



Raumati Road Surgery – Manage My Health

What is Manage my Health?

- It is an online site that enables you to view your medical information and communicate with the practice.
- It enables you to be better informed about and more actively involved in your medical care.
- It's easy to use, secure and confidential.
- You can login from any computer or via the free app for your smart phone.
- It is only for non-urgent communication.

You can see:

- Medical conditions
- Medical notes
- Medications
- Allergies
- Immunisations
- Lab and radiology results
- Electronic letters from specialists and hospital

Who can access this information?

- You can with your secure login.
- Practice clinical staff.
- With your consent medical information can be accessed by other healthcare providers such as the hospital clinical staff, outpatient clinics and other doctors you consult urgently after hours.

What will happen to my lab, X-ray and hospital reports?

- When lab and X-ray and electronic letters are received by the practice, they are first reviewed by the doctor.
- The doctor will write a short comment for you to see.
- The report will then be filed and will be available for you to see on MMH (if there are serious abnormal results or sensitive results the doctor will contact you directly).
- MMH will send you an email letting you know there is a report ready to be viewed.
- The doctor may message you if further action is needed. You will receive an email letting you know.
- Confidential or sensitive results or letters are not uploaded to MMH.

How does MMH messaging work?

- This can be used for secure confidential communication between yourself and the practice.
- You will receive an email letting you know there is a message for you on MMH. You then log on to the site to read the message.
- **Please make sure you do not turn off notifications for your inbox** and read all messages you are sent. They may contain important information. If possible, please send a quick email back to let the doctor know you have read the information.

Sending Messages

- You can send a message about any health problem.
- If necessary, the doctor may still need to see you.
- There may be a charge.
- **MMH MESSAGING IS NOT FOR SERIOUS OR URGENT PROBLEMS** as the message may not be read immediately. If you have a serious or urgent problem, please phone the practice on 04 298 6807.

Repeat Prescriptions

- You can request a repeat prescription from your normal repeat medication list.
- This may not replace the need to be seen and have your medication reviewed. You may still need to come into the practice. The doctor will send you a message if this is the case.
- Please allow up to 48 hours of working time for the prescription to be completed.
- This will generate a prescription charge as stated in the terms and conditions.

Making an Appointment

- There is an online booking service for routine doctor appointments.
- Please phone the practice if you need to be seen urgently.
- You can see available appointments.
- Please make an appointment with your usual doctor if possible.
- If you need an extended appointment for minor surgery, driver's license or if you feel you need a longer appointment with the doctor, please phone the surgery.
- You can cancel the appointment online if necessary.

More information

- Visit www.managemyhealth.co.nz
- Contact us on (04) 298 6807

Cost

- Access to Manage My Health is free.
- Standard fees apply for prescriptions.
- Exchange of messages will be charged up to a full consultation fee depending on complexity and time involved.