



## **Patient Guide**

### **Manage My Health and Practice Plus**

## 1 Alternative Appointment Providers: Practice Plus

Definition of what is an alternative provider – An alternative provider is a registered service provider that is partnered with your usual healthcare provider, allowing expanded availability and options for consultations, for example, Telehealth (video or telephone) consultations.

**Practice Plus** is a virtual telehealth service in New Zealand that offers medical appointments with GP and Nurse Practitioners. It connects you with trusted medical care quickly, extending a patient’s regular medical centre team and GP through providing phone and video consultations. Practice Plus operates from 9.00am to 10.00pm weekdays, and 8.00am to 8.00pm weekends and public holidays, 365 days a year. For more information on Practice Plus you can head to [Practice Plus](#)

Your demographic information (name, date of birth, gender, email, mobile number and your NHI (Nation Health Index) will be shared with Practice Plus, and an account will be created for you in Practice Plus to facilitate appointment booking.

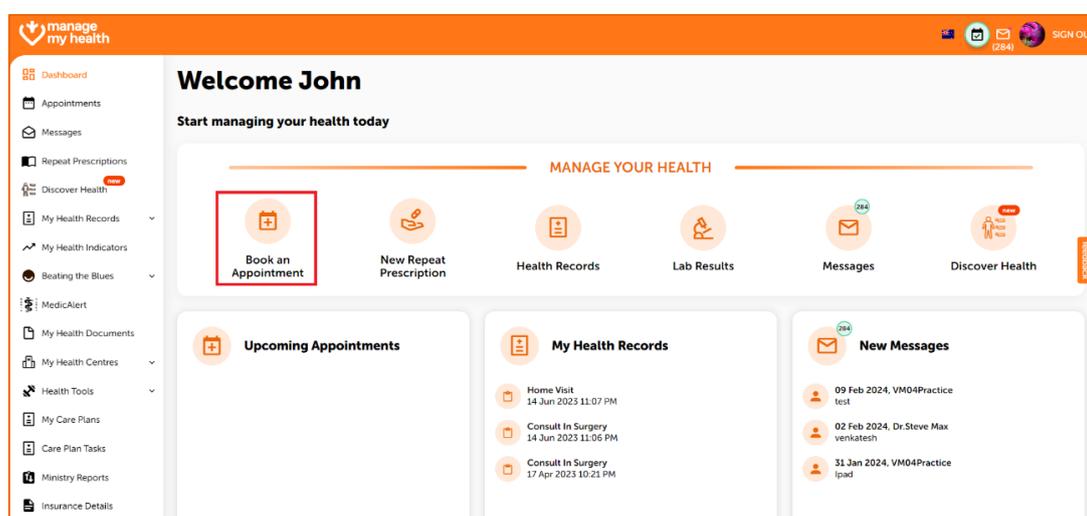
By using these services, you gain access to additional choices when scheduling appointments. These options are visible on the appointment booking screen and facilitate smooth transitions from Manage My Health to Practice Plus.

Practice Plus pricing can be seen here - [Practice Plus Pricing](#)

