



Manage My Care

User Guide

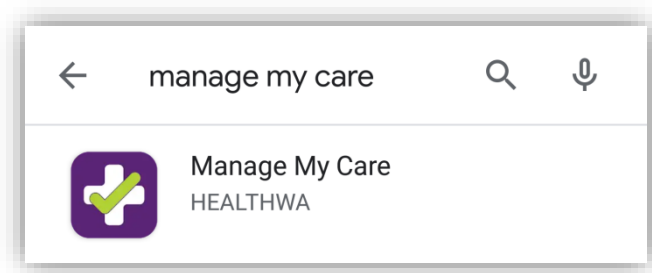
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Getting started

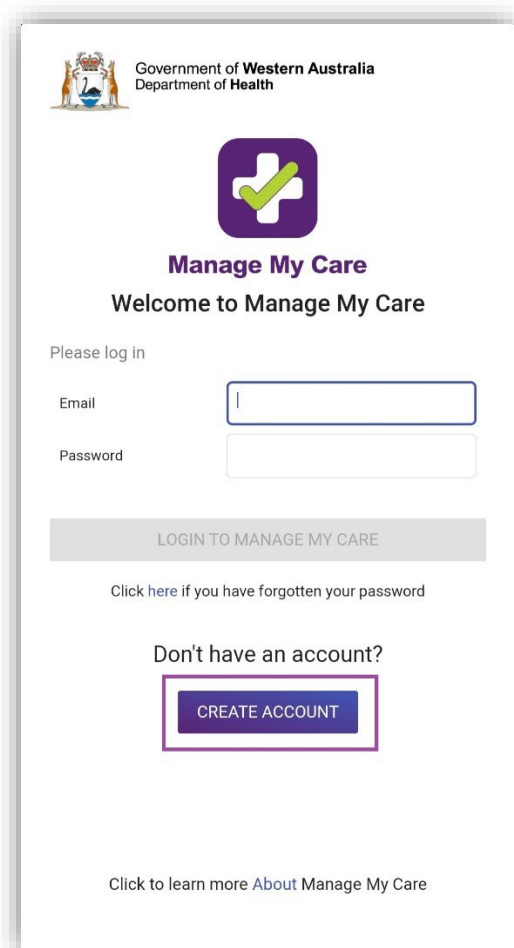
How to access Manage My Care

Manage My Care is available as a web portal by visiting www.managemycare.com.au or searching “Manage My Care” in your preferred app store.



How to create a Manage My Care account

1. Click on the CREATE ACCOUNT button.



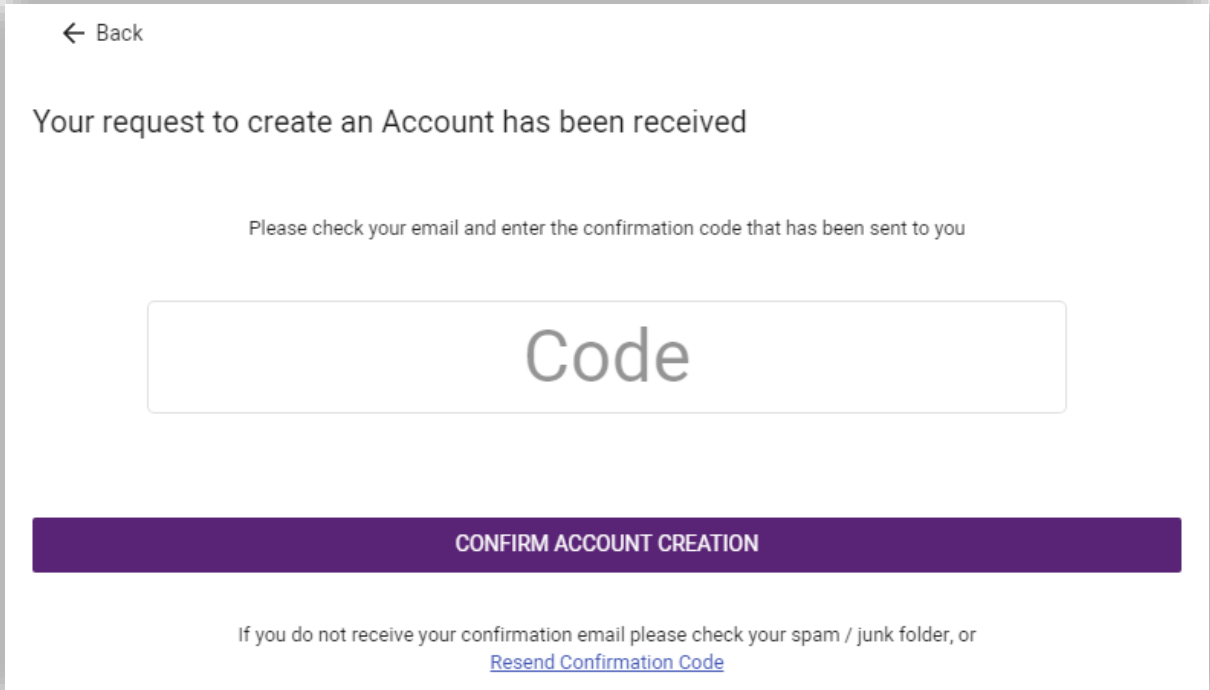
2. Enter your details and create a password and PIN for your account. Make sure you remember your password and PIN for future use and keep this information secure.

