

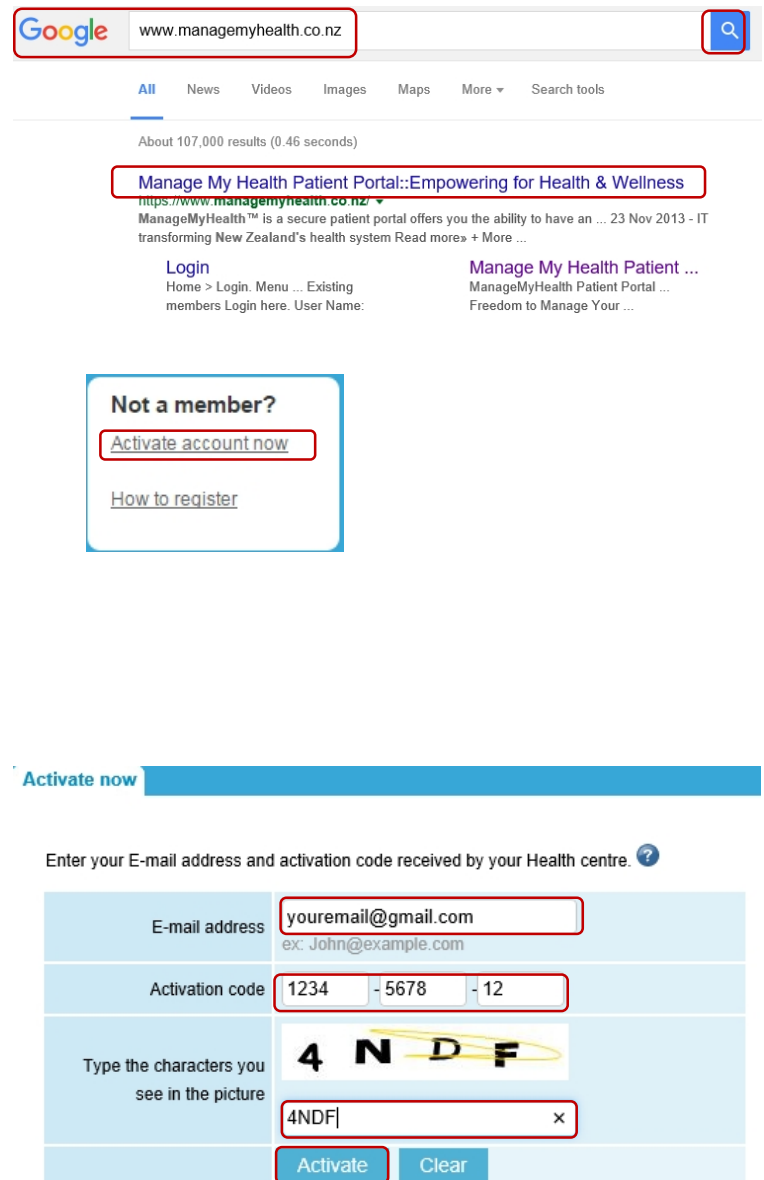
Patient Portal - Patient User Guide

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 show the website's header with a 'Login' link. Below the search results, there is a box titled 'Not a member?' with a link to 'Activate account now' and a link to 'How to register'. Below this, there is a section titled 'Activate now' with a form to enter the E-mail address and activation code. The form includes a dropdown for the E-mail address (showing 'youremail@gmail.com' and 'ex: John@example.com'), a dropdown for the Activation code (showing '1234', '5678', and '12'), and a CAPTCHA image showing the characters '4 N D F'. The form also has a 'Type the characters you see in the picture' label and a text input field with '4NDF' and a clear button. At the bottom of the form are 'Activate' and 'Clear' buttons.

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 *	Mavis
Last Name*	Brown
Preferred Name *	Mavis Brown
Gender	<input type="radio"/> Male <input checked="" type="radio"/> Female
Date of Birth *	2 April 1958
House Number	31 House Street
Street/Suburb/City	City/ ?

Type Street name to Auto complete your address details

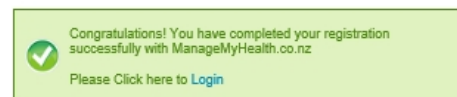
Login details

E-mail/User name *	hnbtesthm2@gmail.com ?
Password *	••••••
Confirm Password *	••••••

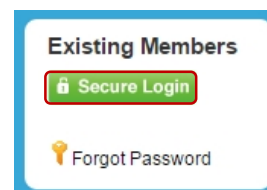
☒ I accept [Terms & Conditions and Privacy Statement](#)

Complete Registration

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

MANAGE MY HEALTH

Enter search keyword here

☒ GP ☐ Health Centre

Home > Menu > Login

Menu

- Login
- Activate Now
- Forgot Password**

Login **Forgot password**

Existing members Login here

E-mail Address:

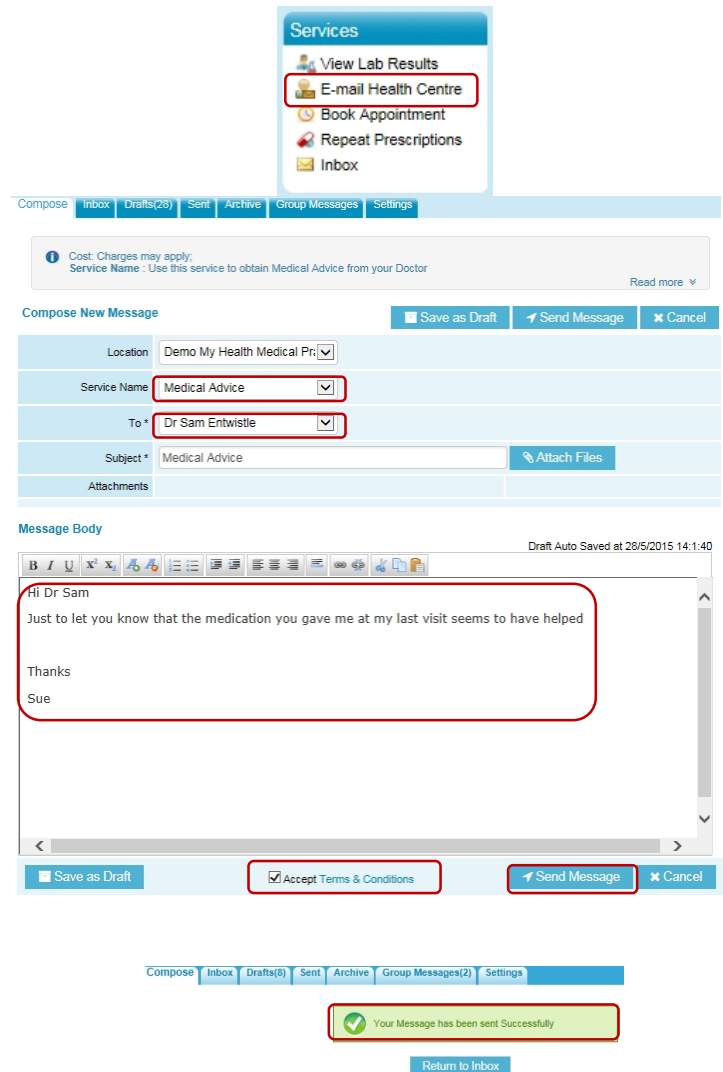
ex: John@example.com

Password:

Login **Cancel**

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



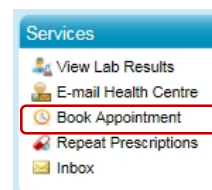
The screenshot shows the 'Services' menu with 'E-mail Health Centre' selected. Below the menu is a 'Compose New Message' form. The 'Location' is set to 'Demo My Health Medical Pri'. The 'Service Name' dropdown is set to 'Medical Advice'. The 'To' field is set to 'Dr Sam Entwistle'. The 'Subject' is 'Medical Advice'. The 'Message Body' contains the text: 'Hi Dr Sam', 'Just to let you know that the medication you gave me at my last visit seems to have helped', 'Thanks', and 'Sue'. The 'Accept Terms & Conditions' checkbox is checked. The 'Send Message' button is highlighted. Below the form, a green message box states 'Your Message has been sent Successfully' and a 'Return to Inbox' button is visible.

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



The screenshot shows the 'Services' menu with 'Book Appointment' selected. Other options include 'View Lab Results', 'E-mail Health Centre', 'Repeat Prescriptions', and 'Inbox'.

date of the appointment)

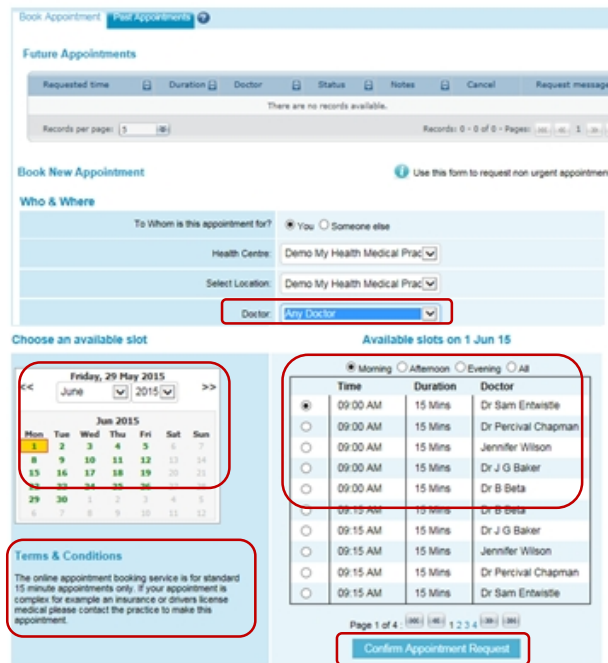
- Click: Confirm the appointment request

This will display a confirmation screen.

- You must enter the reason for Appointment – however you can type private if this is appropriate
- Read the Terms and Conditions. This will explain the rules around making appointments.
- Tick: Accept terms & conditions
- Click: Confirm your booking now
- You appointment request has been sent

You will receive an email confirming your appointment.

Appointments can be cancelled online under the future appointments section. However they cannot be cancelled online on the same day. Please contact the practice to do this.



Terms & Conditions

The online appointment booking service is for standard 15 minute appointments only. If your appointment is complex for example an insurance or drivers license medical please contact the practice to make this appointment.

Please confirm the details of your appointment

Medical Centre: Demo My Health Medical Practice
Doctor: Dr Sam Entwistle
Date and time: Monday 01 Jun 2015 at 09:00 AM

! Please Note: Any text you enter in the reason for the appointment will be visible to the reception staff in the medical centre. Please do not enter any reasons or information of a sensitive nature.


Reason for appointment *

sore back

41 character(s) left

☒ I accept the Terms & Conditions

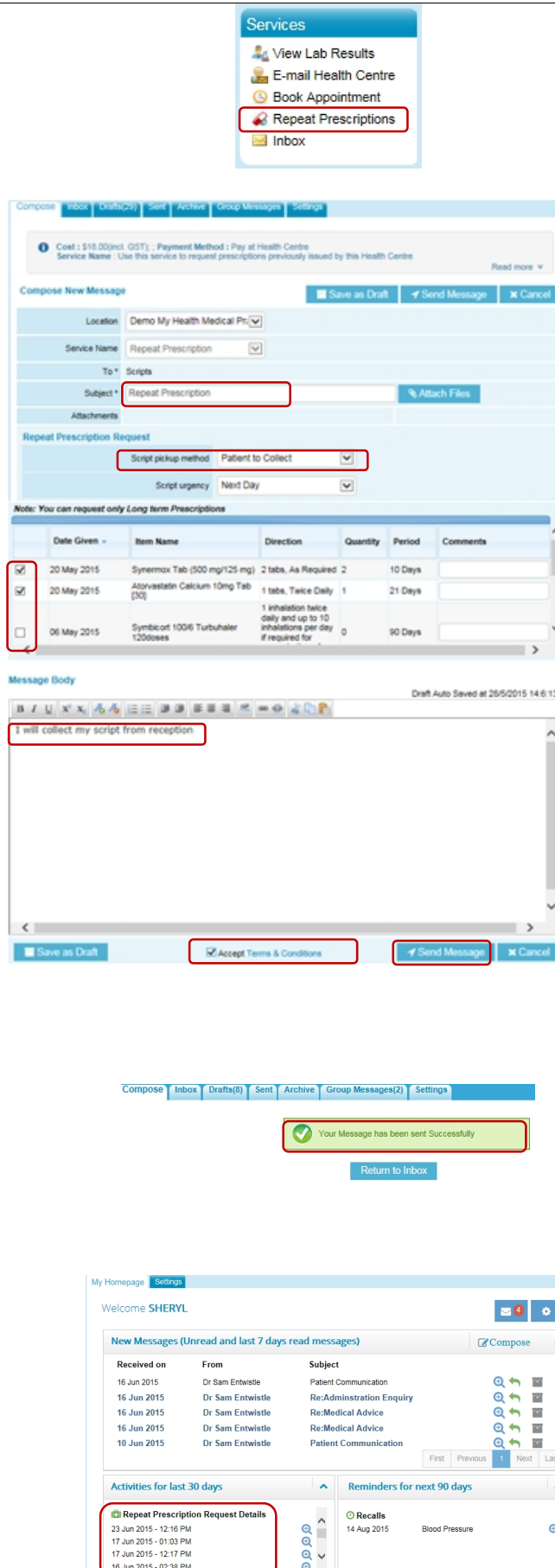
[Confirm your booking now](#) [Cancel](#)

 Thank You. Your Appointment request has been sent.

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(2)** | **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(5)** | **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

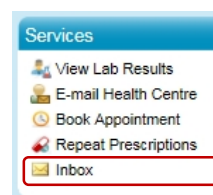
- Repeat Prescription Request Details**
 - 23 Jun 2015 - 12:16 PM
 - 17 Jun 2015 - 01:03 PM
 - 17 Jun 2015 - 12:17 PM
 - 16 Jun 2015 - 02:38 PM

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



Compose | **Inbox(128)** | Drafts(30) | Sent | Archive | Group Messages | Settings

Compose Refresh Enter text to Search

Drag a column header here to group by that column.

	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.	

Compose | **Inbox(128)** | Drafts(30) | **Sent** | Archive | Group Messages | Settings

Refresh Read status by Recipient Enter text to search messages

	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




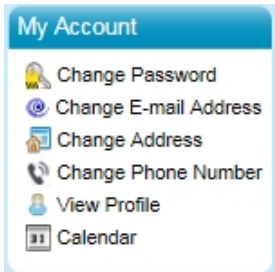



Prescriptions(133) | Allergies(2) | Immunisations(3) | **Diagnosis(14)** | Lab Results(11) | Doctor Notes(80) | **Recalls(4)**

☐ My Entries ☒ Entries From Health Centre(s)

Drag a column header here to group by that column.

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	

Retain for 180 days Controlled

<h3>My Health Menu</h3> <ul style="list-style-type: none"> • View your practices information • View your health information • View/use your Journal Use • Add and graph your health measurements • Add Goals • Link to Medic Alert if applicable 	 <p>The screenshot shows a 'My Health' menu with the following options: Demo My Health, Medical Practice, Health Records, View Journal, Health Indicators, Goal Tracking, and MedicAlert.</p>
<h3>My Account Menu</h3> <ul style="list-style-type: none"> • Change your details • View your calendar <p><i>Your practice is automatically informed of any changes you make to your address and phone number</i></p>	 <p>The screenshot shows a 'My Account' menu with the following options: Change Password, Change E-mail Address, Change Address, Change Phone Number, View Profile, and Calendar.</p>
<h3>Patient Portal Help</h3> <p><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"> 1. At the lower end of the screen Click: Contact Us 2. On the next screen Click: Site Help/Technical Issues 3. Complete the form and Click: Send 	 <p>The screenshot shows a navigation bar with categories: Individual, General Practitioner, Health Organisations, Support, and Code Of Conduct. Under 'Support', 'Contact us' is highlighted with a red box.</p>  <p>The screenshot shows a button labeled '+ Site Help/Technical Issues' with a red border.</p>
<h3>New Message Alerts</h3> <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>The screenshot shows an email notification from 'ManageMyHealth (2)' with the subject 'Unread message alert::@ManageMyHealth - Hi Mary Jones, You have received a new message.' The entire notification is highlighted with a red box.</p>
<h3>Charges for the Patient Portal</h3>	<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>