



ManageMyHealth

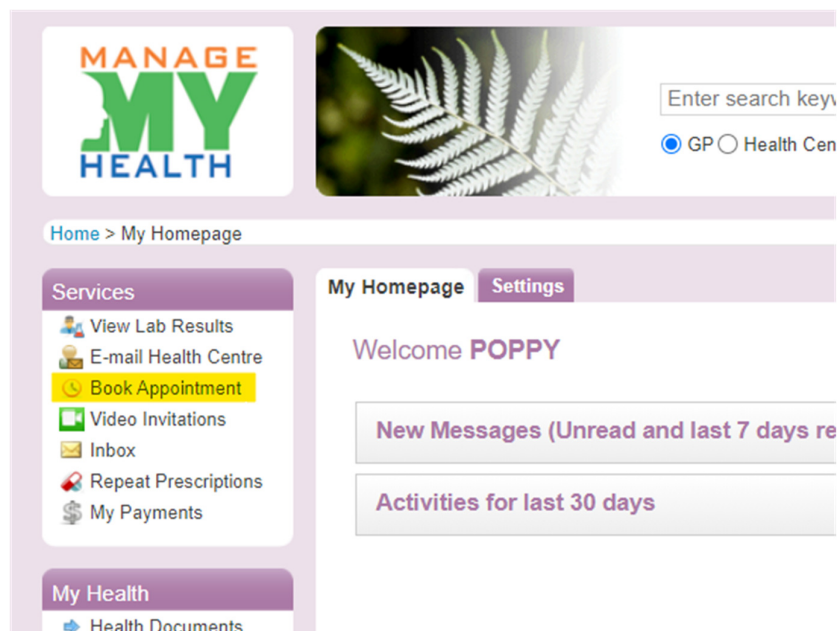
Patient Guide

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How Do I Book an Appointment?

1. Select 'Book Appointment' in the 'Services' menu.



2. Use the first drop-down option to choose the location of the medical centre you would like to go to.
3. Use the second drop-down option to choose the doctor you would like to see.

Who & Where

Select Location:	Market Place Surgery MCK 13	▼
Doctor:	Any Doctor	▼

4. On the calendar, select the date you would like to make to appointment for.
5. Using the options across the top of the box (highlighted below), you can choose 'morning', 'afternoon', 'evening', or 'all' to see the available appointment times.
6. Select the appointment time you would like. In the image below, the 08:00 AM appointment is selected.
7. Select the 'Confirm Appointment Request' button.

Choose an available appointment

<< November 2020 >>

Nov 2020

Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6


Terms & Conditions

Available appointments on 19 Nov 20

Morning Afternoon Evening All

	Time	Duration	Doctor	Consult
<input checked="" type="radio"/>	08:00 AM	15 Mins	Dr Francesca Lacson	
<input type="radio"/>	08:15 AM	15 Mins	Dr Francesca Lacson	
<input type="radio"/>	08:30 AM	15 Mins	Dr Francesca Lacson	
<input type="radio"/>	08:45 AM	15 Mins	Dr Francesca Lacson	
<input type="radio"/>	09:00 AM	15 Mins	Dr Francesca Lacson	
<input type="radio"/>	09:15 AM	15 Mins	Dr Francesca Lacson	
<input type="radio"/>	09:30 AM	15 Mins	Dr Francesca Lacson	
<input type="radio"/>	09:45 AM	15 Mins	Dr Francesca Lacson	
<input type="radio"/>	10:00 AM	15 Mins	Dr Francesca Lacson	
<input type="radio"/>	10:15 AM	15 Mins	Dr Francesca Lacson	

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Confirm Appointment Request 


8. Some medical centres require a reason for the appointment. Enter your reason into the box.
9. Read the 'Terms & Conditions' and 'accept' if you agree to these.
10. Select 'Confirm your booking now'

Please confirm the details of your appointment

Medical Centre: Market Place Surgery MCK 13

Doctor: Dr Francesca Lacson

Date and time: Thursday 19 Nov 2020 at 08:00 AM

 Please note: Any text you enter in the "Reason for appointment" field will be visible to the reception staff at the medical centre. Please do not enter any information that might be sensitive or confidential.

