



## The Terrace Medical Centre

**Terms and Conditions: Health Care Online via ManageMyHealth™**

**Please read and sign the consent form below if you wish to sign up for ManageMyHealth™**

ManageMyHealth™ is a web site for you; it uploads your information from our computer to a secure web server. It's a place where you can access some of your health information online. It's easy and confidential. We fully support the concept of a patient held electronic health record, which has benefits for you. We also see it as a way to receive secure electronic messages from you, which will help us manage the day to day running of our medical centre. At first, we may not offer all of the available services on ManageMyHealth™. Once we do offer additional services, they will be subject to our terms and conditions.

**IMPORTANT - MANAGEMYTEALTH™ IS A NON-URGENT SERVICE. PLEASE DO NOT USE MANAGEMYTEALTH™ TO COMMUNICATE ACUTE SERIOUS PROBLEMS TO YOUR DOCTOR. PLEASE PHONE US ON (04) 472 4266 FOR ADVICE ON URGENT MATTERS.**

### ONLINE APPOINTMENTS

You may book some of your medical appointments online. All appointments made online are for 15 minutes, and will incur our standard consultation fee plus any materials and additional fees; all fees are to be paid on the date of appointment. Cancellations must be made at least 24 hours before the confirmed appointment. Failure to attend the appointment, or to cancel at least 24 hours before the appointment, will incur a fee. Please see our website – [www.tmmc.co.nz](http://www.tmmc.co.nz) – for a list of our fees. If you require a special appointment or a longer appointment (e.g. for multiple problems, employment medical checks etc.), or to see a nurse, please phone our receptionists on (04) 472 4266 or 472 5723.

### REPEAT PRESCRIPTIONS

You may request repeat prescriptions using the Request Prescription service. This service is only available for medications you are taking long term. You will receive an email when your doctor has completed the prescription. Please allow 2 working days for this service. There is a fee for this service, and extra costs will apply for urgent, posted or faxed prescriptions. You may pay online: account number 06 0513 021 7088 00. If your doctor determines that it's inappropriate to prescribe without seeing you, we'll notify you of the need to make an appointment.

### TEST RESULTS

We may use ManageMyHealth™ 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 doctor's comments on the test. For more detail click the blue 'i' button. Please read your doctor's comments and take any action recommended. If there are serious abnormalities we will endeavour to contact you through other channels, including phone and letter.

### EMAIL CONSULTATION VIA MANAGEMYTEALTH™

Not all doctors or nurses will respond to email requests. An automatic reply will be sent back to you if you need to phone the surgery for follow-up. If your request is too complex you may be asked to make an appointment for a consultation or pay a fee for the service. The doctor who receives your message has sole discretion as to whether your request will incur a fee. Fees will vary depending on the time taken.

### HEALTH INFORMATION

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

### GENERAL CONDITIONS

All ManageMyHealth™ services are non-urgent services and we will attempt to answer your query within 48 hours. Your misuse of these services will result in suspension of your ManageMyHealth™ account.

The security of your ManageMyHealth™ password is very important and you must memorise it and not disclose it to others. Your password should have at least 6 characters and contain at least one letter and one number that you choose, and it should not be based on information that is easy to find out about you or easy to work out. You should change your password from time to time. You must change your password immediately if you think someone might know it.

We recommend that you use a private email address, rather than one which you share with your family or others.

### TECHNICAL SUPPORT

The website is provided by MedtechGlobal, a New Zealand company that provides the software that The Terrace Medical Centre uses.

Medtech is unable to see your information, as it is encrypted. If you are having problems with the website, please go to:

<http://www.ManageMyHealth™.co.nz/ContactUs/>

**I have read and understand the above information, and agree to abide by these Terms and Conditions.**

**I agree to adhere to the ManageMyHealth™ Code of Conduct and Terms of Use as outlined at [www.managemyhealth.co.nz](http://www.managemyhealth.co.nz).**

**I agree to keep my ManageMyHealth™ activation code and password secure and not to tell anyone, or allow anyone to see, my activation code and password. I understand that I should change my password from time to time, and I agree to change my password immediately if someone might know it. I agree to inform The Terrace Medical Centre if I change my email login address for ManageMyHealth™.**

**I give permission for The Terrace Medical Centre to upload all or part of my medical records, at its sole discretion, to the MedtechGlobal website and that any such medical records will be encrypted and stored on the MedtechGlobal website.**

**I am aware that my misuse of any part of the ManageMyHealth™ service will result in suspension of my ManageMyHealth™ account, and that The Terrace Medical Centre may, at its sole discretion, suspend my account or withdraw from offering all or part of the ManageMyHealth™ services at any time.**

**I am aware that these are non-urgent services, and for acute serious problems I will call The Terrace Medical Centre on 04 472 4266 or phone 111 in an emergency.**

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Email login address for ManageMyHealth™: \_\_\_\_\_

*(We recommend you use a private email address, rather than one which you share with your family or others).*