

**The Terms and Conditions of  
Waikanae Health MANAGE MY HEALTH™**

DO NOT use MANAGE MY HEALTH™ to communicate serious or acute medical problems or in an emergency. You should ring Waikanae Health on 04 293 6002 or ring 111 for an ambulance.

Doctor's appointment bookings are for a standard consultation. If you require an extended appointment (eg minor surgery, excisions, insurance medicals, diving medicals or travel medicals) then you will need to make this through the Receptionist. If you are not sure how long your appointment will require, phone the Receptionist.

Nurse appointment bookings are for a standard 15 minute consultation for blood pressure, B12 injection, ear suctioning, wound care and removal of stitches or sutures. If you require an extended appointment (eg immunisations, vaccinations, aclasta infusion, cervical smear annual diabetic check, venesection or spirometry) then you will need to make this through the Receptionist. If you are not sure how long your appointment will require, phone the Receptionist.

Repeat prescriptions will only be issued for your usual, ongoing medication, and only if your Doctor is satisfied that your condition is stable. You will still need to be seen by your Doctor at regular intervals. Prescriptions will take 2 working days to process and will incur the usual prescription charge.

Test results may include a comment or instruction from your Doctor; you are expected to follow his/her recommendations. If there are serious abnormalities in your test results we will contact you by letter or telephone.

Emailing the Doctor is for non-urgent matters only as there may be a delay of several days before he/she can respond. For simple follow-up queries there may not be a charge but for more complex queries or queries unrelated to your recent consultation there will be a charge. The charge will vary, depending on how much time the Doctor requires to write a response. The Doctor may request that you make another appointment at the Health Centre.

Emailing the Nurse is for non-urgent matters only. The Nurse may request that you make an appointment at the Health Centre.

Over time MANAGE MY HEALTH™ may introduce new features and functions. The same security measures will be applied to all personal information to ensure your information remains confidential.

Waikanae Health may suspend your MANAGE MY HEALTH™ account if the Terms and Conditions outlined here are not adhered to.

My agreement to abide by the Terms and Conditions of Waikanae Health MANAGE MY HEALTH™

I have read and understand the terms and conditions of the use of MANAGE MY HEALTH™

- I understand MANAGE MY HEALTH™ is not for serious, acute or emergency health issues.
- I understand I am expected to follow the recommendations my Doctor included with my test results.
- I understand my prescription will take 2 working days to prepare and will incur a charge.
- I understand there may be a delay before a Doctor/Nurse can respond to my email and email consultations may incur a charge.
- I understand that if I do not abide by the Terms and Conditions of Waikanae Health MANAGE MY HEALTH™ my account may be suspended without prior notice.

Name: \_\_\_\_\_ Date of birth: \_\_\_\_\_

Chart Number: \_\_\_\_\_ Email address: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Please bring the completed form, plus one form of photo identification to  
Waikanae Health. A Receptionist will register you for MANAGE MY HEALTH™**