



Video Consultation Patient Steps

ManageMyHealth

Contents

Overview3

Booking a Video Consultation3

Joining A Scheduled Video Consultation Requested By Your GP5



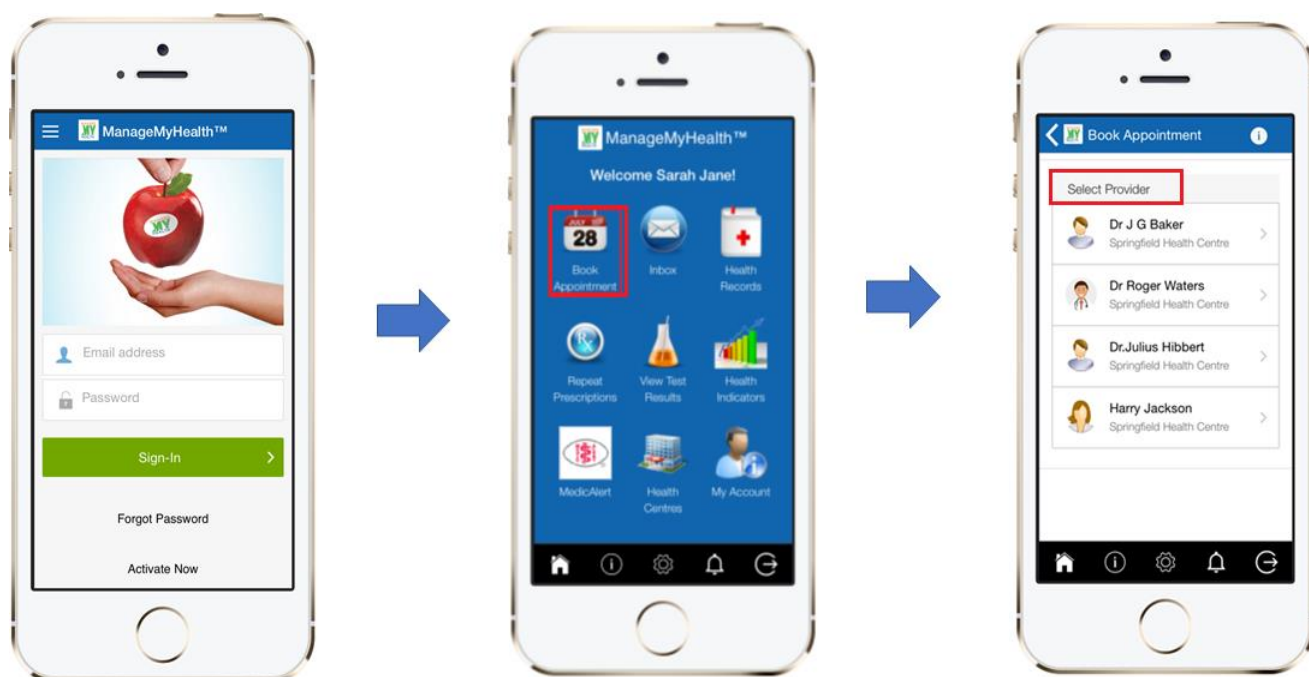
Overview

This module explains how to schedule a Video consultation appointment with your GP and also the steps to join the Video consultation at the scheduled time of the appointment.

