

**Newsletter May 2023**

The current patient portal (ConnectMed) has been disconnected from Friday 19 May at 5pm and you will not be able to access this.

You will now have access to an online platform MyIndici which will enable you to request repeat prescriptions, book appointments, and view your medical results without the need to calling the practice.

There is an app you can download on your phone. Currently we are finding the app for android phones cannot be downloaded. **There is a new version of the app MyIndici2.0 which will be released some time in June** however please ignore and do not download the current MyIndici2.0 app you may see currently.

<https://play.google.com/store/apps/details?id=com.valentia.itsmyhealth&hl=en_NZ&gl=US&pli=1>

<https://apps.apple.com/nz/app/myindici/id1168589163>

The PC version however appears to work well. If you would like to utilise this great new tool, please click on (or copy and paste) the link below:

<https://myindici.co.nz/Account/RegistrationIndici?ID=8DD001C1-54D1-4C02-838B-A1B1B8F82A30>

**When you get to the website, you will need to enter:**

• Your full name

• Your birth date

• Your NHI number (Your NHI number is #NHI#).

• Your email address (each person in your family will need their OWN unique email address to be able to join the portal - email addresses cannot be shared for the portal)

• A password (This needs to be a minimum of 8 characters in length and have at least two digits in addition to letters)

The first time you login, you will need to agree with the patient portal Terms & Conditions.

Once you have enrolled in the portal, you will be able to access it from: <https://myindici.co.nz> or from the app you can download onto your smartphone.

To book an appointment, click on the Appointment Icon.

For their safety, the portal is not available for children and young people under 16 years of age, however, you can book an appointment for a family member using your own portal as long as they are added as family members in your medical records. Please book standard 15 or 30 appointments only (not for insurance medicals, other special medicals, surgery etc -instead please call).

We are eager to provide you with our assistance using this innovative new tool. We kindly request that you refrain from calling us regarding MyIndici to ensure that patients with medical concerns can reach us without any hindrance. Instead please email at [reception@howickhealth.co.nz](mailto:reception@howickhealth.co.nz) and also please see our website [www.howickhealth.co.nz](http://www.howickhealth.co.nz) for answers to common questions about MyIndici (**will be updated regularly** so if you do not see a reply to your email, we will post the answer on our website). If you require some information to be added to your records (ie. new contact details) to enable you to access the patient portal then please email us [reception@howickhealth.co.nz](mailto:reception@howickhealth.co.nz) (please allow up to 2 working days initially to respond).

As it may take some time for us to become fully proficient with the new system, we kindly ask for your patience and understanding while we work our way through the software's learning curve.

**Other housekeeping items:**

*COVID vaccinations*: we have weekly clinics on a Wednesday. Both the flu vaccine and the new bivalent COVID vaccination can be administered at the same time. You can book online for this once our new software system goes live Monday morning. To check your eligibility you can check here: <https://covid19.govt.nz/covid-19-vaccines/get-your-covid-19-vaccination/>. Flu vaccines are available daily Monday to Friday, you can book with the nurse for this.

*COVID positive and eligible for antiviral medication?* Please check here for your eligibility. <https://covid19.govt.nz/testing-and-isolation/if-you-have-covid-19/medicines-to-treat-covid-19/#:~:text=You%20can%20get%20free%20antiviral,are%20eligible%20for%20the%20medicine>.

If you are eligible please call and make an appointment to discuss if a medication is suitable for you.

*Mask wearing.* Please wear a face mask when entering our medical centre.

*Cold symptoms?* please call us to let us know so the doctor can call you at the beginning of the consultation and then decide how to proceed.

*Online virtual consultations.* Dr Hayley Wilson is now available for virtual consults (phone or video) on Tuesday mornings and Dr Amanda Sew Hoy on Thursday mornings. If your situation potentially requires an examination, a virtual appointment would not be appropriate. Appropriate consults for virtual consults may include follow up of mental health issues and travel advice.

*Check in kiosk.* We will have a self check in kiosk available soon that will allow you to check in when you arrive and update your details. This will be located at reception.

Kind regards,

**Team at Howick Health and Medical Centre**

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