

Mornington Health Centre- Electronic Mail User Agreement for repeat prescriptions

Mornington Health Centre (MHC) provides an electronic mail (e-mail) facility as an alternative to telephone access for patients wanting to request repeat prescriptions. Access to this service is restricted to adults registered with the practice that have signed this user agreement. Once you have signed the user agreement it will be scanned into your medical records and you will be issued with an access password.

Conditions

- The primary purpose of e-mail communication is to request a repeat prescription. No personal health details or sensitive information or concerns are to be included in the e-mail communication; these concerns are to be dealt with by speaking directly to a nurse or making an appointment to see your doctor
- All requests for repeat prescriptions are to come through the dedicated e-mail address prescriptions@mhc.co.nz
- All prescription requests need to be complete on the online prescription order form and need to include your full name, DOB, and your daytime phone number, the name and dose of the medication you require, the pharmacy you want the prescription to be faxed to, and your doctor's name
- Emails will be checked by the Nurses twice daily, mid morning and 4pm, Monday to Friday. Requests for repeat prescriptions will be actioned providing they meet the criteria in the repeat prescription guideline. If the request does not meet the repeat prescription guideline the nurse will advise you of the action required via email.
- MHC has a repeat prescription guideline that outlines when repeat prescriptions can be generated without a face to face doctors consultation. Patients are required to see their doctor yearly, six monthly or three monthly depending upon the type of medication they are taking. You can ask the practice nurse how often you are required to see your doctor or practice nurse (alternate medication reviews for patients with diabetes or asthma can be done by the practice nurse).
- An automated response will be sent to the patient once the request has been actioned advising them that the prescription will be at the pharmacy in 24 hours.
- MHC will reply to email requests and accepts no responsibility for any privacy issues that may arise with other people having access to the patients email account. Email communication will only be used in association with a patient generated request and not as a routine method of communication and will include no personal or sensitive health information.
- In times of technical difficulties administration and computer personnel may need to access e-mails. Staff and contractors of MHC that have access to patient records sign confidentiality agreements. MHC accepts no responsibility for any requests or information lost due to technical failures.

- MHC may keep a database of e-mail address to provide electronic communication on patient related services but group e-mails will not be sent where recipients are visible to each other.
- MHC reserves the right to terminate the e-mail relationship with any patient that does not adhere to the user agreement.

Electronic Mail User Agreement Acknowledgement

Please sign and return to

I hereby acknowledge that:

I have read and understand MHC Electronic user agreement for repeat prescriptions and agree to abide and adhere to this agreement.

Signed

Date