

Browns Bay Medical Centre

Patient Portal Connection Information Sheet

A **patient portal** is a secure website where you can access your own medical information stored on our medical centre server.

Our portal is called "Health 365" and allows you to

- Make appointments with your GP on line
- View your regular medications and order repeat prescriptions on line
- View your test results
- View your list of medical problems on file
- Have a secure e-consult with your GP

ONLINE APPOINTMENTS

We encourage you to use the online appointments system with normal GP appointments EXCEPT

- Please phone to make your appointment if you need anything other than a standard 15 minute appointment eg surgical appointments or medicals requiring nursing input including a driving medical.
- Please phone if you would like an appointment with someone other than your usual GP

REPEAT PRESCRIPTIONS

You can request Repeat Prescriptions online. You will receive an email when your prescription has been actioned. Please collect your prescription after 2pm the following working day.

If you need a prescription more urgently please phone reception.

Use the "additional instructions" box if you wish the prescription to be faxed and supply details of pharmacy, fax.

Normal prescription charges apply.

TEST RESULTS

Your GP may comment on the tests - please read the comments and take any action recommended. If there are significant abnormalities we will endeavour to contact you through other channels, including phone and letter.

ONLINE CONSULTATIONS VIA THE PATIENT PORTAL

We encourage you to use the portal for secure communications with your GP.

This is a **non-urgent** service and we will attempt to answer your query within 2 working days.

This service is not intended to replace face-to-face consultations. The advice provided by your doctor is limited by the information you provide and the information we already have in our records. If your request is too complex you may be asked to make an appointment for a consultation and costs may apply.

Charges for online GP consultations vary from \$20-60 depending on the time taken.

Charges for online nurse consultations vary from \$10 to \$30 depending on the time taken.

These charges apply to children and pregnancy as this is not a funded service.

HEALTH SUMMARY

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

MEDICAL RECORDS

Your doctor and nurses notes are not currently visible on the portal.

All Patients aged 13 years and over are required to sign a consent for Portal Access

Remember to log off after accessing Health 365