



Manage My Care

User Guide

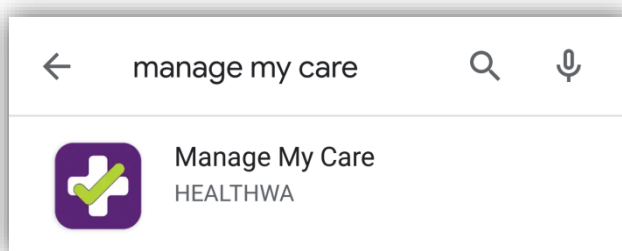
- Getting started..... 3**
 - How to access Manage My Care 3
 - How to create a Manage My Care account..... 3
 - How to log in..... 6
 - How to add yourself as a patient..... 9
 - How to add another patient (adult)..... 13
 - How to add another patient (minor) 18
- Appointments and referrals 21**
 - How to view an appointment..... 21
 - How to search for an appointment or referral? 25
 - How to find an old appointment 26
 - How to find a telehealth appointment..... 28
 - How to view your referrals 29
 - How to confirm your attendance 33
 - How to reschedule an appointment 34
 - How to cancel a referral..... 38
- Updating patient details..... 42**
 - How to update your demographic details..... 42
 - How to update your additional details 45
- Managing who can access your Manage My Care account..... 46**
 - How to add a Next of Kin 46
 - How to remove a Next of Kin 50
 - How to hide specific appointment/referral information from Next of Kin..... 51
 - How to hide all your appointment and referral information from your Next of Kin . 54
- Account settings 55**
 - How to update your email, password & PIN 55
 - How to deactivate your account..... 58
 - How to reactivate your account 59
 - How to delete your account 61
 - How to receive push notifications 62

Troubleshooting	62
Why isn't my code working?	62
Why did I not receive an SMS/Email with a code?.....	62
Where can I find my U/R?.....	62

Getting started

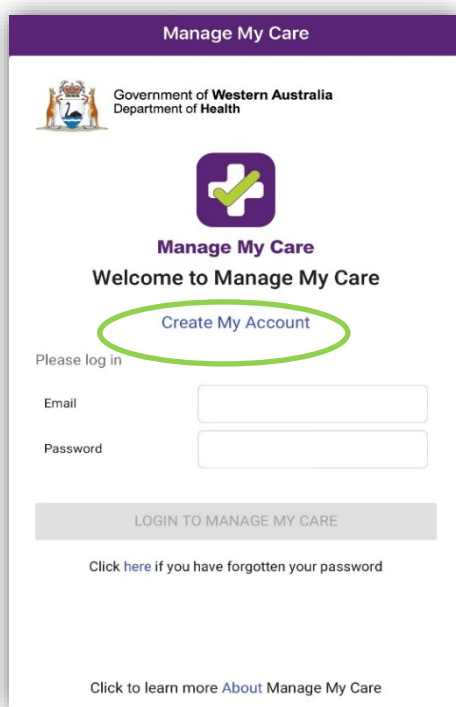
How to access Manage My Care

Manage My Care is available as a web portal by visiting <https://healthywa.wa.gov.au/Managemycare> or by searching for “Manage My Care” in your preferred app store.



How to create a Manage My Care account

1. Click on CREATE MY ACCOUNT in the centre of the log-in page.



2. Enter your details and create a password and PIN for your account. Make sure you remember your password and PIN for future use and keep this information secure.

← Back

Enter the following to create your Manage My Care account

First name	?	John
Surname	?	Smith
Email	?	john.smith@email.com
Confirm email	?	john.smith@email.com
New password	?
Confirm new password	?
PIN	?
Confirm PIN	?

I have read and accept the [Full Terms of Use](#)

CREATE ACCOUNT

3. Click on the CREATE ACCOUNT button on the bottom right.
4. A confirmation code will be sent to the email you provided.

Hi John,

A create-account request has been made for your Manage My Care account. If you would like to finalise the creation of your account, please enter the following code into the screen being displayed on your device: **AYCXYX**. This code will expire in 24 hours. If you did not try to create an account, then please ignore this email.

Sincerely,
The Manage My Care team

NOTE: If you press BACK to return to the previous page and then try to create your account again, you will be sent a new code. Only the most recent code sent to you can be used to confirm your account.

← Back

Your request to create an Account has been received

Please check your email and enter the confirmation code that has been sent to you

Code

CONFIRM ACCOUNT CREATION

If you do not receive your confirmation email please check your spam / junk folder, or [Resend Confirmation Code](#)

5. Enter the code and select CONFIRM ACCOUNT CREATION to finish making your account.

If you have not received a code, check the junk email folder or click the “Resend Confirmation Code” link for a new code. Make sure the email address you have used is correct.

6. Once you have entered the correct activation code, you will be able to use your login details to access your new Manage My Care account.

NOTE: It is important to update your Next of Kin (spouse/family/carer/other) contact details on your patient record. With your permission, your Next of Kin can use Manage My Care to see your patient information.

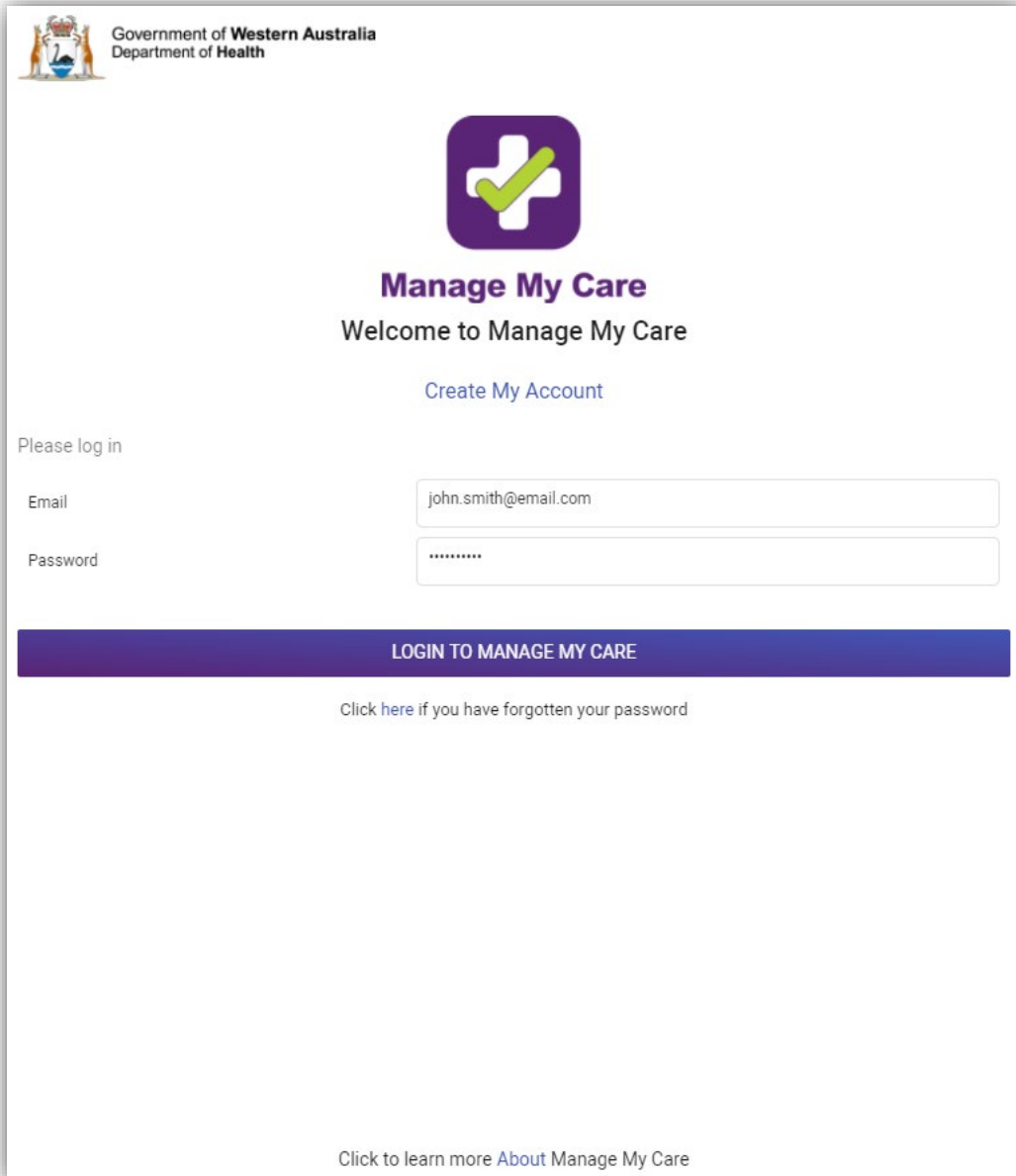
If you have added yourself as a patient to your Manage My Care account, you can update your Next of Kin information using the Account tab of Manage My Care.

You can also do this by contacting Outpatient Direct on 1300 855 275 (Monday-Friday, 7:30am-5:30pm) or by speaking to clinic staff.

How to log in

1. Enter the email address and password used to create your account.

If you have forgotten your password, click on the link under the purple login button.

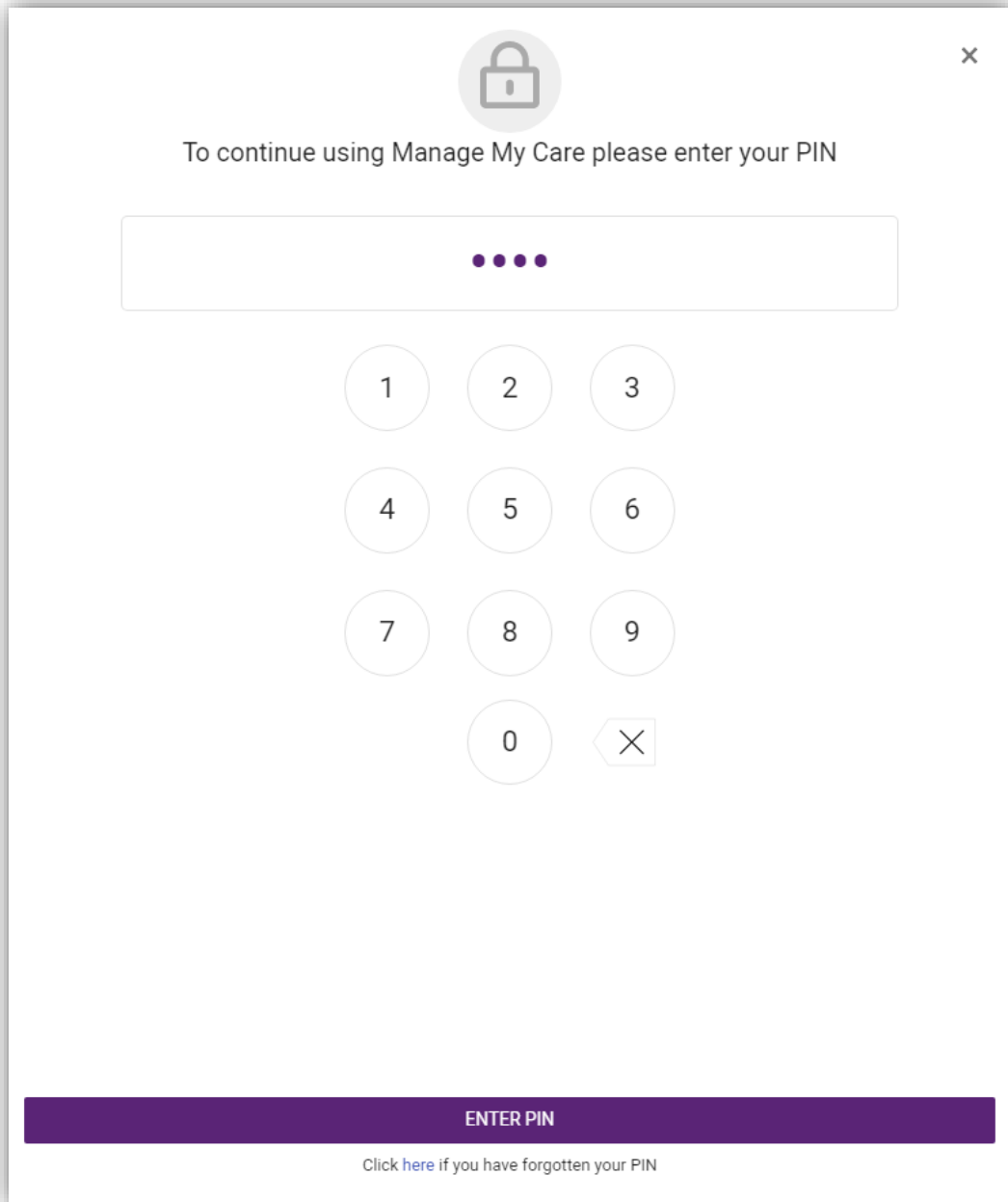


The screenshot shows the login interface for 'Manage My Care'. At the top left is the Government of Western Australia Department of Health logo. The main heading is 'Manage My Care' with a purple cross icon containing a green checkmark. Below this is the text 'Welcome to Manage My Care' and a blue link 'Create My Account'. The login section is titled 'Please log in' and contains two input fields: 'Email' with the value 'john.smith@email.com' and 'Password' with masked characters '.....'. A large purple button labeled 'LOGIN TO MANAGE MY CARE' is positioned below the fields. Underneath the button is a link: 'Click here if you have forgotten your password'. At the bottom of the page is a link: 'Click to learn more About Manage My Care'.

2. Enter your PIN.

If you have forgotten your PIN, click on the forgotten PIN link.

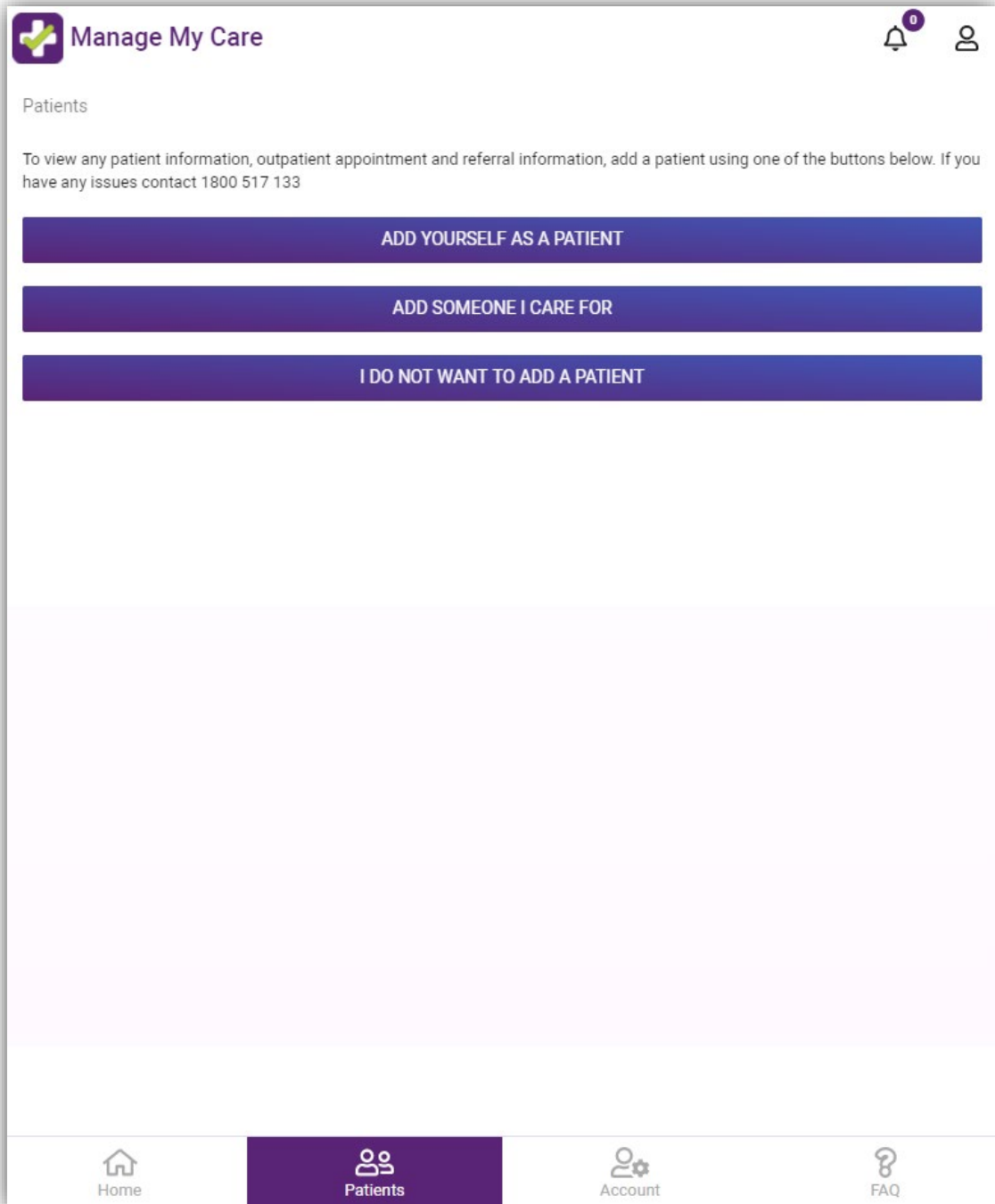
NOTE: *If you enter in your login details incorrectly multiple times, your account will be suspended for one minute before further login attempts are allowed.*



The image shows a PIN entry interface. At the top center is a lock icon, and at the top right is a close button (X). Below the lock icon is the text: "To continue using Manage My Care please enter your PIN". Underneath this text is a rectangular input field containing four purple dots. Below the input field is a numeric keypad with buttons for digits 1 through 9, 0, and a clear button (X). At the bottom of the screen is a purple button labeled "ENTER PIN". Below the button is a link: "Click [here](#) if you have forgotten your PIN".

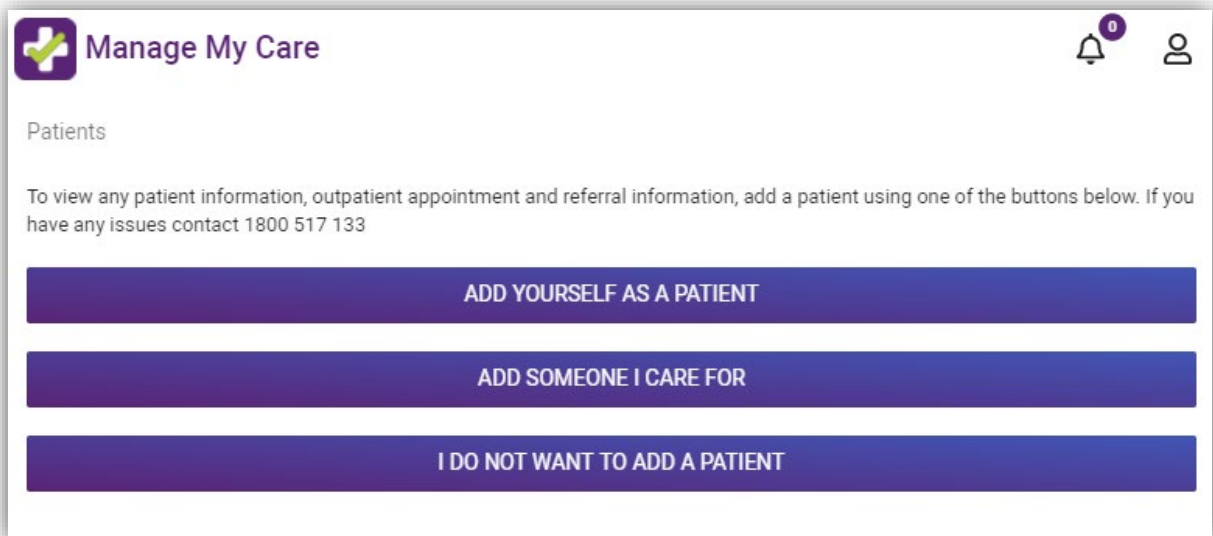
3. If this is your first time logging into your account, you will be prompted to add a patient.

NOTE: Until you have added a patient record to your account, no patient information (including appointments and referrals) will be visible.

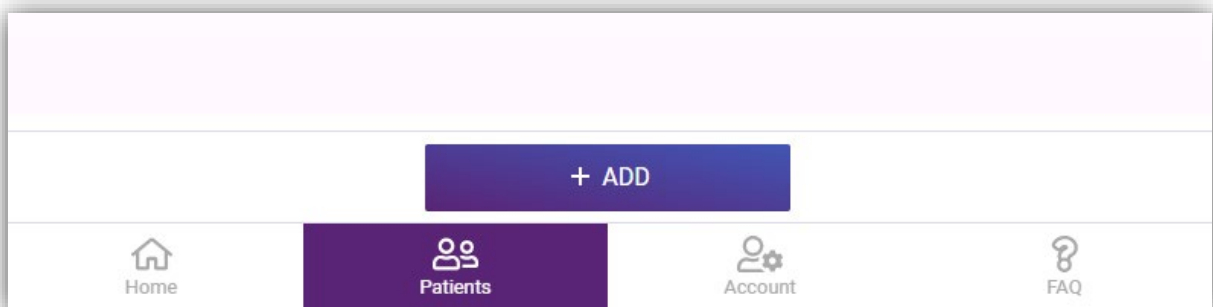


How to add yourself as a patient

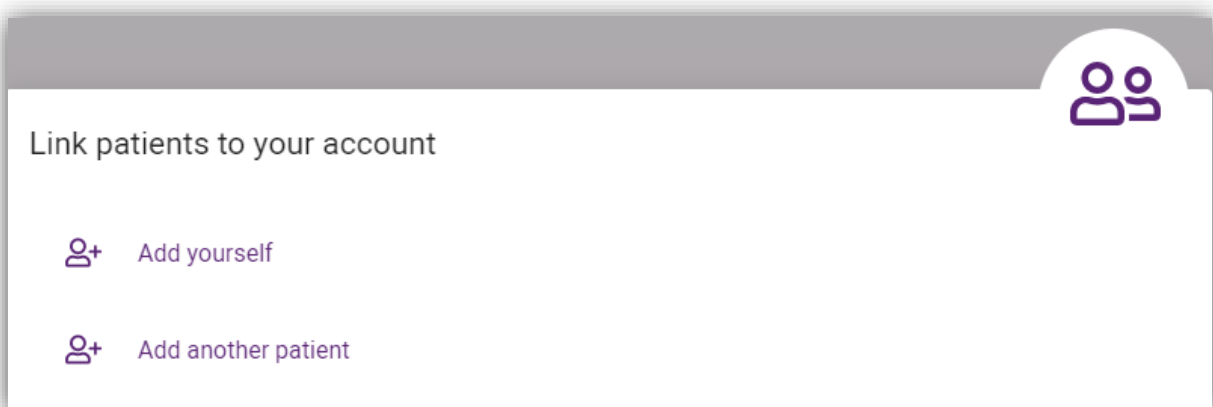
1. If this is your first time adding a patient to your account, go to the Patients tab and click on ADD YOURSELF AS A PATIENT.



If you have already added a patient to your account, go to the Patient tab and click +ADD.



Then click on ADD YOURSELF.



2. Fill out all the fields and click on +ADD at the bottom of the form.

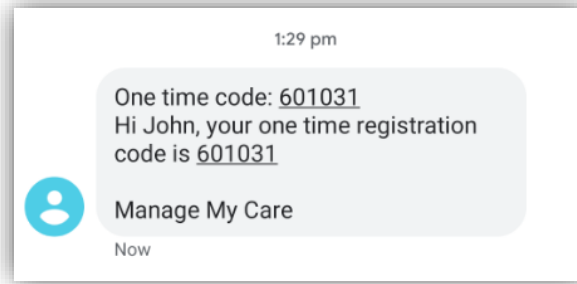
NOTE: Make sure all information is correct and you have provided your full legal name. If the information you enter does not match your patient record in the WA Health Patient Administration System you will not be able to add yourself as a patient.

The WA Health Patient Administration System is used by all WA public hospitals to record patient information. If you have not visited a public hospital in WA, you will not have a patient record.

If you're having trouble, call the Manage My Care Support Line on 1800 517 133 (Monday-Friday, 7:30am-4:30pm).

