

Manage My Health (MMH) Terms and Conditions for Raumati Road Surgery

Please read and sign and bring to your next consultation if you wish to have this service.

Please note this service is not available for patients under age 18.

This is a web site for you, which uploads patient information from our computer to a secure web server.

MMH is a place where you can access medical information specific to yourself. You can make notes and entries that you may make accessible to Raumati Road Surgery staff if you wish. We fully support the concept of a patient held electronic health record.

For us it is a way to have secure electronic communication with you.

IMPORTANT

PLEASE DO NOT USE MANAGEMYHEALTH TO COMMUNICATE ACUTE SERIOUS PROBLEMS TO YOUR DOCTOR OR IF YOU REQUIRE A FAST RESPONSE PHONE THE SURGERY FOR ADVICE IN THE USUAL MANNER. MANAGEMYHEALTH IS ONLY ACCESSED BY DOCTORS AND STAFF DURING WORKING HOURS.

ONLINE APPOINTMENTS

We encourage you to use the online appointments for bookings. If you will need longer than the standard 15 minutes, please call for a double appointment.

Please note you will not be able to make an appointment for the same day, it will need to be made at least one day in advance.

REPEAT PRESCRIPTIONS

We encourage you to use the Request Prescription service. You will receive an email when your doctor has done the prescription. Please allow 2 working days for this service. If you need a prescription more urgently then phone reception.

TEST RESULTS

We would like to use ManageMyHealth as one of the ways of notifying you of test results. When we file a result you will be sent an email saying your record has been updated. **PLEASE DO NOT SWITCH OFF THE AUTOMATIC NOTIFICATION BOX IN YOUR INBOX SETUP.**

Your 'Lab Results' section in the 'Health Summary' option will have your results. One column has your doctor's comments on the test. For more detail click the blue 'i' button. Please read your doctor's comments and take any action recommended. If there are serious abnormalities we will endeavour to contact you through other channels, including phone and letter.

EMAIL CONSULTATION VIA MANAGEMYHEALTH

Not all doctors or nurses will respond to email requests. The doctors and nurses who don't will send an automatic reply back that you need to phone the surgery for follow-up.

There is a charge for this service up to a normal consultation charge. For simple follow-up queries there is not usually a charge, but there is a charge for more complex queries or queries that are unrelated to a recent consultation. This will vary on the time taken.

MORE SERVICES

Over time we will be adding more services. The fees for services and conditions are on the ManageMyHealth site.

TECHNICAL SUPPORT

The website is provided by MedtechGlobal, a New Zealand company that provides medical software. They are unable to see your information, as it is encrypted.

If you are having problems with the website, please go to:

<http://www.managemyhealth.co.nz/ContactUs/>

- **I have read and understand the above information.**
- **I will use ManageMyHealth to check lab results, & action the doctor's recommendations.**
- **I am aware that not all doctors will reply to e-consultations.**
- **I am aware that for acute serious problems I will call the surgery (04 2986807), or 111 in an emergency.**

Name: _____

Signed: _____

Date: _____

Email login for ManageMyHealth: _____

(Email address must be your own and not a family or shared email address)

PLEASE RETURN THIS FORM TO RAUMATI ROAD SURGERY

ManageMyHealth is now available as an app for your smartphone. Download free from your app store.