

AlfredHealth



Patient Portal





Alfred Health's new Patient Portal

Register now for Alfred Health's Patient Portal!

Through this portal you can easily access your Alfred Health information online, which comes directly from your Alfred Health electronic medical record and is updated by your Alfred Health clinicians.

Using your computer or mobile device, you can access the portal to view your appointments, access test results and message healthcare teams.

To find out more, or to register now, please speak to your healthcare team.

Patients
Come First

Manage your health through your Alfred Health Patient Portal

Alfred Health's Patient Portal provides you with safe, convenient and easy access to your health information online.

You can use the portal to:

- view upcoming appointments
- view pathology results from most tests conducted at the Alfred Health pathology laboratory
- view letters that have been sent to you
- view your inpatient discharge summaries from any unit
- receive secure messages from your healthcare team
- download appointment information to your calendar; and
- print information from the portal to take to appointments with different care providers.

Your Alfred Health Patient Portal only includes select information related to your care at Alfred Health. If you receive care at other hospitals or healthcare services, this information will not be available in your Alfred Health Patient Portal.

If you would like to access your full medical record you will need to lodge a Freedom of Information (FOI) application. Please visit our website for more information.

Creating your Alfred Health Patient Portal account

To register for a Patient Portal account, speak to your healthcare team.

You will receive an invitation to join the portal by email. To access the portal for the first time use the link in this email invitation.

Please speak to your healthcare team if you have questions about the portal or contact our Patient Portal team on 9076 5000.

Opting out and cancelling your account: You can opt out of your Patient Portal account at any time. Email our Patient Portal team at patientportal@alfred.org.au to cancel your account.

There will be no change in the treatment and care you receive at Alfred Health if you choose not to register for the portal. Your healthcare team will communicate with you about your care and share your health information with you just as they do now.

How to use the Patient Portal

Our Patient Portal has been designed for people with computer skills of all levels. However, you do need an email address to sign up for the portal.

Once your account is established, you can access the portal through the Alfred Health website www.alfredhealth.org.au or directly at www.alfred.org.au/patientportal

Please speak to your healthcare team if you have questions about the portal or contact our Patient Portal team.

Your information in the Patient Portal

Your Patient Portal account will include information to help you manage your healthcare and make decisions.

It will include:

- all historical test results
- any new test results, which will be available within 14 days. This 14-day timeframe allows our clinicians to review a test result and contact you in person before the result is released to the portal if required.

Your clinician will discuss your results with you either over the phone or at your next hospital visit, and advise what action you should take based on those results.

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

Please contact your healthcare team if you have any further questions or concerns.

Secure messaging

Your Patient Portal inbox contains correspondence between you and Alfred Health.

Your healthcare team can send you a secure message and select if it requires a response from you.

For urgent clinical matters please call The Alfred on 03 9076 2000 and ask to speak with a member of your healthcare team. If you are experiencing a medical emergency call 000.



Keeping your information safe and secure

We make every effort to keep your information safe so only the right people can access your information, including the clinicians who are providing your care.

We use the very latest in secure technology and information stored within Alfred Health's electronic medical record meets the highest security standards, including encryption and password protection.

You can help safeguard your health information by keeping your password private.

Proxy users: You can choose to give another person, such as your carer or next of kin, access to your Alfred Health Patient Portal. This is called proxy access and proxy users have their own logon details that you can remove at any time

To find out more about how Alfred Health safeguards information about you, go to our website at alfredhealth.org.au

Our Patient Portal is different to My Health Record

Alfred Health's Patient Portal and the Australian government's My Health Record are two separate and different systems.

Our Patient Portal lets you view and manage your care and health information at Alfred Health. This information is only available to you and your designated proxy.

My Health Record is an Australian Government system that holds an online summary of individual's health information. It is intended to be viewed by patients and used to exchange information between GPs, hospitals and specialists.

In some cases, your Alfred Health information may be included in your My Health Record.



Contact for further information

Please speak with a member of your healthcare team if you have questions or contact our Patient Portal team at patientportal@alfred.org.au