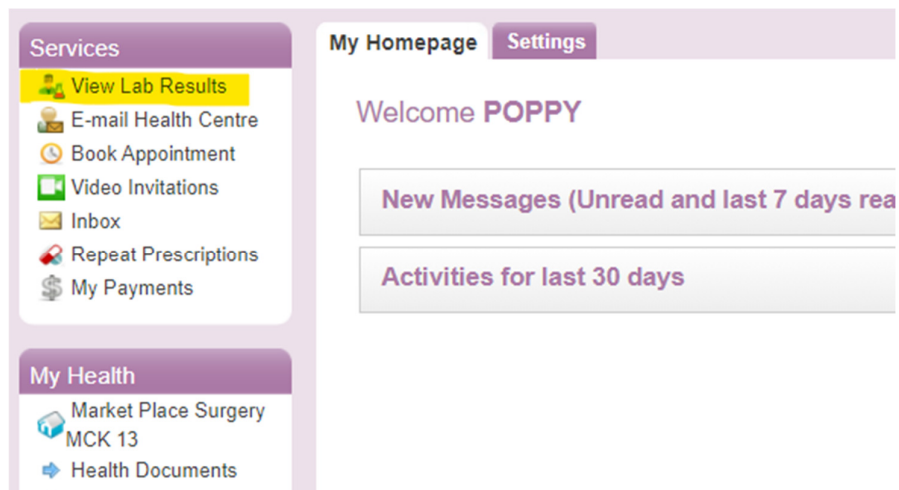
Reason for appointment:

I accept the [Terms & Conditions](#) for booking this appointment.

Confirm your booking now **✕ Cancel**

How Do I View Lab Results?

1. Select 'View Lab Results' in the 'Services' menu.



2. Your lab results will show under the 'Lab Results' tab. Any new health records are displayed with a green colour background.

The screenshot shows the 'Lab Results' tab selected in the patient portal. The top navigation bar includes tabs for 'Prescriptions(38)', 'Allergies(6)', 'Immunisations(13)', 'Classifications(4)', 'Lab Results(7)', 'Clinician Notes(22)', and 'Recalls(9)'. The 'Lab Results' tab is highlighted in yellow. Below the navigation bar, there is a section titled 'Entries From Health Centre(s)' with a sub-header 'Drag a column header here to group by that column.' The main content is a table with the following columns: 'Date Received', 'Test', 'Clinician Comments', 'Health Centre', and 'More Info'. The table contains the following data:

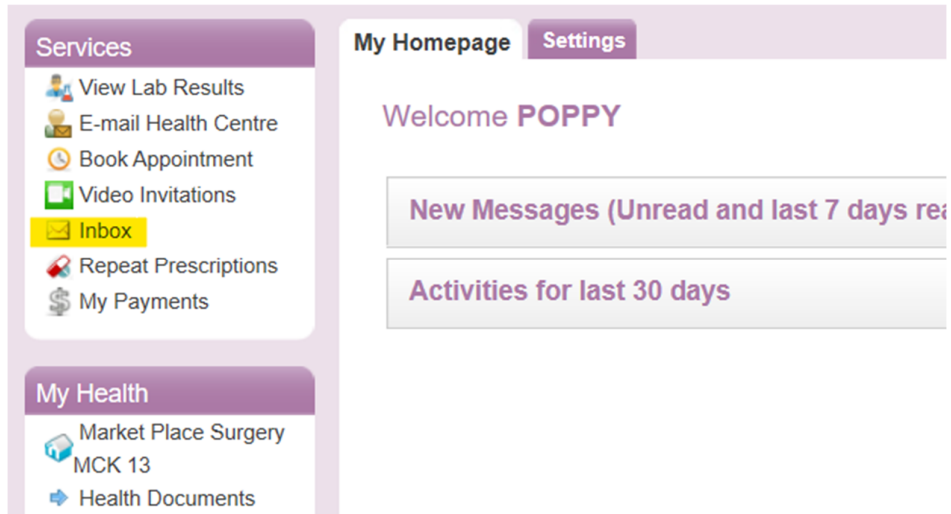
Date Received	Test	Clinician Comments	Health Centre	More Info
18 Jul 1998	Uric Acid		Market Place Surgery	i
18 Jul 1998	test		Market Place Surgery	i
18 Jul 1998	Electrolytes (Serum)		Market Place Surgery	i
16 Jul 1997	Gynaecological Cytology	Letter sent on the 22/07/97. On recall for the 22/07/98.	Market Place Surgery	i
16 Jul 1997	Cervical Swabs Etc		Market Place Surgery	i
09 May 1997	Thyroid Function		Market Place Surgery	i
09 May 1997	Lipid Studies	needs dietary advice Telephoned	Market Place Surgery	i