The screenshot shows a mobile application interface for creating a 'Manage My Care' account. At the top left, there is a back arrow and the text 'Back'. Below this, the instruction reads 'Enter the following to create your Manage My Care account'. The form consists of eight input fields, each with a question mark icon to its left. The fields are: 'First name' (containing 'John'), 'Surname' (containing 'Smith'), 'Email' (containing 'john.smith@email.com'), 'Confirm email' (containing 'john.smith@email.com'), 'New password' (containing seven dots), 'Confirm new password' (containing seven dots), 'PIN' (containing four dots), and 'Confirm PIN' (containing four dots). At the bottom left, there is a checked checkbox followed by the text 'I have read and accept the [Full Terms of Use](#)'. At the bottom right, there is a purple button with the text '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.

The screenshot shows an email notification. It begins with 'Hi John,'. The main body of the email states: '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: **AYCXYY**. This code will expire in 24 hours. If you did not try to create an account, then please ignore this email.' The email concludes with '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.



The screenshot shows a mobile application interface for account confirmation. At the top left, there is a back arrow and the text "Back". Below this, the main heading reads "Your request to create an Account has been received". Underneath the heading is a sub-instruction: "Please check your email and enter the confirmation code that has been sent to you". A large, empty text input field is centered on the screen with the word "Code" written in a large, light grey font. Below the input field is a prominent purple button with the text "CONFIRM ACCOUNT CREATION" in white, uppercase letters. At the bottom of the screen, there is a small line of text: "If you do not receive your confirmation email please check your spam / junk folder, or" followed by a blue, underlined link that says "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 your 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 confirmation 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.