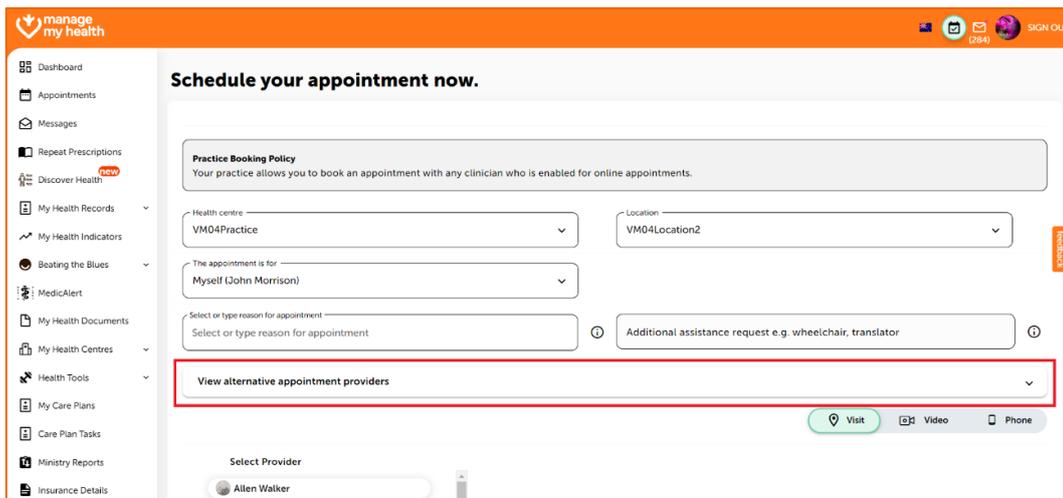
## 2 Patient Experience

The feature allows you to book appointments at additional appointment times with alternative qualified health clinicians at Practice Plus. If your healthcare practice has enabled Practice Plus, you can follow these steps to access it:

- Login to Manage My Health.
- Click on “Book an Appointment”.



- Look for the new option labelled “View alternative appointment providers”.



**Schedule your appointment now.**

**Practice Booking Policy**  
Your practice allows you to book an appointment with any clinician who is enabled for online appointments.

Health centre: VM04Practice | Location: VM04Location2

The appointment is for: Myself (John Morrison)

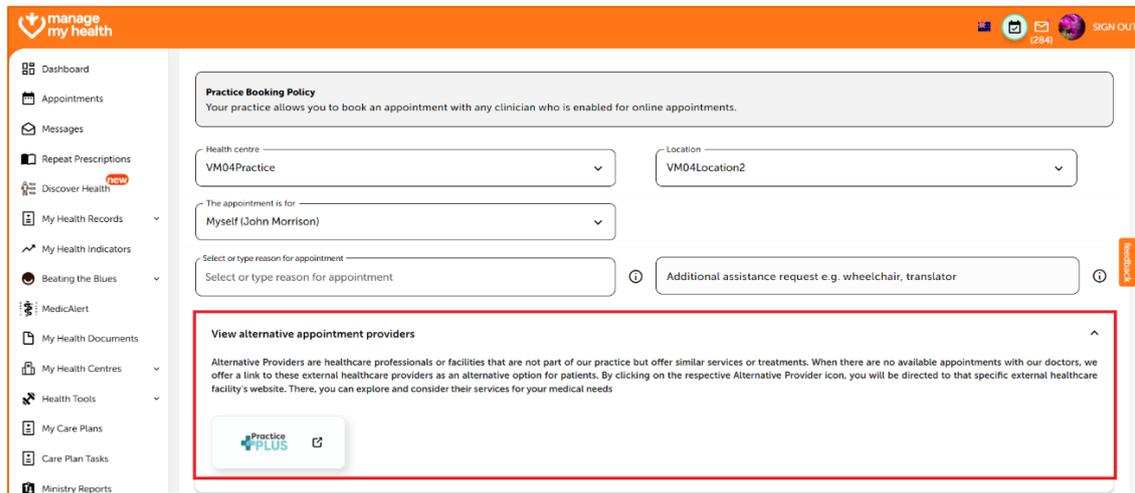
Select or type reason for appointment: | Additional assistance request e.g. wheelchair, translator

**View alternative appointment providers**

Visit | Video | Phone

Select Provider: Allen Walker

- Click on it to proceed. Here, you will also find an explanation of what this feature does.



**View alternative appointment providers**

Alternative Providers are healthcare professionals or facilities that are not part of our practice but offer similar services or treatments. When there are no available appointments with our doctors, we offer a link to these external healthcare providers as an alternative option for patients. By clicking on the respective Alternative Provider icon, you will be directed to that specific external healthcare facility's website. There, you can explore and consider their services for your medical needs.

 [Practice PLUS](#)

- Click “Practice Plus” to proceed.
- If you are using Practice Plus for the first time, you will need to provide consent for the service to access relevant data from your profile.
- Practice Plus would request access to the following details:
  - Name (Enabled by default and cannot be disabled)
  - Gender (Enabled by default and cannot be disabled)
  - Date of Birth (Enabled by default and cannot be disabled)
  - Mobile Number
  - Email Address
  - NHI Number

### Consent

You are now leaving the Manage My Health portal and will be redirected to the Practice Plus website.