Records per page: 10 Records: 1 - 7 of 7 - Pages: 1 2 3 4 5 6 7 Go to page »

[i](#) New health records are displayed with green background colour

How Do I Get to My Inbox if I Receive a Message?

1. Select 'Inbox' in the 'Services' menu.



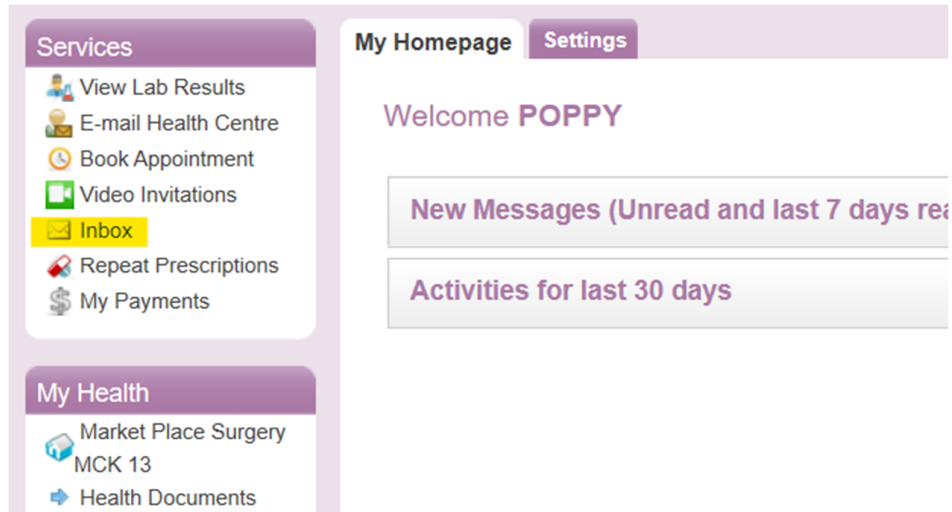
2. All the messages you have received from your medical centre will appear on the screen. New or unopened messages will have a closed envelope icon, and the 'Subject' written in **bold** font.



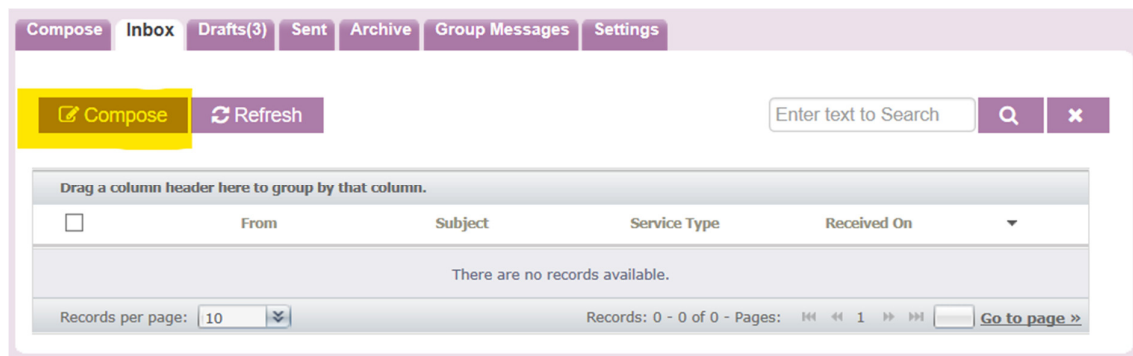
How Do I Send a Secure Email to the Clinic?

NOTE: Some medical centres do not have secure mail activated, so you will not be able to send emails directly to your health care provider.