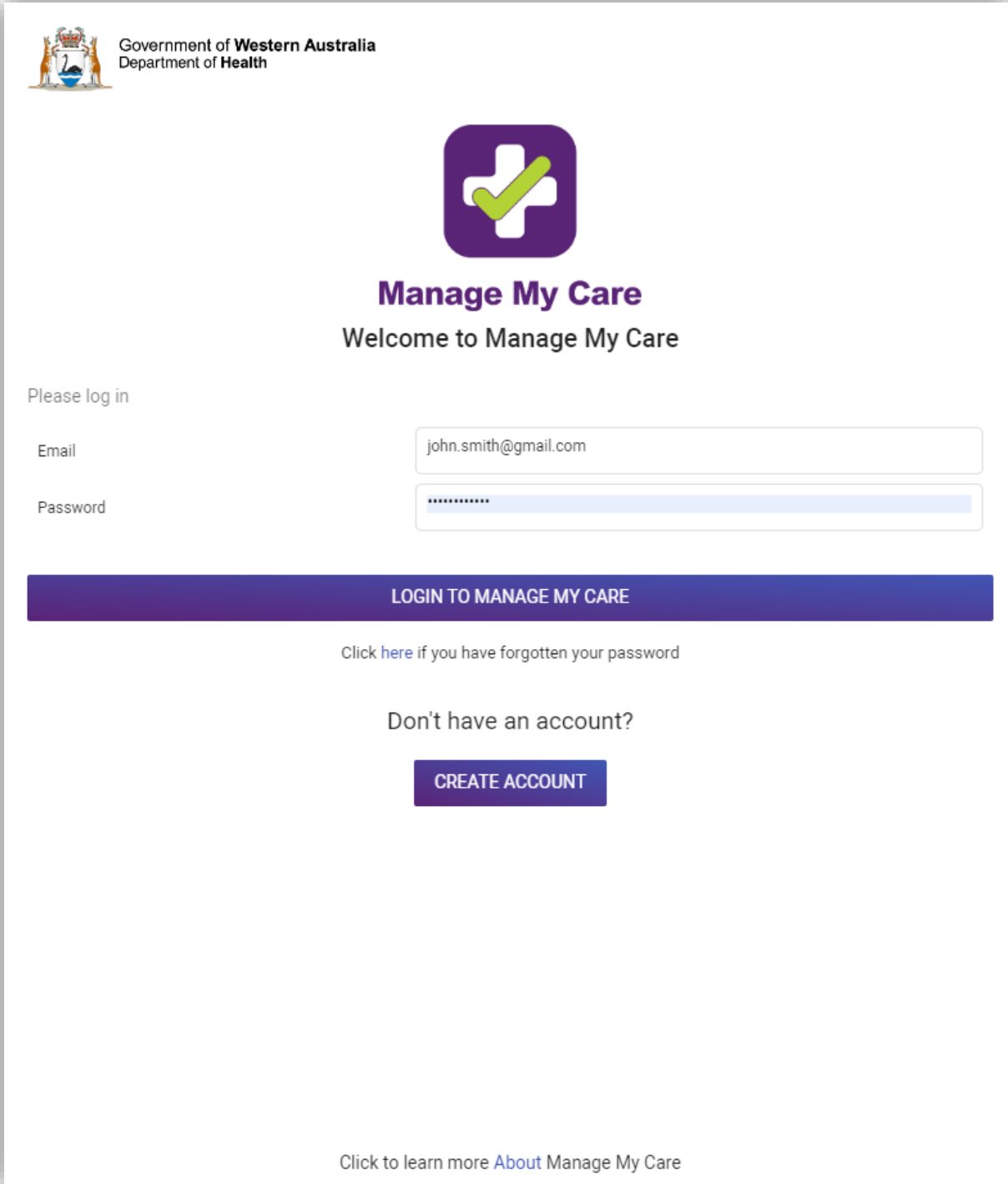
If you have added yourself as a patient to your Manage My Care account, you can update your Next of Kin information using the Account section of Manage My Care.

You can also do this by contacting the [Manage My Care Support Line](#).

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.

