

Health Care Online via Manage My Health (MMH)

Please read and sign the consent form below if you wish to sign up for MMH

MMH is a web site for you; it uploads your information from our computer to a secure web server. It is a place where you can access your health information online, it's easy and confidential. We fully support the concept of a patient held electronic health record. For us, it is a way to receive secure electronic messages from you, which will help us manage the day to day running of our medical centre.

IMPORTANT – THIS IS A NON-URGENT SERVICE. PLEASE DO NOT USE THIS MMH TO COMMUNICATE ACUTE SERIOUS PROBLEMS TO YOUR DOCTOR. PLEASE PHONE US ON (04)478 9999 FOR ADVICE ON URGENT MATTERS.

ONLINE APOINTEMENTS

We encourage you to book your medical appointments online. All online appointments will incur a standard consultation fee which is to be paid on the date of the appointment. Cancellations must be made within 24 hours of the confirmed appointment. Failure to attend the appointment or cancel within 24 hours of the appointment will incur a fee. If you require a special appointment or a longer/double appointment, please phone reception on (04) 478 9999 to book.

REPEAT PRESCRIPTIONS

We encourage you to use the Request Prescription service. This service is only available for medications you are on long term. Please all 48 business hours for this service. Extra costs will apply for urgent or faxed scripts.

TEST RESULTS

We would like to use MMH as one of the ways of notifying you of your test results. We also use texting and telephone. When we file a result you will be sent an email saying your record has been updated. We recommend you do not switch off the automatic notification box in your inbox setup, so you can receive these messages. Your "Lab Results" section in the "Health Summary" option will have your results. One column has your Doctors 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 abnormalities we will endeavour to contact you through other channels, including phone and letter.

EMAIL CONSULTAION VIA MMH

Not all doctors or nurses will respond to email requests. AN automatic reply will be sent back to you if you need to phone the surgery for follow-up. If your request is too complex you may be asked to make an appointment for a consultation or pay a fee for the service. The doctor who receives your message has sole discretion as to if your request will incur a fee. This will vary on time taken.

HEALTH INFORMATION

If you see incorrect information in the Health Summary, please contact the practice so we can correct the information or in MMH there is an option to email advice of any changes.

GENERAL CONDITIONS

All messaging services are non-urgent services and we will attempt to answer your query within 48 business hours. Misuse of this service will result in suspension of your MMH account.

TECHNICAL SUPPORT

The website is provided by Medtech Global, a New Zealand company that provides the software that Onslow Medical Centre uses. They are unable to see your information, as it is encrypted.

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I have read and understand the above information.

I am aware that this is a non-urgent service and for acute serious problems I will call the Onslow Medical Centre on (04) 478 9999, or phone 111 in an emergency.

I am aware that misuse of this service will result in suspension of my Manage My Health account.

Name..... **Date of Birth:**

Signed: **Date:**.....

Email login for MMH:

(We will need a private email, rather than one you share with your family)