

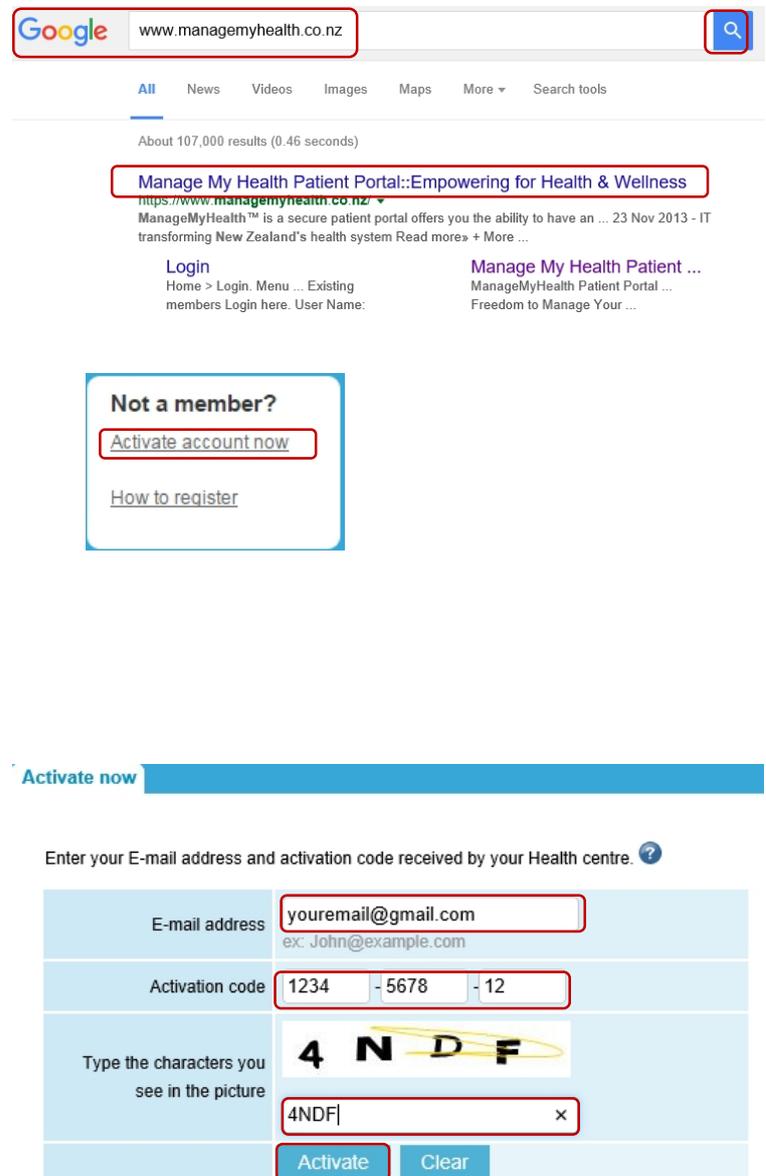
## Patient Portal - Patient User Guide

Staying in Contact with your doctor just got easier – Do it Online

### Login to Patient Portal

1. Open your internet browser
2. Search for ManageMyHealth  
**www.managemyhealth.co.nz**  
*Note – click on the header as shown and NOT the 'Login' option below*
3. If you are **yet to register**, click **Activate Account Now**
4. Enter the email you registered with and the activation code you have been given or sent, plus the characters you see in the picture and click on Activate

- *If you have an issue activating your registration please check that you have entered the email that you gave to the practice to register with.*
- *Also check that this email and the validation code are entered correctly.*
- *If your email has been entered incorrectly at the practice please contact them to update.*



The screenshot shows a Google search for 'www.managemyhealth.co.nz'. The search results include a link to 'Manage My Health Patient Portal::Empowering for Health & Wellness' with the URL 'https://www.managemyhealth.co.nz/'. Below the search results, there is a 'Login' section with the text 'Home > Login. Menu ... Existing members Login here. User Name:' and a 'Manage My Health Patient Portal ...' section with the text 'ManageMyHealth Patient Portal ... Freedom to Manage Your ...'. A blue box highlights the 'Not a member?' section with the link 'Activate account now' and 'How to register'. Below this, there is an 'Activate now' button. The activation form is titled 'Enter your E-mail address and activation code received by your Health centre.' and contains the following fields:

E-mail address	youremail@gmail.com ex: John@example.com
Activation code	1234 - 5678 - 12
Type the characters you see in the picture	4 N D F 4NDF
	Activate Clear

