Myindici Patient Portal User Guide

Mobile App Version

Contents

1 Introduction

Myindici is a browser-based portal and mobile app that places your health information at your fingertips.

In order to give you the best possible user experience, we have developed an enhanced version of the portal, myindici 2.0. All the familiar features are here, but with an improved look and feel. The technology underlying the portal has been updated to support quicker, smoother, secure access to the information you need.

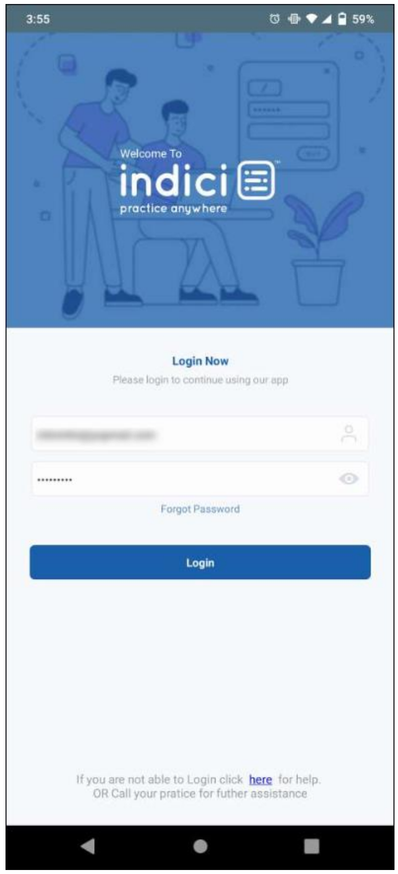
In this guide you will find a full explanation of all the different features and functionality available for the mobile app version.

We hope you enjoy using myindici 2.0!

2 Logging In

To log into your patient portal app, follow the below steps:

1. Open the myindici app
2. On the Portal Login screen, enter your **Email** in the **Username** field and your **Password** in the **Password** field
3. Click **Login:**

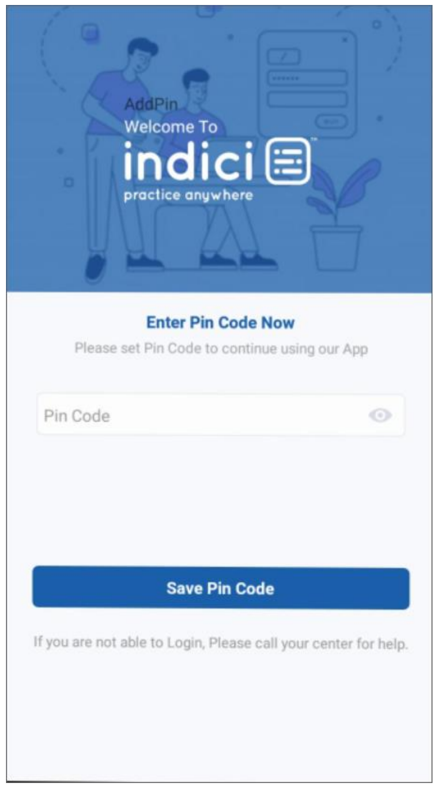


4. This will take you to the **Dashboard** screen in the portal

2.1 PIN Code Log In

When you log in for the first time, the system will give you the opportunity to set up alternative log in methods. If your phone doesn't provide Face or Fingerprint scanning capabilities, you can set a PIN code to enable quicker log in in the future.

Simply enter the PIN code you wish to use and click **Save Pin Code**:

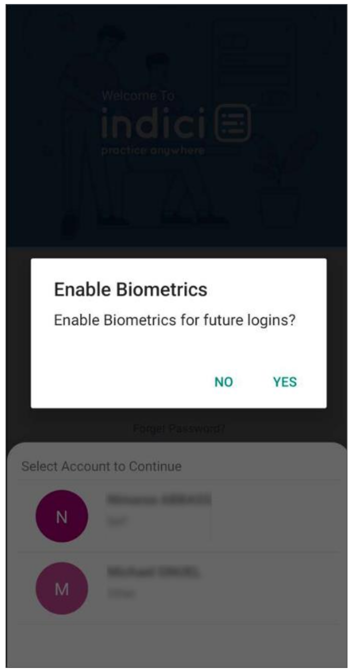


2.2 Face Detection Log In

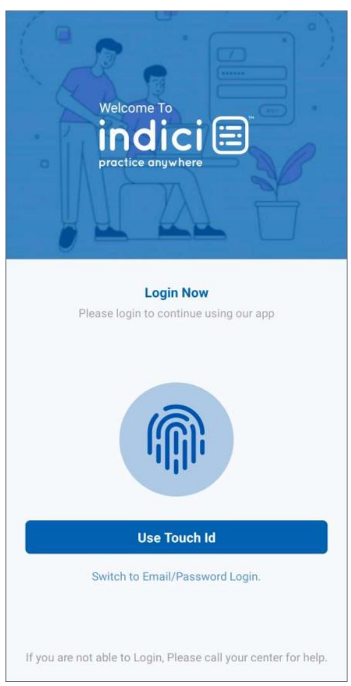
If Face Detection log in is available on your phone (typically this capability is available on I Phones), you can use it to log into your portal.

2.3 Finger Print Scanning

If your phone prompts you to enable fingerprint scanning, you can use this log in method by clicking **Yes**:



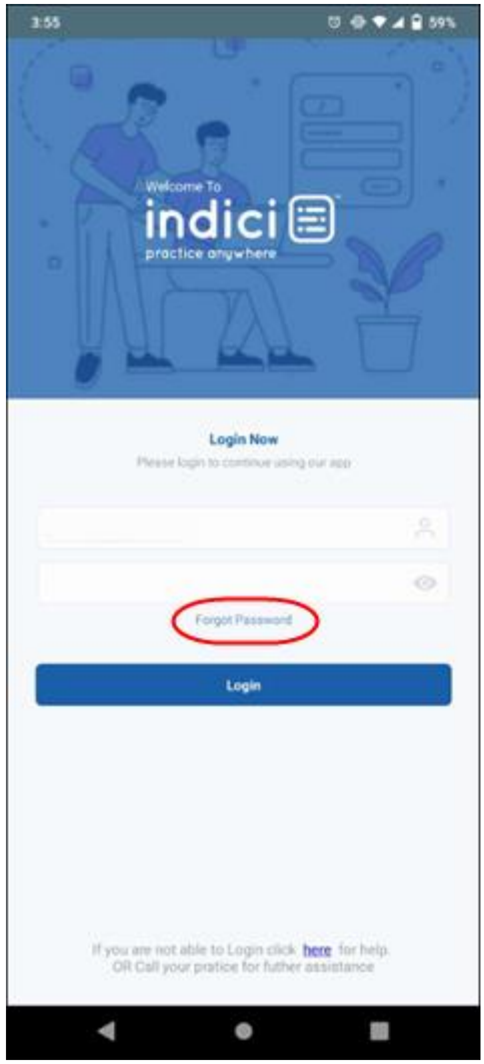
Next time you log in, you can use the fingerprint scanner by clicking **Use Touch ID**:



2.4 Forgotten Password

If you have forgotten your password:

1. On the Log In screen click **Forgot Password**:



2. Enter the email address associated with your portal account, then click **Send Password**
3. A new password will be sent to your email

3 Patient Portal Dashboard

When you log in to the Patient Portal, the first screen you will see is the Patient Portal Dashboard.