3. Select 'Inbox' in the 'Services' menu.



4. Select the 'Compose' button



5. Complete the fields 'Location', 'Service Name', 'Role', and 'To' using the drop-down options.
6. Read the 'Terms & Conditions' and 'accept' if you agree to these.

Compose New Message

Save as Draft

Send Message

Cancel

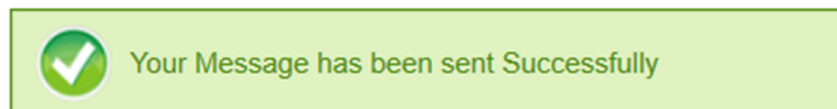
Location	Market Place Surgery MCK	▼
Service Name	Advise of Changes	▼
Role *	--Select--	▼
To *	--Select--	▼
Subject *	Advise of Changes	Attach Files
Attachments		
Terms & Conditions	<input type="checkbox"/> I accept the Terms & Conditions for this service	

7. Type your message in to the empty text box.
8. When you are finished, select the 'Send Message' button.

Message Body

<div style="border: 1px solid #ccc; height: 200px;"></div>		
Save as Draft	Send Message	Cancel

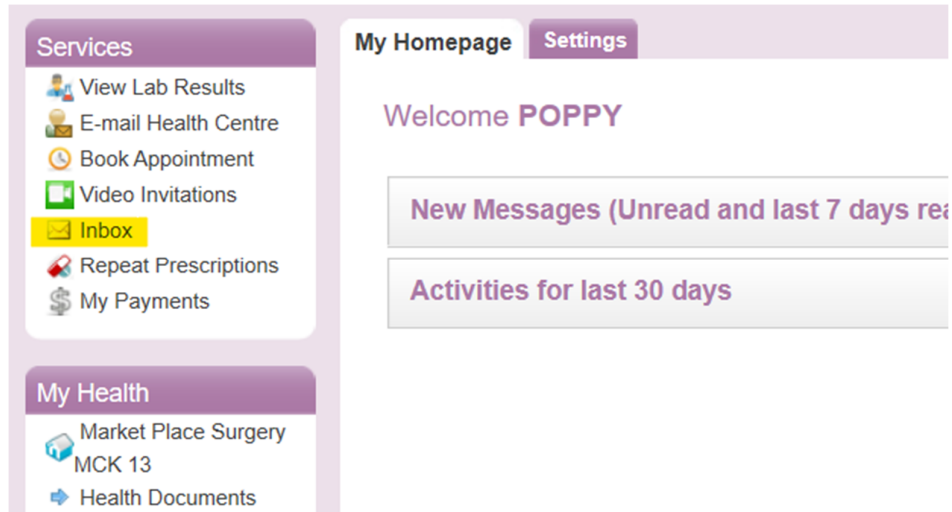
9. When your message is sent, you will see this message appear on your screen:



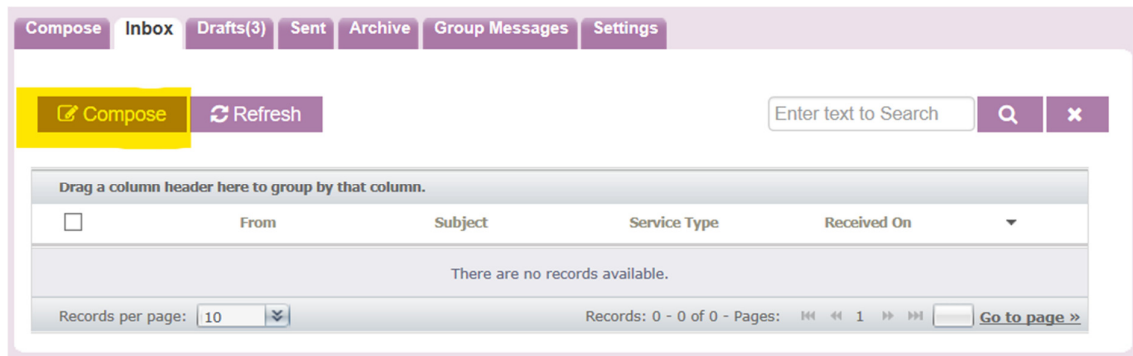
How Do I Send Attachments?

