultation, but others make brief notes or headings and write them up later on in the day. It is best to access your notes 24 hours after your consultation. Our 15-minute consultation includes time for note taking but not for completion of all tasks, research and actions arising. These have to be completed outside the consultation. Many of our clinicians will do this in their own time.

Please be aware that medical records cannot be a verbatim account and use medical jargon and abbreviations and that some terms have different meanings to the lay person. Medical notes are often brief and condensed to points that thought to be most clinically relevant. If you have questions about what has been written please do not hesitate to ask at your next consultation. Legally changes to existing notes are not allowed, however an amendment can be added at a later date

### **Sending secure messages through the portal**

Simple follow-up queries are free of charge, but more complex issues and/or queries not related to a recent consultation can incur a fee. Please note this is a non-urgent service. The advice provided by your clinician is limited by the information you provide and the information we already have in our records. If your request is too complex you will be asked to make an appointment for a consultation and/or pay a fee for the service. This is at the sole discretion of the clinician and the charge is dependent on the time taken. By agreeing to use this service you agree to pay the associated fee (if applicable) within 7 days.

Please note, if have not heard back from the practice within three (3) working days (72 hours) of sending a secure electronic message through the portal, phone the medical centre and speak to one of your team.

### **Technical support**

ManageMyHealth™ is provided by a New Zealand software company called Medtech Ltd. Medtech staff cannot access your information because it is encrypted. If you are having problems with the portal, please go to: <https://www.managemyhealth.co.nz/m/Misc/ContactUs>

**I have read and understand the above information. By activating my account I agree to the above Terms and conditions. For serious or problems or urgent care I will call my health centre on 03 4410500, or dial 111 in an emergency.**

**I am aware that misuse of this service will result in suspension of my ManageMyHealth™ account.**

**I have provided photo ID to confirm I am the patient as mentioned below.**

**Name of patient:** \_\_\_\_\_

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Name of signatory (if different to patient name): \_\_\_\_\_ Relationship \_\_\_\_\_

**Email login for ManageMyHealth™:** \_\_\_\_\_

*Each patient, regardless of age, must have their own unique email address to ensure privacy of content. A family email address cannot be used.*

*Parental/Legal Guardian access to a child's medical records is restricted to children under 14 years of age. Each child must have their own email address to activate the portal.*

*As the assigned parent/legal guardian, I acknowledge it is my responsibility to deactivate all parental access to the patient portal when they turn 14. I will assign all rights to the said child.*

Practice use only:

ID Checked    Email address entered    activation code   NHI \_\_\_\_\_