



## **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?

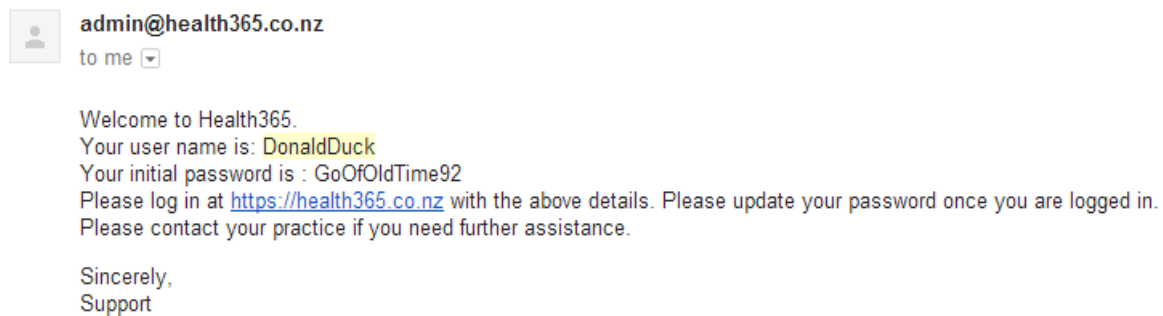
- Make appointments with your GP or Nurse
- Order repeat prescriptions
- Access the records held by your GP, including medical history, regular medications, and immunisations
- Access the consultation notes your doctor makes about your visits
- Monitor your test results
- Obtain a list of scheduled events (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.***

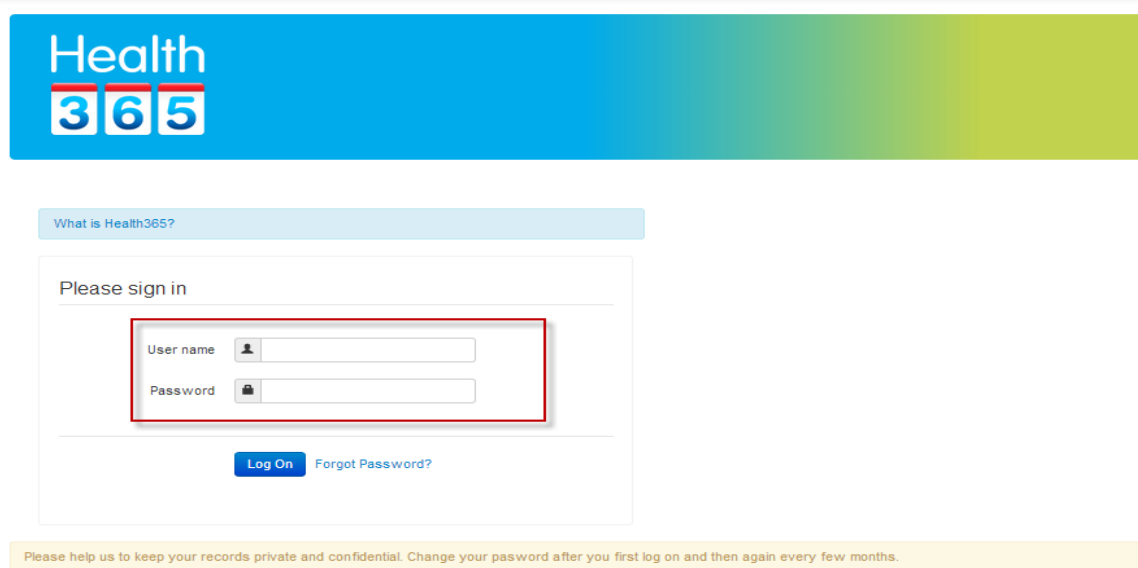
## How to get started

- 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:



## Sign In

- 1) Go to the Health365 website ([www.health365.co.nz](http://www.health365.co.nz)) and type in your user name and password.



