

Browns Bay Medical Centre - Portal Connection Information

Our **patient portal** is a website where you can access your medical information securely.

The portal, called "Health 365", allows you to

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

PLEASE PHONE TO MAKE APPOINTMENTS FOR

- **new patient first visit**
- surgical appointments, IUCD insertions
- general medicals, driving medicals, insurance etc
- appointments with someone other than your usual GP

ONLINE APPOINTMENTS

Please use the portal to make STANDARD 15-minute GP appointments ONLY

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 number.

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 via the portal. Email, phone or letter.

ONLINE CONVERSATION

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 conversations vary from \$20-60 depending on the time taken.

Charges for online nurse conversations 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 us so we can correct the information.

MEDICAL RECORDS

Your doctor and nurse's 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