The screenshot shows the 'Manage My Care' app interface. At the top, there is a purple header with the app logo and name, a notification bell icon with a '0' badge, and a user profile icon. Below the header is a dark blue navigation bar with a white '← Back' button and a white '👤+ adding' button. The main content area is white and contains the following text: 'Note that names must be entered exactly as per the full legal names as recorded in the hospital system.' and 'If you can't add a patient please call Outpatient Direct on 1800 517 133.' Below this is the 'Add self' section, which includes four input fields, each with a question mark icon to its left: 'Patient U/R' with the value 'A1234567', 'Date of birth' with the value '01 Jan 1992' and a calendar icon, 'First name' with the value 'John', and 'Last name' with the value 'Smith'. At the bottom of the screen is a purple button with a white '+ ADD' label.

3. Enter the confirmation code that is sent to your mobile number and click CONFIRM.



NOTE: The SMS is sent to the mobile number on your WA patient record. If your mobile number has changed, or there is no mobile number listed, you will need to update it by calling the Manage My Care Support Line on 1800 517 133 (Monday-Friday, 7:30am-4:30pm) or speaking to outpatient clinic staff at your next hospital visit.

Confirm adding ×

A code has been sent to your mobile number: 04XXXXX099

Please keep this window open until you have entered the code below.

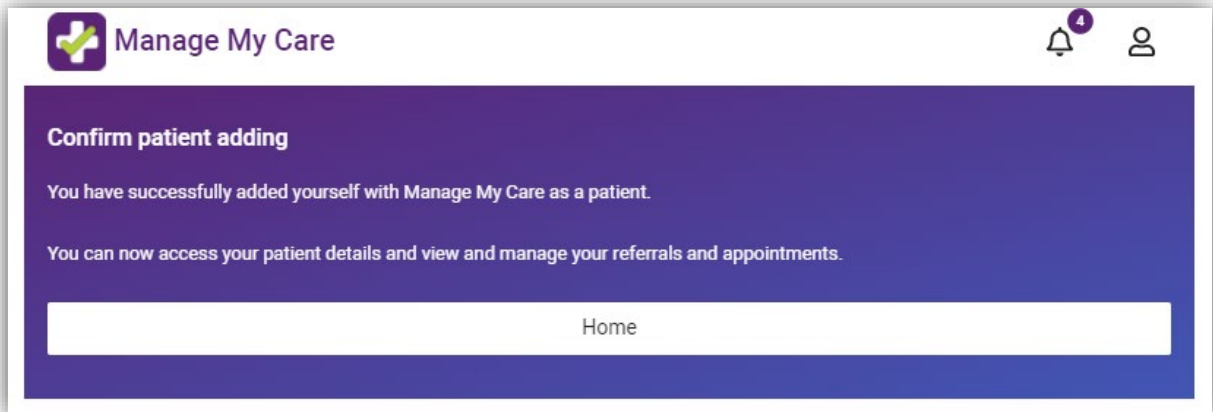
Click [here](#) to resend a code to your mobile. If you still do not receive the code, please call Outpatient Direct on 1800 517 133 during business hours to confirm your linked mobile number.

Code

1	2	3
4	5	6
7	8	9
	0	✕

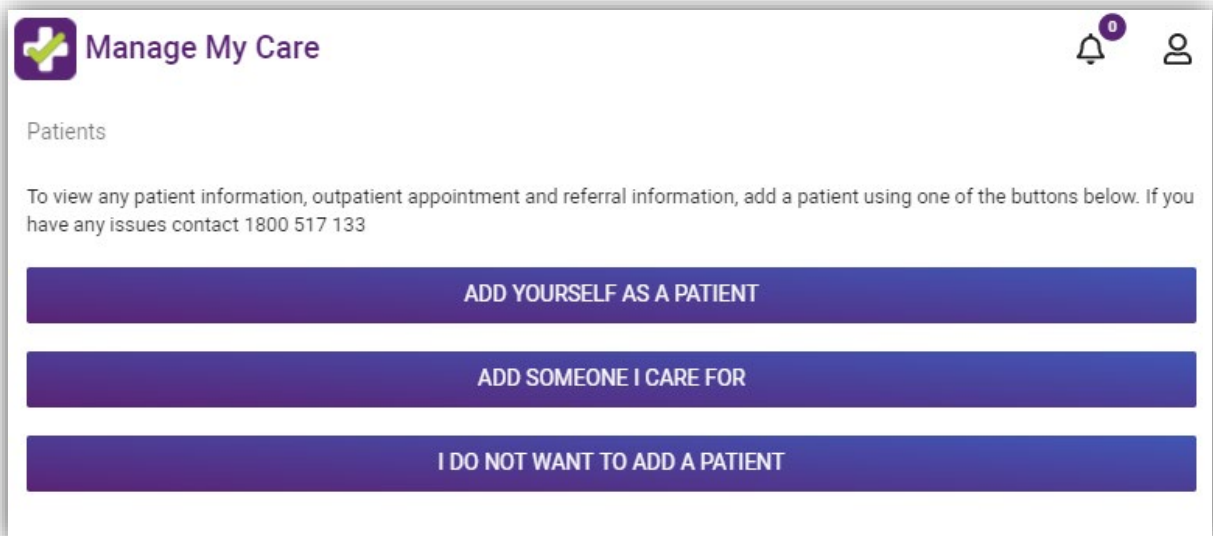
✓ CONFIRM

4. Once you have entered the confirmation code, your patient information will display in your Manage My Care account.

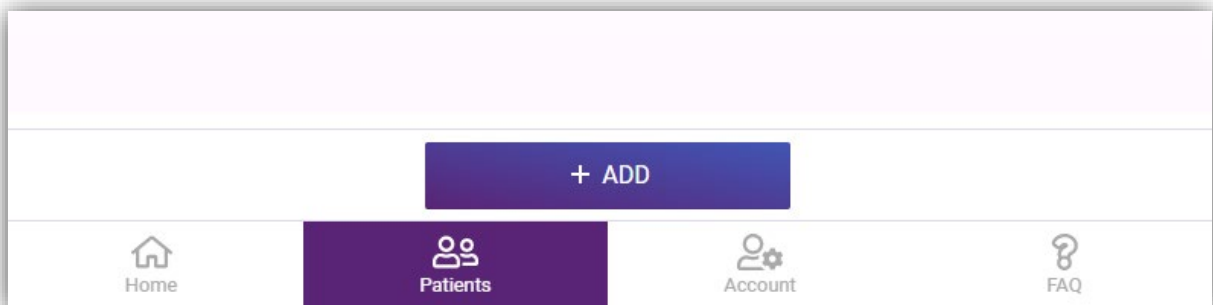


How to add another patient (adult)

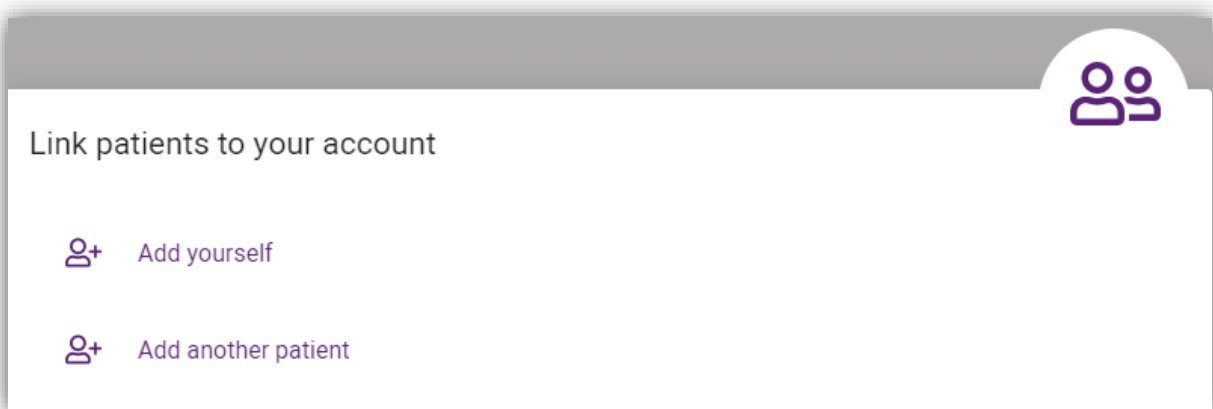
1. If this is your first time adding a patient to your account, go to the Patients tab and click on ADD SOMEONE I CARE FOR.



If you have already added a patient to your account, go to the Patient tab and click +ADD.



Then click on ADD ANOTHER PATIENT.



2. Fill out all the fields and click on +ADD at the bottom of the form.

NOTE: Make sure all information is correct and you have provided the patient's full legal name. If the information you enter does not match their patient record in the WA Health Patient Administration System you will not be able to add the patient to your account.

You must also be listed as a Next of Kin on their account (as either Next of Kin 1, Next of Kin 2, Preferred Contact or Other Contact).

If you're having trouble adding them to your account, call the Manage My Care Support Line on 1800 517 133 (Monday-Friday, 7:30am-4:30pm) to find out more.

The screenshot shows the 'Manage My Care' app interface. At the top, there is a purple header with the 'Manage My Care' logo and a notification bell icon. Below the header is a blue bar with a 'Back' button and a 'adding' status indicator. The main content area is white and contains the following text and form fields:

Note that names must be entered exactly as per the full legal names as recorded in the hospital system.

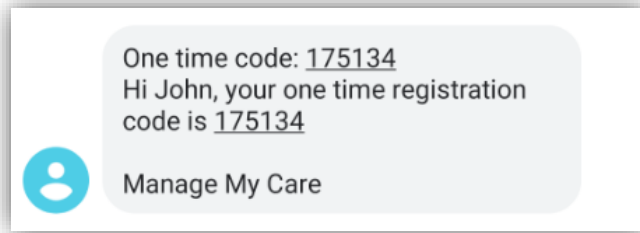
If you can't add a patient please call Outpatient Direct on 1800 517 133.

Add Patient

Patient U/R	<input type="text" value="E9359079"/>
Date of birth	<input type="text" value="01 Jan 1990"/>
First name	<input type="text" value="Karen"/>
Last name	<input type="text" value="Smith"/>
My first name	<input type="text" value="John"/>
My last name	<input type="text" value="Smith"/>

At the bottom of the form is a purple button with the text '+ ADD'.

3. Enter the confirmation code that is sent to your mobile number and click CONFIRM.



NOTE: The SMS is sent to the mobile number listed against your contact details as a Next of Kin on their WA patient record. If your mobile number has changed, or there is no mobile number listed, you will need to update it by calling the Manage My Care Support Line on 1800 517 133 (Monday-Friday, 7:30am-4:30pm) or speaking to outpatient clinic staff at your next hospital visit.

Confirm adding ×

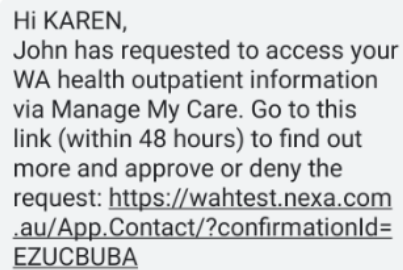
A code has been sent to your mobile number: 04XXXXX099
Please keep this window open until you have entered the code below.
Click [here](#) to resend a code to your mobile. If you still do not receive the code, please call Outpatient Direct on 1800 517 133 during business hours to confirm your linked mobile number.

Code

1	2	3
4	5	6
7	8	9
0	⌫	

✓ CONFIRM

4. The patient will then receive an SMS asking them if they give their permission for you to access their outpatient appointment information using Manage My Care.

