

# Patient Portal

This information is for patients and their authorised representatives regarding the Victorian Heart Hospital Patient Portal



## Monash Health has introduced Patient Portal

Patient Portal is an online self-service site where patients (or an authorised representative) can review your Monash Health record, manage Cardiac appointments including requesting to cancel or reschedule appointments, receive messages, and complete pre appointment forms.

This will allow patients to take charge of their health journey and manage their health appointments according to their needs.

Patient Portal is not a replacement for My Health Record. It only represents information in Monash Health records.

### How it works

The Portal is a secure online service that allows you to:

- View, download and share your medical record with health care professionals
- View all upcoming appointments, and request to reschedule or cancel your Victorian Heart Hospital appointments
- View your latest test results (available after a 7-day delay)
- View clinic letters that have been sent to other health providers
- View your Inpatient visit summaries
- Complete preadmission patient forms online

### Benefits for you

Using Patient Portal will allow you to easily see your clinical information in one place. Completing preadmission forms prior to your appointment will ensure that the clinicians involved in your care have the information they need for your appointment. You will be able to see all your booked appointments for Monash health in one place and manage the requests to reschedule or cancel Cardiac Appointments without needing to call the clinic.

## Frequently asked questions

### Is Monash Health Patient Portal different to “My Health Record”?

Yes, they are entirely different systems. My Health Record is a secure digital record of your key health information through an Australian Government online system. It provides that information to your health care providers (GP, Pharmacist, Specialist, Nurse) so that they can best meet your health care needs.

The Monash Health Patient Portal lets you view and manage your care and health information at Monash Health Services. The information you can see on the Patient portal relates specifically to your care and treatment at Monash Health. This information is only available to patients or their nominated representatives.

### Do I need strong computer skills to use the Patient Portal?

The Patient Portal is designed for people with a wide range of computer skills.

### What do I need to access the Patient Portal?

To access the Patient Portal, you will need internet access and an email address. The Patient Portal can be accessed via your computer or smart phone.

### Can I use the Patient Portal if English is not my first language?

Currently, the Patient Portal is currently only available in English.

### Creating your Patient Portal account

#### How do I sign up / and create a Monash Health Patient Portal account?

To sign up to the Monash Health Patient Portal, you will need to be registered by one of our Monash Health team. You will then receive an email invitation – once this is activated, you will be able to create your Patient Portal account.

Alternatively, you can self-enrol, if you are a Monash Health Patient at: <https://monashhealth.patientportal.au.healtheintent.com/self-enroll/>

### Can anyone sign up?

No. You need to be a registered patient at Monash Health or the parent/legal guardian/Medical Treatment Decision Maker of a patient to sign up for the Patient Portal.

Patients can sign up for themselves from 14 years of age.

### Do I have to use the Patient Portal?

No. Signing up to Monash Health Portal is completely optional. If you don't want to sign up, you will continue to receive information about your care in the same way you do currently. There won't be any change in the treatment and care you receive at Monash Health if you choose not to register for the Patient Portal.

### Can I opt out / or cancel my Patient Portal account?

Yes. If you decide you no longer want a Monash Health Patient Portal account, please contact (03) 7511 1222 9:00am – 4:00pm Monday – Friday.

### How can I log in to the Patient Portal?

Once you are registered, you can access the Patient Portal by using your username and password. The Patient Portal can be accessed via Monash Health Patient Portal.

### Can I schedule, change, or cancel appointments through the Patient Portal?

You can view as well as request to cancel or reschedule your upcoming Victorian Heart Hospital appointments via the Patient Portal. This can be done via the *Appointments* section on your Home page. For all other Monash Health appointments (i.e. other outpatient clinics, other diagnostic tests) please refer to your clinic letter for rescheduling/cancellation instructions.

### **Can I download and print documents from my account?**

Yes. If you have access to a printer, you can download and print documents from your Monash Health Patient Portal.

### **What should I do if some of my information on the Patient Portal is incorrect?**

If any information is incorrect, you will need to discuss this at your next Monash Health appointment. Alternatively, you can contact us on (03) 7511 1222 if required.

### **Privacy and Safety**

#### **How safe is my information?**

Monash Health is committed to protecting your privacy and confidentiality. All your information is encrypted, and password protected in keeping with Victorian privacy legislation. You can help keep your information safe by not sharing your password. For more information see our Monash Health Privacy Policy

#### **Who can access my account?**

No one can access your Patient Portal account without your consent unless you are under the age of 14 or in the care of a legal guardian or Medical Treatment Decision Maker.

#### **Can I give permission to my carer, relative or guardian to access my Patient Portal?**

You can consent and choose to give another person, such as a carer or next of kin, access to your Monash Health Patient Portal – this is called proxy access. Proxy users have their own login details, and you can remove their access at any time.

#### **Can I access Monash Health Patient Portal for a person in my care?**

Yes. Parents, legal guardians, and Medical Treatment Decision Makers can sign up for an account for a person in their care. This type of

access is known as 'proxy' access and requires proof of guardianship and photo identification.

### **Test results**

#### **How long will it take for me to see my test results?**

You will be able to view your test results and reports after a 7day delay. This allows our clinicians to review results and contact you if required.

#### **Why are some of my results not available?**

Some diagnostic tests are not released to the Monash Health Patient Portal. Your doctor will discuss these results with you directly.

#### **What if I have questions about my test results?**

Your clinician will discuss your results with you at your next hospital visit. If you are concerned about any of your results in the Patient Portal, please discuss this with your GP or at your next Monash Health appointment. The Patient Portal should not replace communication with your doctor.

#### **Why are some of my medications missing from the list on the Patient Portal?**

Only medications that have been prescribed or documented on your hospital record will appear on the Patient Portal. Medications that have been stopped or changed outside Monash Health will not be automatically updated on the Patient Portal.

## **Further Information**

### **Am I able to change my contact details?**

Yes, you can change your account and email details once you are logged in to the Patient Portal.

### **Who do I contact if I have further questions?**

Please speak with a member of your healthcare team if you have questions. Alternatively, you can contact us on 75111222 between the hours of 9.00am and 4.00pm or email

[patientportal@monashhealth.org](mailto:patientportal@monashhealth.org)

### **How can I provide feedback regarding the Patient Portal?**

We would love to hear feedback about the Patient Portal. Please email [patientportal@monashhealth.org](mailto:patientportal@monashhealth.org) to provide your feedback.



Phone 03 7511 1222



**monashhealth.org**



For interpreting services phone: **131 450**

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**This document is intended for information purposes only and does not replace discussion or advice that your healthcare team gives you.**