



Please read and sign the consent form and return to: [reception@manamedical.co.nz](mailto:reception@manamedical.co.nz)

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 PLEASE DO NOT USE MANAGEMYPHEALTH TO COMMUNICATE ACUTE SERIOUS PROBLEMS TO YOUR DOCTOR OR MMC. PHONE THE SURGERY FOR ADVICE IN THE USUAL MANNER.**

#### **ONLINE APPOINTMENTS**

We encourage you to use the online appointments for bookings. All online appointments will incur a standard consultation fee which is to be paid on the date of 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 need a longer than the standard 15 minutes, please call reception on (04) 233 8019.

#### **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 48 hours for this service. Extra costs will apply for urgent or faxed prescriptions. If your request is urgent please call reception on 04 233 8019

#### **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, 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 MMH**

Not all doctors or nurses 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. For all emails responses there will be a charge. Charges vary according to the time taken to reply.

#### **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.

#### **TECHNICAL SUPPORT**

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

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 04 233 8019, or phone 111 in an emergency.

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

Full Name: \_\_\_\_\_ DOB: \_\_\_\_\_

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

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

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