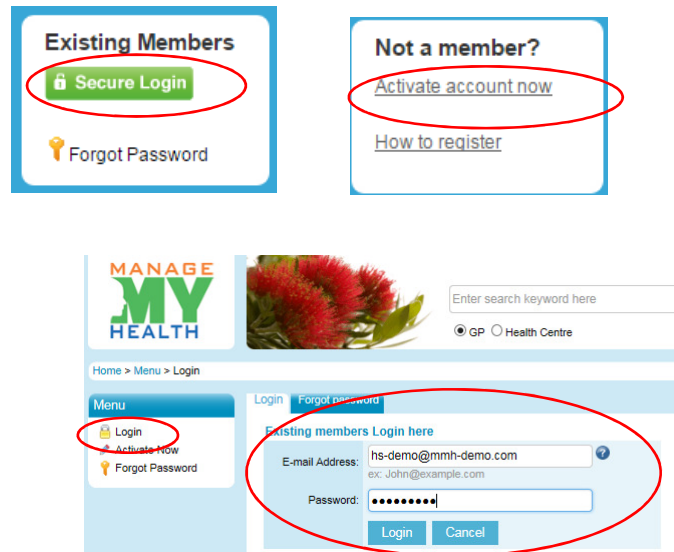


## Patient Portal - Patient User Guide

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

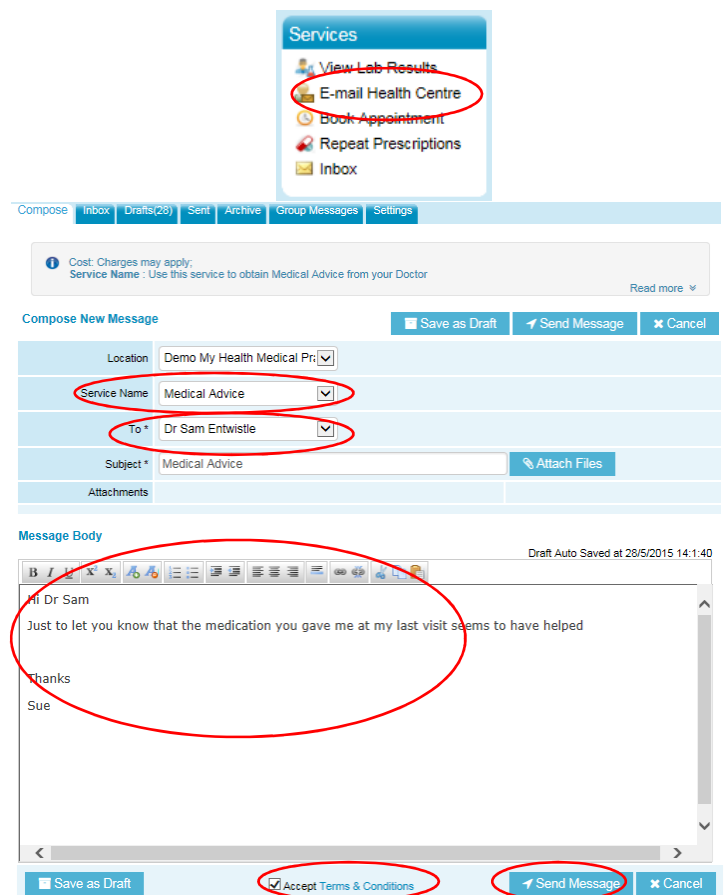
### Login to Patient Portal

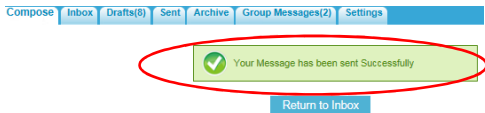
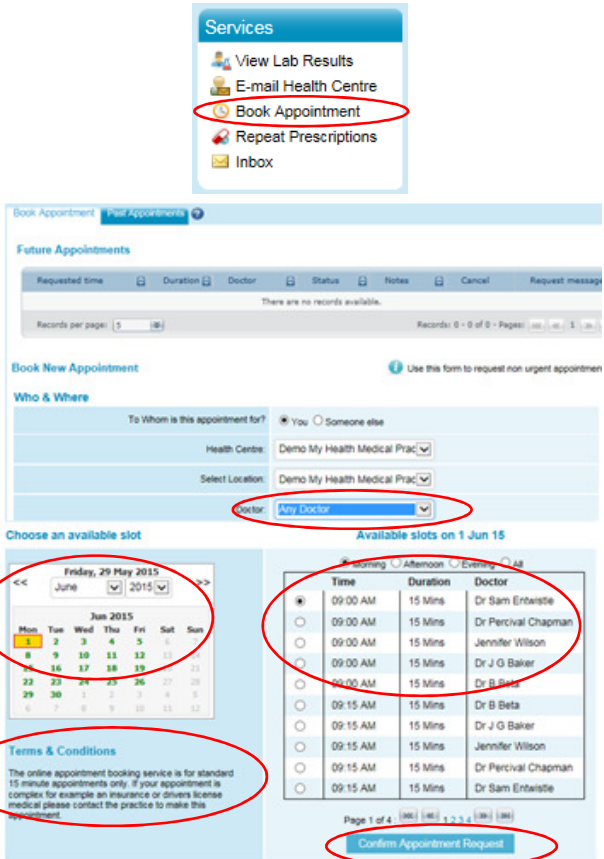
1. Open your internet browser
2. Search for ManageMyHealth  
[www.managemyhealth.co.nz](http://www.managemyhealth.co.nz)
3. If you are an existing member, click onto Secure Login button to display the login screen.  
*If you are yet to register click Activate Account Now and follow your activation instructions.*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

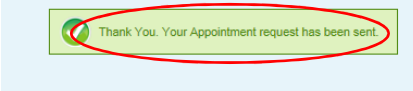

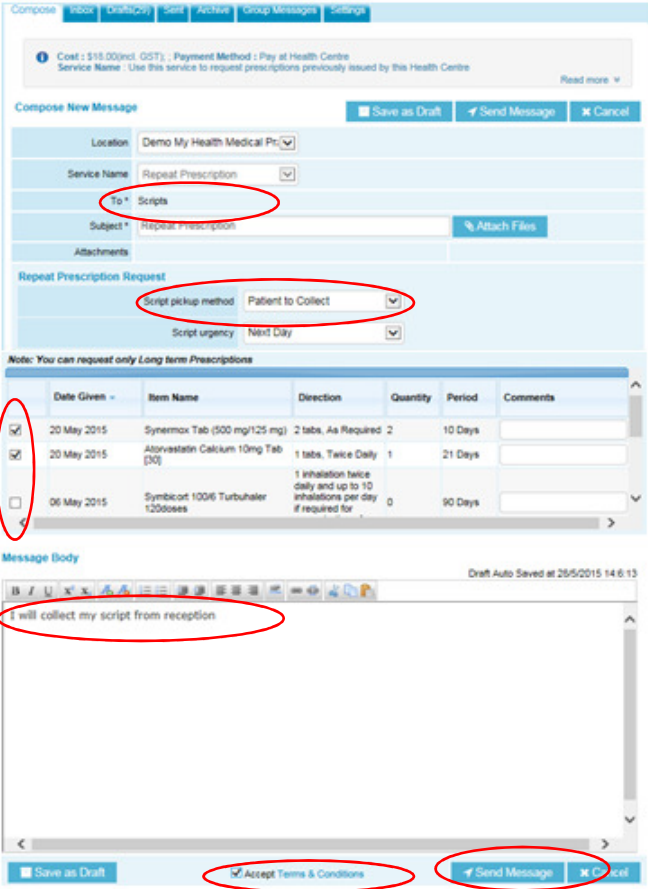
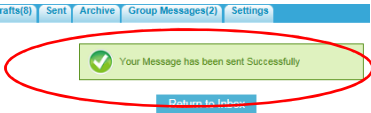


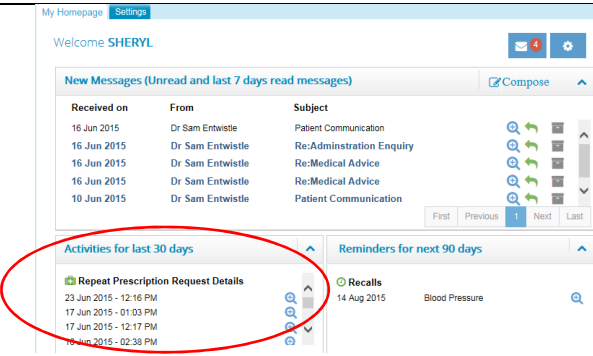
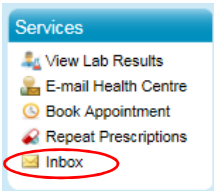
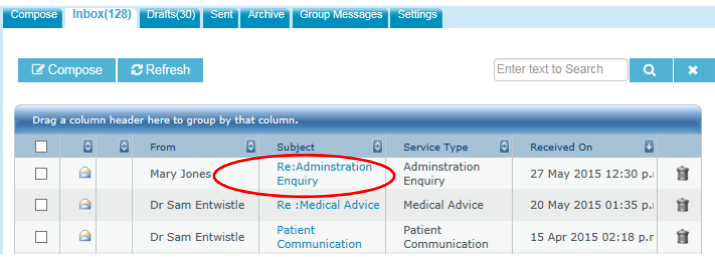
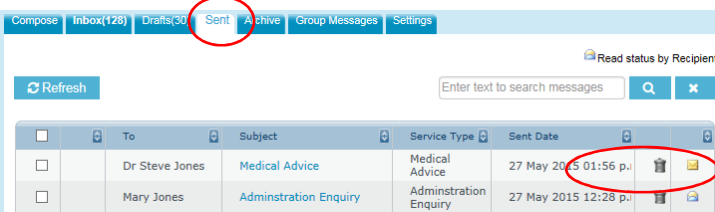
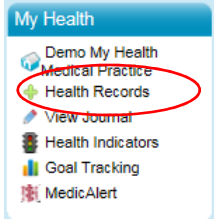

