

BROADWAY

MEDICAL CENTRE

2 BROADWAY, DUNEDIN 9016

ONLINE PATIENT PORTAL TERMS AND CONDITIONS

ManageMyHealth™ gives you secure access to your individual health information. You can:

- *Make an appointment
- Update your personal details
- Request a prescription from your long-term medications
- Check your laboratory results, immunisation records and allergies
- Access your medical records
- **Share your health information with another health professional if you choose
- Contact your general practice team

*Subject to change at short notice. ** To be advised

Before you use this service, you must read the terms and conditions and agree to these by signing, at which time your account will be activated. If you do not understand please seek advice on the implications of use.

IMPORTANT: Never use this service in the event of an EMERGENCY - DIAL 111.

Making an appointment online

You can book a face-to-face appointment online using the Online Appointments. All consultations incur a charge and are to be paid on the day of the appointment. If you feel you need to be seen on the same day this can be arranged by calling the practice and our staff will arrange for one of our regular Doctors or Nurse Practitioner to call you back for a telephone triage assessment. When booking online, a standard consultation is 15 minutes. If you require a longer appointment, or you are not sure how long your consultation should be or require a special procedure, call the practice to arrange.

Failure to attend an appointment or cancellation within two hours of the confirmed time may incur a fee.

Repeat prescriptions

You are welcome to request a repeat prescription online by selecting the items you wish to have repeated. As per our policy, you must allow at least two working days for this service. This will incur a \$15 script fee charge (account fee will be charged if not paid within three days). Please indicate which pharmacy you wish to have your script sent to. Your clinician will send you a text message once he/she has completed the repeat prescription for you. If you have not been seen by the Doctor in the last six months, you may be requested to do so. Should you require an urgent script, please call the practice (higher fees apply).

Test results

The patient portal is one way your general practice team will notify you of any test results. They may also phone you. You will receive an email if a test result has been entered into your health summary - make sure you leave the automatic notification on in your inbox. One column in your health summary will include a comment, so always check this just in case any actions are required. As per our results policy, you will be

contacted by your general practice team if results are abnormal and follow up arranged if it has not already been scheduled.

Health Information

Other information available to you are immunisation records, allergies, and other classifications. If you see incorrect information in the Health Summary, please contact the practice and we may amend your details if appropriate.

You will also have the ability to view most of your consultation notes dated after 1st February 2021, when this function will be activated. You can check on any instructions or advice that you have been given by your GP or see changes to your medication doses and plans for ongoing treatment. Please note that some clinicians write their notes in full at the time of the consultation, but others make brief notes or headings and write them up later in the day. It is best to access your notes 24 hours after your consultation. Our 15-minute consultation includes time for note-taking but not for the completion of all tasks, research and actions arising. These must be completed outside the consultation. Many of our clinicians will do this later. Please be aware that medical records cannot be a verbatim account and will use medical jargon and abbreviations and that some terms have different meanings to the layperson. Medical notes are often brief and condensed to what is thought to be most clinically relevant. If you have questions about what has been written, please do not hesitate to ask at your next consultation. Legally changes to existing notes are not allowed, however, an amendment can be added at a later date.

Sending secure messages through the portal

Simple follow-up queries are free of charge, but more complex issues and/or queries not related to a recent consultation can incur a fee. Please note, this is a non-urgent service. The advice provided by your clinician is limited by the information you provide and the information we already have in our records. If your request is too complex you will be asked to make an appointment for a consultation and/or pay a fee for the service. This is at the sole discretion of the clinician and the charge is dependent on the time taken. By agreeing to use this service you agree to pay the associated fee (if applicable) within seven days. Please note, if have not heard back from the practice within five working days of sending a secure electronic message through the portal, phone the medical centre and speak to one of our team.

Technical support

ManageMyHealth™ is provided by a New Zealand software company called Medtech Ltd. Medtech staff cannot access your information because it is encrypted. If you are having problems with the portal, please go to: <https://www.managemyhealth.co.nz/m/Misc/ContactUs>

- I am 16 years of age or older.
- have my own unique email address to ensure the privacy of the content of the portal.
- have read and understood the above information. By activating my account, I agree to the above Terms and conditions. For serious or problems or urgent care, I will call my health centre on 03 4774335 or dial 111 in an emergency.
- am aware that misuse of this service will result in the suspension of my ManageMyHealth™ account.
- have provided photo ID to confirm I am the patient as mentioned below.
- acknowledge that to ensure the security and privacy of my health information, I must not share my password with anyone