From this screen you can navigate to any section of the portal by clicking on the relevant tile, e.g. Appointments.

You can return to the Dashboard anytime by clicking **Home** in the bottom left hand corner.

4 Appointments

To access your Appointments screen, click the **Appointments** icon:

From the Appointment screen you can do the following:

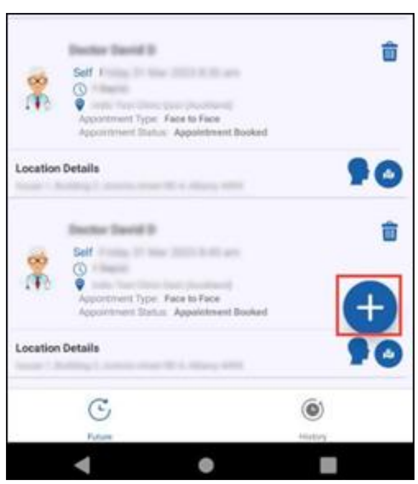
- Book an appointment
- View your upcoming appointments
- View your appointment history
- Cancel appointments
- Attend a virtual consultation

4.1 Booking an Appointment

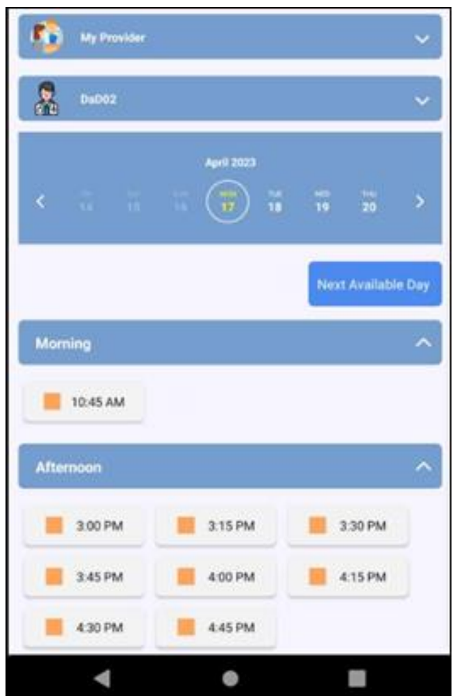
To book an appointment:

1. Click the **Book Appointment** icon:

2. From the **Appointment** screen you can open the booking form by clicking the **Plus icon**:



3. Please make sure you read the disclaimer before booking an appointment
4. Type the reason you require an appointment into the **Reason for Appointment** field
5. Select your appointment type, e.g. Face to Face
6. The Provider location section will show you the locations where your practice operates. There might only be one, or there might be multiple, depending on your practice. If you wish to search only a particular location, you can remove any additional locations by clicking the X next to them
7. By default, the system will allow you to book with your registered GP. Some practices allow you to book with other care team members, in which case you can select them in the **My Provider** dropdown
8. You can then select the specific practitioner you wish to book with in the dropdown below
9. At the bottom of the screen you will be shown available days. Click on the day you wish to book for, or click **Next Available Day** to be shown the next day where a slot is available
10. Once you have clicked on the day you want to book, you will be shown available morning and afternoon slots. Simply click on the one you want:

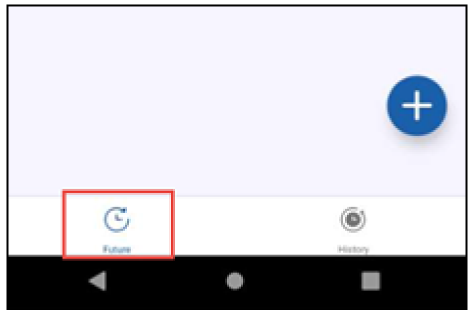


11. When you click on a slot, a pre-booking form will open. Fill it out and click **Confirm** to proceed
12. A confirmation window will pop up. To finish booking your appointment, click **Confirm**

Please Note: You cannot book an appointment for the current day or more than thirty days in advance. You will need to contact the practice directly for this.

4.2 Upcoming Appointments

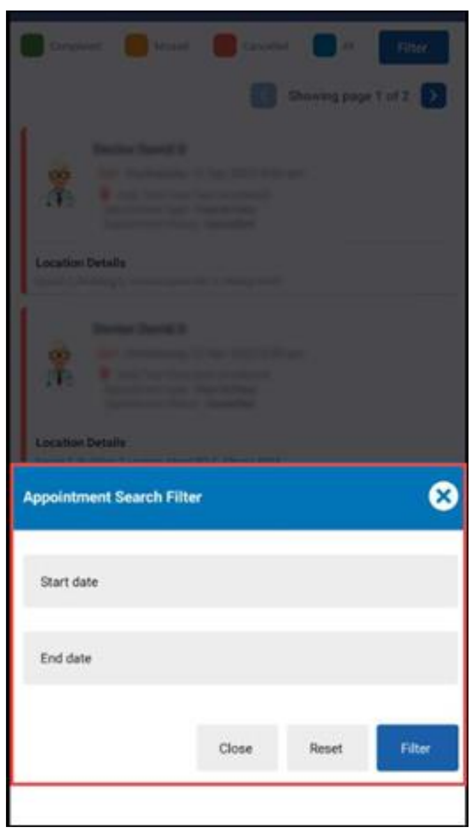
To view your upcoming appointments, go to the **Appointment** screen and click **Future** at the bottom of the screen:



4.3 Appointment History

To view your appointment history, go to the **Appointment** screen and click **History** at the bottom of the screen.