5. Complete your Registration now screen and Tick Terms and Conditions Click on Complete Registration

**Register Now**

**Complete your Registration now**

To register, please complete the form below.  
Already registered? Click here to [sign in](#)

**Personal Details** \* Required fields

First Name *	<input type="text" value="Mavis"/>
Last Name*	<input type="text" value="Brown"/>
Preferred Name *	<input type="text" value="Mavis Brown"/>
Gender	<input type="radio"/> Male <input checked="" type="radio"/> Female
Date of Birth *	<input type="text" value="2"/> <input type="text" value="April"/> <input type="text" value="1958"/>
House Number	<input type="text" value="31 House Street"/>
Street/Suburb/City	<input type="text" value="City"/> <input type="button" value="x"/> <input type="button" value="?"/> <small>Type Street name to Auto complete your address details</small>

**Login details**

E-mail/User name *	<input type="text" value="hbbtesthm2@gmail.com"/> <input type="button" value="?"/>
Password *	<input type="password" value="••••••"/>
Confirm Password *	<input type="password" value="••••••"/>

I accept [Terms & Conditions and Privacy Statement](#)

6. The Congratulations screen will display with a successful activation
7. If you are an **existing member**, click onto Secure Login button to display the login screen.
8. Click on Secure Login
9. Enter your username (the email address you registered with) and the password you set up

**Register Now**

✔ Congratulations! You have completed your registration successfully with ManageMyHealth.co.nz  
Please Click here to [Login](#)

**Existing Members**



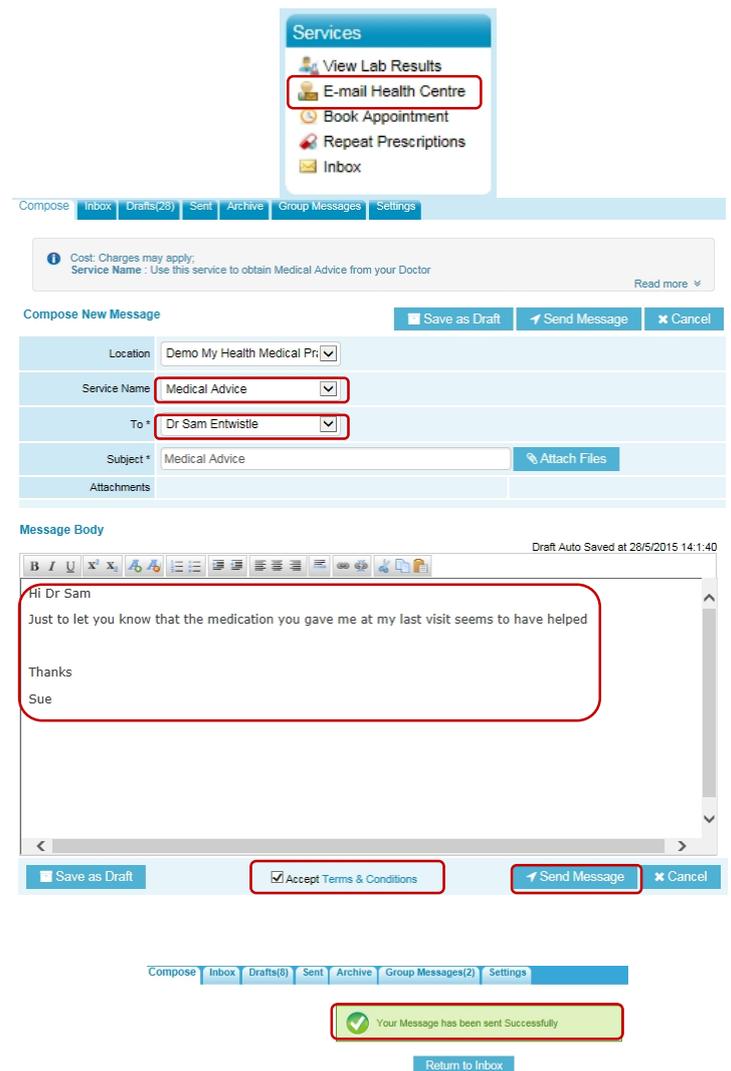

GP  Health Centre

Home > Menu > Login

<p><b>Menu</b></p> <ul style="list-style-type: none"> <li><input type="button" value="Login"/></li> <li><input type="button" value="Activate Now"/></li> <li><input type="button" value="Forgot Password"/></li> </ul>	<p><b>Login</b> <a href="#">Forgot password</a></p> <p><b>Existing members Login here</b></p> <p>E-mail Address: <input type="text" value="hs-demo@mmh-demo.com"/> <input type="button" value="?"/> <small>exc. John@example.com</small></p> <p>Password: <input type="password" value="••••••"/></p> <p><input type="button" value="Login"/> <input type="button" value="Cancel"/></p>
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## Email your doctor or the practice