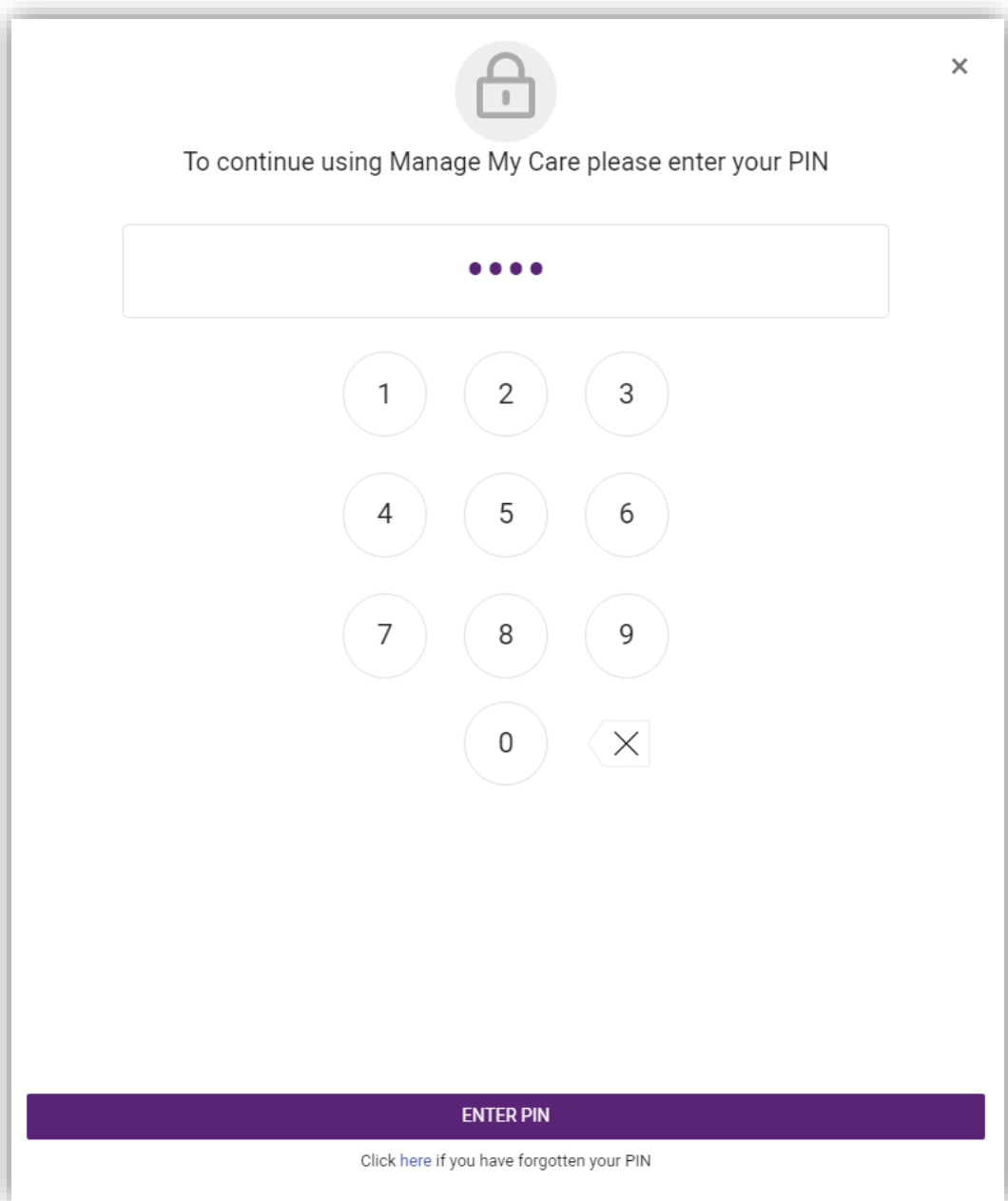


The screenshot shows the login interface for 'Manage My Care'. At the top left is the Government of Western Australia Department of Health logo. The main heading is 'Manage My Care' with a purple cross icon containing a green checkmark. Below this is the text 'Welcome to Manage My Care'. The login section is titled 'Please log in' and contains two input fields: 'Email' with the value 'john.smith@gmail.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'. Below that is the text 'Don't have an account?' followed by a purple button labeled 'CREATE ACCOUNT'. 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 under the purple ENTER PIN button.

