

Patient portals ..

You may have heard this term before, seen some of the Ministry of Health's recent advertising or you may have used a patient portal in the past. A patient portal is a secure internet connection between you and your GP practice.

In July 2015 Harley Street Medical installed a patient portal and started to offer this service to our patients. It allows secure internet access for a person to some specific medical records – long term diagnoses, immunisations, medication records, allergies and lab results (lab results from June 26 2015 onwards). It also allows you to make appointments on line and to request repeat prescriptions for your routine, long term medications (where appropriate).

Security of this information is very important to us and you need to have your own, dedicated email address (not a shared or 'family' email address). The software, called ManageMyHealth, does not allow two people to use the same email address.

To use the portal, you will need to:

- Complete on-line registration with one of our staff
- Read, and agree and sign our 'terms and conditions of use'
- Activate your registration on-line (on your computer, smart phone, ipad)

You will be given instructions for this.

The way we imagine this working for you:

- You could make appointments on line out of normal working hours at your convenience and also save yourself a phone call
- If you have had recent lab tests done you could check on line to see those results, but you may still need to talk to a Doctor or Nurse about these – you may see a comment saying we would like to talk to you about these results.
- You would be able to request a repeat of previously prescribed, routine medication e.g. blood pressure pills, statins etc. if you have been seen reasonably recently. Your prescription request will be received by one of our Practice Nurses who verifies it with the Doctor prior to replying to you. This process is similar to at present when you phone in for a repeat prescription. Usual collection systems and prescription charges apply.
 - Our response is going to fall into one of the following:
 - The prescription will be repeated
 - The prescription will be repeated but we may want you to check in with the Nurse (eg to have your blood pressure checked)
 - A good standard of care means we may need to see you, so we will request you make an appointment
- If you are travelling or seeing another doctor after hours, you are able to access the information available through the portal. Eg if you are in Christchurch or Mumbai you will be able to use the portal to access your health information, as long as you have internet access.

This is work in progress, but overall we think this is a good move for you (and us). As this is new for us, we will need to monitor usage and our responses to it. We may need to control the pace of uptake.

For more information about ManageMyHealth you can email info@managemyhealth.co.nz or visit www.managemyhealth.co.nz. " ManageMyHealth is hosted in a secure environment in New Zealand. Similar to internet banking, it uses Secure Socket Layer (SSL) technology to ensure your information is completely safe and secure." (information from MMH marketing brochure)

At Harley Street Medical we rely on you to keep your logon information a secret and to take all reasonable measures to protect your health information.