NOTE: Some medical centres do not have secure mail activated, so you will not be able to send emails directly to your health care provider.

1. Select 'Inbox' in the 'Services' menu.



2. Select the 'Compose' button



3. Select the 'Attach Files' button

The screenshot shows the 'Compose New Message' form. The 'Attach Files' button is highlighted in yellow. The form includes the following fields and buttons:

- Buttons: Save as Draft, Send Message, Cancel
- Location: Market Place Surgery 13 (dropdown)
- Service Name: Internal Communication (dropdown)
- To: --Select-- (dropdown)
- Subject: Internal Communication
- Attachments: (empty field)
- Terms & Conditions: I accept the [Terms & Conditions](#) for this service

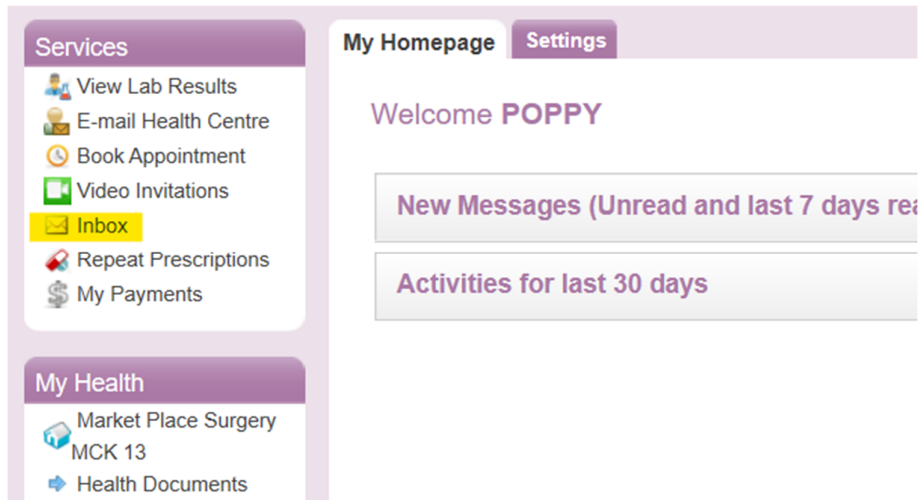
4. In the pop-up window, select 'Browse' to search for an attachment.
5. Once you have chosen the attachment, select the 'Attach' button. The file will be attached to the message.
6. Finally, select 'Done'.

- A maximum of 3 files can be attached per email.
- Each file must not exceed **5MB**.
- Click "Done" button when you finish attaching files.

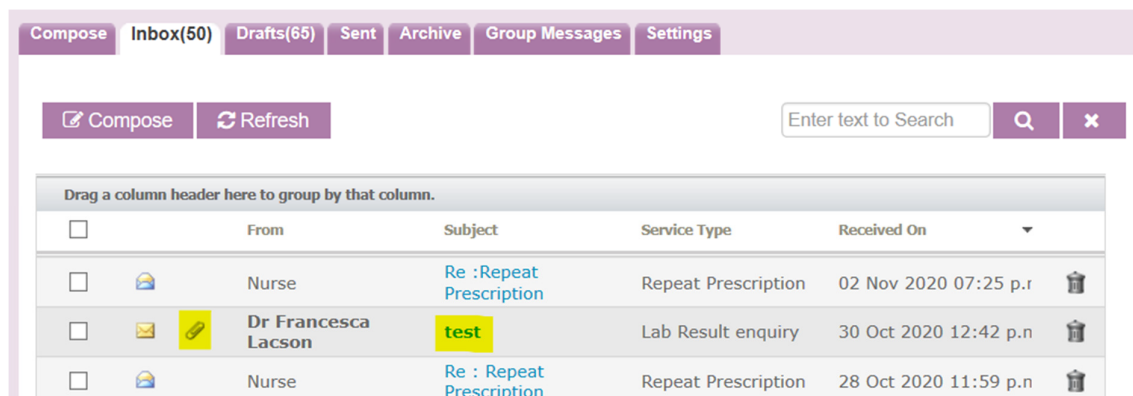
The screenshot displays a user interface for attaching files to an email. At the top, there is a light gray rectangular input field. To its right is a yellow button labeled "Browse..." and a gray button labeled "Clear". Below the input field, on the left, is a green circular icon with a white plus sign, followed by the text "Add another file" in blue. To the right of this text are two yellow buttons: "Attach" and "Done". At the bottom of the interface, the text "Attachments:" is displayed in a bold, black font.