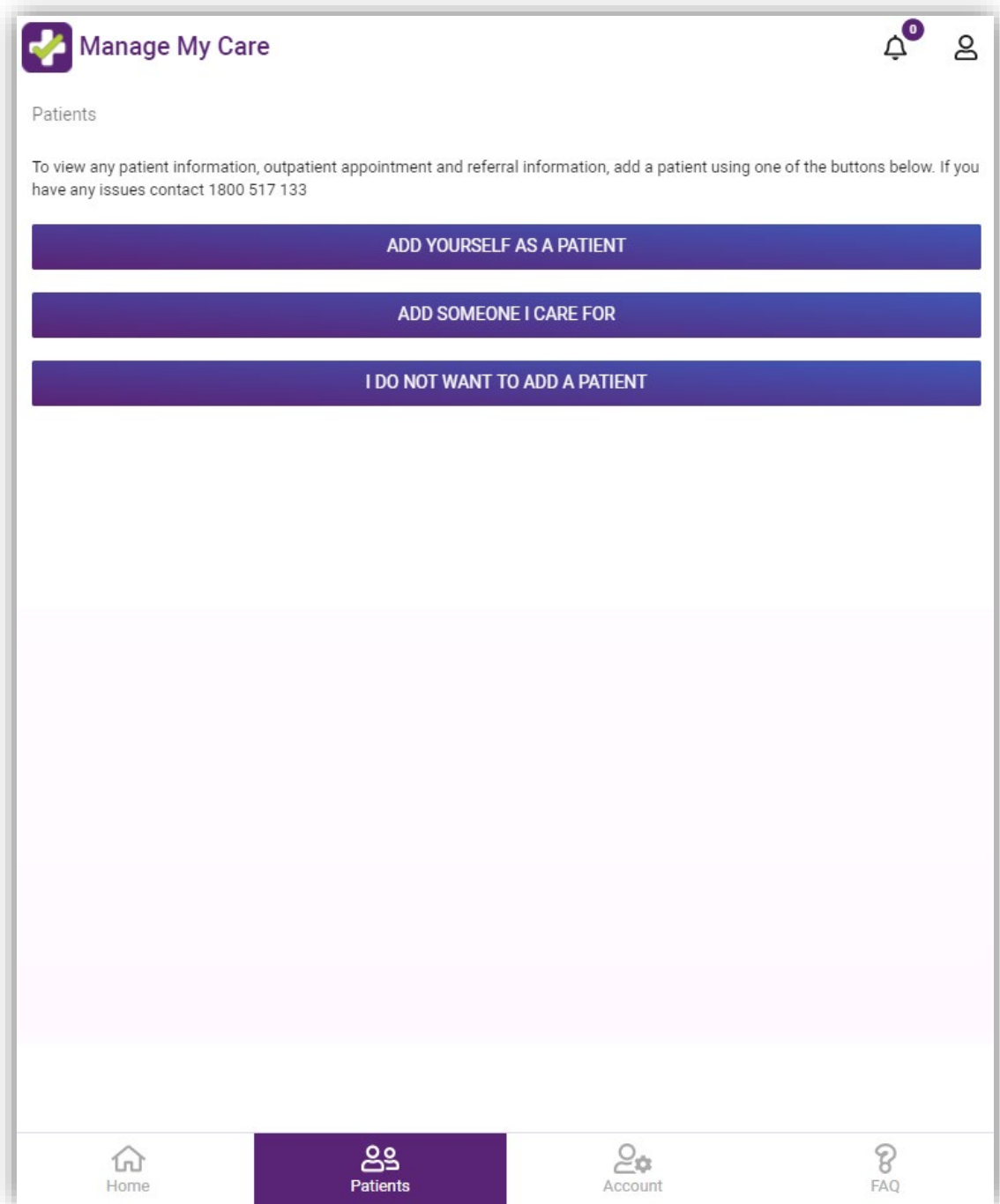
NOTE: If you enter your login details incorrectly three times, your account will be suspended for one minute before further login attempts are allowed.



The image shows a PIN entry screen for 'Manage My Care'. 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 backspace 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'.

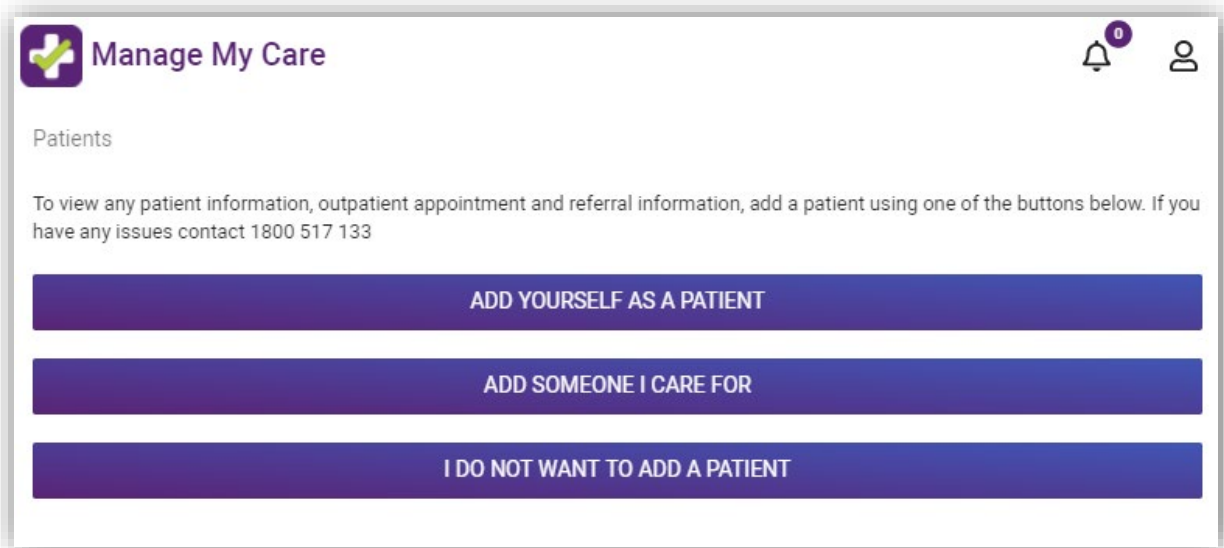
3. If this is your first time logging into your account, you will be prompted to add a patient.