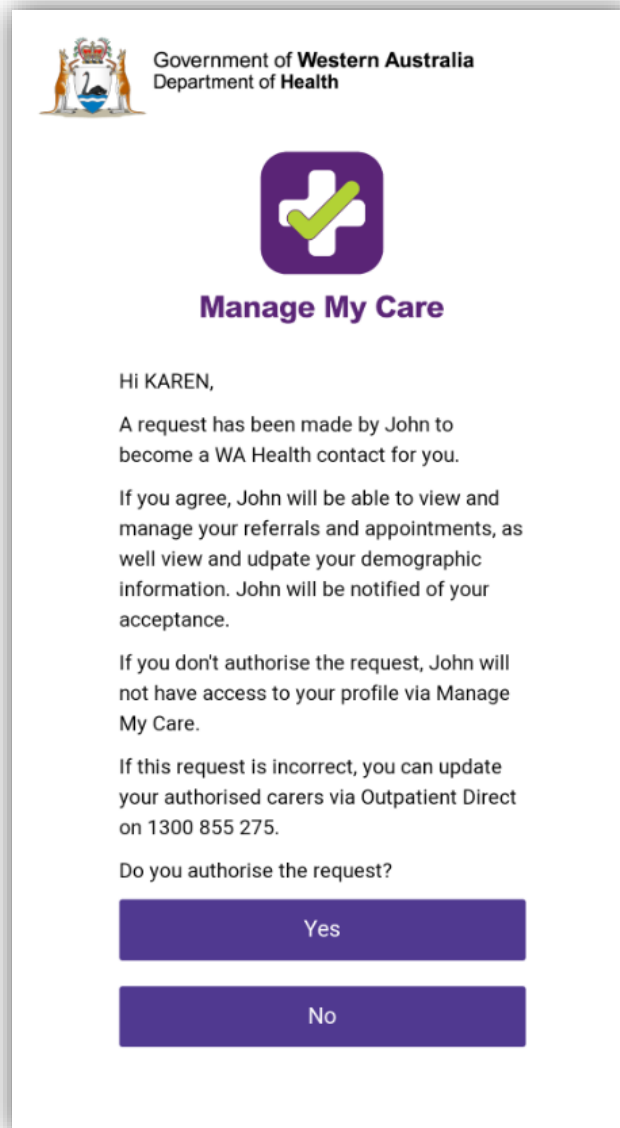
A screenshot of an SMS message displayed on a white background. The message text is contained within a light grey rounded rectangular box. The text reads: "Hi KAREN, John has requested to access your WA health outpatient information via Manage My Care. Go to this link (within 48 hours) to find out more and approve or deny the request: <https://wahtest.nexa.com.au/App.Contact/?confirmationId=EZUCBUBA>".

Hi KAREN,
John has requested to access your
WA health outpatient information
via Manage My Care. Go to this
link (within 48 hours) to find out
more and approve or deny the
request: [https://wahtest.nexa.com
.au/App.Contact/?confirmationId=
EZUCBUBA](https://wahtest.nexa.com.au/App.Contact/?confirmationId=EZUCBUBA)

NOTE: If the link is not used within 48 hours it will expire and the request will be denied. You will have to resubmit a new request to add them as a patient.

If the patient does not receive an SMS, their mobile number may need to be updated on their WA patient record. To do this, they will need to call the Manage My Care Support Line (Monday-Friday, 7:30am-4:30pm) or speak to outpatient clinic staff at their next hospital visit.

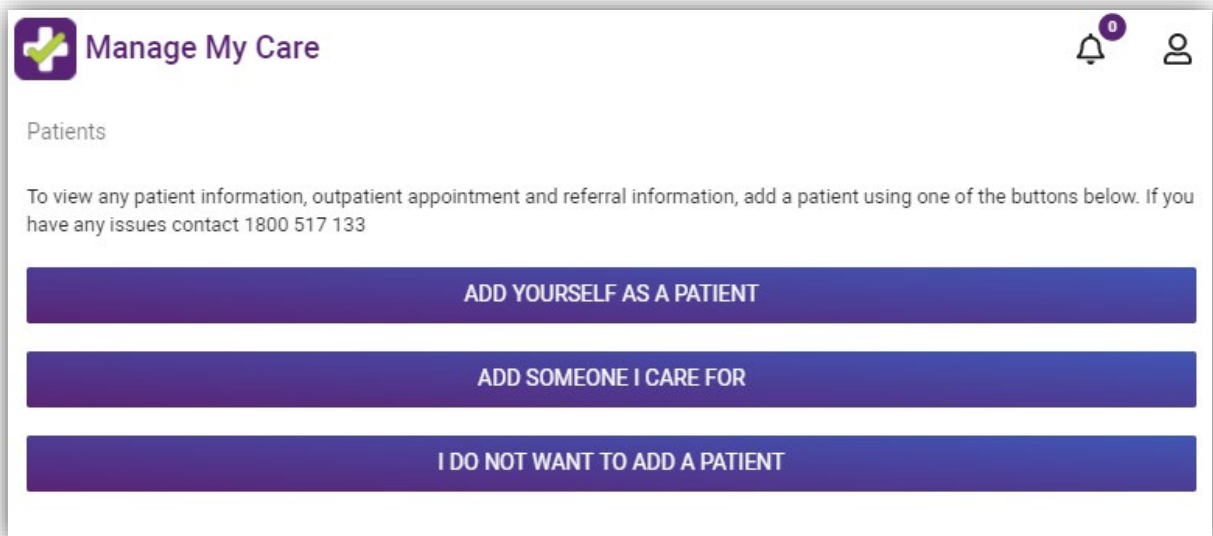
5. The patient will need to click the link in the SMS and accept or deny your request.



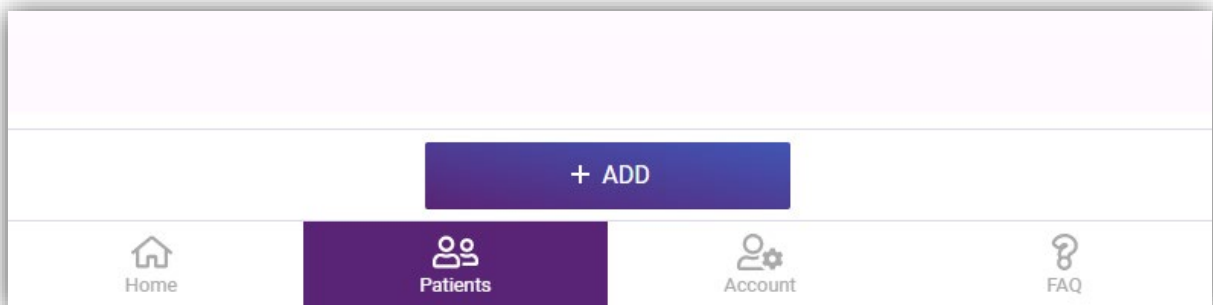
6. Once the patient has given their permission, their patient information will appear in your Manage My Care account.

How to add another patient (minor)

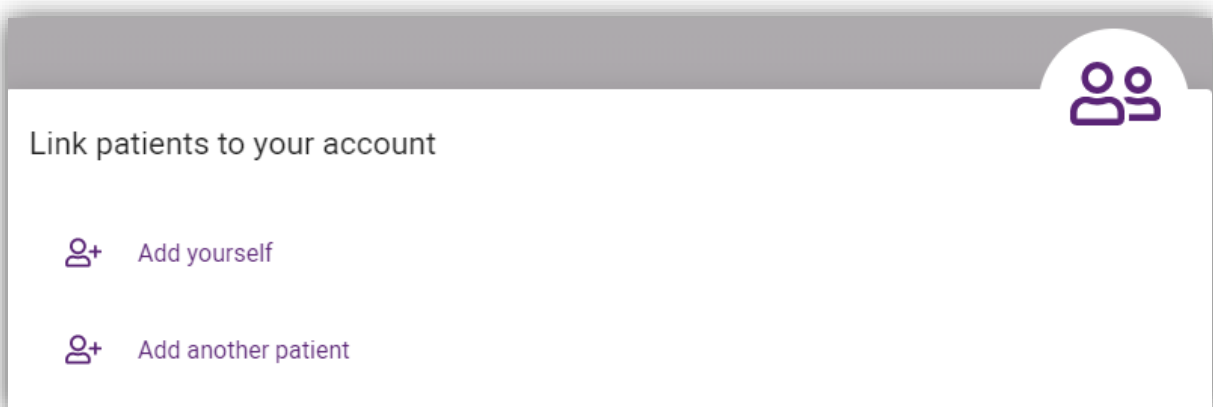
1. If this is your first time adding a patient to your account, go to the Patients tab and click on ADD SOMEONE I CARE FOR.



If you have already added a patient to your account, go to the Patient tab and click +ADD.



Then click on ADD ANOTHER PATIENT.



2. Fill out all the fields and click on +ADD at the bottom of the form.

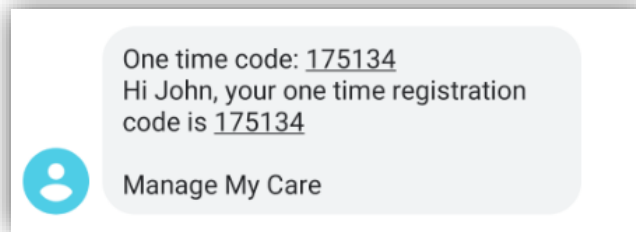
NOTE: Make sure all information is correct and you have provided the patient's full legal name. If the information you enter does not match their patient record in the WA Health Patient Administration System you will not be able to add the patient to your account.

You must also be listed as a Next of Kin on their account (as either Next of Kin 1, Next of Kin 2 or Preferred Contact) and be living at the same address as either the patient, or the Next of Kin 2 contact.

If you're having trouble adding them to your account, call the Manage My Care Support Line on 1800 517 133 (Monday-Friday, 7:30am-4:30pm) to find out more.

The screenshot shows the 'Manage My Care' app interface. At the top left is the 'Manage My Care' logo with a green cross icon. To the right are a notification bell icon with a '4' badge and a user profile icon. Below the header is a dark blue navigation bar with a white arrow and the text '< Back'. Underneath the navigation bar is a white button with a person icon and the text 'adding'. The main content area contains a note: 'Note that names must be entered exactly as per the full legal names as recorded in the hospital system.' Below this is another note: 'If you can't add a patient please call Outpatient Direct on 1800 517 133.' The 'Add Patient' section contains six input fields, each with a question mark icon to its left: 'Patient U/R' with the value 'B1234567', 'Date of birth' with the value '02 Feb 2012' and a calendar icon, 'First name' with the value 'Jane', 'Last name' with the value 'Smith', 'My first name' with the value 'John', and 'My last name' with the value 'Smith'. At the bottom of the screen is a dark blue button with a white plus sign and the text '+ ADD'.

3. Enter the confirmation code sent to your mobile.



NOTE: The SMS is sent to the mobile number listed against your contact information as a Next of Kin on their WA patient record. If your mobile number has changed, or there is no mobile number listed, you will need to update it by calling the Manage My Care Support Line on 1800 517 133 (Monday-Friday, 7:30am-4:30pm) or speaking to outpatient clinic staff at your next hospital visit.

Confirm adding ×

A code has been sent to your mobile number: 04XXXXX099

Please keep this window open until you have entered the code below.

Click [here](#) to resend a code to your mobile. If you still do not receive the code, please call Outpatient Direct on 1800 517 133 during business hours to confirm your linked mobile number.