Before proceeding, please be informed that we will be sharing your basic demographic information with Practice Plus. Manage My Health requires your consent to proceed with this redirection. By continuing, you acknowledge that you will be leaving our platform and accessing services provided by Practice Plus.

You can always revoke your consent in the 'Access Management' section of 'My Profile'.

#### Personal Details

Name*	<input checked="" type="checkbox"/>
Gender*	<input checked="" type="checkbox"/>
Date Of Birth*	<input checked="" type="checkbox"/>
Mobile Number	<input type="checkbox"/>
Email Address	<input type="checkbox"/>
NHI Number	<input type="checkbox"/>

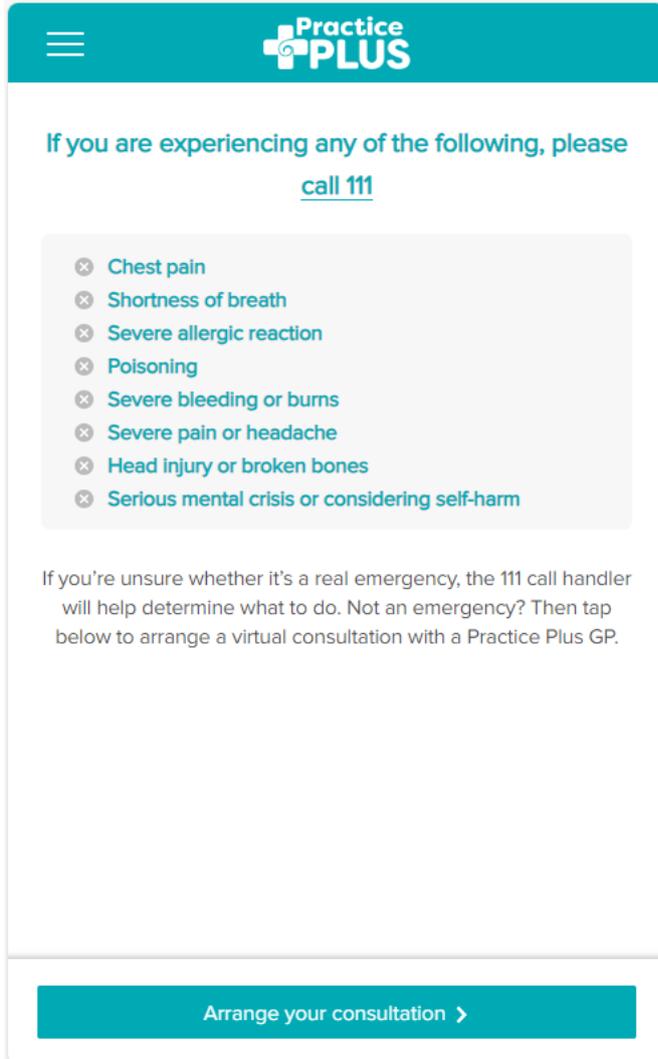
GRANT ACCESS

CANCEL

- You can use the corresponding toggle switches allowing you to grant consent for Practice Plus to access only the data you feel comfortable sharing.
- Once done, click on Grant Access.
- Practice Plus now has access to data that you have consented to share.
- You will then be redirected to the external Practice Plus website to book your appointments.

**Note:** You are prompted to provide consent only on first access to Practice Plus. Subsequent visits do not require re-consent, as the system already has access to the necessary data.

- You will be presented with the following message, click “Arrange your consultation” to proceed.
- You will be asked if you have had a virtual consultation before – Click “yes” or “no”.
- Select “Book for later” or the option that best matches your needs.