How Do I View an Attachment Sent to Me?

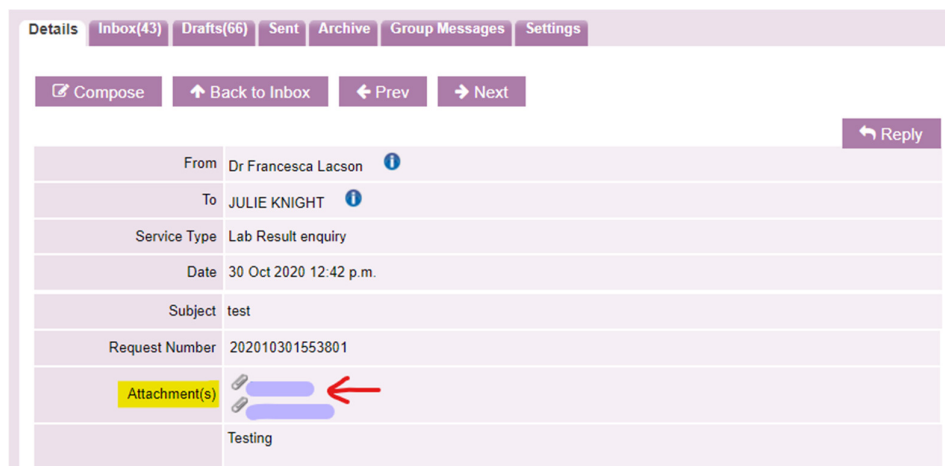
1. Select 'Inbox' in the 'Services' menu.



2. All the messages you have received from your medical centre will appear on the screen. The message with an attachment will show a paperclip icon (as highlighted in the image below).
3. Click on the message 'subject' to open the message.

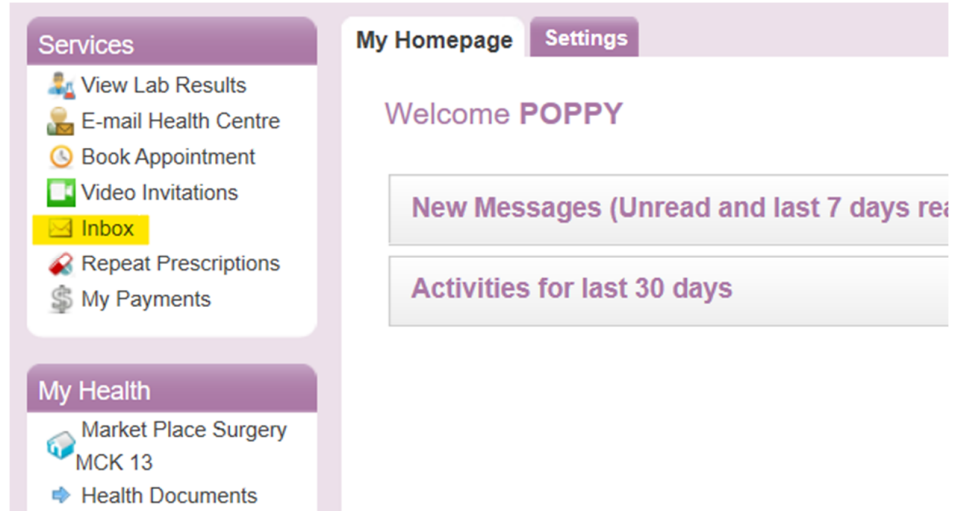


4. The attachment(s) will appear in the 'Attachment(s)' row. Click on the name of the attachment to open / download the attachment.



How Do I View Group Messages?

1. Select 'Inbox' in the 'Services' menu.



2. 'Group Messages' is one of the tab options on the screen. Select the 'Group Messages' tab, and all group messages sent to you will be here.