Code

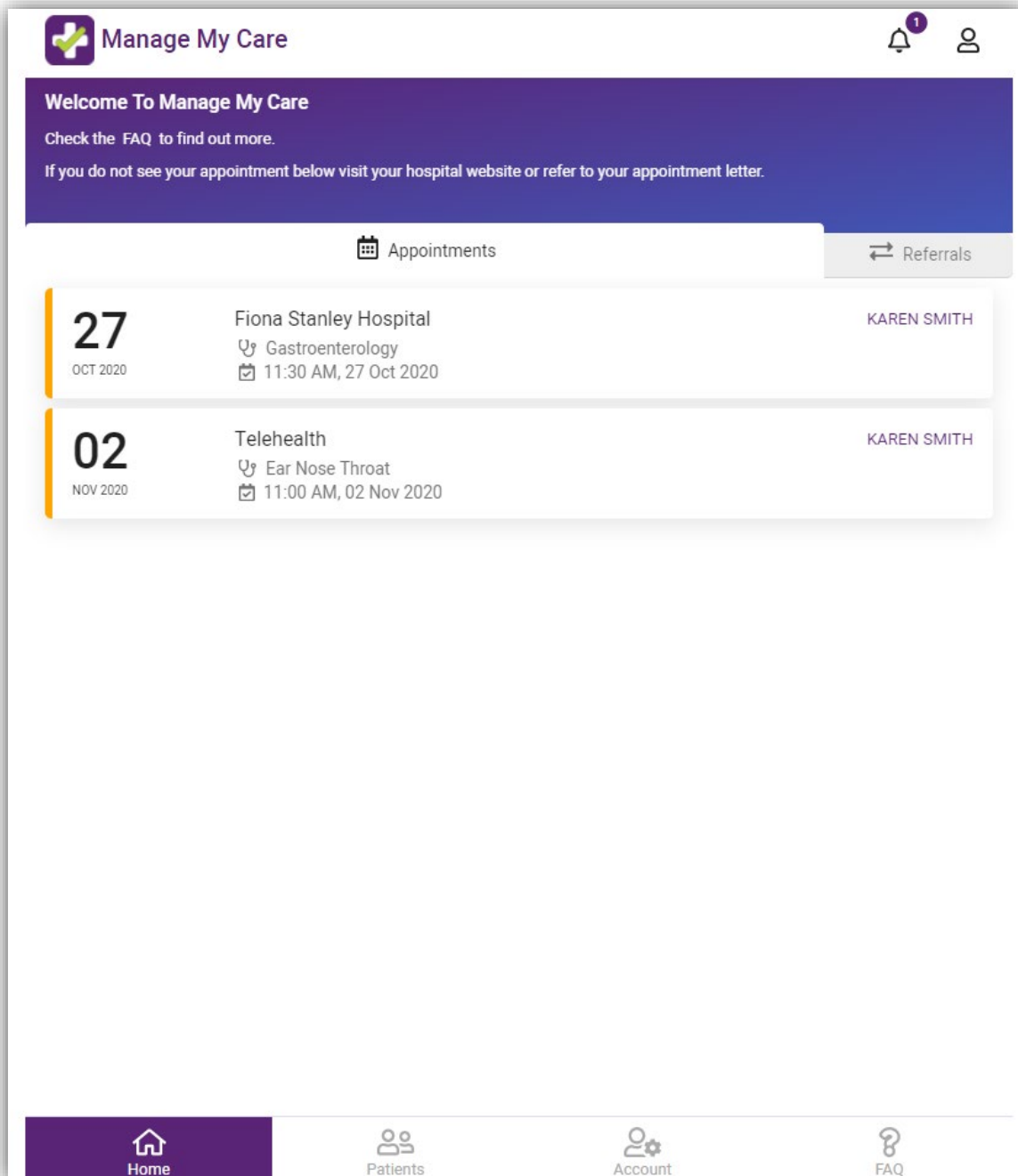
1	2	3
4	5	6
7	8	9
	0	✕

✓ CONFIRM

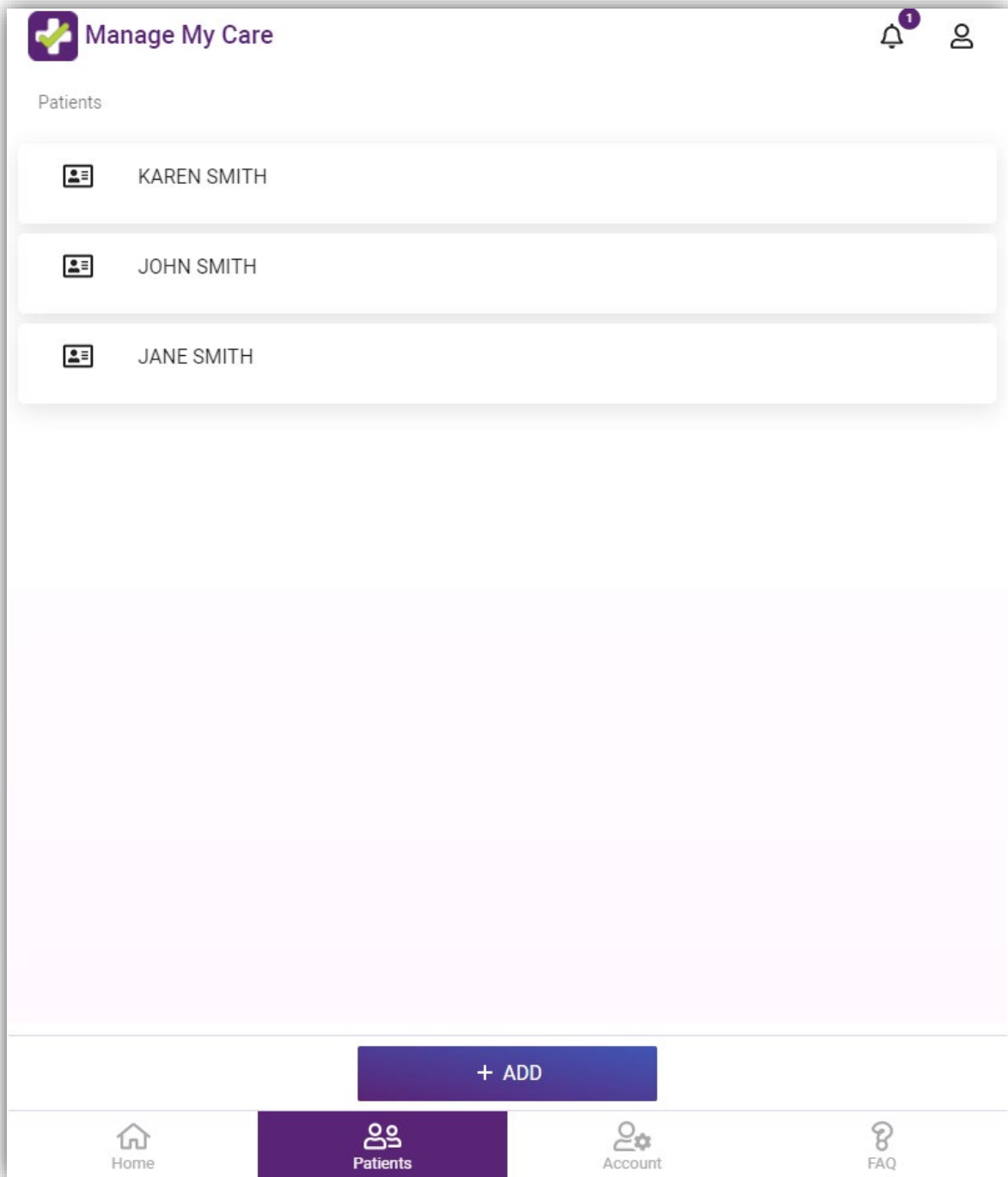
Appointments and referrals


How to view an appointment

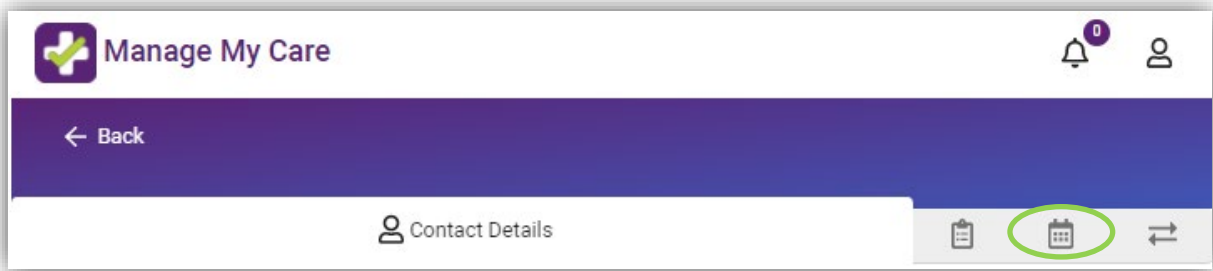
1. You can view appointments on the HOME page, which shows you a summary of all the appointments for all patients you have added to your account.



- To view a single patient's appointments, go to the PATIENT tab at the bottom of the screen and select the patient you want to see.



3. Click on the calendar icon  to view the appointment tab and see a summary of the patient's upcoming appointments.





← Back



Appointments



Appointments for KAREN SMITH

Show past appointments

Search



Date

27 OCT 2020	Fiona Stanley Hospital 📍 Gastroenterology 📅 11:30 AM, 27 Oct 2020	KAREN SMITH
02 NOV 2020	Telehealth 📍 Ear Nose Throat 📅 11:00 AM, 02 Nov 2020	KAREN SMITH

Please note that appointments for some hospitals will not appear until 30 days before the appointment date even if they have been booked by the hospital. Please ensure notifications are turned on within Manage My Care so you can be notified when your new appointments become visible.



Home



Patients



Account



FAQ

How to search for an appointment or referral?

1. There is a search bar available on the patient appointment and referrals screen to help search for a particular appointment or referral.

The screenshot displays the 'Manage My Care' mobile application interface. At the top, there is a header with a green cross icon, the text 'Manage My Care', a notification bell icon with a '1', and a user profile icon. Below the header is a dark blue bar with a white left-pointing arrow and the text 'Back'. Underneath is a light grey bar with a person icon, a calendar icon, the text 'Appointments', and a double-headed arrow icon. The main content area is titled 'Appointments for KAREN SMITH' and includes a checkbox labeled 'Show past appointments'. Below this is a search bar with the placeholder text 'Enter keyword to search' and a magnifying glass icon. To the right of the search bar is a 'Date' filter icon. The appointments are listed in two rows:

27 OCT 2020	Fiona Stanley Hospital 📍 Gastroenterology 📅 11:30 AM, 27 Oct 2020	KAREN SMITH
02 NOV 2020	Telehealth 📍 Ear Nose Throat 📅 11:00 AM, 02 Nov 2020	KAREN SMITH

Below the list is a note: 'Please note that appointments for some hospitals will not appear until 30 days before the appointment date even if they have been booked by the hospital. Please ensure notifications are turned on within Manage My Care so you can be notified when your new appointments become visible.'

The bottom navigation bar contains four icons: a house icon labeled 'Home', a person icon labeled 'Patients' (which is highlighted in dark blue), a person with a gear icon labeled 'Account', and a question mark icon labeled 'FAQ'.

How to find an old appointment

1. If you would like to see your past appointments, tick the “Show past appointments” box.

NOTE: This will only show a selection of past appointments and is not a complete record of your outpatient history.


The screenshot shows the 'Manage My Care' mobile application interface. At the top, there is a purple header with a white checkmark icon and the text 'Manage My Care'. To the right of the header are a notification bell icon with a red '3' badge and a user profile icon. Below the header is a dark blue navigation bar with a white left-pointing arrow and the text 'Back'. Underneath is a light grey navigation bar with three icons: a person icon, a calendar icon, and a double-headed arrow icon. The 'Appointments' text is centered in this bar. Below the navigation bar, the text 'Appointments for KAREN SMITH' is displayed. A checkbox labeled 'Show past appointments' is present and is currently unchecked. Below this is a search bar with the text 'Search' and a magnifying glass icon on the right. To the right of the search bar is a 'Date' filter with a downward arrow and a refresh icon. A note is displayed below the search bar: 'Please note that appointments for some hospitals will not appear until 30 days before the appointment date even if they have been booked by the hospital. Please ensure notifications are turned on within Manage My Care so you can be notified when your new appointments become visible.' At the bottom of the screen is a dark purple navigation bar with four icons: a house icon labeled 'Home', a group of people icon labeled 'Patients' (which is highlighted), a person with a gear icon labeled 'Account', and a question mark icon labeled 'FAQ'.

2. You should now be able to see a list of your past appointments.



Appointments for KAREN SMITH

Show past appointments

Search  Date 

13 SEP 2019	Fiona Stanley Hospital  Gastroenterology  09:30 AM, 13 Sep 2019	KAREN SMITH
-----------------------	---	-------------

Please note that appointments for some hospitals will not appear until 30 days before the appointment date even if they have been booked by the hospital. Please ensure notifications are turned on within Manage My Care so you can be notified when your new appointments become visible.



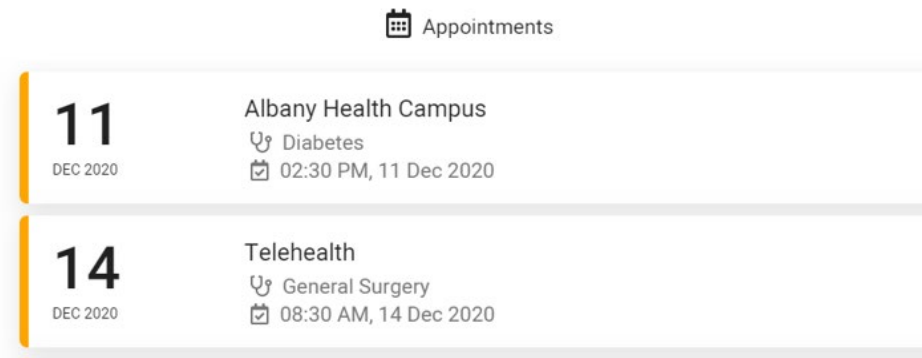
How to find a telehealth appointment

A telehealth appointment is one that occurs virtually either by telephone or via video call, so you do not need to attend a hospital.

