User Guide for Patients

December 2016
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Health365 Overview

Health365 is an internet service provided in partnership with your GP, which gives you secure access to your own medical records and a range of time saving services. Health365 can be accessed from anywhere at any time using any internet enabled device.

What can I do with Health365?

- Make appointments with your GP or Nurse
- Order repeat prescriptions
- Access the records held by your GP, including medical history, regular medications, and immunisations
- Access the consultation notes your doctor makes about your visits
- Monitor your test results
- Obtain a list of scheduled events (due dates for check-ups and follow up care)

Please note: The portal is NOT to be used for urgent health matters. For emergencies or life-threatening problems, please call 111 or go to the nearest hospital emergency room.

Other urgent requests please telephone or visit your practice.
How to get started

1) Talk to your Doctor’s receptionist, he or she will register you on the portal. A Welcome email will then be sent to your email address. Do not respond to the email simply follow the instructions.

2) Open your welcome email to view your user name and temporary password. Your welcome will look like this:

admin@health365.co.nz

Welcome to Health365.
Your user name is: DonaldDuck
Your initial password is: GoOfOldTime92
Please log in at https://health365.co.nz with the above details. Please update your password once you are logged in.
Please contact your practice if you need further assistance.

Sincerely,
Support

Sign In

1) Go to the Health365 website (www.health365.co.nz) and type in your user name and password.
2) You will then be prompted to change your password

![Change Password form]

3) Type in your current password and then your new password (minimum length is 7 characters) reconfirm your new password and click on the “Change Password” box.

4) You will receive a message confirming your password has been changed.

![Change Password success message]

5) Click on “Return to the home page”

6) On clicking “Return to Home Page” you will be asked to accept the Terms and Conditions of the Website, click “Accept” to continue.
Home Page - Patient options

If you have access to more than one record (e.g. your dependents), click on the Patients Name you wish to view details for.

Below each patient's name you will find the available options

Simply click on the appropriate option to begin.
Appointments

Click on appointments and an appointment book display will appear showing you the times your practitioner has available.

Appointment
To make an appointment, Click on any available slot. Please use two consecutive slots for immigration and insurance medicals. In emergencies such as bleeding or chest pain please call 111.

You can move to the following week if required by clicking on the “Newer” button.

You can also change the practitioner if required by clicking on the drop down box beside your practitioner’s name.
To make an appointment

1) Click the on your preferred available time slot.

<table>
<thead>
<tr>
<th>Sun 18/12</th>
<th>Mon 19/12</th>
<th>Tue 20/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:30 - 9:45 Available</td>
<td>9:30 - 9:45 Available</td>
<td>9:45 - 10:00 Available</td>
</tr>
<tr>
<td>9:45 - 10:00 Available</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2) The following screen will pop up

![Create Appointment]

3) Type in your reason for the appointment and Click the “Confirm” Button.

4) You should then receive a message on the screen confirming your appointment has been booked.
Your name will also appear in the appointment book.

<table>
<thead>
<tr>
<th>Sun 18/12</th>
<th>Mon 19/12</th>
<th>Tue 20/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:30 - 9:45 Click to cancel</td>
<td>9:30 - 9:45 Available</td>
<td></td>
</tr>
<tr>
<td>9:45 - 10:00 Available</td>
<td>9:45 - 10:00 Available</td>
<td></td>
</tr>
</tbody>
</table>
To cancel an appointment:

1) Find the appointment in your name, click on the time slot

<table>
<thead>
<tr>
<th>Sun 18/12</th>
<th>Mon 19/12</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9:30 - 9:45 Click to cancel</td>
</tr>
</tbody>
</table>

2) The delete appointment screen will then pop up, confirm you wish to delete the appointment by clicking on the “Confirm” button.

3) You should then see a message pop up confirming that your appointment has been cancelled.
Health Summary

On this page you will see a list summarising your current and ongoing health conditions, including, past history, family history surgical history and any accidents you may have had.

<table>
<thead>
<tr>
<th>CURRENT PROBLEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 🟢 0 Hyperension</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PAST HISTORY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 🟢 0 Adenomyosis (34)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SURGICAL HISTORY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 🟢 0 Haemorrhoids</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OBSTETRIC HISTORY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 🟢 0 2015 test</td>
</tr>
</tbody>
</table>

NOTE:

The Information icon 🟢 is information about the condition in general and any specific concerns should be discussed with your practitioner.
Clinical Notes
(Please note that this service is not available at all practices)

These are the notes your doctor or nurse made during consultations with you.

These notes will be particularly useful for other health practitioners you may need to see in emergencies and after hours. This information will often contain medical and technical terms.

These notes may also be helpful as reminders of what was discussed during your consultations.

For more information, please click the icon the clinical notes.
For more information, please click the icon alongside the clinical notes.