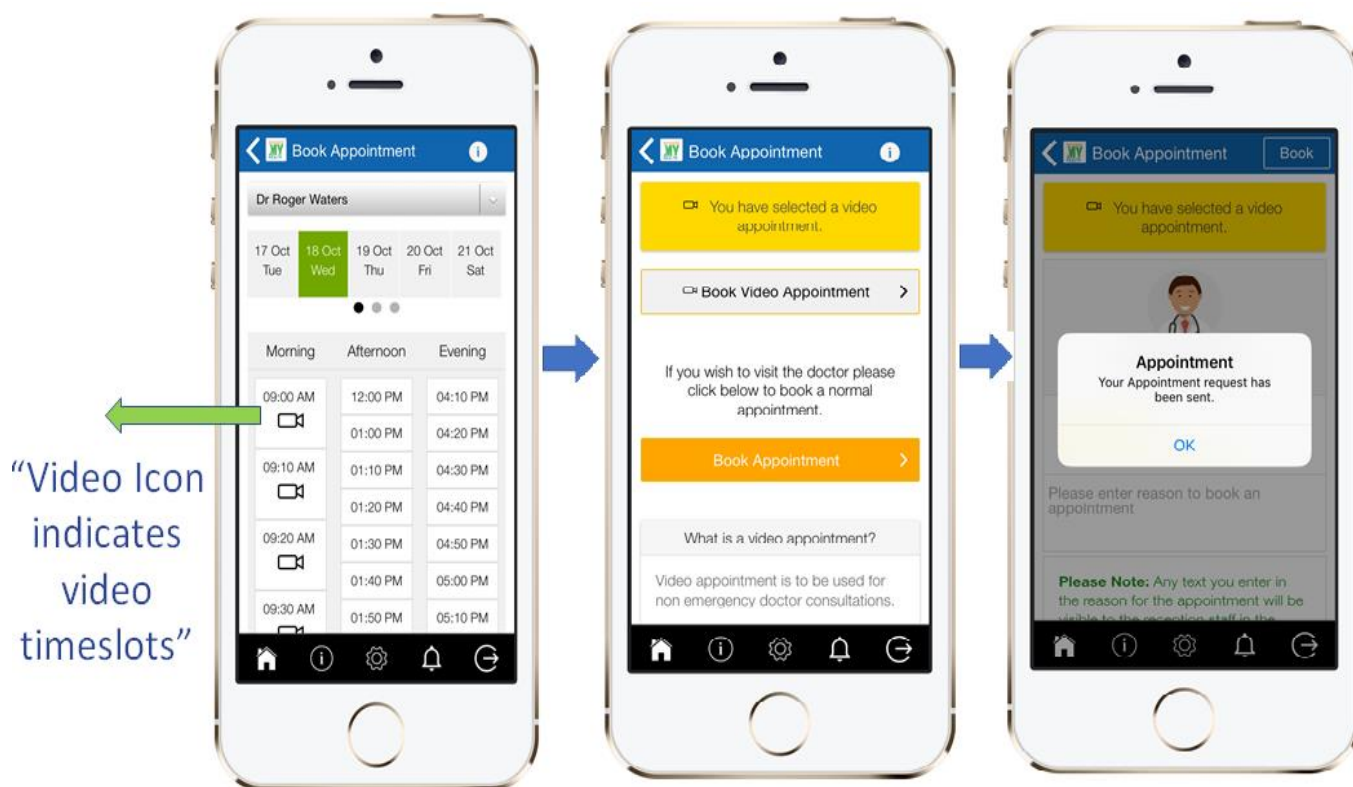
You must be on the latest version of the ManageMyHealth™ app on an Android or an Apple device to be able to book a Video consultation or to participate in a Video Consultation appointment

Booking a Video Consultation

- Please login to the ManageMyHealth™ App using the email address and password
- Click on 'Book Appointment'. Here you can see the upcoming appointments already booked or click on 'Book appointment' to book a new appointment. Click on 'Book appointment'.
- Please select the intended 'Provider'. (Depending on your Health centre's setup-your default GP might already be selected here)




- You can now navigate through the day/date fields to choose an appointment. All the Video consultation slots will have a Video icon next to it. Please pick the desired slot
- Please read all the instructions /terms and conditions defined by your Health Centre carefully and if you agree please click on 'Book appointment'. On this screen you still have the choice to book a normal appointment or go back if you don't wish to proceed with a Video Consultation. Please enter any notes you wish for your health center to know before the appointment and click on "Book".
- Request completion screen-Once you have completed booking the appointment a confirmation is displayed that the request was made.