2) You will then be prompted to change your password

## Change Password

Use the form below to change your password.

Password Requirements:

- To be a minimum of 7 characters in length.

### Account Information

---

Date Of Birth

Current password

New password

Confirm new password

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

Your password has been changed successfully.

[Return to the home page](#)



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 patients 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.

Calendar
My Appointments

Patient Name: **Mrs Mickey Mouse**
Practitioner Name:

< >
Today
18 — 24 Dec 2016
month week day

	Sun 18/12	Mon 19/12	Tue 20/12	Wed 21/12	Thu 22/12	Fri 23/12	Sat 24/12
9:15am		9:15 - 9:30 Available	9:15 - 9:30 Available	9:15 - 9:30 Available	9:15 - 9:30 Available	9:15 - 9:30 Available	
9:30am		9:30 - 9:45 Available	9:30 - 9:45 Available	9:30 - 9:45 Available	9:30 - 9:45 Available	9:30 - 9:45 Available	
9:45am		9:45 - 10:00 Available	9:45 - 10:00 Available	9:45 - 10:00 Available	9:45 - 10:00 Available	9:45 - 10:00 Available	
10am		10:00 - 10:15 Available	10:00 - 10:15 Available	10:00 - 10:15 Available	10:00 - 10:15 Available	10:00 - 10:15 Available	

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.

Sun 18/12	Mon 19/12	Tue 20/12
	9:30 - 9:45 Available	9:30 - 9:45 Available
	9:45 - 10:00 Available	9:45 - 10:00 Available

2) The the following screen will pop up

### Create Appointment ×

Practitioner:  Dr Ashwin Patel

Facility:

Start: 19/12/2016 09:30 am

End: 19/12/2016 09:45 am

Reason:

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.

You have booked an appointment for Thursday July 18 from 09:15 to 09:30. ×

Patient Name: Mr Donald Duck Practitioner Name:  ▼





Your name will also appear in the appointment book.

Sun 18/12	Mon 19/12	Tue 20/12
	9:30 - 9:45 Click to cancel	9:30 - 9:45 Available
	9:45 - 10:00 Available	9:45 - 10:00 Available

## To cancel an appointment:

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

Sun 18/12	Mon 19/12
	9:30 - 9:45 Click to cancel

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

### Cancel Appointment ✕

Practitioner:  Dr Ashwin Patel

Facility:

Start: 19/12/2016 09:30 am

End: 19/12/2016 09:45 am

Reason:

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

You have deleted appointment from 2013-07-18 09:15:00 to 2013-07-18 09:30:00. ✕

Patient Name: Mr Donald Duck Practitioner Name:  ▼

## 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.

### CURRENT PROBLEMS

  Hypertension

### PAST HISTORY

  Adenomyosis (34)



### SURGICAL HISTORY

  Haemorrhoids

### OBSTETRIC HISTORY

  2015 test

## NOTE:

The Information icon   is information about the condition in general and any specific concerns should be discussed with your practitioner.

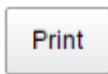
## Clinical Notes

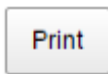
**(Please note that this service is not available at all practices)**

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 , pls click the  icon the clinical notes

Show  entries Search:

Date	Type	Note	Author	View
15/12/2016 03:39 p.m.	Online Question	testqwer	Mickey Mouse	
09/12/2016 11:19 a.m.	Attachment	<a href="#">dotNetFx45_Full_setup (2).exe</a>	Mickey Mouse	
	Online Question	sft		
28/11/2016 11:52 a.m.	Online Question	online consultation to DB	Mickey Mouse	
28/11/2016 11:47 a.m.	Action	Message sent via email. To: portaltest@health365.co.nz Subject:Health365 Notification Content: Your have a new message on Health365 online consultation.	Roopesh Kumar	
28/11/2016 11:47 a.m.	Online Reply	reply from DB	Roopesh Kumar	
28/11/2016 11:39 a.m.	Online Reply	rwer	Roopesh Kumar	
28/11/2016 11:39 a.m.	Online Reply	tests	Roopesh Kumar	
28/11/2016 11:39 a.m.	Action	Message sent via email. To: portaltest@health365.co.nz Subject:Health365 Notification Content: Your have a new message on Health365 online consultation.	Roopesh Kumar	

