



Waikanae Health

MANAGE MY HEALTH™

The online patient portal

November 2018

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In an Emergency
DO NOT contact Waikanae Health using
MANAGE MY HEALTH™
Telephone us:
Emergencies 04 293 6002
or call an Ambulance on 111

What is MANAGE MY HEALTH™?

Think of it as internet banking only it's for your health!

MANAGE MY HEALTH™ is a secure website which can receive and send information between you and Waikanae Health through a secure portal using our practice computer system; Medtech 32

You can access test results, and other personal health information stored there whenever you want to through this user friendly site.

You can login from home, work or anywhere around the world to access your personal medical information at any time. You can send secure messages to your Nurse, Doctor or the administration team.

The website is run by Medtech Global, a New Zealand medical software company with over 30 years of experience in medical software.

Medtech Global staff are not able to access your information. It is encrypted to ensure it remains confidential.

How will it benefit me?

MANAGE MY HEALTH™ will allow you to view your medical information at a time that suits you, where ever you are.

It will save you time and money. You will potentially be able to get your lab results quicker.

You will be able to access articles of interest to you regarding your health.

You can set yourself goals, start an online journal, and record your personal progress in achieving those goals.

You can communicate by secure email with the Nurse, request a prescription, update your contact details or book an appointment.

Over time new services and features will be added to the MANAGE MY HEALTH™ website.

Everyone can benefit from using MANAGE MY HEALTH™ even if you don't visit your Doctor very often.

Is it secure?

Yes it is.

The information is not carried over the internet. All your person information and any communication with Waikanae Health is stored within the MANAGE MY HEALTH™ website and is encrypted which keeps it secure.

Your information will not be sold to, or accessed by anyone other than the MANAGE MY HEALTH™ registered users at Waikanae Health.

Potentially sensitive emails to and from your Doctor cannot be read by others.

Your personal goals and journal entries on MANAGE MY HEALTH™ can only be accessed by your Doctor if you allow it.

Your personal email ensures others do not know when you have messages through MANAGE MY HEALTH™

Your personal login means others using your computer cannot automatically access your MANAGE MY HEALTH™ account.

What does it Cost?

Setting up your MANAGE MY HEALTH™ account is free.

There will be the usual consultation charges for booked appointments and for the renewing of prescriptions.

An email consultation with your Doctor will also incur a charge.

Charges are displayed to the right of the Reception desk in the Health Centre.

Compass Health; our PHO (Primary Health Organisation) is currently funding the software for MANAGE MY HEALTH™ which enables us to provide many of the functions and features free of charge to our patients. If however, the funding for MANAGE MY HEALTH™ is reduced or terminated, we will need to pass on the costs to those patients using the service

Functions and Features

At Waikanae Health we will be introducing the following functions and features over time...

- View your latest Lab results, and any comments the Doctor makes. (This may require a discussion with your Doctor prior to activation)
- Book a standard appointment instantly.
- Request a Prescription from the list of your long term medications.
- View your immunisation record.
- See what allergies and diagnosis you have had.
- Email the Practice Nurse.
- Email your Doctor.
- Update your personal details.

Please note – some of these features and functions may not be available immediately.

How do I get started?

You will need...

- a computer, laptop or smart phone with internet access
- a browser which supports 128-bit encryption or higher
- your own personal email address
- your own personal password

In order to open a MANAGE MY HEALTH™ account you must...

- be a registered patient of Waikanae Health
- be 18 years of age or older
- have your own personal email address
- provide some photo ID
- read and sign our Terms and Conditions

See one of our Registration Team members who will set you up with a MANAGE MY HEALTH™ account and supply you with an Activation Code which will enable you to login from home.

Go to www.managemyhealth.co.nz and click on Activate Account.

Your Questions Answered:

Can I access the medical records of my children, my parents or other dependent relative or a person in my care?

No, you can't. You can only access your own medical records through MANAGE MY HEALTH™.

Will my family be able to see my health records if we share a computer?

No, you will need your own personal email address and a personal login password to access MANAGE MY HEALTH™.

Can I log into my MANAGE MY HEALTH™ account from work or any other computer?

Yes, usual care should be taken to ensure your password and other personal information is not being recorded.

Will emailing the Nurse or Doctor mean I won't need to be seen?

You will still need to be seen at regular intervals for renewal of your medication or when the Doctor or Nurse considers your condition is not stable. You will also need to be seen if the Nurse or Doctor considers the content of your email would better be addressed in a face to face consultation.

Will I be able to see my Laboratory results immediately?

No, the Doctor will look at them first and may write a comment for you to see. You are expected to follow any instructions he/she has included in the comment. Unstable, sensitive or complex results may instead be conveyed by telephone or a face to face consultation.

How will I know when the Doctor or Nurse has added something for me to look at on MANAGE MY HEALTH™?

You will receive an email alerting you to check your MANAGE MY HEALTH™ messages.

What if I leave Waikanae Health?

Your MANAGE MY HEALTH™ account will be suspended.

If you register with another practice in New Zealand using MANAGE MY HEALTH™ you may be able to open another account.

Can I look back at my old medical records on MANAGE MY HEALTH™?

Historic immunisations, recalls, diagnoses and allergies plus the medications you regularly have are visible. Laboratory Radiology and Specialist reports are only visible from the date you started your MANAGE MY HEALTH™ account.

The Terms and Conditions of Waikanae Health MANAGE MY HEALTH™

Manage My Health terms and conditions

Manage My Health (MMH) is a website for you, which uploads patients information from our computer to a secure web server (same technology as internet banking) and you can access it from a computer, mobile phone or tablet.

