Patient Portal

Terms and Conditions

*Template for General Practice*

1. **Please note: Don’t use** [patient portal name] **for urgent medical issues** or emergencies. Instead, call 111 for emergencies or contact [practice name] directly at [phone number]. Avoid asking medical questions on social media.
2. We will try to answer non-urgent questions within two business days.
3. **Doctor's appointments usually last 15 minutes**. But if you're a new patient or need extra time for things like discussing many problems, minor surgeries, or driving or insurance medicals, tell the receptionist when booking. If you're unsure how long you need, ask the receptionist. If you can't make your appointment, let us know at least an hour ahead to avoid a fee.
4. **We only give repeat prescriptions for long-term medicines** if your doctor thinks your health is stable through [patient portal name]. You'll still need regular check-ups. It takes 24 hours to process prescriptions, and there's a charge.
5. **Only message the doctor for simple questions** or updates on past discussions. It doesn't replace face-to-face meetings. If the doctor's answer needs more than a few sentences, book an appointment. The doctor must see you in person for ACC or WINZ certificates. They might extend a sick leave certificate for the same problem if they've seen you recently. They may ask you to make an appointment.
6. **Messaging the nurse is only for non-urgent matters.** They might tell you to make an appointment.

I have read and understand the above information and by activating my account I agree to the above Terms and Conditions:

* For serious health problems I will call my health centre on [phone number] or dial 111 in an emergency.
* I understand I am expected to follow the recommendations my doctor included with my test results.
* I understand my prescription will take [number] business hours to prepare and will incur a charge.
* I understand there may be a delay before a Doctor/Nurse can respond to my email.
* I understand that if I do not abide by the Terms and Conditions of [practice name] my account may be suspended without prior notice.