

# Greenstone Family Clinic

Name: \_\_\_\_\_

## Online patient portal terms and conditions

DOB: \_\_\_\_/\_\_\_\_/\_\_\_\_

This website gives you secure access to your individual health information.

You can:

- Book and Cancel appointments online with the clinic
- Review filed lab results, immunisation records, upcoming/due recalls/reminders, and allergies
- Order repeat prescriptions
- Message the clinicians for medical advice
- Update your personal details at the clinic and some health information, e.g., height, weight, blood pressure
- Track your progress
- Share your health information with another health professional if you choose
- Contact your general practice team
- Download the app to your smartphone

⇒ To access this service, all you need is internet access and your own unique email account and some form of photo ID, e.g., driver's license, passport, student ID.

⇒ Before you use this service, please sign your name to show you have read and understood the information below. **IMPORTANT: In an emergency, dial 111. Never use this service in the event of an emergency.**

### Making an Appointment Online

You can book a face-to-face appointment online using the Online Appointment option. A standard consultation is 15 minutes. If you need an extended consultation please book two consecutive appointments. If your request is urgent please ring the practice right away on 09 267 8702.

### Repeat Prescriptions

You are welcome to request prescription online – normal charges apply. You must allow at least one working day for this service, so phone if your request is more urgent. We will email you once your repeat prescription has been completed.

### 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 – just make sure you don't switch off the automatic notification box in your inbox. One column in your health summary will include your doctor's comments, so always check this just in case any actions are required. Your general practice team will contact you if anything is abnormal.

### Sending Secure Messages to Your Doctor or Nurse

Simple follow-up queries are free of charge, but more complex issues and/or queries not related to a recent consultation may incur a fee. Checking your lab results online is free. If have not heard back within 24 hours of sending a secure electronic message through the portal, phone the health centre and leave a message for the nurse.

### 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: <http://www.managemyhealth.co.nz/contactus>

We reserve the right to change or update these terms and conditions and will advise you of these changes.

**\*\* I have read and understand the above information. By activating my account I agree to the above Terms and Conditions.**

Signature: \_\_\_\_\_

For serious problems I will call my health service centre on 09 267 8702, or dial 111 in an emergency.

*(Each patient must have their own unique email address. A family email address cannot be used)*

Unique Email Address: \_\_\_\_\_