

## How do I book an appointment online?

- Log into the portal.
- Click the appointments tab from the top menu bar.
- Select new appointment – book now.
- Find your Doctor in the list and click on the appointment time you wish to book.
- Enter a reason for your visit (optional).
- Select book appointment.

Your appointment will show as confirmed once booked.

## What if I need to cancel the appointment?

- Log into the portal.
- Click the appointments tab from the top menu bar.
- Select Upcoming Appointments.
- Click cancel appointment.

Cancellations should be completed no less than one hour before your appointment so we can offer that appointment time to another patient.

## How do I request a long term repeat medication online?

- Log into the portal.
- Click the prescriptions tab from the top menu bar.
- Select new prescription.
- Select your routine prescribing Doctor from the drop down list.
- Enter your delivery method: Collect at Reception or Fax to a Pharmacy. If you select fax to a Pharmacy, you will need to provide the Pharmacy name and Fax number. (Note some Pharmacies do charge a fax fee on top of your normal prescription fees).
- Place a tick in the select column of the items you require.

- Add any additional comments in the comments box at the bottom (optional)
- Select Next to review your prescription request. You will also be advised of the fee payable for this service.
- Select send.

Your prescription will be ready for you to collect per your chosen method Monday – Friday, 24 hours from when you requested it.

A repeat script via the portal will still incur charges which are payable at reception.

## Can I update my details online?

No. This must be completed in the practice. If you have changes to make to your details, please contact us, in some cases we may require you to complete a new enrolment form.

## What do I do if I have Security Concerns (i.e I'm concerned someone has my password)?

Please contact us without delay. We have processes in place to suspend your account should you have this concern and we will work with you through this process.

**If you have any questions or concerns please contact our Reception team on 03 419 0500.**

**Clutha Health First**  
9-11 Charlotte Street, PO Box 46, Balclutha  
03 419 0500  
[www.cluthahealth.co.nz](http://www.cluthahealth.co.nz)

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# General Practice Patient Portal

*Online individual access to Appointment Making, Repeat Prescriptions, Test Results and more.*



 **Book** Appointments  **Request Repeat** Prescriptions



[www.connectmed.co.nz](http://www.connectmed.co.nz)

## What is it?

Clutha Health First is pleased to make available to registered patients at our practice an easy and private, non urgent online platform so you can view your private and personalised health information whenever and wherever you have access to the internet 24/7. The portal can be used for purposes of routine appointment making, repeat prescriptions, request of long term medications, access to own lab results and immunisation history.

## Who can use it?

Registered and enrolled patients aged 16 years and over, with their own personal current email address and who have undergone ID verification at our practice can use this online service. The portal is a voluntary opt in, you are welcome to opt out at any time.

## What functionality will it give me?

- Access to book routine, non urgent appointments with your Doctor.
- Access to request non urgent repeat prescriptions for long term medications for collection at reception, or delivery to Pharmacy within one working day of making the request.
- Access to view approved laboratory results.
- Access to view your immunisation history.

## Can I book for someone else from my family online?

No. Only registered users can use the online functions for themselves. If you have a family member that is not signed up to use the portal and requires an appointment, please phone the practice.

## Who has access to my information?

As you are required to log into a secure website every time you want to access it so only the person

with the login and password can access it. As with any password, you need to keep this confidential. Clutha Health First has taken every precaution to ensure electronic health records are secure, confidential and respectful of your privacy.

## How much does it cost?

It's free of charge to registered and enrolled patients at Clutha Health First General Practice.

## What can I complete online?

- ✓ Book routine 15 minute, non urgent GP appointments.
- ✓ Request repeat non urgent prescriptions for long term medications.

## What can't I complete online?

Non routine appointments such as:

- ✗ Care Plus Appointments – either with the Nurse or Doctor;
- ✗ CLIC Appointments;
- ✗ Driver Licence Medicals;
- ✗ Immigration Medicals;
- ✗ Nursing appointments such as BP Check, Cervical Smears, Immunisations etc.
- ✗ Appointments for specialist services, where they have not been discussed with your Doctor first.

## What if my appointment or medication is urgent?

Phone the practice on 4190500 and one of our staff will be able to assist you.

**The portal is not intended to be used in emergency or urgent situations.**

## What do I need to have before I sign up?

- Your own email address (this cannot be a shared email address this is for security reasons).

- A suitable device to use (computer, tablet, mobile phone).
- Internet connectivity.

## How do I sign up?

There are two options:

**Self-Enrolment:** Visit [www.cluthahealth.co.nz](http://www.cluthahealth.co.nz) and select "Book Appointment/Request Repeat Prescription" from the top banner.

On the logon page, select join and enter all requested information. The information that you enter must match the records held by the practice, or your join request will be declined.

Shortly after joining you will receive a text message with an access code, verify this along with your email address. Once these are both verified you will be granted access to appointment bookings only.

To elevate your security to use other available functions you must visit the practice and verify your identity with us.

**Enrol at the Practice:** Complete the appropriate portal enrolment form, providing photo evidence of your identity. Within 7 days, our staff will enrol you in the portal and you will receive an email to verify your account. Once your account is verified you will have full access to all available functions.

Please note every person signing up to the portal must have their own individual email address (two people cannot use the same email address) for security purposes.

## How do I access the portal once I have signed up?

Simply visit [www.cluthahealth.co.nz](http://www.cluthahealth.co.nz) and select the "Book Appointment/Request Repeat Prescription" button at the top of the web page. This will take you to the portal.

## ConnectMed – Patient Portal Registration Form

Please complete this form and supply one form of photo ID to register for the ConnectMed patient portal.

**Each person that uses the portal must have their own unique email address.**

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

Date of Birth: \_\_\_\_\_

Email Address: \_\_\_\_\_

Mobile Phone: \_\_\_\_\_

Signature: \_\_\_\_\_

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

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### ***Practice Use Only: Level 2***

Patient NHI: \_\_\_\_\_

Photo ID:  Copy obtained  ID Verified

Staff Member: \_\_\_\_\_

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

Once enrolment is processed, scan this consent form including the photo ID to MedTech.