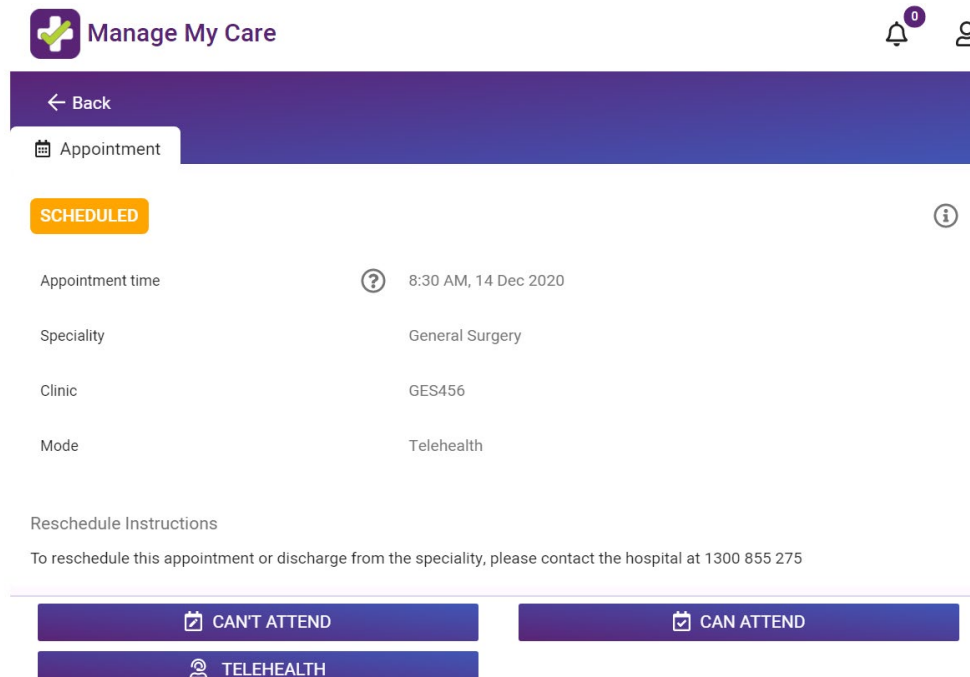
Telehealth appointments require either a:

- Smart phone (with data for video call)
- Tablet with internet connection
- Computer with internet connection

In the app, the location of the appointment will say “Telehealth”.



When you click on the Telehealth appointment the following screen appears:



To view more information about your telehealth appointment, click on the telehealth button at the bottom left of the screen. The following notification will pop up.

Telehealth appointment details



Details regarding your telehealth appointment will be provided by your specialist clinic. If you have not received this information please visit https://www.healthywa.wa.gov.au/Articles/S_T/Telehealth-appointments-at-home for more information

Close



Once you click on the URL you will be directed to the [HealthyWA telehealth site](#) which provides details on how to connect to the call.

How to view your referrals





1. The referrals for all patients can be viewed in the referrals tab on the home screen.

Manage My Care  

Welcome To Manage My Care
Check the [FAQ](#) to find out more.
If you do not see your appointment below visit your hospital website or refer to your appointment letter.

 Appointments  **Referrals**




Fiona Stanley Hospital ↳ Gastroenterology ↳ Other	KAREN SMITH
Fiona Stanley Hospital ↳ Gastroenterology ↳ Other	JOHN SMITH
Royal Perth Hospital ↳ Ear Nose Throat ↳ Allied Health Prof	KAREN SMITH
Royal Perth Hospital ↳ Ear Nose Throat ↳ Inpatient Ward	JOHN SMITH

 Home  Patients  Account  FAQ

- To view referrals for individual patients, go to the patient's tab at the bottom of your screen and choose a specific patient to view.



Patients

-  KAREN SMITH
-  JOHN SMITH
-  JANE SMITH



+ ADD



Home



Patients



Account



FAQ

3. The referrals tab will only display referral information specific to that patient.

Manage My Care 🔔¹ 👤

← Back

👤 📅 📅 ↔ Referrals

Referrals for KAREN SMITH

Search 🔍 Date ⌵

Fiona Stanley Hospital 📍 Gastroenterology 🔗 Other	KAREN SMITH
Royal Perth Hospital 📍 Ear Nose Throat 🔗 Allied Health Prof	KAREN SMITH

Home Patients Account FAQ

- A referral which displays a green status of 'Accepted,' means the Hospital has activated your referral and an appointment has been allocated. A referral which displays a black status of 'Waiting,' means a Hospital has received your referral, but the referral is yet to be accepted and activated.

Manage My Care 🔔 1 👤

← Back

↔ Referral

✔ ACCEPTED ⓘ

This referral is for: JENNIFER WYATT

Date	🔗	16 Aug 2022
Hospital		Fiona Stanley Hospital
Speciality		Cardiology
Priority	🔗	Priority 1
Referred by	🔗	Other

This section is for your notes and will not be visible to anyone else

Your notes

Allow this referral and subsequent appointment(s) to be seen by carers ⓘ

🗑 CANCEL REFERRAL

Manage My Care 🔔 1 👤

← Back

↔ Referral

WAITING ⓘ

This referral is for: JENNIFER WYATT

Date	🔗	19 Aug 2022
Hospital		Fiona Stanley Hospital
Speciality		DIA
Priority	🔗	Priority 2
Referred by	🔗	Other

This section is for your notes and will not be visible to anyone else

Your notes

Allow this referral and subsequent appointment(s) to be seen by carers ⓘ

How to confirm your attendance

1. To confirm your attendance at an appointment, go to the appointment you want to confirm and click on the “Can Attend” button.

Manage My Care 🔔¹ 👤

← Back

📅 Appointment

SCHEDULED ⓘ

Appointment time	🔍 11:30 AM, 27 Oct 2020
Hospital	Fiona Stanley Hospital
Speciality	Gastroenterology
Clinic	GAS Gastroenterology Acute IBD
Location	GAS Gastroenterology Acute IBD
Mode	Face to Face

Reschedule Instructions
If you're unable to attend, please use the Can't Attend button below to request your appointment be rescheduled

Clinic Instructions
Please arrive 15 minutes early and bring to the appointment: • Test results, x-rays and a list of current medications • Medicare card and any other concession cards Please allow up to four (4) hours for your appointment.

Special Instructions
Please refer to your appointment letter

This section is for your notes and will not be visible to anyone else ⓘ

Your notes

CANT ATTEND CAN ATTEND

DIRECTIONS

2. You will receive a pop-up notification on your screen to confirm your decision.

Confirm attendance

Clicking the button will send a message to the hospital to let them know that you will be attending this appointment.

Back

Confirm attendance

NOTE: Hospital clinics may still reschedule a confirmed appointment, this can be due to emergencies, clinician availability or other factors.

How to reschedule an appointment

If you have an appointment with an OPD-supported specialty you can request to reschedule your appointment using Manage My Care. A full list of OPD supported specialities, can be found here: [Outpatient Direct \(healthywa.wa.gov.au\)](https://healthywa.wa.gov.au)

Once you submit a request to reschedule your appointment, changes can take up to two (2) business days to be processed.

If your appointment is not within an OPD speciality you will be provided with a phone number in the Reschedule Instructions on the appointment page – call this number to request your appointment be rescheduled.

NOTE: You will not be able to reschedule an outpatient appointment through Manage My Care if your appointment is within two (2) business days. To reschedule your appointment call Outpatient Direct on 1300 855 275 as soon as possible.

1. Select the appointment you want to reschedule.

The screenshot shows the 'Manage My Care' app interface. At the top, there's a header with the app name, a notification bell, and a user profile icon. Below this is a navigation bar with a 'Back' button and a central 'Appointments' tab. The main content area is titled 'Appointments for KAREN SMITH' and includes a checkbox for 'Show past appointments'. There is a search bar and a 'Date' filter. Two appointment cards are visible: the first is for '27 OCT 2020' at 'Fiona Stanley Hospital' for 'Gastroenterology' at '11:30 AM, 27 Oct 2020'; the second is for '02 NOV 2020' via 'Telehealth' for 'Ear Nose Throat' at '11:00 AM, 02 Nov 2020'. A note at the bottom explains that some hospital appointments may not appear until 30 days out. The bottom navigation bar has icons for Home, Patients (which is highlighted), Account, and FAQ.

2. If you are sure you cannot attend your outpatient appointment, select the “Can’t Attend” button to begin the reschedule process.

SCHEDULED 

Appointment time	 11:00 AM, 02 Nov 2020
Speciality	Ear Nose Throat
Clinic	ENT010 General Ent AHB
Mode	Telehealth

Reschedule Instructions


If you're unable to attend, please use the Can't Attend button below to request your appointment be rescheduled

Clinic Instructions


Please bring your medication list, Medicare Card and any other Concession Cards to every appointment.

Special Instructions

Please refer to your appointment letter

This section is for your notes and will not be visible to anyone else 

Your notes

 CAN'T ATTEND

 CAN ATTEND

 TELEHEALTH

3. You will be asked to give a reason for the reschedule.

Reschedule appointment



Please consider carefully your decision to request to reschedule this appointment. It may be an extended period of time to receive another appointment at this clinic. If you reschedule more than twice, your referral may be cancelled by the hospital and you will have to return to the GP.

Reason

Your notes

- Admitted to hospital
- Away**
- Transport unavailable
- Unwell self or family
- Work commitments
- Other commitments
- No notification received

DON'T RESCHEDULE **RESCHEDULE APPOINTMENT**

4. Include any relevant information including any dates you are away, any medical tests/procedures/operations you have associated with your appointment, and/or any related symptoms that may be preventing you from attending your appointment.

Reschedule appointment



Please consider carefully your decision to request to reschedule this appointment. It may be an extended period of time to receive another appointment at this clinic. If you reschedule more than twice, your referral may be cancelled by the hospital and you will have to return to the GP.

Reason

Your notes
Away interstate visiting family, please reschedule for after 26th Sept. Thank you.

DON'T RESCHEDULE **RESCHEDULE APPOINTMENT**

5. Answer all questions to the best of your ability to assist with the rescheduling process.

Reschedule appointment



To help us with your request to reschedule your appointment, please answer the following question:

If this is your second request to reschedule this appointment you should not continue but contact the clinic via 6152 2222. Do you want to continue?

NO

YES

How to cancel a referral

If you have an appointment at an OPD-supported specialty you can request to cancel your referral using Manage My Care. A full list of OPD supported specialties can be found here: [Outpatient Direct \(healthywa.wa.gov.au\)](https://healthywa.wa.gov.au/Outpatient-Direct)

Once you submit a referral cancellation request, changes can take up to two (2) business days to be processed.

NOTE: Cancelling a referral discharges you from the clinic. If you cancel your referral, and later want a new appointment you will have to return to your General Practitioner (GP) for a new referral.



1. To cancel your referral, select the referral you wish to cancel.

The screenshot displays the 'Manage My Care' mobile application interface. At the top, the app title 'Manage My Care' is visible alongside a notification bell icon with a '1' and a user profile icon. Below this is a dark blue navigation bar with a 'Back' button. A secondary navigation bar contains icons for a person, a clipboard, a calendar, and a double-headed arrow labeled 'Referrals'. The main content area is titled 'Referrals for KAREN SMITH' and features a search bar and a 'Date' filter. Two referral entries are listed:

- Fiona Stanley Hospital** (KAREN SMITH)
 - Gastroenterology
 - Other
- Royal Perth Hospital** (KAREN SMITH)
 - Ear Nose Throat
 - Allied Health Prof


The bottom of the screen shows a navigation bar with four icons: Home, Patients (highlighted in purple), Account, and FAQ.

2. Select the “Cancel Referral” button.




Manage My Care  

[← Back](#)

[↔ Referral](#)


✔ ACCEPTED 

This referral is for: KAREN SMITH

Date	 19 Oct 2020
Hospital	Royal Perth Hospital
Speciality	Ear Nose Throat
Priority	 Priority 1
Referred by	 Allied Health Prof

This section is for your notes and will not be visible to anyone else

Your notes

 **CANCEL REFERRAL**

3. Select the reason you wish to cancel from the drop down list.

Cancel Referral



Your referral and associated appointments will be cancelled. If you require another appointment or if your condition worsens, you will need to return to your doctor for a new referral.

Reason

Your notes

- Declining Treatment
- Moving interstate / overseas
- Treatment at another public hospital
- Treatment privately
- Treatment no longer required
- Unable to attend (transport/distance)

DON'T CANCEL

CANCEL REFERRAL

4. Fill out the text box with any other relevant information related to why you would like to cancel your referral and be discharged from the clinic.