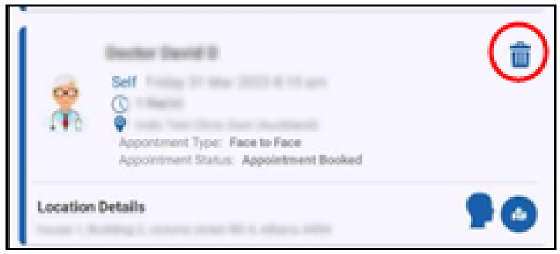
Here you can filter your appointment history by clicking on the desired filter (Completed, Missed, Cancelled) or clicking **Filter** to open a date range filter:



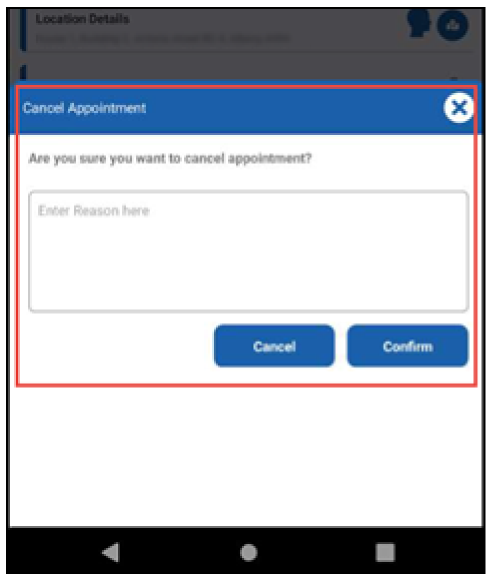
4.4 Cancelling Appointments

To cancel an appointment:

1. Go to the **Appointment** screen and click **Future**
2. Next to the appointment you wish to cancel, click the **Cancel icon**:



3. In the window that opens, type the reason you are cancelling the appointment and then click **Confirm**



Please note: You cannot cancel an appointment for the current day. To do so, you will need to contact the practice directly.

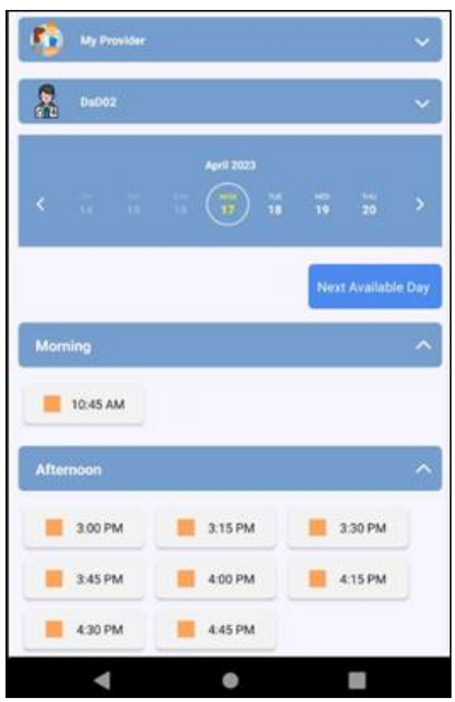
4.5 Virtual Consultations

If your practice provides virtual consultations, you can book and attend these directly from your portal.

4.5.1 Booking a Virtual Consultation

To book a virtual consultation:

1. Open the **Book Appointment** form as normal
2. Please make sure you read the disclaimer before booking an appointment
3. Type the reason you require an appointment into the **Reason for Appointment** field
4. Select your appointment type, as **Virtual Consult**
5. The Provider location section will show you the locations where your practice operates. There might only be one, or there might be multiple, depending on your practice. If you wish to search only a particular location, you can remove any additional locations by clicking the X next to them
6. By default, the system will allow you to book with your registered GP. Some practices allow you to book with other care team members, in which case you can select them in the **My Provider** dropdown
7. You can then select the specific practitioner you wish to book with in the dropdown below
8. At the bottom of the screen you will be shown available days. Click on the day you wish to book for, or click **Next Available Day** to be shown the next day where a slot is available
9. Once you have clicked on the day you want to book, you will be shown available morning and afternoon slots. Simply click on the one you want:

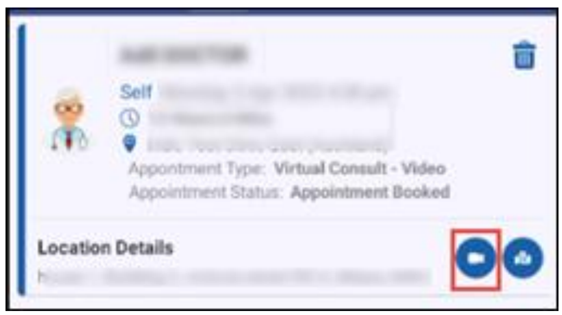


10. A confirmation window will pop up. To finish booking your appointment, click **Confirm**

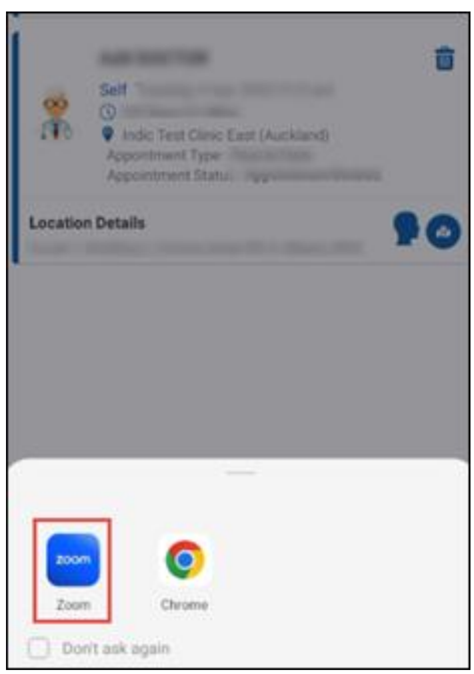
Please Note: You cannot book an appointment for the current day or more than thirty days in advance. You will need to contact the practice directly for this.

4.5.2 Attending a Virtual Consult

1. On the day of your appointment, we recommend you log into your portal 15 minutes before the appointment start time, to ensure that everything is working and you can access the consult without any problems
2. Click **Appointments**
3. Open your **Future** section
4. Click the **Video Call** icon next to the appointment:



5. Click the **Zoom** button when it appears:



6. Follow the instructions on screen to enter the waiting room
7. The consult will begin when your provider arrives

5 Messaging

You can send messages to your doctor from the **Messaging** screen. To access this screen, click the **Messaging** tile:

From the Messaging screen, you can do the following:

- Access your Inbox
- Send a Message
- Reply to a Message
- View your Sent Mail
- Manage Drafts

5.1 Accessing your Inbox

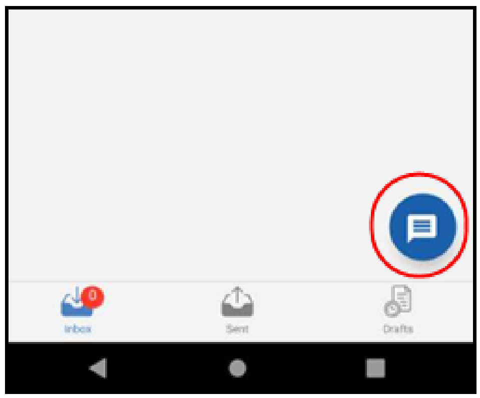
When you open the Messaging screen, your Inbox will open by default. A counter at the bottom of the screen will show you how many unread messages you have.

