



Patient Portal

Patient Portal – Patient FAQs

About the Patient Portal

What is the Alfred Health Patient Portal?

The Alfred Health Patient Portal is a platform that provides you with safe, convenient and easy access to your health information online.

How can the Patient Portal help me?

You can use the portal to:

- View upcoming appointments
- View pathology results from most tests conducted at the Alfred Health pathology laboratory
- View Alfred Health outpatient letters that have been sent to you and/or external providers
- View your inpatient discharge summaries from any unit
- Receive secure messages from your healthcare team
- Download information to your calendar, or print it to take to appointments with different care providers

How is The Alfred Health Patient Portal different to “My Health Record”?

- The My Health Record is a different system to the Alfred Health Patient Portal. My Health Record 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.
- The Alfred Health Patient Portal lets you view and manage your care and health information at Alfred Health. This information is only available to patients and any designated proxies nominated by the patient (see further information about proxies below).

Do I need strong computer skills to use the portal?

The Alfred Health Patient Portal has been designed for people with computer skills of all levels. You will need internet access and an email address. The portal is accessible from any device that has access to the internet.

Can I use the portal if English is not my first language?

No, the software does not currently have the portal available in languages other than English. Alfred Health have requested this enhancement with the software vendor.

What support is there for people with disabilities?

Dependent on your access requirements you may wish to speak to a member of your current healthcare and support team. If this is not available, please provide feedback to the Patient Portal team via email patientportal@alfred.org.au or phone (03) 9076 5000.

Creating, managing and cancelling your Patient Portal account

How do I create an Alfred Health Patient Portal account?

You will need to be registered by an Alfred Health staff member. You will either be approached by our roaming team during an onsite visit or you can email or phone the patient portal team to register.

Email: patientportal@alfred.org.au

Phone (03) 9076 5000

How do I gain access to the portal?

You can find it by using the Alfred Health home page at www.alfredhealth.org.au or directly

at www.alfredhealth.org.au/patientportal/



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Can I opt out / cancel my portal account?

Yes, if you decide you no longer want an Alfred Health Patient Portal account our Patient Portal team will assist with cancelling your account at any time. Please contact them on (03) 9076 5000 or at patientportal@alfred.org.au.

What happens if I don't want to create an Alfred Health Patient Portal account?

There won't be any change in the treatment and care you receive at Alfred Health if you choose not to register for the portal. Your care team will communicate with you about your care and share your health information with you as they do now.

Can I schedule, change or cancel appointments through the Patient Portal?

You can view upcoming appointments, 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 stage. Contact information for services and clinics can be found here: <https://www.alfredhealth.org.au/services/>

Keeping my Alfred Health information safe

How safe is my information?

Confidentiality is a priority at Alfred Health. Information stored within Alfred Health's electronic medical record adhere to the highest security standards, including encryption and password protection. We support, promote and comply with all Victorian privacy legislation. You can help keep your information safe by not sharing your password. Find out more about how Alfred Health treats information about you [here](#).

Can I give permission to my carer, relative or guardian to access my Patient Portal?

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

Test results

What if I have questions about my test results?

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

Communicating with my healthcare team

Who do I contact if I have further questions?

Please speak with a member of your healthcare team if you have questions. Alternatively, you can contact our Patient Portal team on (03) 9076 5000 or at patientportal@alfred.org.au.

Providing feedback

We value your input and would love to hear your ongoing feedback about the portal.

Please provide your feedback to the Patient Portal team on (03) 9076 5000 or at patientportal@alfred.org.au.

Further information

The Alfred

55 Commercial Road, Melbourne VIC 3004
T +613 9076 2000
alfredhealth.org.au

If you would like to provide feedback or request a copy of this information in a different format, contact us at patient.information@alfred.org.au.



Developed & reviewed
by our consumers

For Patient Portal help contact: email
patientportal@alfred.org.au or phone (03) 9076 5000.

AlfredHealth