

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.

Name: _____ Date of birth: / /

Chart Number: _____ Email address: _____

Signature _____ Date: _____

Please bring the completed form and one form of photo identification to our Receptionist team who will setup your registration for MMH