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

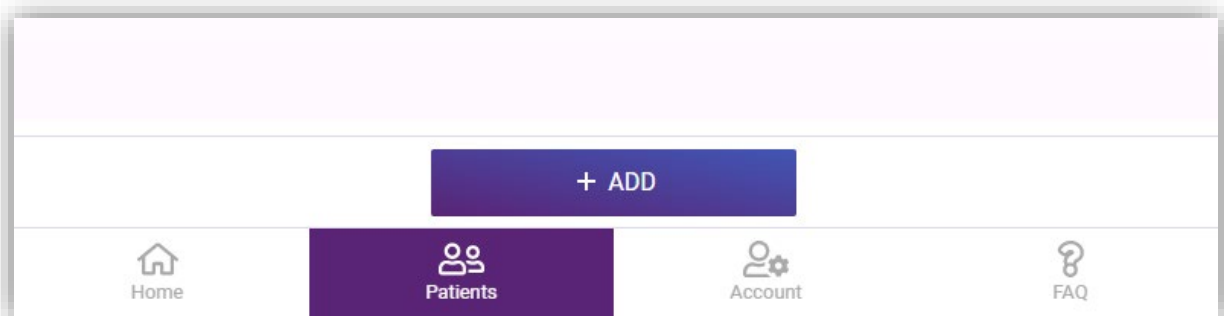


How to add yourself as a patient

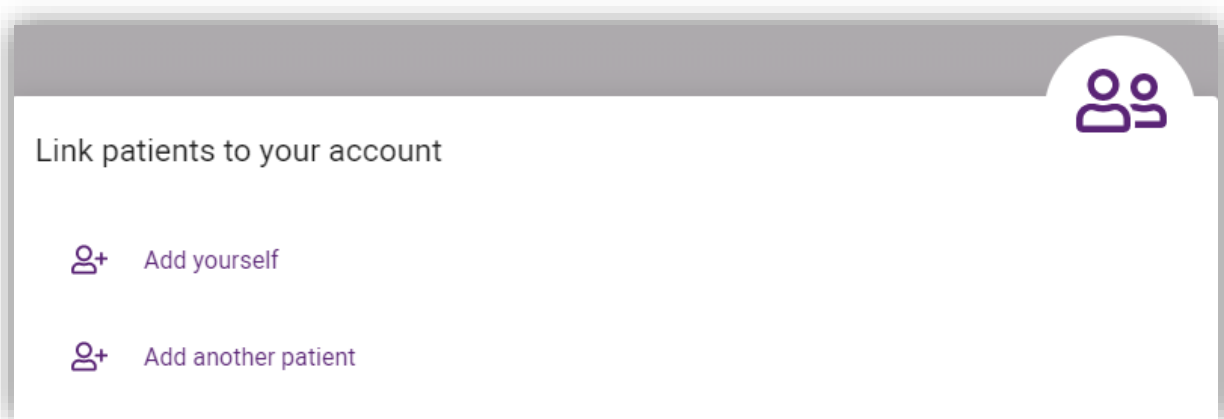
1. If this is your first time adding a patient to your account, go to the Patients section and click on ADD YOURSELF AS A PATIENT.



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



Then click on Add yourself.



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

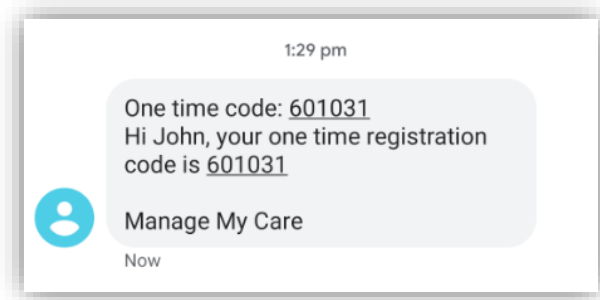
NOTE: Make sure all information is correct and you have provided your full legal name. If the information you enter does not match your patient record in the WA Health Patient Administration System you will not be able to add yourself as a patient.

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](#).

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 '0' 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 bar is a white box with a person icon and the text 'adding'. 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 section 'Add self' with four input fields: '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'. Each input field has a question mark icon to its left. At the bottom of the screen is a purple bar with a white plus sign and the text 'ADD'.

3. Enter the registration 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](#) or by speaking to clinic staff at your next hospital visit.

Confirm adding ×

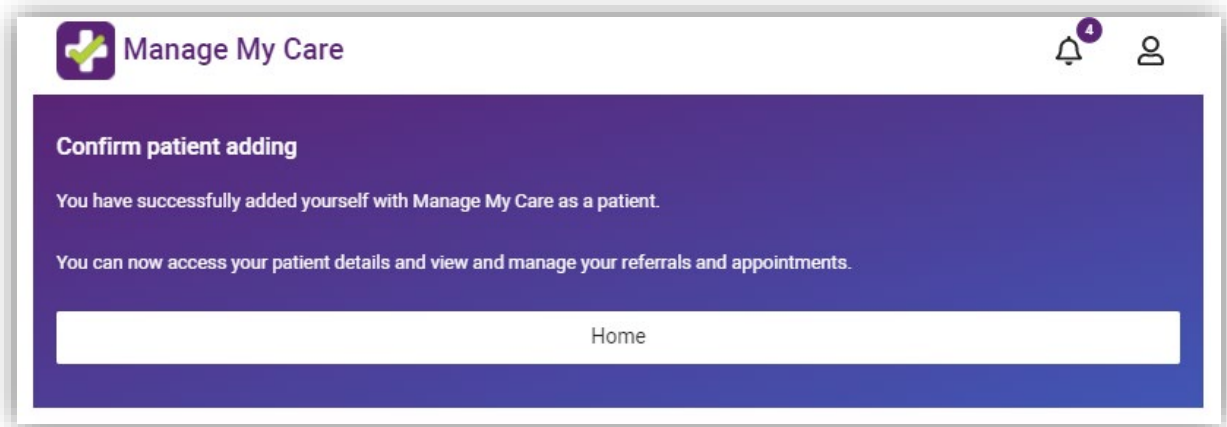
A code has been sent to your mobile number: 04XXXXX099
Please keep this window open until you have entered the code below.
Click [here](#) to resend a code to your mobile. If you still do not receive the code, please call Outpatient Direct on 1800 517 133 during business hours to confirm your linked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