1. Under the Service Menu select: E-mail Health Centre
2. Select the Service Name using the drop down arrow, for example email your Doctor
3. Select whom you wish to send the message to within the To field
4. Type your message
5. Read the terms and conditions by placing the mouse over the words. This will explain the expected time frame for a response and any associated costs.
6. Tick: Accept terms & conditions
7. Click: Send Message
8. Your message has been sent



**Services**

- View Lab Results
- E-mail Health Centre**
- Book Appointment
- Repeat Prescriptions
- Inbox

Compose | **Inbox** | Drafts(28) | Sent | Archive | Group Messages | Settings

**Cost:** Charges may apply.  
**Service Name:** Use this service to obtain Medical Advice from your Doctor Read more

**Compose New Message** Save as Draft Send Message Cancel

Location: Demo My Health Medical Pri

Service Name: **Medical Advice**

To: **Dr Sam Entwistle**

Subject: Medical Advice Attach Files

Attachments

**Message Body** Draft Auto Saved at 28/5/2015 14:1:40

Hi Dr Sam  
 Just to let you know that the medication you gave me at my last visit seems to have helped  
 Thanks  
 Sue

Save as Draft  **Accept Terms & Conditions** Send Message Cancel

Compose | **Inbox** | Drafts(8) | Sent | Archive | Group Messages(2) | Settings

**Your Message has been sent Successfully**

Return to Inbox

## Book an appointment (this may not be an option for your practice)

*This service is designed for booking standard appointments.*

*Available appointments from tomorrow onwards will be displayed.*

1. Under the Services Menu Click: Book Appointment
2. Select the person you wish to see
3. Select the day
4. Select the time (available times are dependent on the selected



**Services**

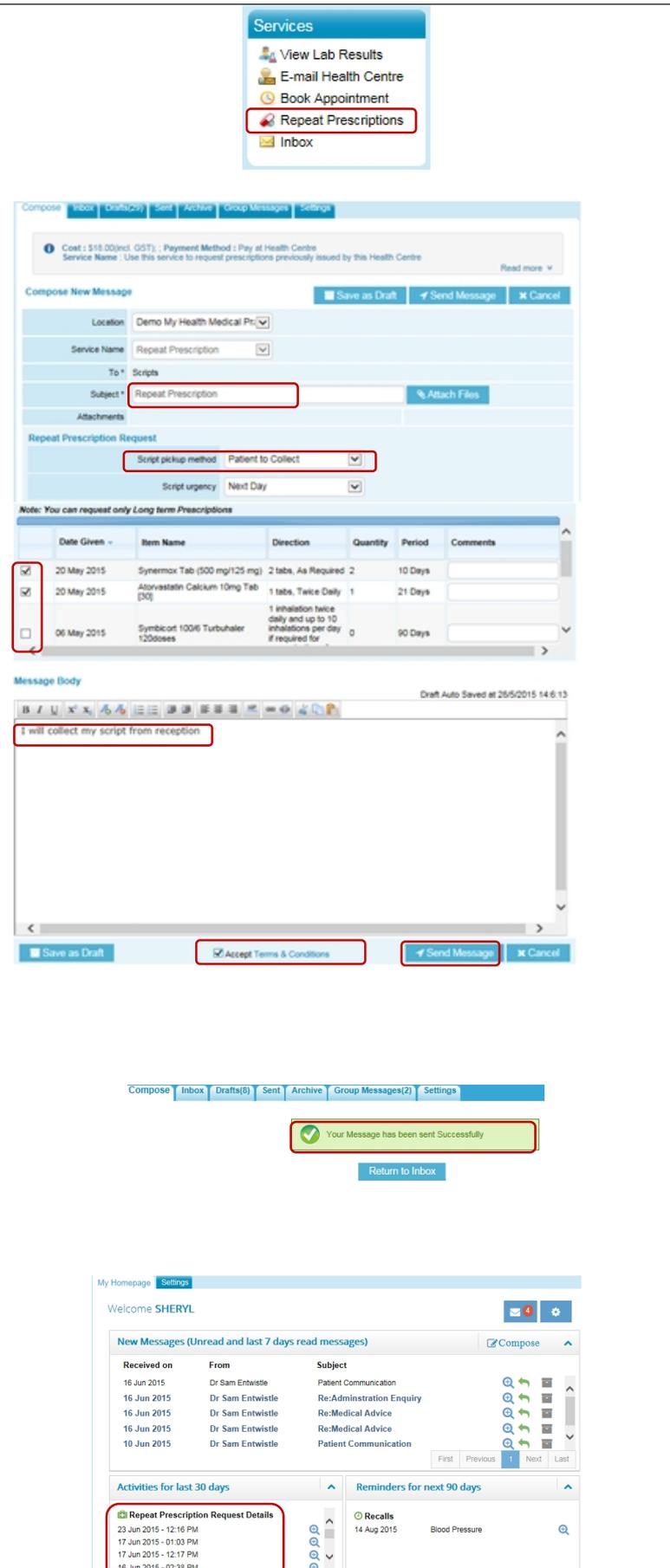
- View Lab Results
- E-mail Health Centre
- Book Appointment**
- Repeat Prescriptions
- Inbox



