

PATIENT PORTAL

Terms and Conditions

PATIENT PORTAL

Patient Portal is a web site for you; it uploads your information from our computer to a secure web server.

It is a place where you can access your health information online, it's easy and confidential. We fully support the concept of a patient held electronic health record. For us, it is a way to receive secure electronic messages from you, which will help us manage the day to day running of our medical centre.

IMPORTANT – this is a non-urgent service. Please do not use patient portal to communicate acute serious problems. Call the health hub project on 06 358 7282 for advice on urgent matters.

REPEAT PRESCRIPTIONS

We encourage you to use the Request Prescription service. This service is only available for medications you are on long term. Prescriptions will be processed as soon as possible and be available for collection at the Healthcare provider within 2 working days of receiving your request. If you wish to have your prescription faxed to a pharmacy, please indicate that in your request and the name of the pharmacy. We will send you a Patient Portal email once your request has been processed.

TEST RESULTS

We would like to use Patient Portal as one of the ways of notifying you of your test results. We also use texting and telephone. When we file a result you will be sent an email saying your record has been updated. We recommend you do not switch off the automatic notification box in your inbox setup, so you can receive these messages. Your 'Lab Results' section in the 'Health Summary' option will have your results. One column has your clinician's comments on the test. For more detail click the blue 'i' button. Please read your clinician's comments and take any action recommended. If there are serious abnormalities we will contact you through other channels, including phone and letter.

HEALTH INFORMATION

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

ONLINE ADVISE

If the Health Hub Project NZ enables online consultations, you agree to pay the associated fee within 7 days after the transaction is completed. The advice provided by the Health Hub Project 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.

FACE TO FACE APPOINTMENTS

All standard appointments are 20 minutes and will incur a standard consultation fee which is to be paid on the day of appointment. If you require an extended consult, please book 2 concurrent appointment slots. Our list of fees is available on our website www.hhpnz.nz

Bookings should be made at the Health Hub Project. Please phone the Health Hub Project on **06 358 7282** or email on talktous@hhpnz.nz to make a booking.

Please provide a short description of what you wish to discuss when booking online. If you wish to discuss other things not mentioned in your booking, you will be asked to make another appointment.

If booking via Patient Portal, we will send you a Patient Portal email once your appointment has been accepted.

CANCELLATIONS

Cancellations must be made at least 2hrs prior to your confirmed appointment. Failure to attend the appointment or cancel within 2 hours of the appointment will incur a fee of \$25.00.

RECALL ENQUIRY

This is a non-urgent service and we will attempt to answer your query within two working days. If you have an urgent request, please ring the practice on **06 358 7282**.

GENERAL CONDITIONS

All messaging services are non-urgent services and we will attempt to answer your query within 2 days.

The Patient Portal platform is provided to you as an enhanced service:

- it is not part of your general medical services
- the service may be withdrawn at any time at our discretion.
- it may be withdrawn if we believe you have broken any of the terms of service and/or fair use policy.

Misuse of this service will result in suspension of your Patient Portal account.

- Use of the Patient Portal platform is subject to a fair use policy.
- Not all patients will be suitable to have access to the Patient Portal.
- Your healthcare provider will decide if it is right for you.
- For legal reasons we are unable to provide Patient Portal access to patients under 18 years of age.
- You accept that we will undertake routine audits of access to the Patient Portal to ensure it is used appropriately and to protect your privacy.
- From time to time we may amend the Terms and Conditions of service.
- We will notify you of any changes via the Patient Portal.
- A copy of the current Terms and Conditions can be downloaded from the Patient Portal.

YOUR RESPONSIBILITIES

You will use the system in accordance with our Fair Use Policy.

- You will provide a unique email address which is only accessible to you (shared family emails are not suitable).
- You will use a secure password and are responsible for accessing the Patient Portal in a secure manner.
- You are responsible for the security of your account.
- We do not recommend accessing the Patient Portal from public internet access points (e.g. free WiFi).
- You will advise us of any material changes to your circumstances that may affect your access.
- Any information you provide through the Patient Portal will be accurate and up to date.
- You will notify us as soon as you become aware of any errors in the information contained in your Patient Portal record.
- There is no cost for accessing the Patient Portal to look at your health record, read any practice notices, download documents the practice has made available to you.
- You will be charged for any prescription requests or appointments that you attend.
- You will pay for any services used, in a timely manner (or within 7 working days of a transaction at the practice).
- You may be charged for medical advice received through the Patient Portal. This will be at your clinical teams discretion. We will advise you of this where practical and offer a face to face consultation if we consider this the best course action.

You acknowledge that the Patient Portal is not an emergency service and must not be used for urgent matters. If you have a medical emergency call 111. For any other urgent matters, contact the Health Hub Project directly on **06 358 7282** or email us on **talktous@hpnz.nz**

TECHNICAL SUPPORT

All data used via the platform is exchanged securely and stored in encrypted form a NZ based data centre. Routine audits are conducted to ensure all activity is appropriate for the purpose it was intended.