To open a message, simply click on it.

5.2 Sending a Message

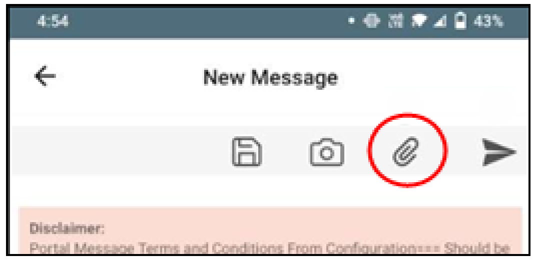
To send a message:

1. Open your Messaging screen
2. Click the **Compose icon**:

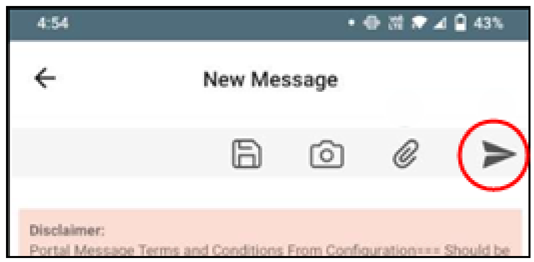


3. In the window that opens, make sure you read the disclaimer
4. Your registered GP will be preselected in the **To** field. However, if you need to send a message to another practitioner, you can click on the To field and select the practitioner type from the dropdown, e.g. Physiotherapist
5. Then in the **Select Provider** field you can select which practitioner (in this case which physiotherapist) you wish to message
6. Type the subject of your message in the **Subject** field

7. Type the message itself in the field that says *Compose email*
8. If you want to send an attachment, click the **Attachment icon** to search and select from your mobile device:



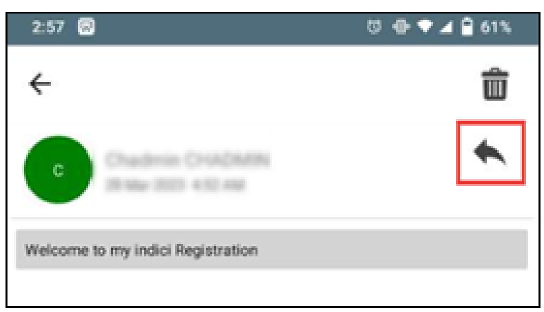
9. Lastly, click the **Send icon** and your message will be sent:



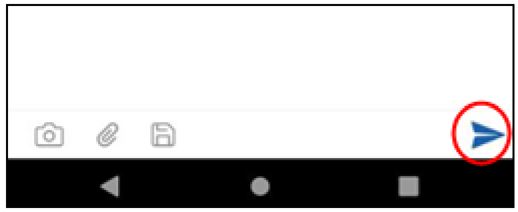
5.3 Replying to a Message

To reply to a message:

1. Go to your Inbox and open the message
2. Click the **Reply icon** in the right hand corner:

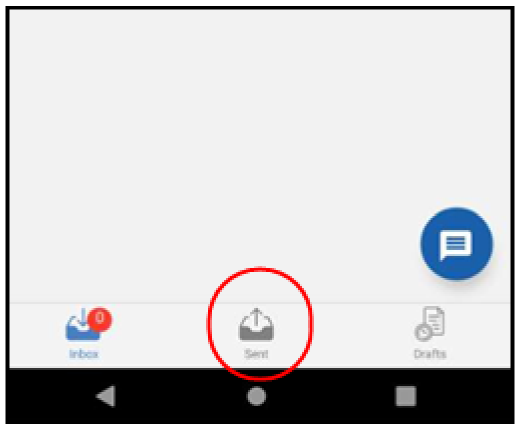


3. In the window that opens, write your reply in the *Compose email* field and click the **Send icon**:



5.4 Viewing Sent Mail

To view your sent mail, open the Messaging screen and click **Sent**:



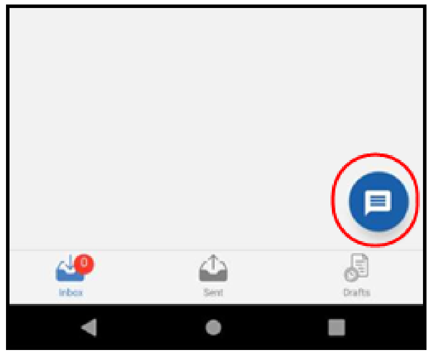
Here you can see the name of the recipient, the subject/title of the message, and the date it was sent.

To view any of the messages, simply click on them.

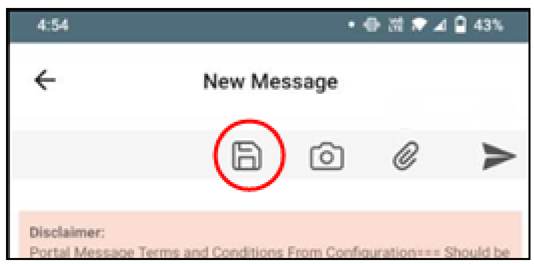
5.5 Managing Drafts

You can compose a message and save it as a draft instead of sending it. To do so:

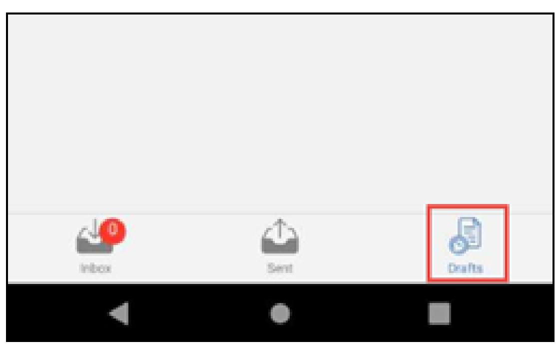
- Open your Messaging screen
- Click the **Compose icon**:



- In the window that opens, fill out as much of your message information as you wish
- Click the **Save as Draft** icon:



- The message will be saved in your Draft folder. To reopen it, click **Drafts** at the bottom of the screen and click on the message:



- You can now edit the message and send it or send it without any edits

6 Medications

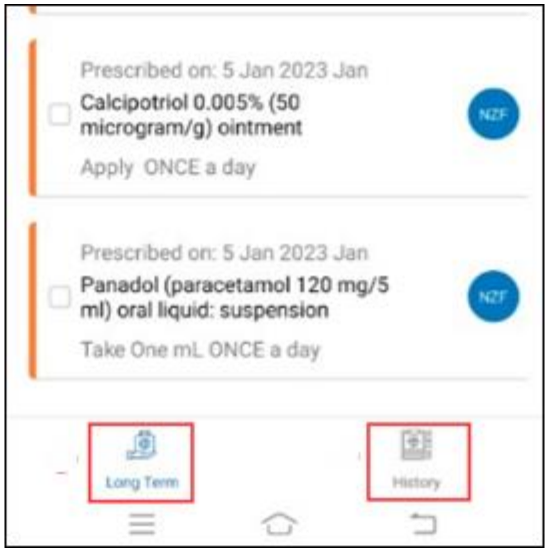
To access the **Medications** screen, click the Medications tile:

From the Medications screen, you can do the following:

- View your Long Term and Medication History
- Request Repeat Prescriptions
- Print medication details

6.1 Viewing Long Term Meds & Medication History

To view your **Long Term Medications** and/or **Medication History,** open the Medication screen and click **Long Term / History** respectively:



Long Term shows all of your long term medications.
History shows all medications you have been prescribed regardless of whether they are long term or not.

For all medications, you can view additional information via the New Zealand Formulary (NZF) by clicking the **NZF icon** next to them:

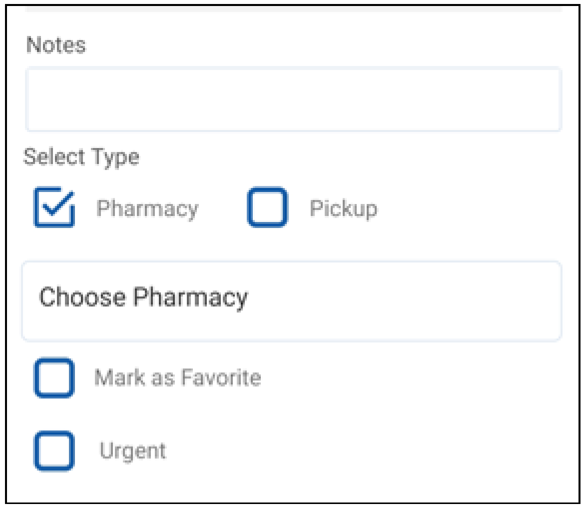
6.2 Requesting a Repeat Prescription

You can request a repeat prescription for your long term medications. To do so:

1. Open the **Medication** screen and click **Long Term**
2. Mark the checkbox next to the medication(s) you wish to request a repeat for and click **Repeat Selected Medication**:

3. In the window that opens, make sure you read the disclaimer
4. If you want to include any notes with your request, type them into the **Notes** field
5. Select your request type in the **Select Type** section. Typically, you will have the following options:
    a. Pharmacy (the script, once approved, will be sent to the pharmacy)
    b. Pickup (once the script is approved, you will have to pick it up from your practice)

6. If you select Pharmacy, you will then need to specify which pharmacy in the **Choose Pharmacies** field. You can also click **Mark as Favourite** in which case this pharmacy will appear by default every time you initiate a repeat prescription request:



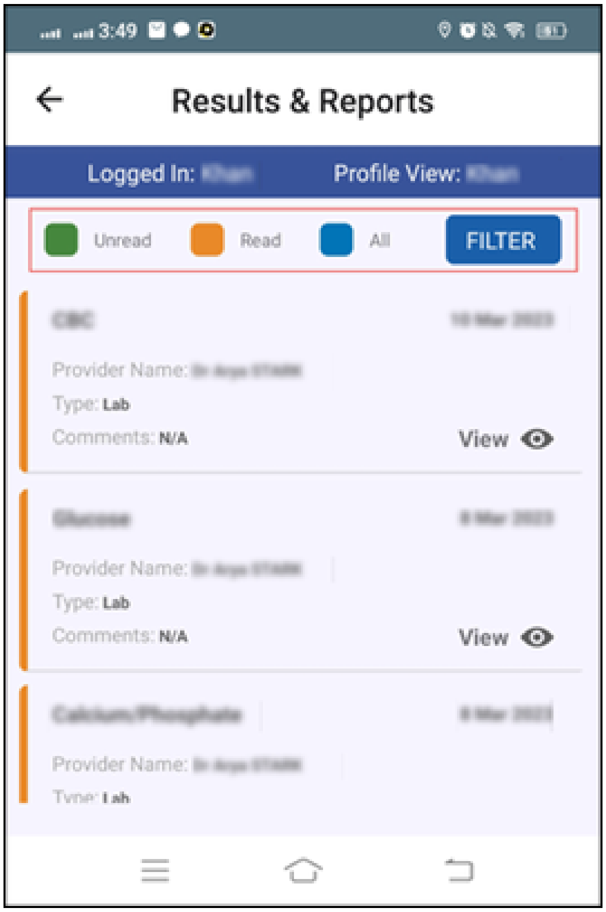
7. If the request is urgent, mark **Urgent**
8. Click **Submit** and your request will be sent
9. Once your provider has approved your request, they will inform you via the **Messaging** section of your portal. They will also tell you when you can pick up your script/medication.

7 Test Results

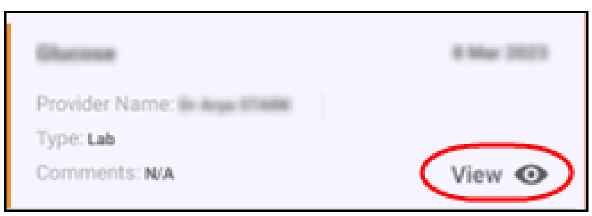
You can view your test results details via the **Test Results** screen. To do so, click the **Test Results** tile:

Here you can find your lab/radiology results. Unread results/reports will display under a Green header. Read results/reports will display under a Orange header.