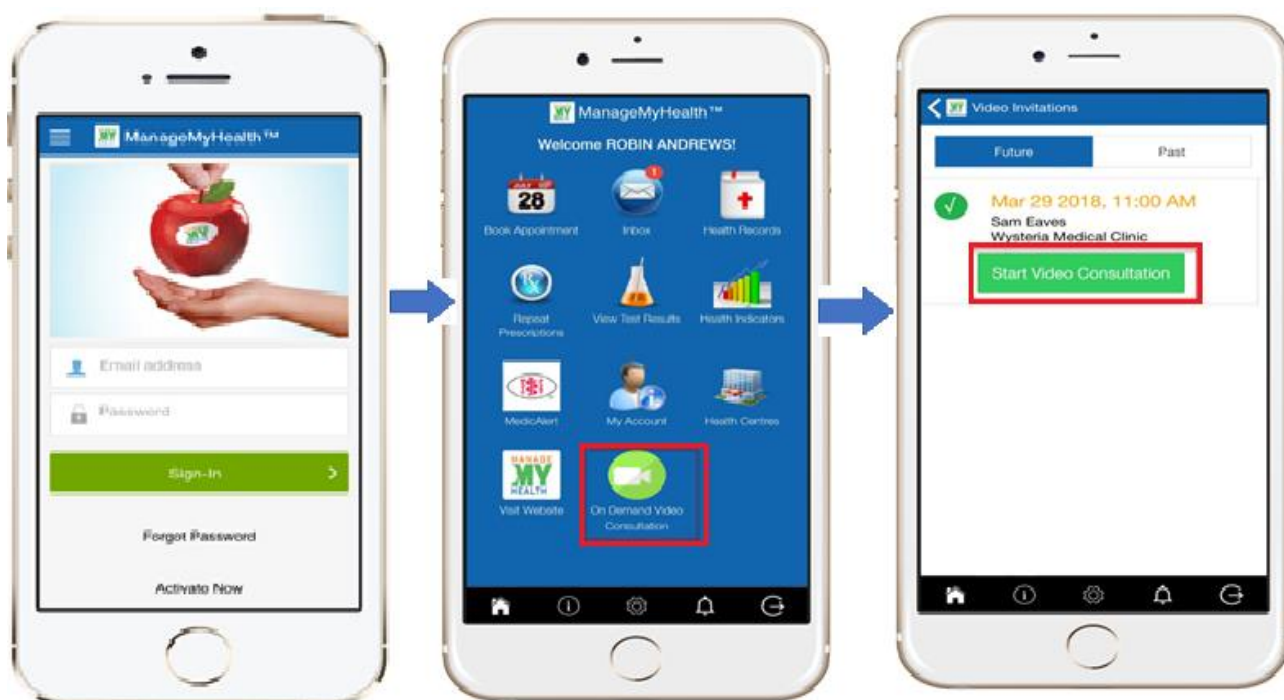


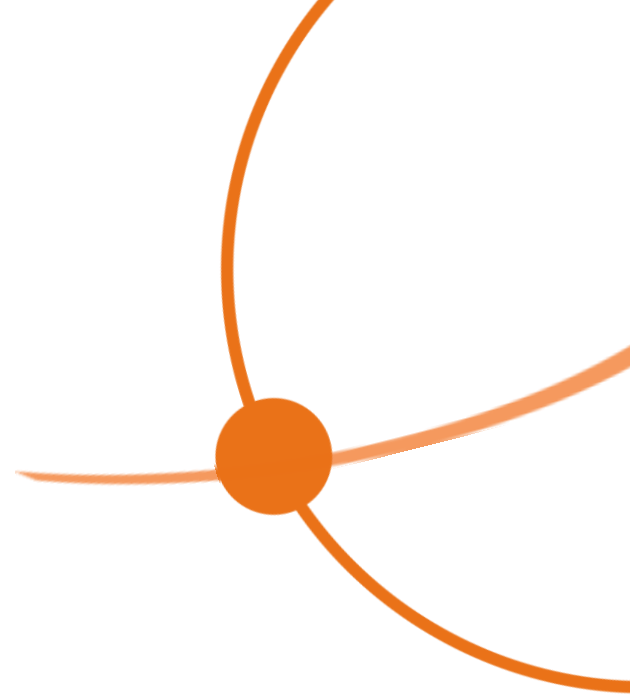
Depending on your health centre's setup-the appointment will be confirmed shortly.

Joining A Scheduled Video Consultation Requested by Your GP

Depending on your Health Centre's setup the Green 'Start Video consult' button may activate a few minutes before the appointment or only exactly at the time of the appointment.

- Please login to the ManageMyHealth™ App using the email address and password and click on 'On Demand Video Consultations. Here you will see all your video consultations which have been booked by your GP
- If you are on time for the appointment you will see the 'Start Video Consult' Icon in green. Just click on it to begin the video consultation
- Once you see the video begin please click on the 'Green phone dial icon' on the bottom of the screen to begin the consultation
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Contact Us

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