IMPORTANT

PLEASE DO NOT USE MMH TO COMMUNICATE ACUTE SERIOUS PROBLEMS OR EMERGENCIES TO YOUR DOCTOR - you should ring Waikanae Health on 04 293 6002 or ring 111 for an ambulance.

MMH is a place where you can –

Make routine appointments – if you need longer than the standard 15 minutes (eg minor surgery, excisions, insurance, driving or travel medicals), call for a double appointment. For ‘on the day’ or urgent appointments call reception (04 293 6005).

Nurse appointments for blood pressure, B12 injections, wound care and removal of stitches or sutures and ear suction can also be made. Immunisations, vaccinations, aclasta infusions, cervical smears, annual diabetic checks, venesections or spirometry appointments need to be booked by reception (04 293 6005).

Order repeat prescriptions – a prescription will only be issued for your usual, ongoing medication, and only if your doctor is satisfied that your condition is stable - you may still need to be seen by your Doctor at regular intervals. Allow **2 (two) working days** to process. If your prescription is urgent call our nurses (04 293 6005). Standard prescription charges apply.

See test results once your doctor has seen them – results may include a comment or instruction from your Doctor (eg follow-up appointment). If there are any serious abnormalities we will contact you by telephone.

Email your doctor or nursing team – this should be for non-urgent matters, and there may be a delay of several days before they can respond. Charges for the doctor’s time may apply depending on the nature of your query, and is dependent on each doctor.

Over time MMH may introduce new features and functions, we will notify you when this happens.

Waikanae Health may suspend your MMH account if these T&Cs are not adhered to.

I have read and understand the terms and conditions of the use of MMH as follows -

- MMH is not for serious, acute or emergency health issues;
- I must follow any recommendations made by my Doctor regarding test results;
- Prescription will take 2 (two) working days to prepare and will incur a charge;
- There may be a delay before a Doctor/Nurse can respond to my email and email consultations may incur a charge.
- If I do not abide by these Terms and Conditions my account may be suspended without prior notice.

Using MANAGE MY HEALTH™

Making an appointment

Appointments will be available for the next working day for up to 4 weeks in advance. You may only book standard 15 minute appointments through MANAGE MY HEALTH™ (See Terms and Conditions page 4 for appointment details.) You will not be able to book an appointment with our Emergency/Duty Doctor through MANAGE MY HEALTH™. If you need to be seen on the day, please telephone us. Once you have selected and confirmed the appointment you would like to request – booking is instant. In the 'Reason for Appointment' field just 3 or 4 words is enough (eg personal medical, sickness benefit renewal etc) A Receptionist will be able to see this information..

Requesting a Repeat Prescription

When requesting a repeat prescription through MANAGE MY HEALTH™ only your regular long term medication is displayed. Medication prescribed by a Specialist or medication which you do not regularly use may not show on the screen. You may require an appointment to obtain a prescription for those.

Please do not use the message section to communicate with the Nurse regarding anything other than your Medication. There are other avenues for this. Prescriptions take 2 working days to process.

Emailing the Nurse or Doctor

Emailing the Nurse through MANAGE MY HEALTH™ is for queries which would otherwise go through our Telephone Nurse. Do not email the Nurse for anything urgent; there may be a delay before your email is responded to. If necessary the Nurse may request you make an appointment.

Doctor's consultations by email through MANAGE MY HEALTH™ are at the discretion of the Doctor. If your Doctor needs to see you, he/she will request you make an appointment at the Health Centre. If your query can be answered quickly there may not be a charge, however communication which requires the Doctor spending time to answer will incur an email consult charge.

Laboratory Tests

When Laboratory test results are sent to the Health Centre they will not be immediately available for you on MANAGE MY HEALTH™. The Doctor will look at them first, and write a short comment in the Comment field for you to see. If the Doctor requests another consultation with you, or you have any questions or concerns, you should make an appointment at the Health Centre. Your agreement to follow the Doctors recommendations is part of the Terms and Conditions of MANAGE MY HEALTH™. Please do not try to enter into email discussion. If you wish to see the full report from the Laboratory, click on the icon to open the result. 

Specialist Reports

Letters written by a Specialist you have recently seen will only be available on MANAGE MY HEALTH™ once your Doctor has seen it. He or she may add a comment which you will be able to see. If your Doctor requests a consultation to follow up on the Specialists findings, you will need to make an appointment at the Health Centre. Your agreement to follow the Doctors recommendations is part of the Terms and Conditions of MANAGE MY HEALTH™. Please do not try to enter into email discussion. (Electronically sent letters can be accessed through MANAGE MY HEALTH™ however scanned letters are not able to be accessed yet. This feature is coming)

My Prescription request was declined

Prescription requests are sometimes declined for the following reasons:

- You are due for a medication review with your Doctor
- It is more than 6 months since you last saw your Doctor for this medication
- Your recent Lab / Specialist / Radiology results indicate you need to see the Doctor
- Your Doctor is not confident that your condition is stable

To find the reason your request has been declined;

1. Log in to Manage My Health™
 2. In the **Services** box on the left of the screen, click on **Request Prescription**
 3. Click on the **View Previous Requests** tab at the top.
 4. Open the most recent request. The doctors comment will appear in the **GP Note** field.
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Technical support can be accessed through: <http://www.managemyhealth.co.nz/ContactUs/>

Waikanae Health
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New Zealand