### Email your doctor or the practice

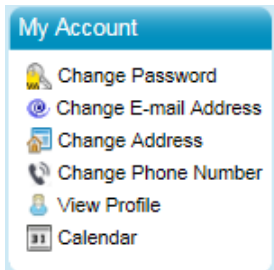
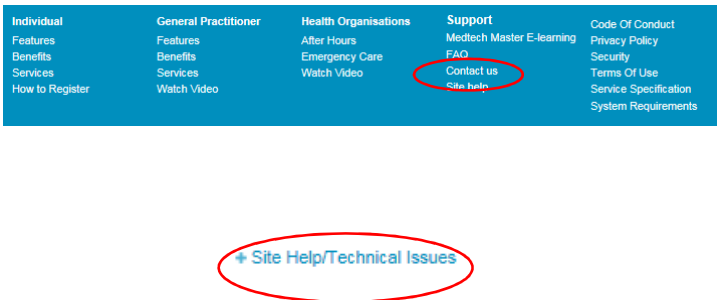
1. Under the Service Menu select: E-mail Health Centre
2. Select the Service Name using the drop down arrow, for example email your Doctor
3. Select whom you wish to send the message to within the To field
4. Type your message
5. Read the terms and conditions by placing the mouse over the words. This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



<p>8. Your message has been sent</p>	
<p><b>Book an appointment</b> (this may not be an option for your practice)</p> <p><i>This services is designed for booking standard appointments.</i></p> <p><i>Available appointments from tomorrow onwards will be displayed.</i></p> <ol style="list-style-type: none"> <li>Under the Services Menu Click: Book Appointment</li> <li>Select the person you wish to see</li> <li>Select the day</li> <li>Select the time (available times are dependent on the selected date of the appointment)</li> <li>Click: Confirm the appointment request</li> </ol> <p><i>This will display a confirmation screen.</i></p> <ol style="list-style-type: none"> <li>You must enter the reason for Appointment – however you can type private if this is appropriate (this may not be required for all Practices)</li> <li>Read the Terms and Conditions. This will explain the rules around making appointments.</li> <li>Tick: Accept terms &amp; conditions</li> <li>Click: Confirm your booking now</li> <li>You appointment request has been sent</li> </ol>	 <div> <div> <p><b>Terms &amp; Conditions</b></p> <p>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.</p> </div> <div> <p><b>Please confirm the details of your appointment</b></p> <p>Medical Centre: Demo My Health Medical Practice</p> <p>Doctor: Dr Sam Entwistle</p> <p>Date and time: Monday 01 Jun 2015 at 09:00 AM</p> <div> <p>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.</p> <p>Reason for appointment *</p> <p>sore back</p> <p>41 character(s) left</p> <p><input checked="" type="checkbox"/> I accept the Terms &amp; Conditions</p> <p>Confirm your booking now Cancel</p> </div> </div> </div>

<p><i>You will receive an email confirming appointment.</i></p> <p><i>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.</i></p>	
<p><b>Request a repeat prescription</b></p> <ol style="list-style-type: none"> <li>Under the Service Menu select: Repeat Prescriptions</li> <li>Select your doctor from the To field ( in some practices this may be preset)</li> <li>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).</li> <li>Tick the regular medications your require repeated</li> <li>You must type a note in the message body box (for example fax to XYZ pharmacy or I will pick up)</li> <li>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.</li> <li>Tick: Accept terms &amp; conditions</li> <li>Click: Send Message</li> <li>Your message has been sent</li> </ol>	  

<p><i>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</i></p>	
<p><b>Check your messages from your practice</b></p> <ol style="list-style-type: none"> <li>Under the Services Menu Click: Inbox</li> <li>To open a received message click on the subject</li> <li>It is possible to check the read status of a message that you have sent to the practice by clicking on the Sent Tab.</li> <li>An open envelope means that the message has been read, however if the envelope is closed, your practice has not yet viewed your message</li> </ol>	  
<p><b>View your health summary</b></p> <ol style="list-style-type: none"> <li>Under the My Health Menu Click: Health Record</li> <li>Click on the tabs to view your health information uploaded from your practice.</li> </ol> <p><i>Some practices may not upload your doctors notes</i></p> <p><i>Your health information will update automatically, each time your doctor or nurse adds something at your practice</i></p>	 

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