Cancel Referral



Your referral and associated appointments will be cancelled. If you require another appointment or if your condition worsens, you will need to return to your doctor for a new referral.

Reason

Moving interstate / overseas

Your notes

Have moved interstate permanently.

DON'T CANCEL

CANCEL REFERRAL

5. You will be asked some questions related to your cancellation request, answer these as accurately as possible. Your referral cancellation request will then be sent through to be processed. In some situations the hospital may contact you to discuss this request with you.

Cancel Referral



To help us with your request to cancel your referral, please answer the following question:

Are you discharging because you are now being seen at Bentley Health Service?

NO

YES

Updating patient details

How to update your demographic details

Changes can take up to two (2) business days to be processed, if you urgently require your details to be updated, call Outpatient Direct on 1300 855 275.

NOTE: Only some patient demographic information can be changed within Manage My Care. If you require changes to your Medicare or Department of Veterans' Affairs (DVA) details call Outpatient Direct on 1300 855 275.

Any changes to other details (such as name and date of birth) can only be done in person at a clinic.

1. To update your demographic details, select the patient you want to update.

The screenshot shows the 'Manage My Care' app interface. At the top, there is a purple header with a white cross icon and the text 'Manage My Care'. To the right of the header are a notification bell icon with a red '1' and a user profile icon. Below the header is a dark blue bar with a white left-pointing arrow and the text 'Back'. Underneath this is a white bar with a person icon and the text 'Contact Details', followed by three icons: a clipboard, a calendar, and a double-headed arrow. The main content area is white and contains the text 'Demographic Details' at the top left and an edit icon (pencil) at the top right. Below this is a list of demographic fields with their corresponding values: Patient U/R (E9359079), Title (MRS), First name (KAREN), Surname (SMITH), Date of birth (01 Jan 1990), Residential address (189 ROYAL ST, EAST PERTH, WA, 6004, AUS), Mailing address, Home phone number, Mobile phone number, Email, and State/Country of birth (Western Australia). Each field has a question mark icon to its right. At the bottom of the screen is a navigation bar with four icons: a house (Home), a group of people (Patients), a person with a gear (Account), and a question mark (FAQ).

2. Select the edit icon in the top right-hand corner to display the fields that can be edited in Manage My Care. Ensure you enter your details correctly. The

address you enter is where your appointment letter/s will be sent. Your mobile number is where SMS reminders for appointments will be sent.

The screenshot shows the 'Manage My Care' app interface. At the top, there is a purple header with a white cross icon and the text 'Manage My Care'. To the right of the header are a notification bell icon with a '1' and a user profile icon. Below the header is a dark blue bar with a white left-pointing arrow and the text 'Back'. The main content area is titled 'Contact Details' and features a purple 'UPDATE' button with a white checkmark icon in the top right corner. The form contains the following fields:

Field	Value
Patient U/R	E9359079
Title	MRS
First name	KAREN
Surname	SMITH
Date of birth	01 Jan 1990
Residential address	189 ROYAL ST, EAST PERTH, WA, 6004, AUS
Mailing address	
Home phone number	
Mobile phone number	
Email	
State/Country of birth	Western Australia

At the bottom of the screen is a navigation bar with four icons: a house icon labeled 'Home', a group of people icon labeled 'Patients' (which is highlighted in purple), a gear icon labeled 'Account', and a question mark icon labeled 'FAQ'.

3. Once you have checked that the details you have entered are correct, click the purple "Update" button in the top right-hand corner. A confirmation message will show that your request has been sent to be processed.



← Back

Contact Details



Demographic Details



Patient U/R	E9359079
Title	MRS
First name	KAREN
Surname	SMITH

Your request to update your demographic details has been received. Please note that it can take up to two business dates to update this information.

Close

Home phone number

Mobile phone number

Email

State/Country of birth Western Australia



Home



Patients



Account



FAQ

How to update your additional details

1. Once you have clicked on the patient whose details you wish to change, select the second tab in their profile labelled “Additional Details” to update your GP details. To update your Medicare or DVA details, call Outpatient Direct on 1300 855 275.

The screenshot shows the 'Manage My Care' app interface. At the top, there is a purple header with a white cross icon and the text 'Manage My Care'. To the right of the header are a notification bell icon with a red '1' and a user profile icon. Below the header is a dark blue bar with a white left-pointing arrow and the text 'Back'. Underneath this is a light grey bar with a user profile icon on the left, the text 'Additional Details' in the center, and a calendar icon and a refresh icon on the right. The main content area is white and contains the following fields: 'Additional Details' (with a purple 'UPDATE' button to its right), 'Medicare number', 'Local GP' (with a text input field), 'Practice' (with a text input field), 'DVA number', and 'DVA colour'. At the bottom of the screen is a navigation bar with four icons: a house icon labeled 'Home', a group of people icon labeled 'Patients' (which is highlighted in purple), a person with a gear icon labeled 'Account', and a question mark icon labeled 'FAQ'.

Managing who can access your Manage My Care account

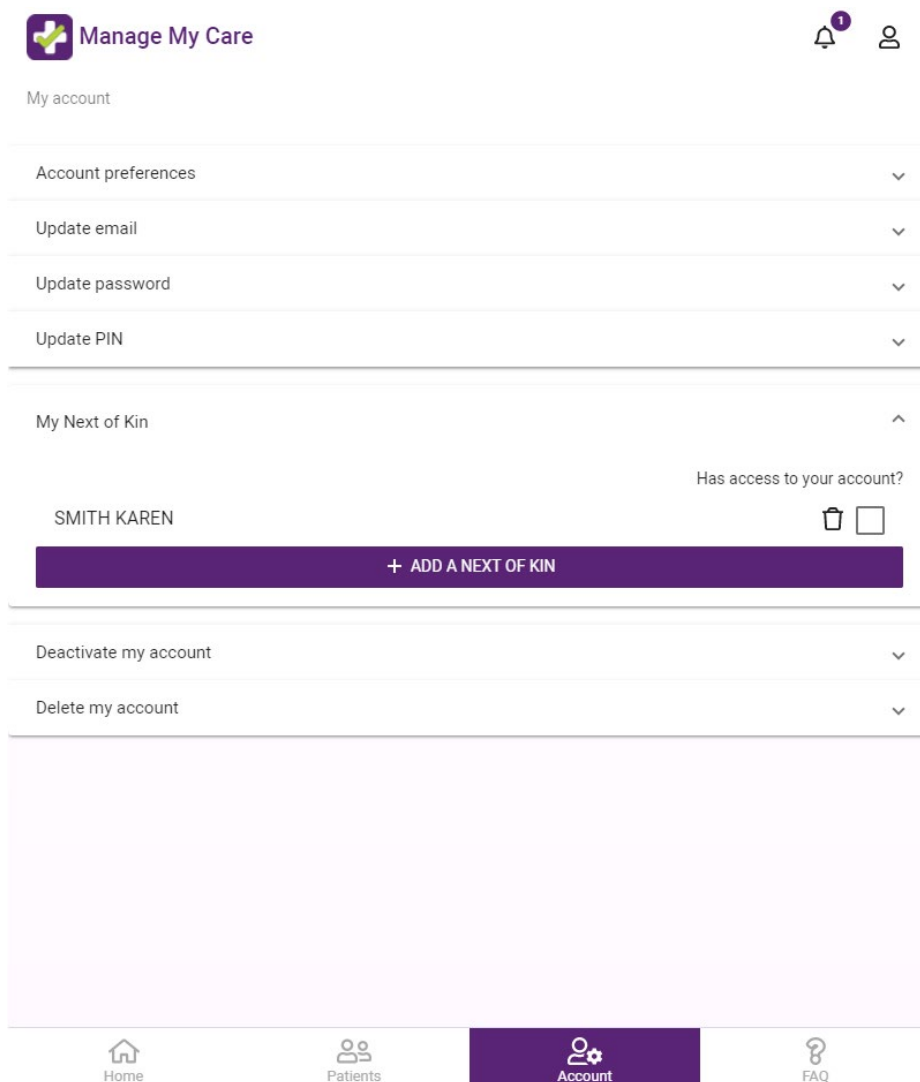
How to add a Next of Kin

Changes can take up to two (2) business days to be processed, if you urgently require your Next of Kin to be updated call Outpatient Direct on 1300 855 275.




NOTE: A Next of Kin is someone listed on your patient record as an individual who may play a role in your health care. With your permission, a Next of Kin can see your outpatient information in their Manage My Care account. If you decide to give one of your Next of Kin permission, you will appear on their Manage My Care account, and they will be able to view and manage your outpatients appointments and referrals, and, as update your contact information.

To protect your privacy, review who your Next of Kin are in Manage My Care or call Outpatient Direct on 1300 855 275.


1. To add a new Next of Kin to your patient record, go to the “Account” page.
2. Select “My Next of Kin” and click on the “+ ADD A NEXT OF KIN” button.



3. Enter your Next of Kin's details including their legal first name and surname, ensuring all information is accurate. When all information has been entered, the "Add Next of Kin" button will turn purple and can be clicked.




 **Manage My Care**  

[← Back](#)

 adding

Add Next of Kin

This person will be added as a Next of Kin in your WA Health Patient Administration System record

Title		<input type="text"/>
First name		<input type="text"/>
Surname		<input type="text"/>
Mobile number		<input type="text"/>
Relationship		<input type="text"/>
Address 1		<input type="text"/>
Address 2		<input type="text"/>
Suburb		<input type="text"/>
Postcode		<input type="text"/>

[ADD NEXT OF KIN](#)

4. A pop-up confirming your request has been received will be displayed.

Add Next of Kin

Your request to add the Next of Kin has been received.

Please note that it can take up to two business days to add the Next of Kin.

After the Next of Kin has been added you will be able to invite that person to help manage your care via the Manage My Care application.

Ok

5. Once your Next of Kin has been added they will then appear under your list of Next of Kin's.
6. To invite one of your Next of Kin's to use Manage My Care to see your patient information, tick the box next to their name.

My Next of Kin



Has access to your account?

MARY SMITH



+ ADD A NEXT OF KIN

7. You will then need to enter their email address. An email will then be sent to your Next of Kin, asking them if they would like to create a Manage My Care account of their own, so they can view and manage your outpatient appointments and referrals.



← Back

✉ Invite Access

To invite MARY SMITH to access your Manage My Care account, please enter their email address...

Email



mary.smith@hotmail.com

✉ INVITE

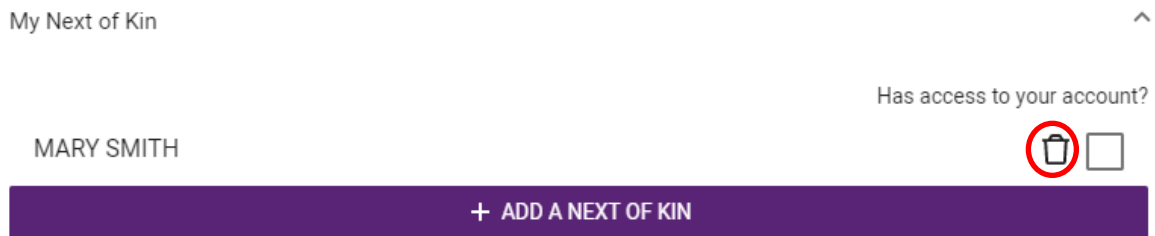
How to remove a Next of Kin

Changes can take up to two (2) business days to be processed, if you urgently require your Next of Kin to be updated call Outpatient Direct on 1300 855 275.

NOTE: A Next of Kin is a person with permission to view and manage a patient's appointments and referrals. They are also allowed to update a patient's information such as their address or Next of Kin details. A Next of Kin is usually a carer or someone that is trusted with a patient's information. For children under the age of 16 this is usually a parent or guardian.

Protect your privacy by reviewing your Next of Kin in Manage My Care or calling Outpatient Direct on 1300 855 275.

1. To remove a Next of Kin from Manage My Care so they can no longer see your outpatient information, make sure the square is unticked (below). There will only be a purple tick in the box if they have permission to view your outpatient information through Manage My Care.

