

Frequently Asked Questions

ManageMyHealth Patient Portal

- 1. Does a practice need to offer all the functionality to patients from the outset?**

No, the system is highly configurable and each practice can decide which services they want to offer.
- 2. How easy is it after the initial go live to introduce new services?**

Similar to the Medtech32, each practice has a system administrator. This person can configure the services in the practice and add more services for your patients as required.
- 3. Can the patient get access to ManageMyHealth without going through the practice?**

No, each patient will need to register with the practice before they can use the ManageMyHealth.
- 4. If a patient leaves the practice can they still access the services?**

You can suspend a patient's registration at any time. They will still have access to the ManageMyHealth site but they will not be able to interact with the practice.
- 5. What sort of training is provided for Practice employees?**

The training can all be done in one day and is focused on the workflow in Medtech32. Typically this would comprise an overview and role based training on the functions that each staff member will interact with.
- 6. Does ManageMyHealth give patients a reminder of their appointment on the day?**

Yes, reminders are sent on the day of the appointment.
- 7. Can monthly invoices be emailed to patients through ManageMyHealth?**

By saving invoices to an accessible drive you can email them using the secure ManageMyHealth email function.
- 8. If we have sent a message regarding a result, how do we know if the recipient has read it?**

ManageMyHealth provides 'read receipts' for secure messages.
- 9. How much does it cost for the basic ManageMyHealth programme?**

You will need to check with your PHO in the first instance. There are a number of enterprise agreements. If your PHO is not able to offer a response please contact our sales team directly and they will arrange a review of your practice and provide costs. salesnz@medtechglobal.com
- 10. When there is a charge for a service, does ManageMyHealth automatically invoice the patient via email?**

As you action a service in ManageMyHealth you will need to create a quick bill.
- 11. If you send a message to a patient, does the ManageMyHealth App have a (push ?) notification icon?**

Yes, the iPhone and Andriod Apps both have notification functionality.

12. We are a Medical Practice with more than one location. Can ManageMyHealth filter so the patient makes a booking at the correct Medical Centre?

Yes, the system is configurable and you can allow patients to book in one location or any location.

13. How is the invoice generated from the patient asking the Doctor a question, and can you change the \$10 amount?

Once the message has been opened and triaged the Practice employee creates a quick bill. The amount can be configured as required.

14. Is the ManageMyHealth provider inbox the same as the usual Provider inbox? Do these messages get filed?

Yes, there is now an additional tab in the Provider Inbox to help manage ManageMyHealth messages.

15. When patients make appointments and there is the option of "any doctor", can we configure ManageMyHealth so patients can only make appointments with their registered doctor?

Yes, you can configure the system to allow patients to only book an appointment with their default provider as shown in the Medtech F3 screen.

16. Normally our nurses prepare prescriptions for our GP's to review and approve. It appears only GP's can do repeat prescriptions using the ManageMyHealth patient portal - is this correct?

The system can allow the repeat prescriptions to be delivered into any Inbox, so nurses can also routinely receive them via ManageMyHealth.

17. If a patient is registered to Dr Smith, but the patient actually sees Dr Jones at the same practice (the patient register just hasn't been updated), will a repeat script request from the patient go to Dr Smith or can the patient specifically send the repeat script request to Dr Jones?

Depending on how your practice chooses to set up the service, you can allow requests to be sent to only the default provider or to any provider.