**Health 365 Patient Request and Consent Form**

To Epic Health

Please register me to Patient Portal of Health 365 for exclusive access to my health online:

Full name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DOB: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email to be used for your log in: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*The above email is your own individual email address. Once an email has been allocated to a person it can never be used by another family member for the purpose of Health365.*

**Please read and sign this consent if you wish to access your health information through Health365 patient portal.**

**Consent Statement:**

 **I have read and understand the Terms and Conditions provided with this consent form.**

**I have kept a copy of the Terms and Conditions for my reference.**

**I am aware that this is a non-urgent service and for urgent/serious problems I will call the medical centre on 0800 3742 54 or phone 111 in an emergency.**

**I am aware that misuse of this service and not complying with the Terms and Conditions, will result in the suspension of my patient portal.**

**I understand that the services offered through patient portal are at the sole discretion of Epic Health Medical Centre and may be withdrawn or amended at their discretion.**

**I have provided an email address that only I have access to and will take all reasonable measures to prevent unauthorised access to my patient portal account.**

**I understand that I am responsible for the security of my Health365 log-in details and any personal health information that I access while using this program.**

**I agree to refrain from using the service for frivolous, commercial purposes or any non-medical care use.**

**I understand that all communications through patient portal will be recorded on my medical records.**

**I agree to pay all charges associated with using the patient portal within 7 days of service.**

**I wish to register for Health365.**

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

(office use only):

|  |  |
| --- | --- |
| **ID confirmed by:** | **NHI Number:** |
|  Task to GP |  Registration Complete |
|  Initial Registration Complete |  Scanned to file |

**Terms & Conditions**

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| --- |
| *Appointments* |
| Only non-urgent, standard 15 minute GP medical and ACC appointments with your own GP to be booked via patient portal. Other appointments are subject to different fees and time requirement.Please note, the portal does not provide a reminder service. A charge of $35 applies to all missed appointments or those cancelled within 3 hours of the appointment. |
| *Repeat prescription requests* |
| **This service is only available to request non urgent (ready within 72 hours) repeat prescriptions for long term medications.**Once your request has been processed or if an appointment is required before a repeat prescription can be issued, we will send you a communication via your Health 365 account.Requests for fax/email prescriptions **must** include the full name, address and fax/email of the pharmacy.Fees are stated on the portal and must be paid on collection or within 7 days if faxed/emailed. If your account is in arrears you will be required to make payment via internet banking (02-0432-0142897-000) before repeat prescription will be faxed.Urgent same day prescriptions are not available through patient portal.  |
| *Online GP Consultations* |
| Available for only brief (100 words) non-urgent contact.Charges apply to all responses from your GP. These are publicised on the patient portal**.**You may be advised by your GP that an appointment is required to discuss your issue. |
| *General* |
| Patient portal services are made available at the practice’s discretion. Overdue accounts or misuse of the service will result in your access being cancelled.Service fees are subject to change without notice.All fees should be paid within 7 days of service being provided. |
| *Lab test results* |
| This is a non-urgent service. We will usually have made your results available within 7 days of having the sample taken.If there is anything, we wish to talk to you about we will make contact with you before making the results available on Health365.You understand that results and reports are written for your doctor or referrer. The implications of these reports need to be considered in this context.Laboratory result comments are based on a computer generated formula. These have no connection to individual patients and do not take into account any clinical context. Eg an 'abnormal' result might be perfectly 'normal' for patients of a certain age, on certain medications or with other already diagnosed conditions.  If you have questions related to the findings in result reports, they should be addressed to the doctor who requested the test. |