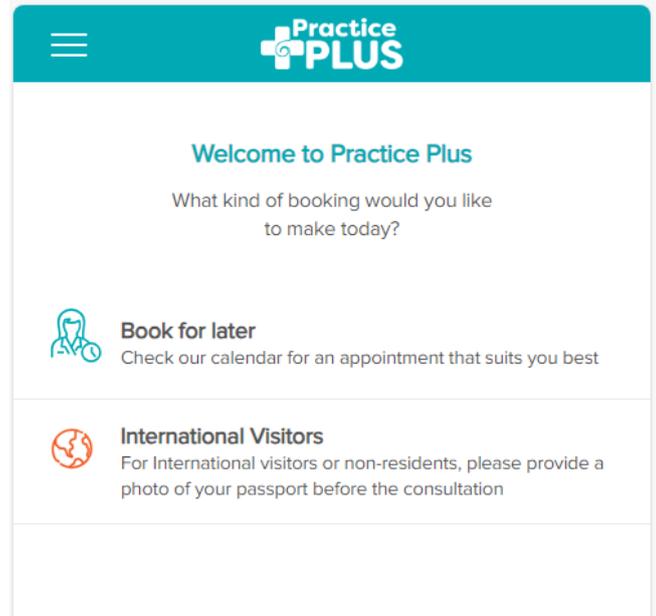
 **Practice PLUS**

If you are experiencing any of the following, please [call 111](#)

- ✕ Chest pain
- ✕ Shortness of breath
- ✕ Severe allergic reaction
- ✕ Poisoning
- ✕ Severe bleeding or burns
- ✕ Severe pain or headache
- ✕ Head injury or broken bones
- ✕ Serious mental crisis or considering self-harm

If you're unsure whether it's a real emergency, the 111 call handler will help determine what to do. Not an emergency? Then tap below to arrange a virtual consultation with a Practice Plus GP.

**Arrange your consultation >**



 **Practice PLUS**

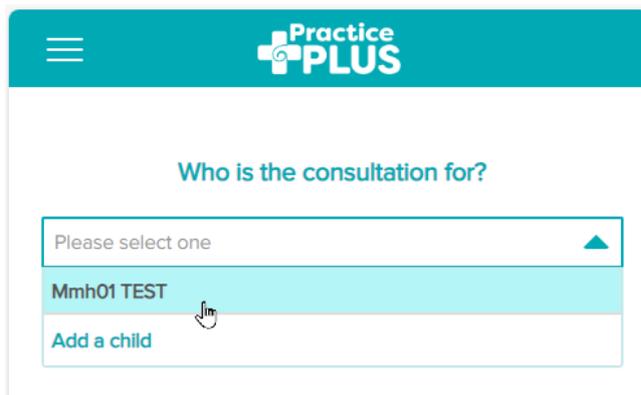
**Welcome to Practice Plus**

What kind of booking would you like to make today?

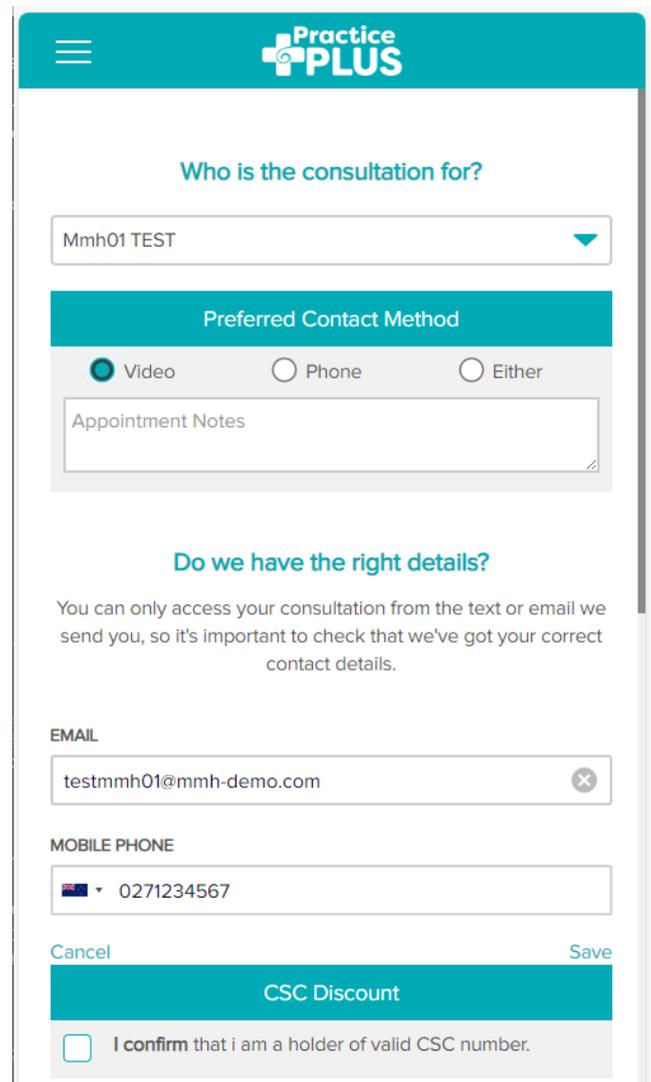
 **Book for later**  
Check our calendar for an appointment that suits you best

