

## ManageMyHealth™ Patient Consent Form Access to your health information online

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

Email to be used for your log in: \_\_\_\_\_

The above email is your own individual email address. Once an email has been allocated to a person it can never be used by another family member for the purpose of Manage My Health.

**Please read and sign this consent if you wish to access your health information through ManageMyHealth™ patient portal.**

ManageMyHealth™ is a secure website which uploads your information from your general practice computer so that you can access it online 24/7 from your computer or smartphone.

For Connolly Street Medical, it is a way to have secure electronic communication with you, which can help you manage your health better and help us manage the day to day running of our practice.

- **Repeat prescription requests:** This service is for non-urgent repeats of your regular medications. Please allow 2 working days for the request to be processed
- **On-line appointments:** This service is for non-urgent appointments. Longer appointments can be made by booking 2 consecutive appointment slots. If you require an appointment with a nurse please phone the practice on 04 569 5601.
- **Lab test results:** When we have received and read your results, we will send you a notification via email. Please read the doctor's comments and take any action recommended.
- **Recalls:** We will send a notification via email of any recalls that are due. These will be sent 14 days before the recall is due. If an appointment is required, you can use the on-line booking service or phone the practice.

### Consent Statement:

- I have read and understand the above information.
- I have read and understand Connolly Street Medical's Terms and Conditions on the reverse side of this consent form.
- I am aware that this is a non-urgent service and for urgent/serious problems I will call the medical centre on 04 569 5601 or phone 111 in an emergency.
- I am aware that misuse of this service will result in suspension of my ManageMyHealth™ account.

Please DO NOT try to activate your own account, you do not need an activation code. We will activate your ManageMyHealth account at our end.

You will receive an email from ManageMyHealth which will contain a link asking you to verify activation of your account, once you have clicked on the link a message will appear letting you know that you have successfully registered.

You can now visit the website [www.managemyhealth.co.nz](http://www.managemyhealth.co.nz), click on **[Secure Login]**, then enter the email you have provided to be used for your ManageMyHealth log in and use the standard password provided to login for the first time.

**Standard Password:** Welcome12! (Please change this password after you have logged in for the first time)

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

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

## Terms & Conditions

### Repeat prescription requests

#### Please note:

- This service is only available to request non-urgent repeat prescriptions for your regular medications.
- A minimum of 2 working days' notice is required when requesting repeat prescriptions.

Once your request has been processed an email will be sent to your ManageMyHealth account to advise you if your request has been accepted or rejected. If your request has been rejected, you will need to contact the practice on 04 5695601 and make an appointment to see your doctor.

#### Prescription Charges:

- Repeat Script = \$22.00

#### We fax all prescriptions

Please advise which pharmacy you wish your script to be faxed to.

**Note:** Preferred payment is via internet banking.

Following are the bank details for Connolly Street Medical:

**Account Name:** Connolly Street Medical

**Account Number:** 02-0528-0329250-00

**Reference:** Please state your First and Last name as the reference (so your payment can be allocated correctly)

#### Collection of Prescriptions and Payment:

Payment is to be made on the day you collect your prescription.

### Lab test results

We would like to use ManageMyHealth as the main way of notifying you of your test results. This is a non-urgent service and we will try to have your results available within 2 working days of the results being received into our system.

If we wish to talk to you about your results, we will try to contact you by phone in the first instance. If we cannot reach you by phone we will send a text message, email or a letter.

If you have an urgent query, please ring the practice on 04 569 5601.

### Appointments

**Please do not book urgent appointments online.** If you need an appointment within 48 hours, please ring the practice on 04 569 5601. Once your online appointment has been accepted, we will send a confirmation email to your ManageMyHealth account.

If you require an appointment with the nurse, please phone the practice on 04 569 5601.

#### Standard Appointments and Fees

Standard appointments are 15 minutes and will incur the standard consultation fee which must be paid on the day of appointment.

#### Cancellations

Please try to cancel your appointment within 24 hours of the confirmed appointment. You may be charged a fee if appointments are not cancelled within 24 hours or if you fail to attend your appointment.

**Please note:** Services provided, and service fees charged are subject to change without notice.