## Request a repeat prescription

1. Under the Service Menu select: Repeat Prescriptions
2. Select your doctor from the To field ( in some practices this may be preset)
3. Do not change the 'Pickup Method' this defaults to Patient to Collect. If you require it to be faxed you can enter the pharmacy in the message section below. (Currently if you change this option to Fax Pharmacy you will be required to enter the fax number and pharmacy details).
4. Tick the regular medications your require repeated
5. You must type a note in the message body box (for example fax to XYZ pharmacy or I will pick up)
6. Read the terms and conditions by placing the mouse over the words. This will explain the expected time frame for your response and any potential costs.
7. Tick: Accept terms & conditions
8. Click: Send Message
9. Your message has been sent

*You will receive update messages from your doctor as to the status of your request, once they have read your request. They will display under the Activities section of your home page on the Patient Portal*



**Services**

- View Lab Results
- E-mail Health Centre
- Book Appointment
- Repeat Prescriptions**
- Inbox

**Compose** | **Inbox** | **Drafts(5)** | **Sent** | **Archive** | **Group Messages** | **Settings**

Cost: \$15.00(incl. GST); - Payment Method: Pay at Health Centre  
Service Name: Use this service to request prescriptions previously issued by this Health Centre

**Compose New Message** | Save as Draft | Send Message | Cancel

Location: Demo My Health Medical Pr  
Service Name: Repeat Prescription  
To: Scripts  
Subject: Repeat Prescription | Attach Files

**Repeat Prescription Request**

Script pickup method: Patient to Collect  
Script urgency: Next Day

Note: You can request only Long term Prescriptions

Date Given	Item Name	Direction	Quantity	Period	Comments	
<input checked="" type="checkbox"/>	20 May 2015	Synemox Tab (500 mg/125 mg)	2 tabs, As Required	2	10 Days	
<input checked="" type="checkbox"/>	20 May 2015	Atorvastatin Calcium 10mg Tab (30)	1 tabs, Twice Daily	1	21 Days	
<input type="checkbox"/>	06 May 2015	Symbicort 100/6 Turbuhaler 120doses	1 inhalation twice daily and up to 10 inhalations per day if required for	0	90 Days	

**Message Body** | Draft Auto Saved at 25/5/2015 14:6:13

I will collect my script from reception

Save as Draft |  Accept Terms & Conditions | Send Message | Cancel

Compose | **Inbox** | **Drafts(6)** | **Sent** | **Archive** | **Group Messages(2)** | **Settings**

Your Message has been sent Successfully

Return to Inbox

My Homepage | **Settings**

Welcome SHERYL

**New Messages (Unread and last 7 days read messages)** | Compose

Received on	From	Subject
16 Jun 2015	Dr Sam Entwistle	Patient Communication
16 Jun 2015	Dr Sam Entwistle	Re:Administration Enquiry
16 Jun 2015	Dr Sam Entwistle	Re:Medical Advice
16 Jun 2015	Dr Sam Entwistle	Re:Medical Advice
10 Jun 2015	Dr Sam Entwistle	Patient Communication