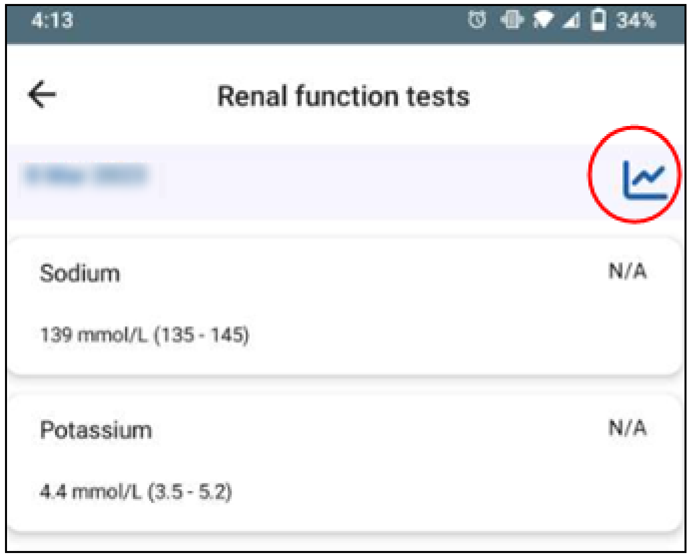
You can filter to see only unread or only read by clicking on the respective filter:



To view the details of any results, click **View** next to them:



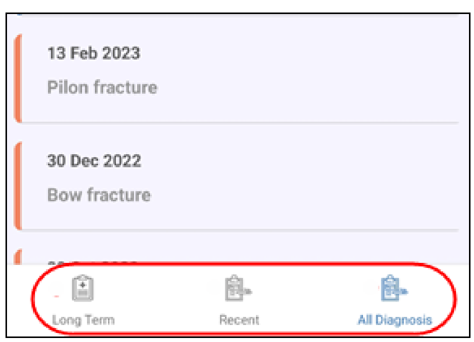
For a result, you can view available graphs by clicking the graph icon:



8 Diagnosis

The **Diagnosis** screen allows you to view all your diagnoses details. To access it, click the **Diagnosis** tile:

You can view your long-term diagnoses, your recent diagnoses, or all diagnoses by clicking on the respective option:



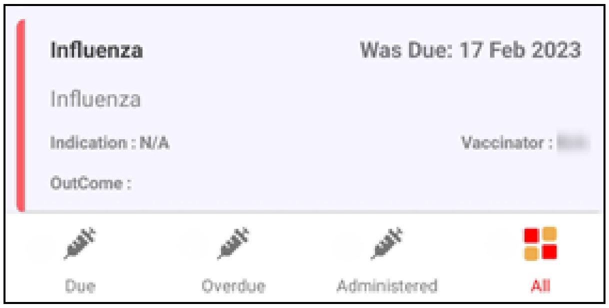
Each diagnosis will display its name and onset date.

9 Immunisations

The **Immunisations** screen displays all of your immunisation details, including administered immunisations, upcoming immunisations, etc.

To access it, click the **Immunisation** tile:

You can view Due (i.e. upcoming), Overdue, Administered or All immunisations by clicking the respective option:



You can click into each immunization to see more details.

10 Allergies

The **Allergies** screen displays the allergy information recorded in your file.

To access it, click the **Allergies** tile:

Allergies are colour-coded as follows:

- Mild = green
- Moderate = blue
- Severe = red

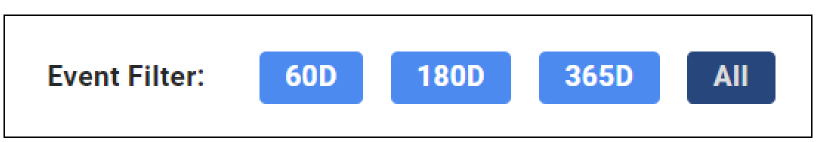
11 Timeline

The **Timeline** screen is where you can view your consultation notes, as well as all actions recorded in your file, including medications prescribed, diagnoses made, tests ordered, etc. These are arranged in reverse chronological order, starting with the most recent and descending to the oldest.

To access it, click the **Timeline** tile:

On this screen there are a number of different filters to help you find the information you need.

Event Filters:

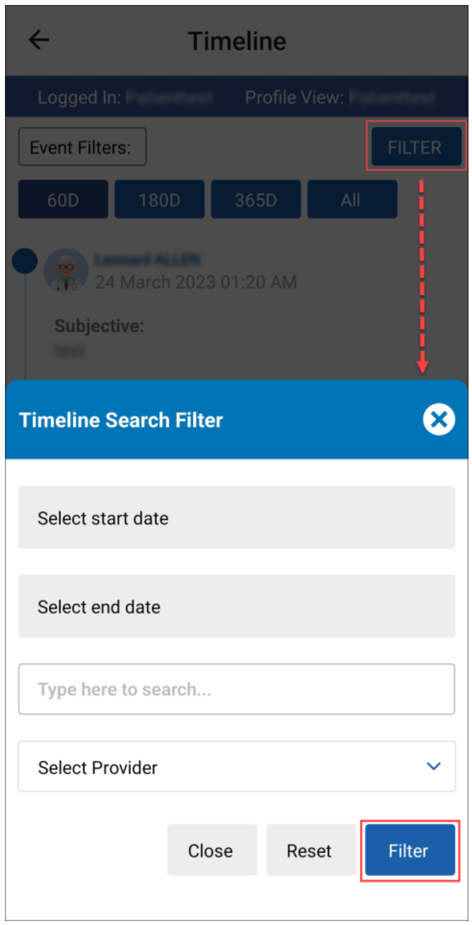


60D: Filters to show you the last 60 days

180D: Filters to show you the last 180 days
365D: Filters to show you the last 365 days
All: Resets to all notes.

Filter Window:

You can also open a filter window by clicking **Filter** where you can filter by date range, free text or provider (i.e. who entered the notes/activity)**:**



Once you have selected your desired criteria, click **Filter** and your timeline information will be filtered accordingly.

12 Vitals

The **Vitals** screen is where you can view your vital observation data, e.g. blood pressure measurements, heart rate, etc.

To access it, click the **Vitals** tile:

Vital information that has been recorded on your file will be displayed in graphs, allowing you to easily see how the measurements trend over time.

There are five different charts available:

- Blood Pressure
- Height
- Weight
- BMI
- Heart Rate


Vitals
Logged In:
Profile View:
BMI
37.47
28.10
18.73
9.37
0.00
23 Mar 23 23 Mar 23 15 Feb 23 30 Dec 22 06 Oct 22
Blo...
BMI
Height
Weight
Heart Rate

13 Reminders

The **Reminders** screen is where you can view any reminders for upcoming events, e.g. vaccinations, screenings, etc.

To access it, click **Reminders** at the bottom of the screen:

For each reminder you can see:

- Its category (e.g. Vaccine)
- The date of the upcoming event
- The provider
- A description
- Additional notes

14 Resources

The **Resources** screen is where you can view educational resources uploaded by your practice.

To access it, click the **Resources** tile:

Resources can be either PDFs or links to 3rd party websites. In either case, to access them, simply click on the resource.

