

Manage My Health

What is Manage My Health (MMH)?

- It's an online patient portal that enables you to view your medical information online and communicate with the practice.
- MMH enables you to be better informed about and more actively involved in your medical care.
- It's easy, secure and confidential.
- You can login from any computer or on your mobile – there is a free app for Android and iPhone.

What can I see online?

- The information online is some but not all of your medical record at the practice, including:
 - medical conditions
 - laboratory and Xray results
 - electronic letters from specialists and hospital
 - medications
 - allergies
 - immunisations.
- You can't see your hospital file, but you can see electronic discharge reports received by the practice.
- You can only see the records entered from the date you signed up.

Who can access this information?

- You can, with your secure login.
- Practice staff have access to this information because it is copied from your medical record at the practice.
- With your consent, medical information can also be accessed by other healthcare providers such as hospital Accident & Emergency staff, outpatient clinics and other doctors you consult urgently after hours.

What happens to my lab, X-ray and hospital reports?

- When lab and Xray reports and electronic letters are received at the practice, they are first reviewed by the Doctor.
- The Doctor will generally write a short comment for you to see.
- The report is then filed in MMH (but if there are serious abnormalities we will contact you first).
- MMH sends a notification to your nominated email address to let you know that a report has been filed.
- If the Doctor recommends some action, for example to make an appointment to discuss results, you will be sent an message through MMH.

How does MMH messaging work?

- MMH has an integral system which is quite separate from your ordinary day-to-day emails.
- This can be used for secure communication to and from the practice.
- When the practice staff send you an MMH message, a notification is posted to your ordinary email address to let you know there is a message for you on MMH.
- If you sign up for MMH, the Terms & Conditions require you:
 - not to turn off the notifications in your Inbox Setup
 - to read any message from the practice.
- That's so we can send you messages and rely on you to read them.

What sort of things can I send a message about?

- **MMH MESSAGING IS NOT FOR SERIOUS OR ACUTE PROBLEMS** – there may be a delay before your message is read.
- Otherwise you can send a message about any health problem.
- But the service is not intended to replace face-to-face consultations so the doctor may ask you to make an appointment.
- Advice is limited by the information you provide and what we have in our records.

How confidential is MMH messaging?

- Only you and the practice staff can read your MMH messages.
- When you receive notifications from MHH (e.g that a report has been filed or the Doctor has sent you a MMH message) other family members who share your email will be able to see the notification but not your medical information or communications.
- However a person with access to your email could ask MMH to send a password re-set to your email and then access your MMH site.
- So if you share email and you want guaranteed privacy, you will have to set up another email account.

Can I request prescriptions through MMH?

- You can only request prescriptions if you are on regular medication.

Can I make an appointment through MMH?

- Yes, we encourage you to use online booking for appointments.
- You can see online what appointment slots are available.
- If you can't find a suitable slot, please phone. In particular, if you need to be seen that day, we will always fit you in.
- When booking, it's important you let us know what the appointment is for e.g.

doctor consultation, regular medication, immunisation, driving licence.

- Your booking is only provisional until we have sent you an MMH message confirming.
- You can also cancel an appointment online.

How do I get more information about MMH?

- Visit the website www.managemyhealth.co.nz.
- Or watch the video youtu.be/lz47ZVIHAsY.

What does it cost?

- Access to Manage My Health is free.
- Standard fees apply for prescriptions.

How do I register for Manage My Health?

- If you'd like to register for Manage My Health, ask the practice staff.
- You must:
 - have an email address that hasn't been used by other family members to register for MMH (each email address can be used only once)
 - be registered with the practice.
- You need to:
 - familiarise yourself with these notes
 - sign the Terms and Conditions (see below)
 - We will then activate your account and ask you to choose a password.

Once I've registered, how do I get going?

- You'll find a message in your email inbox from Manage My Health.
- Open this and click the button "Confirm your registration".
- Then go to www.managemyhealth.co.nz, click "Secure Login" and enter your email address and password.

Terms & Conditions for Manage My Health

- I have read and understand the above information.
- I am aware that for acute problems I need to phone the surgery, or 111 in an emergency.
- I understand there may be a delay before a Doctor/Nurse can respond to an MMH message.
- I understand that important (but not urgent) information may be sent to me via Manage My Health and that it is my responsibility:
 - not to turn off the notifications in the Inbox Setup
 - to read any message from the practice.
- I understand that prescriptions and messages via Manage My Health will generally be charged for.
- I understand that if I do not abide by these Terms and Conditions my account may be suspended.

Name:

Email:.....

(We recommend a private email, rather than one you share with others)

Signed:.....

Date: