

## MANAGE MY HEALTH TERMS AND CONDITIONS – MASTERTON MEDICAL

### Health Care Online via ManageMyHealth

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

ManageMyHealth 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 MANAGEMYHEALTH TO COMMUNICATE ACUTE SERIOUS PROBLEMS TO YOUR DOCTOR. PHONE US ON (06) 370 0011 FOR ADVICE ON URGENT MATTERS.**

### ONLINE APPOINTMENTS

We encourage you to book your medical appointments online. All standard appointments are 15 minutes and incur a standard consultation fee which is to be paid on the date of appointment. If you require a special, longer or nurse appointment please phone the practice on (06) 370 0011.

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.

### REPEAT PRESCRIPTIONS

We encourage you to use the Request Prescription service. This service is only available for medications you are on long term.

You will receive an email when your doctor has completed the prescription. Please allow 2 working days (48hours) for this service. Extra costs will apply for urgent prescriptions.

### TEST RESULTS

We would like to use ManageMyHealth 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. Please 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 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 AND CHARGES

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. **I agree to pay the cost of \$20 for this email consultation which includes an initial reply and one follow up email. The doctor who receives your message has sole discretion as to if your request will incur a further fee. This will vary on the time taken.**

### HEALTH INFORMATION

If you see incorrect information in the Health Summary, please contact the practice so we can correct the information.

### GENERAL CONDITIONS

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

### TECHNICAL SUPPORT

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

#### **Consent**

**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 medical centre on 06 370 0011, or phone 111 in an emergency.**

**I am aware that misuse of this service will result in suspension of my ManageMyHealth account.**

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

Date of Birth: \_\_\_\_\_

NHI: \_\_\_\_\_

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

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

Email login for ManageMyHealth: \_\_\_\_\_

*(We recommend a private email, rather than one you share with your family).*

If you are having problems with the website, please go to: <http://www.ManageMyHealth.co.nz/ContactUs/>

ID sighted: \_\_\_\_\_