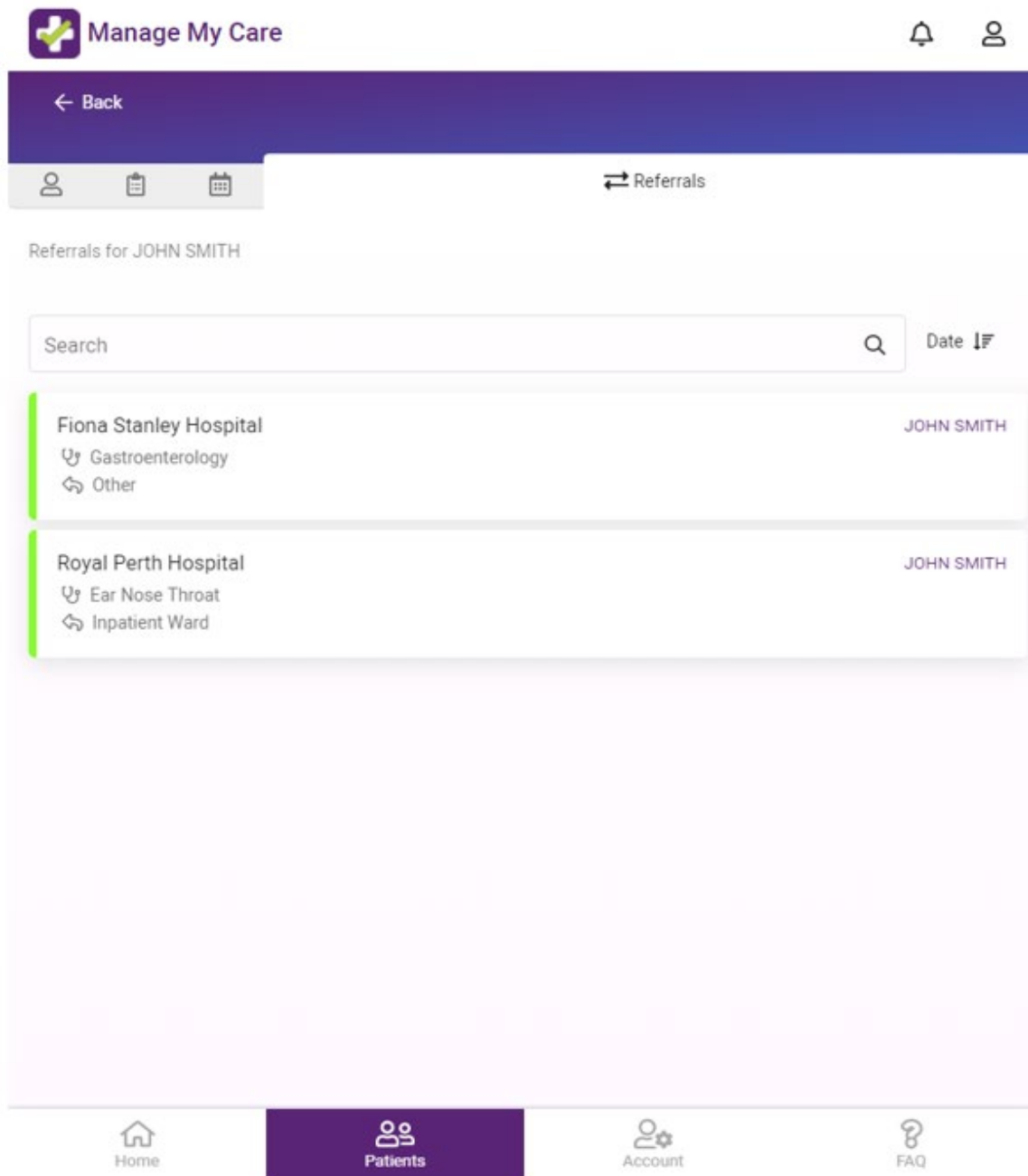


2. To delete a Next of Kin from having any access to all your WA Health outpatient information (i.e. through the hospital clinic, calling Outpatient Direct or through Manage My Care), click on the “bin” icon.

NOTE: It can take up to two (2) business days for these requests to be actioned, if you require the urgent removal of a contact – call Outpatient Direct on 1300 855 275 between 7:30am and 5:30pm.

How to hide specific appointment/referral information from Next of Kin



1. If you would like to hide some appointment information from your Next of Kin, but still want them to see other appointments, specific referrals can be hidden from view.






2. Go to your referrals screen and click on the referral you would like to hide. In this case John would like to block his Next of Kin from seeing his gastroenterology appointments.

[← Back](#)

[⇌ Referral](#)

 ACCEPTED 

This referral is for: JOHN SMITH

Date	 21 Jan 2020
Hospital	Royal Perth Hospital
Speciality	Ear Nose Throat
Priority	 Priority 1
Referred by	 Inpatient Ward

This section is for your notes and will not be visible to anyone else

Your notes

Allow this referral and subsequent appointment(s) to be seen by carers 


 CANCEL REFERRAL

- Once you have selected the referral you would like to hide, untick the box that says “Allow this referral and subsequent appointment(s) to be seen by carers”. This will hide the referral and all future appointments made under this referral from your Next of Kin. If you change your mind in future, you can tick this box again to allow Next of Kin to view appointments associated with this referral.





[← Back](#)

[↔ Referral](#)

 ACCEPTED




This referral is for: JOHN SMITH

Date	 21 Jan 2020
Hospital	Royal Perth Hospital
Speciality	Ear Nose Throat
Priority	 Priority 1
Referred by	 Inpatient Ward

This section is for your notes and will not be visible to anyone else

Your notes

Allow this referral and subsequent appointment(s) to be seen by carers 

 CANCEL REFERRAL

How to hide all your appointment and referral information from your Next of Kin



1. If you would like to hide all your appointment and referral information from your Next of Kin, change your default setting in “Account preferences”.

The screenshot shows the 'Manage My Care' app interface. At the top, there is a purple header with a white cross icon and the text 'Manage My Care'. To the right of the header are a notification bell icon with a purple circle containing the number '0' and a user profile icon. Below the header, the text 'My account' is displayed. A horizontal line separates the header from the main content area. The main content area is titled 'Account preferences' with an upward-pointing chevron icon on the right. Underneath, it says 'By default:' followed by two radio button options: 'Show approved Next of Kin my future referrals and appointments' (which is unselected) and 'Hide all of my referrals and appointments from approved Next of Kin' (which is selected with a red dot). Below these options, there are two lines of explanatory text: 'If you allow Next of Kin to default to seeing your referrals and appointments, you can still hide individual referrals and appointments.' and 'If you hide all your referrals and appointments then no Next of Kin will be able to see any of them.' A horizontal line follows. Below this line is a list of account management options, each with a downward-pointing chevron icon: 'Update email', 'Update password', 'Update PIN', 'My Next of Kin', 'Deactivate my account', and 'Delete my account'. A large, light purple rectangular area is positioned below the list of options. At the bottom of the screen is a navigation bar with four icons: a house icon labeled 'Home', a group of people icon labeled 'Patients', a person with a gear icon labeled 'Account' (which is highlighted with a dark purple background), and a question mark icon labeled 'FAQ'.


Account settings


How to update your email, password & PIN


1. Your email, password and PIN can be updated on the “Accounts” page in “Account preferences”.
2. To update your email fill out the fields indicated.


Manage My Care  


My account

Account preferences 

Update email 


Current email 


New email 


Confirm new email 


Please check your inbox for an email with confirmation instructions


UPDATE EMAIL





Update password 

Update PIN 

My Next of Kin 

Deactivate my account 

Delete my account 

 Home  Patients  Account  FAQ

3. To update your password fill out the fields indicated.



Manage My Care



My account

Account preferences



Update email



Update password



Current password



New password



Confirm new password



UPDATE PASSWORD

Update PIN



My Next of Kin



Deactivate my account



Delete my account



Home



Patients






Account





FAQ


4. To update your PIN fill out the fields indicated.


 **Manage My Care**  


My account


Account preferences 


Update email 

Update password 


Update PIN 


Current PIN 


New PIN 





Confirm new PIN 

UPDATE PIN

My Next of Kin 

Deactivate my account 

Delete my account 

 Home  Patients  **Account**  FAQ

How to deactivate your account

NOTE: Deactivating your account will not stop your approved Next of Kin from seeing your outpatient appointment information. It is important to review your Next of Kin before deactivating your account.

This does not affect your WA Health patient record within the WA Health Patient Administration System. Your appointments will not be affected by the deactivation of your Manage My Care account.

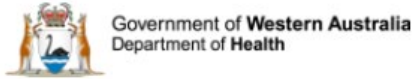
1. Read through the list of what will occur if you deactivate your account. If you still decide to deactivate your account, click the “Deactivate My Account” button.

The screenshot shows the 'Manage My Care' interface. At the top left is the 'Manage My Care' logo. On the top right are a notification bell icon with a '1' badge and a user profile icon. Below the header is a 'My account' section with a list of settings: 'Account preferences', 'Update email', 'Update password', 'Update PIN', and 'My Next of Kin', each with a downward arrow. Below this is a 'Deactivate my account' option with an upward arrow. Underneath, the text 'If you deactivate your account' is followed by a bulleted list of consequences: logging out, inability to log in, no notifications, ability to reactivate, and continued access to Outpatient Direct. A prominent red button labeled 'DEACTIVATE MY ACCOUNT' with a warning icon is positioned below the list. At the bottom, there is a 'Delete my account' option with a downward arrow. The bottom navigation bar includes icons for Home, Patients, Account (which is highlighted in purple), and FAQ.

How to reactivate your account

1. To reactivate your account, log in to Manage My Care with your previous login details

NOTE: Reactivation is only available for users who have deactivated their accounts. If you have deleted your account, you will have to create a new Manage My Care account.



Manage My Care Welcome to Manage My Care

[Create My Account](#)

Please log in

Email

john.smith@email.com

Password

LOGIN TO MANAGE MY CARE

Click [here](#) if you have forgotten your password

Click to learn more [About Manage My Care](#)

2. You will then be asked to enter a reactivation code that is sent to your login email. Once you have entered your code, you will be able to sign into Manage My Care.

← Back

Your request to re-activate an Account has been received

Please check your email and enter the confirmation code that has been sent to you

Code

CONFIRM ACCOUNT REACTIVATION

If you do not receive your confirmation email please check your spam / junk folder, or
[Resend Reactivation Code](#)

Hi John,

A request to reactivate your Manage My Care account has been received. If you would like to activate your account, please enter **JPNJJE** into the screen displayed on your device. Please ignore this email if you did not try to reactivate your account.

Sincerely,
The Manage My Care team

How to delete your account

NOTE: Deleting your account will not stop your approved Next of Kin from seeing your Outpatient appointment information. Review your Next of Kin before deleting your account. If you require a Next of Kin to be removed urgently call outpatient Direct on 1300 855 275.

This does not delete your WA Health patient record within the WA Health Patient Administration System. Your appointments will not be affected by the deletion of your Manage My Care account.

1. To delete your account and all your Manage My Care account information, on the “Account” page under “Delete my account”, select the “Delete My Account” button. Accounts that are deleted cannot be reactivated.

The screenshot shows the 'Manage My Care' interface. At the top left is the 'Manage My Care' logo. To the right are a notification bell icon with a '1' and a user profile icon. Below the header is a 'My account' section with a list of settings: 'Account preferences', 'Update email', 'Update password', 'Update PIN', 'My Next of Kin', and 'Deactivate my account'. Below this is a 'Delete my account' section with an upward arrow. Underneath is a list of consequences: 'If you delete your account', including being logged out, unable to log in, no notifications, unable to undelete, and still able to call Outpatient Direct. A prominent red button labeled 'DELETE MY ACCOUNT' is at the bottom of the main content area. The bottom navigation bar has icons for 'Home', 'Patients', 'Account' (which is highlighted in purple), and 'FAQ'.

How to receive push notifications

This is device specific; turn on/off the push-notifications permission for Manage My Care within your device settings.

Troubleshooting

Why isn't my code working?

Ensure that you have entered the correct code. If you have requested a code to be resent make sure that you use the most recent code. If you are still having issues, call the Manage My Care Support Line on 1800 517 133.

Why did I not receive an SMS/Email with a code?

Ensure that the email address you have entered is correct and valid. If you have not received an SMS call the Manage My Care Support Line on 1800 517 133 to ensure the mobile number listed in your WA Health patient record is correct.

Where can I find my U/R?

You can find your U/R on the top right-hand corner of your appointment letter as well as in the initial SMS that states your referral has been accepted. You can also find it by calling Outpatient Direct on 1300 855 275.