 **International Visitors**  
For International visitors or non-residents, please provide a photo of your passport before the consultation

- Select the day and time of your appointment (note: only available appointments will show).
- Select who the consultation is for. You can add dependants up to the age of 16 to your profile.
- Select how you would like to be contacted and provide a note for the consultation if relevant.
- Confirm your email address and mobile number, click “edit” to adjust this.



The screenshot shows the 'Who is the consultation for?' section of the Practice PLUS app. A dropdown menu is open, displaying the following options: 'Please select one' (with an upward arrow), 'Mmh01 TEST' (highlighted in light blue), and 'Add a child'. A mouse cursor is pointing at the 'Mmh01 TEST' option.



The screenshot shows the 'Preferred Contact Method' and 'Do we have the right details?' sections of the Practice PLUS app. The 'Preferred Contact Method' section has three radio buttons: 'Video' (selected), 'Phone', and 'Either'. Below this is a text area for 'Appointment Notes'. The 'Do we have the right details?' section contains a message: 'You can only access your consultation from the text or email we send you, so it's important to check that we've got your correct contact details.' Below this are fields for 'EMAIL' (containing 'testmmh01@mmh-demo.com') and 'MOBILE PHONE' (containing a flag icon and '0271234567'). At the bottom, there are 'Cancel' and 'Save' buttons, a 'CSC Discount' button, and a checkbox with the text 'I confirm that i am a holder of valid CSC number.'

- If applicable, tick “I confirm that I am a holder of a valid CSC number” and add your CSC number and expiration date. Click “update”.
- Confirm that your details are correct.
- You can add a coupon or voucher code if your health provider has supplied one, click “apply” to add a discount.
- Enter your credit card or debit card information along with the expiry and the card CVV/CVC number and click “Pay” (note: we do not store your payment information)
- You will receive a confirmation message of the provider you will see and the date and time of your appointment. You will receive a confirmation text message and email if applicable. You will receive reminders to these contacts before your appointment.

Cancel Save

**CSC Discount**

I confirm that I am a holder of valid CSC number.

**Yes, my details are correct**

I understand that anyone who has access to my phone or email notifications could also access my virtual consultation.

**Please enter your payment details**

To confirm your booking we'll need to take your payment details now. You'll only be charged once your consultation has finished.

**Using a coupon?**

Apply



Cancel

Pay \$65.00 NZD

☰**Practice PLUS**

✔ Booking confirmed



**Test ACCOUNT**

has **accepted** your consultation request and will see you at:

