

Questions ?

My details don't match what should I do?

Get in touch with your medical practice and check that your details in their system are all up-to-date. As soon as they have updated them you can try again.

Can my whole family register?

Any family member over the age of 16 can sign up for ConnectMed. However, each person must use a unique email address.

How much does it cost?

There is no cost for joining or accessing your patient portal. Standard fees apply to all doctor appointments booked online.

Can I use ConnectMed on my mobile?

Yes, the ConnectMed website is compatible with mobile device browsers. Our website will automatically fit according to your device.



Get started with your Patient Portal

A guide for patients



www.connectmed.co.nz



Registration

There are two ways to get started with the ConnectMed patient portal:

Firstly, you can ask your medical practice to create an account for you. Make sure you bring some ID with you such as a drivers license.

You can also can sign up online by browsing to www.connectmed.co.nz and clicking 'Join' at the top of the page.

You will need to fill out some basic details and which must match those held by your medical practice. If all of your details match, you will be able to book a doctors appointment right away. If your details don't match then you will need to contact your medical practice and check that they have all of your details correct.

Now go to your ConnectMed account (your account) and click on Practices and make sure your practice is listed. If it is not then click 'Add Practice' and type in the name of your medical practice.



Appointments

To book an appointment, search for your medical practice or visit your practice's website and click on their book online button. You will be able to see a list of available appointments.

Click on the time that you want to book with your Doctor.



You can also book for a family member by entering their name on the next page.

Next, click the Book Appointment button and wait while your booking is confirmed.



You will see a spinning wheel while your booking is being made and then a final confirmation page will be shown.



That's it - you're all booked. You will get a confirmation email shortly.

If you need to cancel your appointment you can do so by logging into your patient portal and going to your Appointments tab in your account.

Click on the Cancel Appointment button to cancel the appointment.

Patient Portal

What can I access in my patient portal?

Here are some of the items you can find in your patient portal. Please note that some of these items may or may not be enabled at your practice.



Book your doctor's appointment online



Request prescriptions online and see your medications



Access your test results online



Access your patient notes



Communicate with your medical practice securely.

To access your patient portal you need to make sure that your medical practice has verified your identity. If they created the account for you then you should already have access. Otherwise next time you are there ask them to verify your identity.