

1. Healthcare Online (ManageMyHealth™) – City GPs

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

NB: ManageMyHealth™ is now available as an app for your smartphone. This is downloadable free of charge from the App store.

ManageMyHealth™ is a place where you can access medical information specific to yourself. You can make notes and entries that you may make accessible to practice 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, which can help our medical centre manage the day to day running of our practice.

IMPORTANT - PLEASE DO NOT USE MANAGEMYHEALTH™ TO COMMUNICATE ACUTE SERIOUS PROBLEMS TO YOUR DOCTOR. PHONE THE SURGERY FOR ADVICE IN THE USUAL MANNER.

1. 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.

2. 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 1 working day for this service. If you need a prescription more urgently then phone reception.

3. TEST RESULTS

We would like to use ManageMyHealth™ as one of the ways of notifying you of 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.**

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.

4. 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.

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.

5. HEALTH SUMMARY

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

6. MORE SERVICES

Over time we will be adding more services, eg travel medicine consultation. The fees for services and conditions are in the ManageMyHealth™ site.

7. TECHNICAL SUPPORT

The website is provided by MedtechGlobal, a New Zealand company that provides the software that City GPs uses. 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/>