15 Account

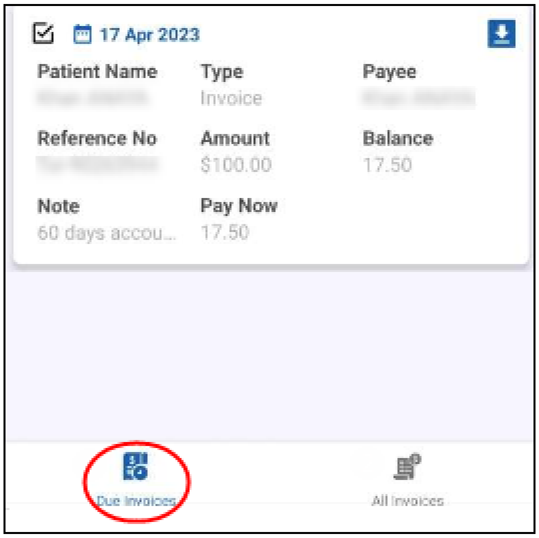
The **Account** screen is where you can view your invoices and pay outstanding fees.

To access it, click the **Account** tile:

15.1 Paying Outstanding Fees

To pay an outstanding fee:

1. Open the **Account** screen and ensure you are in the **Due Invoices** section:



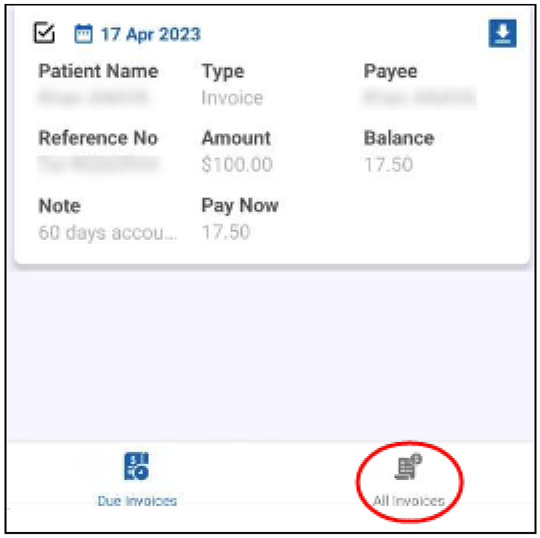
2. At the top of the screen you will see your **Account Balance**
3. You can either pay the full amount by selecting **Pay outstanding balance** or make a partial payment by selecting **Pay another amount**
4. If you are paying a partial amount, you will need to type that amount into the field directly below:

5. Select your card type in the **Select Card Type** field, e.g. Visa/Debit
6. Enter your card number, expiry date and CVC number (the three digit number usually found on the back of your card) in the next field
7. Click **Pay with Stripe** (Please note, depending on the payment system your practice is using, the Pay button may display a payment provider other than Stripe)
8. A notification will appear in the top right corner to notify you that payment has been successfully made

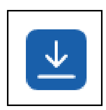
15.2 Viewing Invoices

To view all of your invoices:

1. Open the **Account** screen
2. Click **All Invoices**:



3. Your invoices will be displayed in the grid below. You can download any of them, by clicking the **Download icon** next to them:

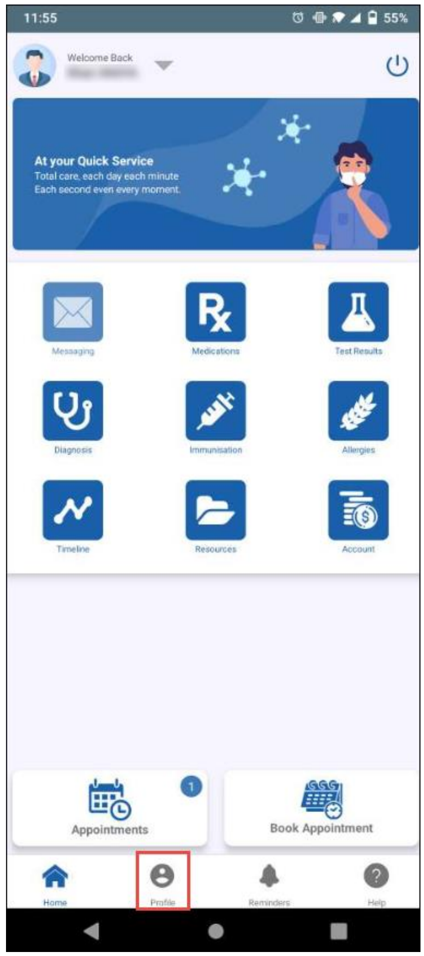


4. The chosen file will then be downloaded to your device's **Downloads** folder.

16 Portal Account

16.1 Profile Screen

To access the Profile section, click **Profile** at the bottom of the screen:



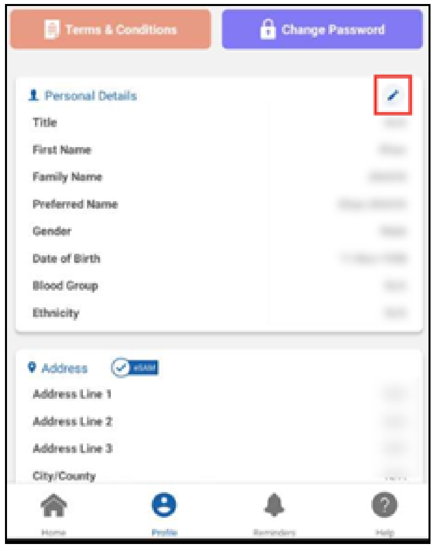
On this screen you can do the following:

- View and update your personal details
- View your practice information
- View and update your contact details
- View and update your emergency contact details
- View your invoices
- View the Portal Terms and Conditions
- Change your password

16.1.1 View and Update your Personal Details

Your personal details are displayed in the Personal Details section on the Profile screen.

To update any of these details, simply click the **Edit** icon:



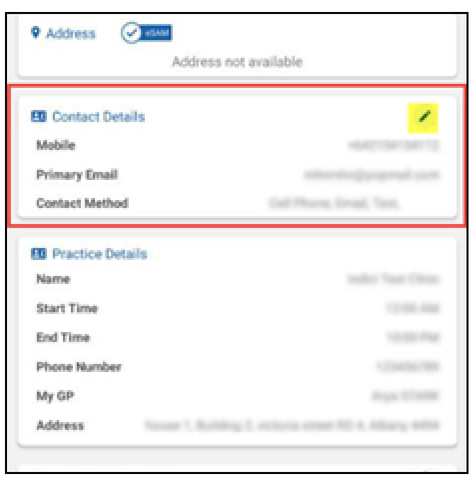
A window will open where you can make the required changes; then click **Update.**

Please Note: certain fields will be greyed out meaning that you can't update them from here, e.g. Email. You can however update your email from the **Contact Details** section.

