



## Health365 Patient Request and Consent Form

To Manuka Health Centre

Please register me to Patient Portal for exclusive access to my health online:

Full Name: \_\_\_\_\_ D.O.B \_\_\_\_\_

Email to be used for your log in: \_\_\_\_\_

The above email is your own individual email address. Once an email has been allocated to a person it can never be used by another family member for the purpose of Health365.

Please read and sign this consent if you wish to access your health information through Health365 patient portal.

**Consent Statement:**

- I have read and understand the Terms and Conditions provided with this consent form.
- I have kept a copy of the Terms and Conditions for my reference.
- I am aware that this is a non-urgent service and for urgent/serious problems I will call the medical centre on 04 939 1299 or phone 111 in an emergency.
- I am aware that misuse of this service and not complying with the Terms & Conditions, will result in suspension of my patient portal account.
- I understand that the services offered through patient portal are at the sole discretion of Manuka Health Centre and may be withdrawn or amended at their discretion.
- I have provided an email address that only I have access to and will take all reasonable measures to prevent unauthorised access to my patient portal account.
- I agree to refrain from using the service for frivolous or commercial purposes or any other purpose not intended by the provision of this service.
- I understand that all communications through patient portal will be recorded on my medical records
- I agree to receive periodic communications from Manuka Health Centre through the portal related to my health.
- I agree to pay all charges associated with using patient portal within 7 days of service.

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

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

(office use only):

ID confirmed by:		NHI Number:	
Task to GP		Registration Complete	
Initial Registration complete		Scanned to file	



## Terms & Conditions

### Appointments

- Only non-urgent, standard 15 minute GP medical and ACC appointments with your own GP to be booked via patient portal. Other appointments are subject to different fees and time requirements.
- We do not provide a reminder service. **A charge of \$35 applies to all missed appointments or those cancelled within 3 hours of the appointment.**

### Repeat prescription requests

- **This service is only available to request non urgent (ready in 48 hours) repeat prescriptions for long term medications.**
- Once your request has been processed or if an appointment is required before a repeat prescription can be issued, we will send you a communication via your Health 365 account.
- Requests for faxed prescriptions **must** include the full name and address of the pharmacy.
- Fees are stated on the portal and must be paid on collection or within 7 days if faxed. If your account is in arrears you will be required to make payment via internet banking before repeat prescriptions will be faxed.
  - Urgent same day prescriptions are not available through patient portal.

### Lab test results

- This is a non-urgent service. We will normally have your results available within 2 working days of receiving them.
  - If there is anything we wish to talk to you about we will make contact with you before making the results available on Health 365.
  - **You understand that results and reports are written for your doctor or referrer. The implications of these reports need to be considered with the results of other tests you may have had, and the relevant observations of your doctor based on your symptoms and physical examination.**
- Laboratory result comments are based on a computer generated algorithm. These have no connection to individual patients and do not take into account any clinical context. Eg an 'abnormal' result might be perfectly 'normal' for patients of a certain age, on certain medications or with other already diagnosed conditions.
- If you have questions related to the findings in results reports, they should be addressed to the doctor who sent you for the test.

### Online GP Consultations

- Available for only brief (100 words), occasional, non-urgent contact
- Charges apply to all responses from your GP. These are publicised on patient portal
- You may be advised by your GP that an appointment is required to discuss your issue.

### General

- Patient portal services are made available at the practices discretion. Overdue accounts or misuse of the service will result in your access being cancelled.
- Service fees are subject to change without notice.
- All fees should be paid within 7 days of service being provided.