**Note Details**

Mrs Mickey Mouse at My Doctor Ltd Live

- **Date:** 09/12/2016 11:19 a.m.
- **Authors:** Mickey Mouse
- **Notes:**
  - Attachment: dotNetFx45_Full_setup (2).exe
  - Online Question: sft
Repeat Prescriptions

You will be able to view a list of your regular medications. You are also able to request repeats for these medications from your practice. Please take note of the time the Practice will take to action your request as if your request is urgent it may be better to ring the Practice directly.

Standard prescription charges apply to any request for a repeat prescription.

1) Click on the green “Order” button on the right side of each required medication then click “Next”

2) Enter any additional comments in the additional requests box.
3) Click on the blue “Confirm Requests” when your selection is complete.

For more information, please click the icon alongside the medication name.

The request will be processed by the practice usually within 1-2 days.

If you are due for a review consultation, you will be asked to attend the surgery instead.

Normal repeat prescription fees will apply and be payable at your practice.

You may cancel a repeat request before it has been processed, click on “Cancel Request”.
Tasks

View the list of tasks that need to be completed and their due dates. These include preventative and proactive health checks based on your age and sex, as well as jobs specific to your care. Items in red are now due.

For more information, click the icon the tasks

<table>
<thead>
<tr>
<th>Task</th>
<th>Next Due On</th>
<th>Recall On</th>
<th>Recurrence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood Pressure</td>
<td>26/11/2018</td>
<td></td>
<td>Every 36 months</td>
</tr>
<tr>
<td>Smoking status</td>
<td>3/06/2019</td>
<td></td>
<td>Every 3 years</td>
</tr>
<tr>
<td>45Y Tetanus Immunisation</td>
<td>3/03/2040</td>
<td></td>
<td></td>
</tr>
<tr>
<td>65Y Tetanus Immunisation</td>
<td>3/09/2080</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Lab Results

View and track your laboratory results.

These test results have already been viewed by your doctor. Note that not all results marked out of the normal range require action. Your doctor will advise when follow up or specific action needs to be taken.

For more information, pls click the icon alongside the test result.

Result Details

Mrs Mickey Mouse at My Doctor Ltd Live
Date: 29/09/2015 09:25 a.m.
Group: Blood Alcohol (Ethanol)
Test: Alcohol
Result: 100
Abnormal: Normal
Range: 1-99
Comments: test
Doctor's Notes: patient beta
Allergies

This list contains any allergies or adverse reactions you have had to medications that your practice is aware of. This information will be important to any other doctors you visit that may need to prescribe or administer medications (including afterhours, emergency departments, and specialists).

For more information, please click the icon the Allergies.

<table>
<thead>
<tr>
<th>Allergen</th>
<th>Reaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phosphate enema</td>
<td>test</td>
</tr>
<tr>
<td>Cefuroxime Sodium</td>
<td>test</td>
</tr>
</tbody>
</table>

Immunisations

Contains your past vaccinations that your Practice has on record. This may be particularly useful when travelling or when seen by other health providers.

For more information, please click the icon the Immunisations.

<table>
<thead>
<tr>
<th>Date</th>
<th>Vaccine</th>
<th>Indication</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>26/11/2015</td>
<td>Influenza Vaccine</td>
<td>Eligible condition (Influenza)</td>
<td>Given</td>
</tr>
<tr>
<td>20/10/2015</td>
<td>Influenza Vaccine</td>
<td>Eligible condition (Influenza)</td>
<td>Given</td>
</tr>
<tr>
<td>22/09/2015</td>
<td>Influenza Vaccine</td>
<td>Eligible condition (Influenza)</td>
<td>Given</td>
</tr>
</tbody>
</table>
Measurements

Contains a list of selected health measurements that are recorded with your practice.

You will be able to track your blood pressure, pulse rate, weight, body mass index, waist circumference and peak expiratory flow.

For more information, please click the icon next to the title.

On line Consultations
(Please note that this service is not available at all practices)

You can ask your doctor or nurse non urgent questions. Use the dropdown menu to select to whom you want to send the message.

Enter your question inside the green text box. Click on “Ask Question”.
Previous questions and responses are displayed below.

Your questions will be answered in the next few days. Some questions will require a visit to your doctor or nurse.

A fee is payable for each online consultation, please check with your practice for information regarding these charges.

**Sign out**

To leave Health365 at any time, click the drop down menu at the top right corner.

Select “Sign out”
To protect your privacy, the system automatically signs you out if no activity is detected for five (5) minutes. You will need to log back in again to continue.

**Forgotten password**

Click on “Forgot Password” from the sign in page.

Enter your email address and your password will be sent to you.

**Changing your password**

Click the drop down menu at the top right:
Type in your current password and then preferred password (minimum length is 7 characters) and a message will confirm that your password has been changed.
Log (User Log)

Gives you an overview of who has looked at your records,

Further Help

Your practice will provide help with any questions you have about the content of your records and the use of the service.