First | Previous | 1 | Next | Last

**Activities for last 30 days**

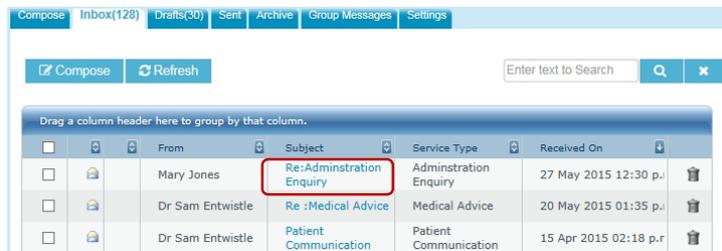
- Repeat Prescription Request Details**
- 23 Jun 2015 - 12:16 PM
- 17 Jun 2015 - 01:03 PM
- 17 Jun 2015 - 12:17 PM
- 16 Jun 2015 - 02:38 PM

**Reminders for next 90 days**

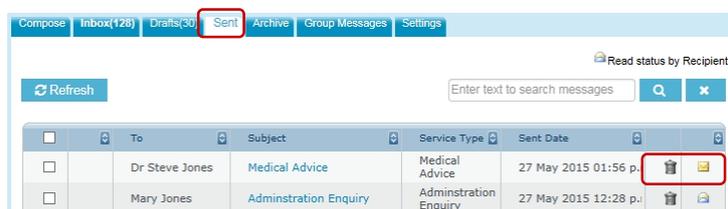
- Recalls**
- 14 Aug 2015 | Blood Pressure

## Check your messages from your practice

1. Under the Services Menu Click: Inbox
2. To open a received message click on the subject
3. It is possible to check the read status of a message that you have sent to the practice by clicking on the Sent Tab.
4. An open envelope means that the message has been read, however if the envelope is closed, your practice has not yet viewed your message

	From	Subject	Service Type	Received On	
<input type="checkbox"/>	Mary Jones	Re:Administration Enquiry	Administration Enquiry	27 May 2015 12:30 p.m.	
<input type="checkbox"/>	Dr Sam Entwistle	Re :Medical Advice	Medical Advice	20 May 2015 01:35 p.m.	
<input type="checkbox"/>	Dr Sam Entwistle	Patient Communication	Patient Communication	15 Apr 2015 02:18 p.m.	



	To	Subject	Service Type	Sent Date	
<input type="checkbox"/>	Dr Steve Jones	Medical Advice	Medical Advice	27 May 2015 01:56 p.m.	
<input type="checkbox"/>	Mary Jones	Administration Enquiry	Administration Enquiry	27 May 2015 12:28 p.m.	

## View your health summary

1. Under the My Health Menu Click: Health Record
2. Click on the tabs to view your health information uploaded from your practice.

*Some practices may not upload your doctors notes*

*Your health information will update automatically, each time your doctor or nurse adds something at your practice*




Date Given	Item Name	Directions	Status	Health Centre	More Info
26 May 2015	Apo-Gliclazide 80mg Tab	1 tabs, Twice Daily	Long Term	MHN MMH Demo Practice	
26 May 2015	Ventolin Cfc Free 100mcg/1dose Inhaler 200doses	1, Four Times Daily	Long Term	MHN MMH Demo Practice	
25 May 2015	Apo-Gliclazide 80mg Tab	1 tabs, Twice Daily	Historic	MHN MMH Demo Practice	

<p><b>My Health Menu</b></p> <ul style="list-style-type: none"> <li>• View your practices information</li> <li>• View your health information</li> <li>• View/use your Journal Use</li> <li>• Add and graph your health measurements</li> <li>• Add Goals</li> <li>• Link to Medic Alert if applicable</li> </ul>	
<p><b>My Account Menu</b></p> <ul style="list-style-type: none"> <li>• Change your details</li> <li>• View your calendar</li> </ul> <p><i>Your practice is automatically informed of any changes you make to your address and phone number</i></p>	
<p><b>Patient Portal Help</b>  <i>Contact the ManageMyHealth support team if you are experiencing any technical issues with the Patient Portal</i></p> <ol style="list-style-type: none"> <li>1. At the lower end of the screen Click: Contact Us</li> <li>2. On the next screen Click: Site Help/Technical Issues</li> <li>3. Complete the form and Click: Send</li> </ol>	
<p><b>New Message Alerts</b></p> <p>Each time a change is made to your health information at your practice, or an email has been sent you will receive a notification alert email to your email address</p>	
<p><b>Charges for the Patient Portal</b></p>	<p>Your practice will advise you of any fees. They may charge you an annual fee or a fee per email. Your practice will continue to charge for repeat prescription requests. Payments for any services must be made at the practice.</p>