

Patient Check-In at Paula Fox Melanoma Cancer Centre (PFMCC) Frequently Asked Questions

About this information

This handout provides patients and carers answers to common questions about Patient Check-In.

What is Patient Check-In?

Patient Check-In helps you check your appointments by using your smart phone, tablet or personal computer (ie laptop). This is only for face-to-face appointments at Paula Fox Melanoma & Cancer Centre (PFMCC) at The Alfred.

What is Patient Check-In used for?

- View your upcoming appointments at PFMCC.
- Check-in to your clinic appointment at PFMCC on the day of your face-to-face appointment, via the kiosk or personal mobile device.

Can anyone log in to Patient Check-In?

To use Patient Check-In, you must have:

- An upcoming face-to-face appointment at PFMCC
- A mobile number or email address
- Valid Medicare details

Can I access Patient Check-In from my mobile device?

Yes. Patient Check-In is designed to be device-friendly so that you can access the check in from your smartphone, tablet, computer or laptop.

How do I register with Patient Check-In at PFMCC?

Click on the SMS link you have received with your appointment reminder and enter your mobile number or email address to register (image 1).

You will receive a one-time password (OTP) to verify your identify (image 2).

Once you have entered the OTP, enter your first name, last name, and date of birth to complete the registration (image 3).

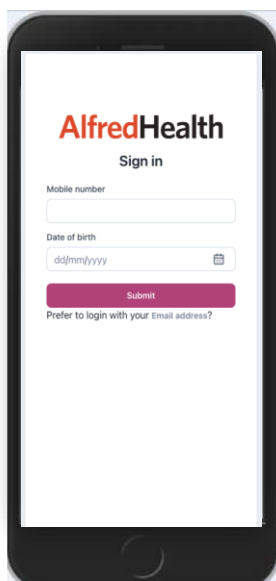


Image 1. Front page of check-in

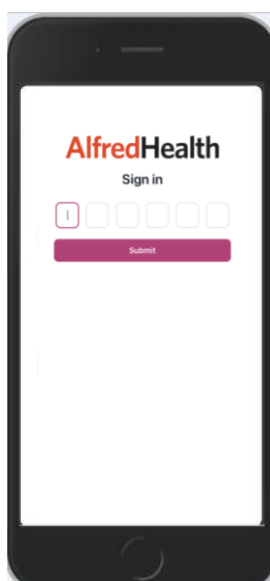


Image 2. OTP

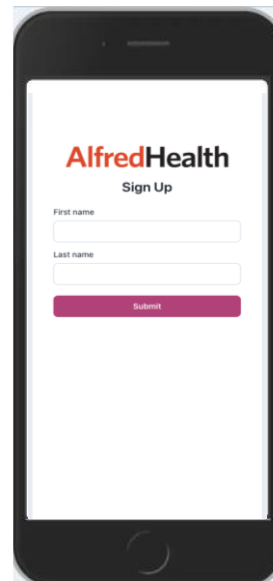


Image 3. Enter your first and last

I have an appointment scheduled in PFMCC, but it is not appearing in Patient Check-In.

What should I do?

Most appointments in PFMCC will appear in Patient Check-In. Sometimes the clinic name might be slightly different to your appointment confirmation letter or SMS, but the details (time and date) should be the same.

Contact details can be found on your appointment confirmation. On the day of appointment, our reception teams will be available to assist in check in of your appointment. If your future appointment is not visible, please contact the clinic/unit directly to confirm appointment details.

I am having problems registering to use Patient Check-In. What should I do?

You will need to enter your first and last name, date of birth and a valid Australian mobile number or email address to create an account to access your appointment details. Please ensure these details match what is on record with the Hospital and Health Service.

When entering your mobile phone number, ensure it starts with a 0 followed by a 4 (e.g., 04xxxxxxx), and is a maximum of 10 digits. Ensure there are no spaces, special characters or letters.

Enter your first and last name as it appears on your appointment letter/notification.

To enter date of birth, enter in format dd/mm/yyyy (e.g. 4 March 1984 would be 04/03/1984). Alternatively select the day, month and year from the calendar icon.

Still can't register? That's ok. When you arrive at your appointment our staff can confirm your details and complete check in for your appointment.

Can I update my personal information such as address or phone number in Patient Check-In?

No, personal information cannot be updated via Patient Check-In. Please contact the Clinic/Treatment area to update your details or request an update via your Patient Portal account.

Alternatively, we encourage you to speak to our reception staff on the day of your appointment, who are more than happy to assist in updating the system with your correct information.

Is my personal information secure with Patient Check-In?

Yes, Patient Check-In follows Alfred Health privacy and security measures to ensure the confidentiality of your personal information. Your data is protected in accordance with applicable privacy laws and regulations.

You can help keep Patient Check-In secure by:

- Keeping your login credentials secure and not sharing them with others
- Accessing Patient Check-In through a secure internet connection
- Logging out of Patient Check-In when you are finished

Further information

Alfred Health patient portal

www.alfredhealth.org.au/patientportal

Alfred Health external website

www.alfredhealth.org.au

If you would like to provide feedback about this information or request a copy in a different format, contact patientinform@alfred.org.au