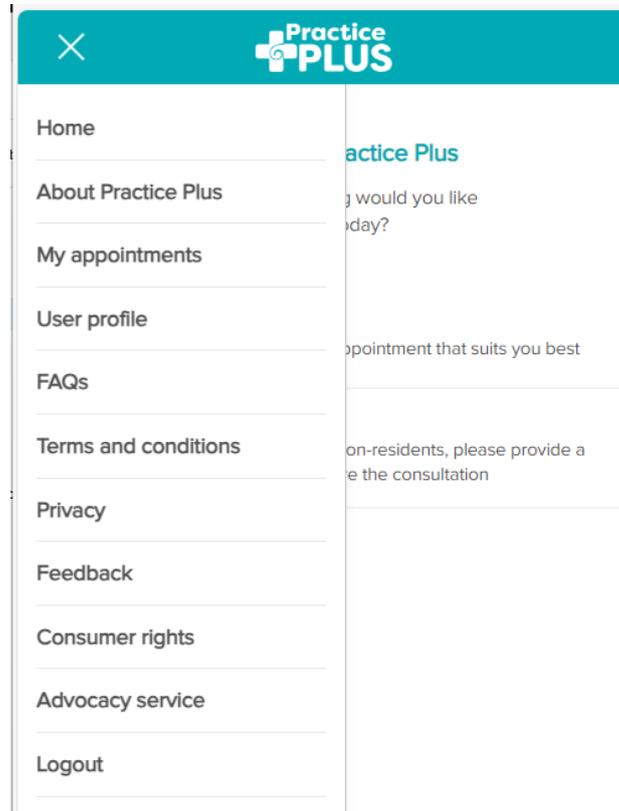
**11:30am - 11:45am**  
**Thursday 04 April 2024**

---

We'll send you an **email** shortly confirming your booking details. You'll also receive a link via text and email to the virtual waiting room 15 minutes before your consultation.

[Cancellation policy](#)

- You can click the three lines on the top left of the screen at any time to review your details, log out or view more information on Practice Plus

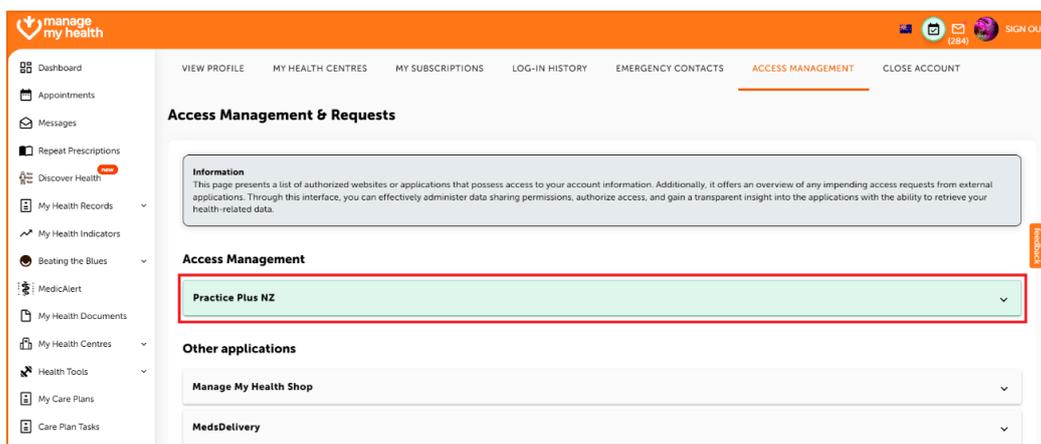


## a. Revoking consent

If you have previously provided consent to sharing data with Practice Plus you can revoke it from within Manage My Health if you change your mind.

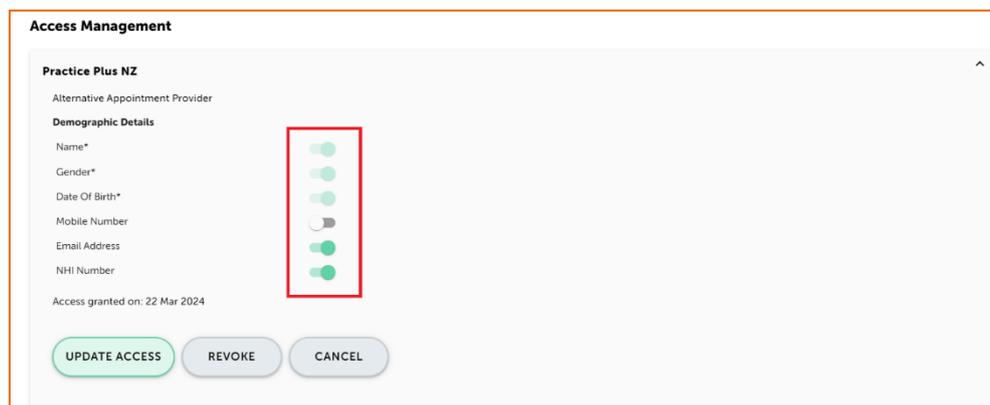
Follow these steps to manage consent preferences:

- Login to Manage My Health.
- Click on “My Account”.
- Navigate to “Update Profile”.
- Within the “Access Management” tab, locate “Practice Plus NZ” under the relevant section.



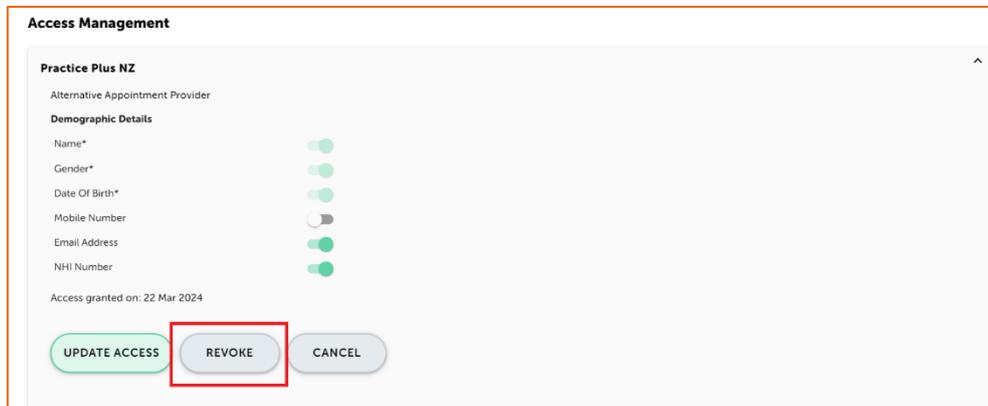
### Consent Management Options

- Update Consent Status:
  - You can choose to update the consent status for individual items related to Practice Plus.
  - Click on the toggle switch against the relevant item to modify consent preference.

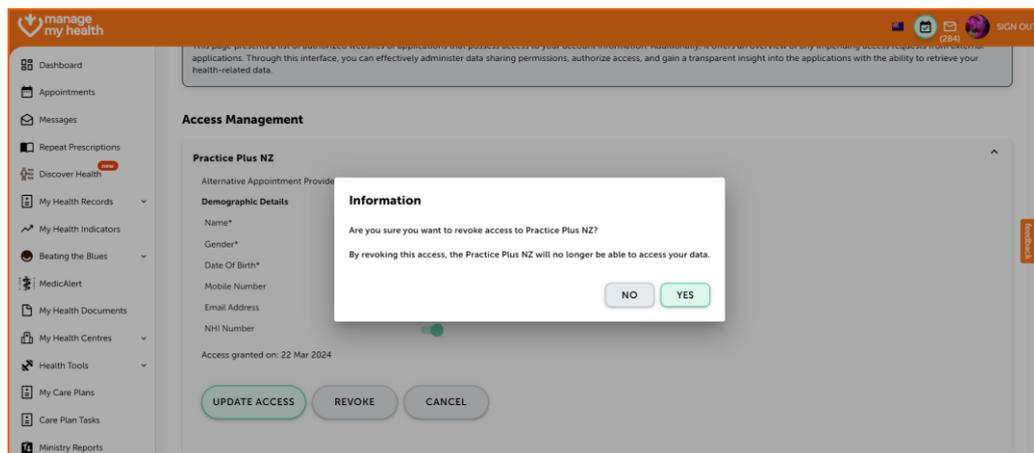


**Note:** The first 3 options in the list are mandatory and cannot be modified.

- Revoke Access Entirely:
  - If you wish to completely revoke access, select the “Revoke” option.



- You'll receive a confirmation screen where you can decide whether to proceed with revoking the consent.



Managing consent ensures that you have control over your data and privacy.