For more information , pls 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

[Print](#) [Close](#)

## 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”

### Your Regular medication

Show  entries Search:

Indication	Name and Instructions	Prescribed	Action
Acute renal failure	bendroflumethiazide 2.5 mg tablet	90 Tablets	<a href="#">Order</a> <a href="#">Info</a>
	Once daily		
Acute renal failure	Eprex - epoetin alfa 4000 international units/0.4 mL (33.6 microgram/0.4 mL) injection	90 Tablets	<a href="#">Order</a> <a href="#">Info</a>
	daily	25/11/2015	
Menopausal or female climacteric state	Ovestin - estriol 2 mg tablet	30 Tablets	<a href="#">Order</a> <a href="#">Info</a>
	1-2 daily, then 2x/week	25/11/2015	
	Champix - varenicline 1 mg tablet	3 ml	<a href="#">Order</a> <a href="#">Info</a>
	starting usually 1–2 weeks before target stop date, initially 500 micrograms once daily for 3 days,	3/02/2015	
	Ezetrol - ezetimibe 10 mg tablet	90 Tablets	<a href="#">Order</a> <a href="#">Info</a>
	one daily	25/11/2015	

Showing 1 to 5 of 5 entries First Previous **1** Next Last

- 2) Enter any additional comments in the additional requests box.

Step 1 of 2 Select medications

Step 2 of 2 Additional instructions & Send request

Collect at surgery  
 Chemist  Fax   
 Other

Additional instructions (Maximum 200 characters)

Check Your Order, then click on Send Request	<a href="#">Send Request</a>
Yasmin - drospirenone 3 mg + ethinylestradiol 30 microgram tablet	<a href="#">✕ Remove</a>

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”.

Step 1 of 2 Select medications

Step 2 of 2 Additional instructions & Send request

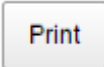
Collect at surgery  
 Chemist  Fax   
 Other

Additional instructions (Maximum 200 characters)

Check Your Order, then click on Send Request	<a href="#">Send Request</a>
Yasmin - drospirenone 3 mg + ethinylestradiol 30 microgram tablet	<a href="#">✕ Remove</a>

## 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, pls click the  icon the tasks

Task	Next Due On	Recall On	Recurrence
Blood Pressure	26/11/2018		Every 36 months
Smoking status	3/06/2019		Every 3 years
45Y Tetanus Immunisation	3/03/2040		
65Y Tetanus Immunisation	3/03/2060		















## 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.

[Print](#) Show  entries Search:

Date	Group	Test	Result	Abnormal	Range	Comments	Doctor's Notes	Info	View
20/10/2015 10:01 a.m.	Diabetic Profile	Hba1c %	1-12	Normal	12				
16/10/2015 02:00 p.m.	Iron Studies	Transferritin, Serum	123-456	Abnormal	123	Normal to ...	test		
13/10/2015 03:25 p.m.	Blood Alcohol (Ethanol)	Alcohol	12	normal	12-12	testing123	""		
29/09/2015 09:25 a.m.	Blood Alcohol (Ethanol)	Alcohol	100	normal	1-99	test	patient beta		
29/09/2015 09:22 a.m.	Blood Group And Antibodies	Abo Blood Group And Rhesus	0.11	normal	1-20	test	""		
09/12/2013 07:46 a.m.	Complete Blood Count	Basophils	0.03	Normal	0.00 - 0.20		""		

