# myAlfredHealth
## Frequently Asked Questions for Users

**AlfredHealth**

### What is myAlfredHealth?

myAlfredHealth is a patient portal that allows Alfred Health patients to easily access their health information online.

It is a key part of the eTQC program (electronic timely quality care) and increases access to health information and is designed to support you to be more involved in your care.

### Why is Alfred Health implementing a Patient Portal?

myAlfredHealth patient portal is delivered through Alfred Health's Cerner EMR (electronic medical record) to allow patients with safe, convenient and easy access Your health information online. It is a key part of the eTQC program and will support patients to become more informed and involved in their health care.

Alfred Health has always been at the forefront in adopting new technology in the Australian health sector and this is the first implementation of this technology for adult health services in Australia.

### What information is available through the myAlfredHealth patient portal?

If you have a myAlfredHealth account, you can login to:

- View your upcoming appointments
- View your pathology results from tests conducted at the Alfred Health pathology laboratory (fourteen days after a final result has been determined), excluding anatomical pathology and genetic testing
- View letters that have been sent to you
- View your inpatient Discharge Summaries from any unit
- Securely send a message to ask a question of your care team.

### When will myAlfredHealth be implemented?

A trial of myAlfredHealth will be undertaken with epilepsy clinic patients from July 2018.

myAlfredHealth is expected to be made available to all patients in 2019, after the eTQC go-live.

### Who can have a myAlfredHealth account?

At this stage myAlfredHealth is only available for a small cohort of patients from the epilepsy clinics in this phase.

A full implementation of this functionality is planned for all patients in 2019.

Accounts can be provided to patients (over 18 years of age).

Proxy access can be made available to a patient's carer/relative/guardian with the written agreement of the patient.

## Access

### How can I get a myAlfredHealth account?

If you are a current or new patient of the Epilepsy Unit, your clinician or clinic coordinator may discuss the trial of myAlfredHealth.

A myAlfredHealth account will be made available to you if you meet the requirements and would like to be involved in the trial.

myAlfredHealth is expected to be made available to all patients in 2019, after the eTQC go-live. More information regarding the enrolment process will be provided closer to the time of launch.

### Can my carer, relative or guardian access my information using myAlfredHealth account?

If you have a myAlfredHealth account, you can grant permission for someone from your family, a carer or guardian to have access – this is called proxy access. Proxy user accounts will have their own logon/password and see the same information as is available on your patient account.

A patient can remove permissions for proxy access, by contacting the myAlfredHealth helpdesk on phone: 9076 7818.

### I am a patient under 18 years of age, can I have a myAlfredHealth account?

Patients must be 18 years of age, or older, to have a myAlfredHealth account.

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## What is the web address for myAlfredHealth?

www.alfred.org.au/myalfredhealth

There is a link to myAlfredHealth on the Epilepsy Clinic page.

## How do I sign up?

If you are a current Epilepsy patient, your doctor, nurse or the Epilepsy Coordinator may offer you access to myAlfredHealth.  Only a small number of patients will be included in this pilot.

## Do I need an email address to sign up to myAlfredHealth portal?

Yes. You can only have a myAlfredHealth account if you have an email address.

## What do I do if I accidentally deleted the 'invitation to join myAlfredHealth' email?

Please call myAlfredHealth helpdesk on 03 9076 7818 or email myAlfredHealth@alfred.org.au

## What if I haven't received the 'invitation to join myAlfredHealth' email?

Check your junk or spam folder in your email, if you still cannot find it, please call myAlfredHealth helpdesk on 03 9076 7818 or email myAlfredHealth@alfred.org.au

## Is there a myAlfredHealth app?

No. myAlfredHealth it has been optimised for mobile device use, including smartphones and tablets.

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

Please speak with your Alfred Health clinician if you have questions about the information in your myAlfredHealth account or talk to the Epilepsy Clinic Coordinator if you want to sign up to myAlfredHealth account.

If you are having trouble accessing myAlfredHealth or experiencing technical difficulties,
email: myAlfredHealth@alfred.org.au
phone: 9076 7818

## How do I cancel my myAlfredHealth account?

The myAlfredHealth will assist with deactivating your account - please email myAlfredHealth@alfred.org.au or phone: 9076 7818

## Your information

## Where does the information in myAlfredHealth come from?

The information in myAlfredHealth comes directly from your Alfred Health electronic medical record. This information is added and updated by the clinicians you see at Alfred Health.

## What should I do if information in myAlfredHealth is incorrect?

Speak with your doctor at your next hospital visit or update information in myAlfredHealth. Your doctor will discuss these updates with you at your next hospital visit.

If the information is related to your Epilepsy treatment, please contact the Epilepsy team, or send a message through myAlfredHealth.

If the information is related to other treatment, please contact the relevant treating team.

## Can I see my complete medical history?

Your full medical history is not available through myAlfredHealth portal at this time. You can access your full medical record through the Alfred Health Freedom of Information process.

## Managing appointments

## Can I schedule, change or cancel appointments through myAlfredHealth?

You can view upcoming appointments through the myAlfredHealth portal, but changes and cancellations will need to be made by calling the clinic directly.

You cannot schedule appointments directly with Alfred Health clinicians at this time.

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## Test results

### How long do I have to wait for test results to appear in the myAlfredHealth portal?

Test results are not instantly available through myAlfredHealth. You will usually be able to see test results within 14 days of the final result. This fourteen-day timeframe allows our clinicians to review a test result, before the result is released to myAlfredHealth.

Anatomical pathology, genetic testing and tests conducted at other facilities are not available, and results will be provided by your care team.

### Why are some test results missing?

Some test results are not automatically released to myAlfredHealth, including anatomical pathology, genetic testing and tests conducted at other facilities. Your clinician will give you these results at your next Alfred Health visit.

### What if I can't understand my test results?

Talk with your Alfred Health clinician or your GP (general practitioner). The reference range for a test and generic online health information can help you interpret a test result but it is not always relevant to your individual health situation.

Your doctor can discuss your results with you and advise what action you should take based on those results.

## Communication

### Can I send a message to my doctor through myAlfredHealth?

You can send a secure message to the Epilepsy team, if you are a current patient of the Epilepsy Clinic, any other clinicians can be contacted through the clinical area relevant.

### Where can I send any feedback or suggestions about myAlfredHealth?

To provide feedback about myAlfredHealth, please contact email myAlfredHealth@alfred.org.au or phone: 9076 7818.

If you have feedback about your Alfred Health experience contact the Alfred Health consumer liaison team.

## Troubleshooting and technical

### Is myAlfredHealth secure?

Alfred Health uses the latest in secure technology to protect your health information. No personal data is stored on your browser, phone or tablet.

Your username and password is unique. To help protect your health information always log out of the portal at the end of your session. The portal will automatically log out if your keyboard or keypad is inactive for 15 minutes.

Information stored within Alfred Health's electronic medical record are adhere to the highest security standards, including encryption and password protection. We support, promote and comply with the Victorian privacy legislation.

### I have forgotten my password or username. What should I do?

You can reset the password yourself using the "Don't remember your password?" link.



Your username is the email address you used to register for the myAlfredHealth account.

### What browsers support myAlfredHealth?

myAlfredHealth is supported by the latest version of all web browsers.

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