

Health 365 Patient Portal Information Sheet

Ellerslie Medical Centre has engaged Health365 as the provider of our patient portal. Security and confidentiality are our highest priority. Enrolment to the patient portal must be done with photo ID to prevent identity fraud. Personal rather than work emails are preferred as you are accessing personal health information. Patient information is protected by the user name and password, therefore we strongly recommend using a strong alphanumeric password. You should protect your portal password in the same way you would protect an internet banking password.

Your email address is your username. Therefore each patient requires their own email address, the only exceptions are children under age 16 (age 12 to 15 - their consent & signature is required for them to remain under their parent's account), and those with an activated enduring power of attorney EPOA. Children under 16 can be enrolled under one parent's portal account only. If you choose to share your password with a family member or caregiver, you are responsible for what information you share and who you share it with.

If you are having trouble logging in, go to www.health365.co.nz, click "forgot password" and enter your email address. This will automatically send you a new password.

Ellerslie Medical Centre currently offer patients the following services through our patient portal:

- Appointments - make an appointment to see your doctor or nurse
- Health Summary - this list contains a summary of your important health conditions on record. Click on the information icon to access general information from a trusted source. If there are any errors please discuss with your doctor at your next consultation.
- Repeat Prescriptions - this is a list of your regular medications. If there are any errors please discuss with your doctor at your next consultation.

Our usual repeat prescription policy & fees apply to requests from the portal. In general, patients on regular medications with stable medical conditions needs to be reviewed by the doctor every 6 months. There is a 1-2 working days turnaround time for repeat prescription requests, and you will receive an email once your request is completed.

If you use the portal and then phone reception please alert the receptionist that you have a repeat script request in the portal.

- Allergies - your drug allergies. This may be useful when travelling or when seen by other health providers.
- Immunisations - this list contains vaccines that we have on record.
- Tasks - this list contains preventative and proactive health checks, and their due dates.
- Lab Results - you can view and track your laboratory results here. You can only see results that have been seen, acted upon and signed off by your doctor. Please note that not all results out of the normal range require action. Sometimes due to complexity it would be better to deal with the results or query in person and a consultation with your doctor will be offered.
- Measurements e.g. your blood pressure records.
- Accounts - See a history of your payments, any amounts outstanding and details on paying by internet banking.
- Log - an audit trail shows who has accessed your portal information, to give you certainty that your information has been seen only by authorised staff.

Services we plan to introduce in the future includes viewing consultation notes & online consultations (costs apply).