## Result Details

Mrs Mickey Mouse at My Doctor Ltd Live

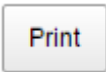
**Date:** 29/09/2015 09:25 a.m.  
**Group:** Blood Alcohol (Ethanol)  
**Test:** Alcohol  
**Result:** 100  
**Abnormal:** normal  
**Range:** 1-99  
**Comments:** test  
**Doctor's Notes:** patient beta

[Print](#)


[Close](#)

## 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 , pls click the  icon the Allergies

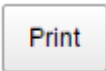
### Allergies




Allergen	Reaction
Phosphate enema	test
Cefuroxime Sodium	test

## 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 , pls click the  icon the Immunisations



Date	Vaccine	Indication	Status
26/11/2015	Influenza Vaccine	Eligible condition (Influenza)	Given
20/10/2015	Influenza Vaccine	Eligible condition (Influenza)	Given
22/09/2015	Influenza Vaccine	Eligible condition (Influenza)	Given


## 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 , pls click the  icon the Measurements

### Measurements

 Show  entries Search:

Date/Time	BP	Pulse	Weight	Height	BMI	Waist	PEFR
26/11/2015 02:19 p.m.	123/23	43	345	43	1865.9	43	43
06/11/2015 09:39 a.m.	123/123	123	123	156.7	50.1	123	123
20/10/2015 10:05 a.m.	21/21	12	12	12	833.3	12	12
22/09/2015 12:08 p.m.	132/312	32	313	312	32.2	312	321

## 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".

Send question to

### Your Question

Your Question (Maximum 320 characters)

Ask your question here

Add files...

Attach your file

Click here  
Ask Question

Roopesh Kumar at 16/12/2016 10:15 a.m.  
Test

Mickey Mouse at 15/12/2016 03:39 p.m.  
testqwer

Previous questions and responses are displayed below.

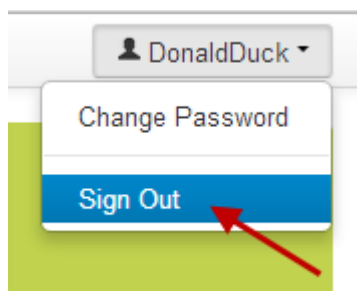
Your questions will be answered in the next few days. Some questions will require a visit to your doctor or nurse.

**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.

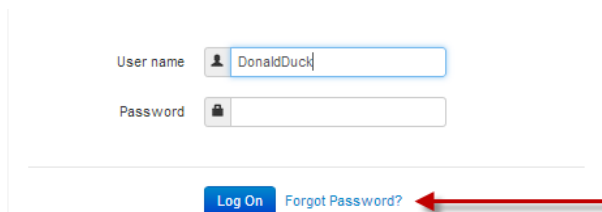
Select "Sign out"



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.



The image shows a sign-in form with two input fields: "User name" containing "DonaldDuck" and "Password" which is empty. Below the fields are two buttons: "Log On" and "Forgot Password?". A red arrow points to the "Forgot Password?" link.

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

## Forgot Password

Enter your email address and your password will be reset and emailed to you.

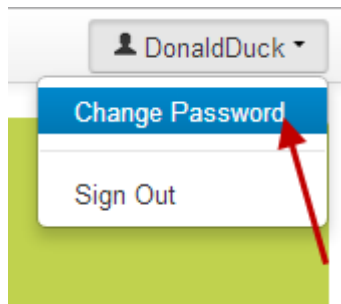
Reset your password



The image shows a "Forgot Password" form with an "Email" input field and a "Reset Password" button. A red box highlights the input field and button, with a red arrow pointing to the button.

## Changing your password

Click the drop down menu at the top right:




The image shows a user profile dropdown menu for "DonaldDuck". The menu is open, showing two options: "Change Password" and "Sign Out". A red arrow points to the "Change Password" option.

## Change Password

Use the form below to change your password.

Password Requirements:

- To be a minimum of 7 characters in length. 

### Account Information

Current password

New password

Confirm new password

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 over view 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.