16.1.2 View and Update your Contact Details

Your contact details are displayed in the Contact Details section on the Profile screen.

To update any of these details, simply click the **Edit** icon:



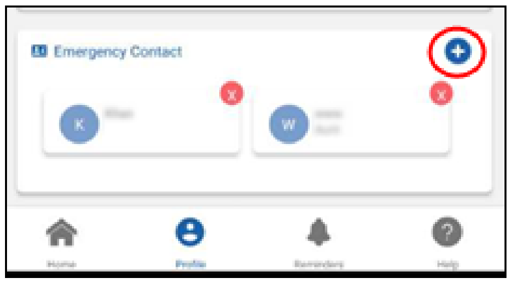
A window will open where you can update your contact details.

When you are happy, click **Update** to save your changes.

16.1.3 View and Update your Emergency Contact Details

Your Emergency Contact details (i.e. who should be contacted in the event of a medical emergency) are displayed on the Profile screen in the Emergency Contact section.

To add an emergency contact, click the **Plus** icon:



In the window that opens, enter the relevant information in their resective fields. Title, Name, Relationship and Phone Numbers are mandatory fields.

Once you are done, click **Save** to save the contact. Saved contacts will be displayed in the **Emergency Contact** section.

To remove a contact, simply click the X icon next to them.

16.1.4 Viewing your Invoices

To view your invoices, click the **View Invoices** button at the top of the **Profile** screen. This will take you to your **Account** screen where you can view invoices, transaction details, etc.

16.1.5 Viewing Portal Terms and Conditions

To view the Portal Terms and Conditions, click the **Terms and Conditions** tile in the Profile section.

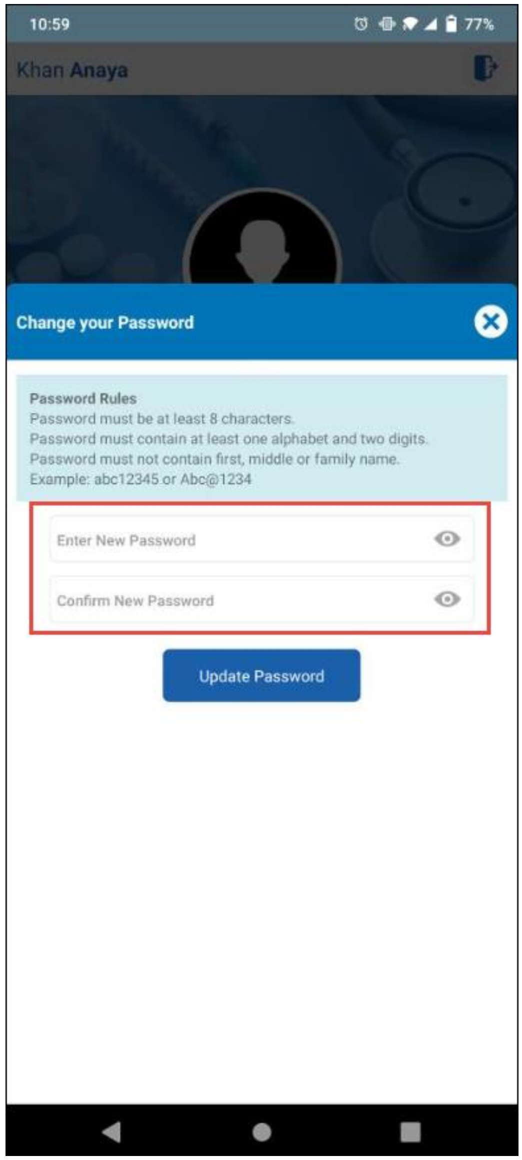
16.1.6 Changing your Password

To change your portal log in password, click **Change Password** on the Profile screen:

In the window that opens, enter your new password in the **Enter New Password** field.

Then enter it again in the **Confirm New Password** field.

Click **Update Password** to save the new password. Next time you log in to your portal, you will need to use your new password:



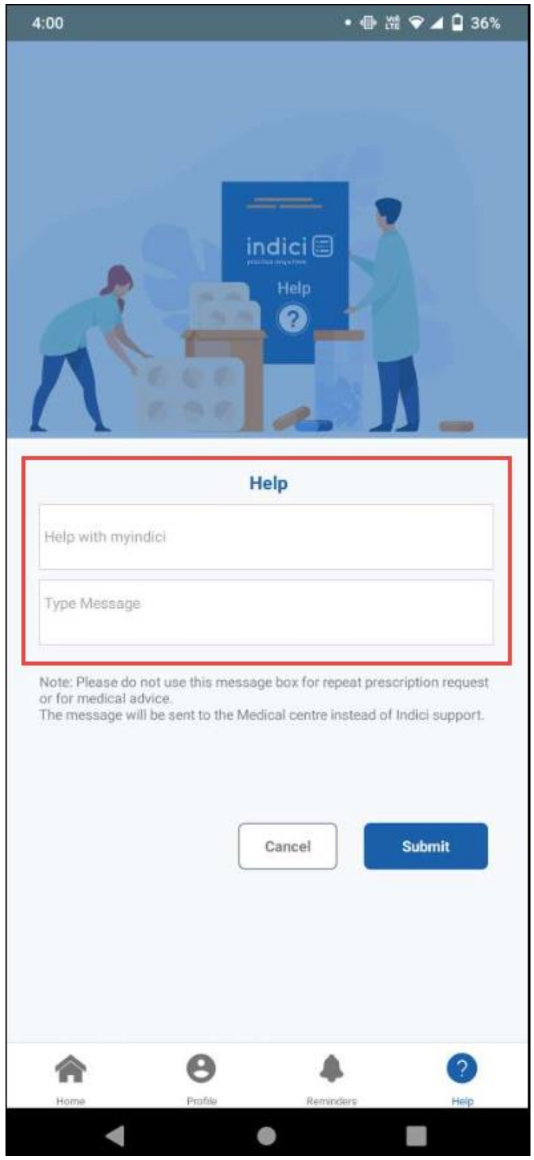
16.2 Help

You can contact your medical practice via the **indici Help** messaging function in the event you are experiencing any issues with your portal.

To do so:

1. Click **Help** at the bottom of the screen:

2. In the window that opens, type your Subject in the top field, then your message in the field below; then click **Submit**:



16.3 Logging Out

To log out of your portal:

1. Click the **Log Out** icon at the top of the screen: