

Patient Portal - Patient User Guide

Login to Patient Portal

1. Open your internet browser
2. Search for ManageMyHealth
www.managemyhealth.co.nz
3. If you are an existing member, click onto Secure Login button to display the login screen.
If you are yet to register click Activate Account Now and follow your activation instructions.
4. Click on Login
5. Login using your username (email address you registered with) and your password

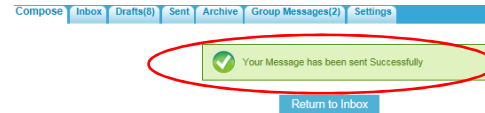
The top row shows two boxes. The left box, titled 'Existing Members', contains a green 'Secure Login' button circled in red and a 'Forgot Password' link. The right box, titled 'Not a member?', contains 'Activate account now' and 'How to register' links, both circled in red. The bottom screenshot shows the main login page. On the left, a 'Menu' box has the 'Login' button circled in red. On the right, the 'Existing members Login here' form has the 'E-mail Address' field (containing 'hs-demo@mmh-demo.com'), the 'Password' field (masked with dots), and the 'Login' button circled in red.

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

The screenshot shows the 'Compose New Message' interface. At the top, the 'Services' menu is open, with 'E-mail Health Centre' circled in red. Below this, the 'Compose New Message' form is displayed. The 'Location' is set to 'Demo My Health Medical Pri'. The 'Service Name' dropdown is set to 'Medical Advice' and the 'To' field is set to 'Dr Sam Entwistle', both circled in red. The 'Subject' is 'Medical Advice'. The 'Message Body' section 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', all circled in red. At the bottom, the 'Accept Terms & Conditions' checkbox is checked and circled in red, and the 'Send Message' button is circled in red.

8. Your message has been sent



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

This services 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 date of the appointment)

5. Click: Confirm the appointment request

This will display a confirmation screen.

1. You must enter the reason for Appointment – however you can type private if this is appropriate

2. Read the Terms and Conditions. This will explain the rules around making appointments.

3. Tick: Accept terms & conditions

4. Click: Confirm your booking now

5. Your appointment request has been sent

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

You will receive an email confirming 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.

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

A screenshot of the 'Compose New Message' form. The form includes fields for Location (Demo My Health Medical Pr), Service Name (Repeat Prescription), To (Scripts), Subject (Repeat Prescription), and Attachments. Below these is a 'Repeat Prescription Request' section with a 'Script pickup method' dropdown set to 'Patient to Collect' and a 'Script urgency' dropdown set to 'Next Day'. A note states: 'Note: You can request only Long term Prescriptions'. Below this is a table of medications:

	Date Given	Item Name	Direction	Quantity	Period	Comments
<input checked="" type="checkbox"/>	20 May 2015	Synermax 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	

Below the table is a 'Message Body' section with a text area containing the text 'I will collect my script from reception'. At the bottom of the form are buttons for 'Save as Draft', 'Accept Terms & Conditions' (checked), 'Send Message', and 'Cancel'.

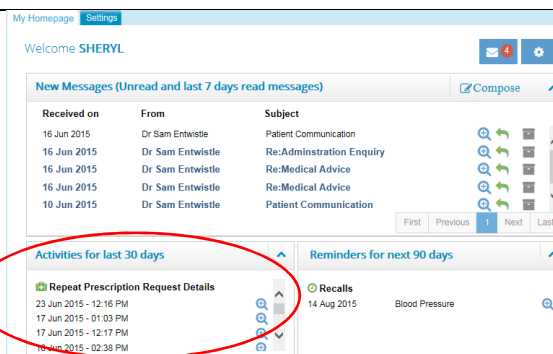
Compose | Inbox | Drafts(6) | Sent | Archive | Group Messages(2) | Settings

✓ Your Message has been sent Successfully

Return to Inbox

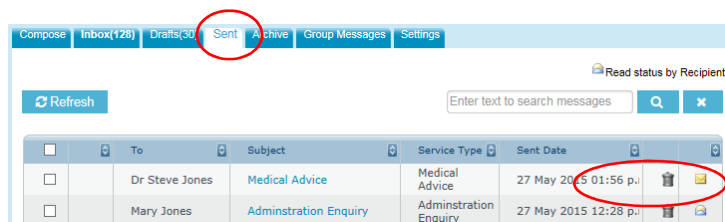
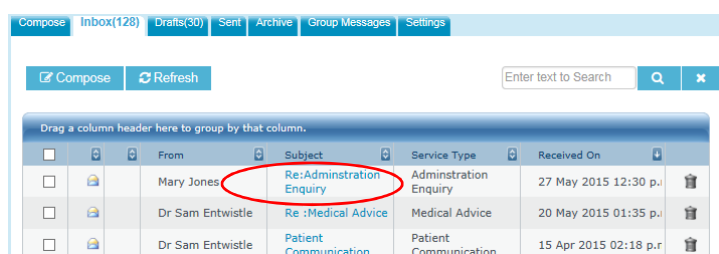
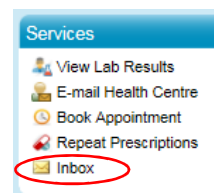
9. Your message has been sent

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



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

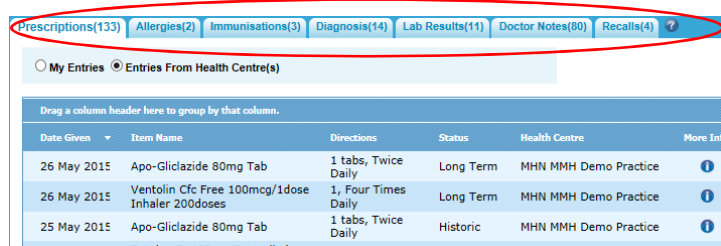


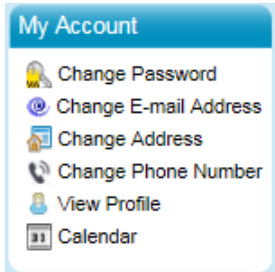
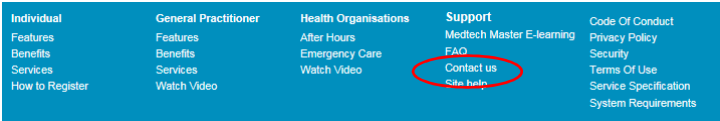

View your health summary

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



Charges for the Patient Portal	<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>
My Account Menu <ul style="list-style-type: none"> • Change your password • Change your email address • Change your address • Change your hone number • View your details • View your calender <p><i>Your practice is automatically informed of any changes you make to your address and phone number</i></p>	
Patient Portal Help <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 	 
New Message Alerts <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>	