Code

1	2	3
4	5	6
7	8	9
	0	✕

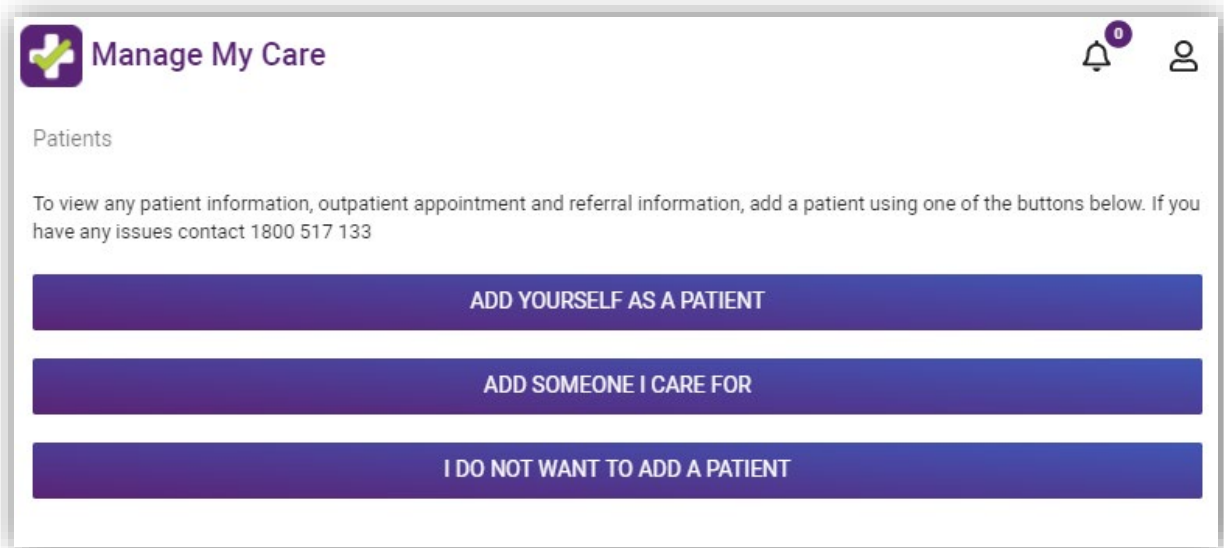
✓ CONFIRM

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

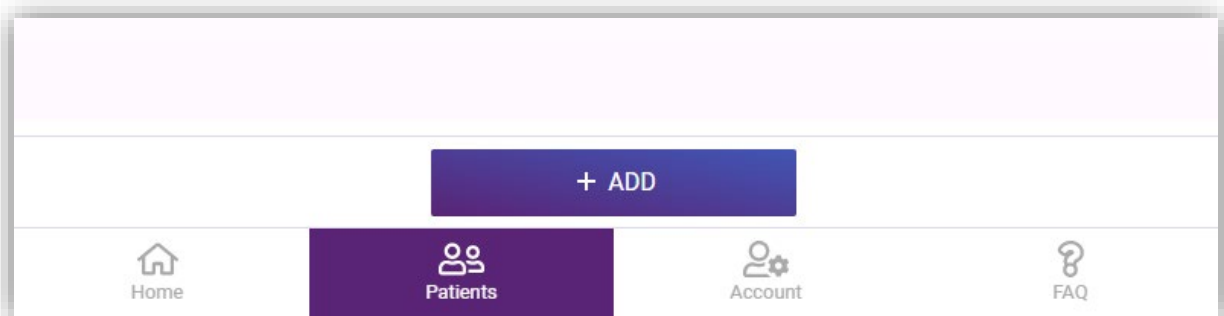


How to add another patient (adult)

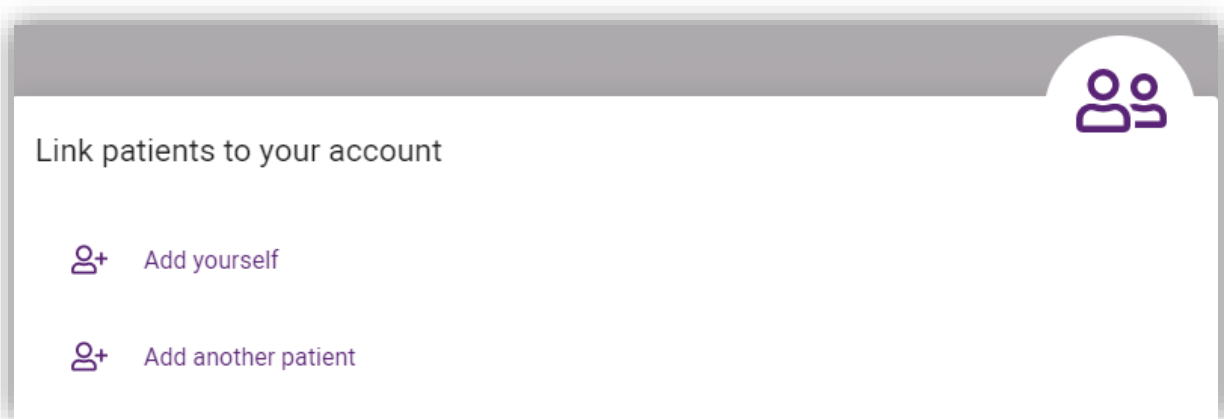
1. If this is your first time adding a patient to your account, go to the Patients section and click on ADD SOMEONE I CARE FOR.



If you have already added a patient to your account, go to the Patients section 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.

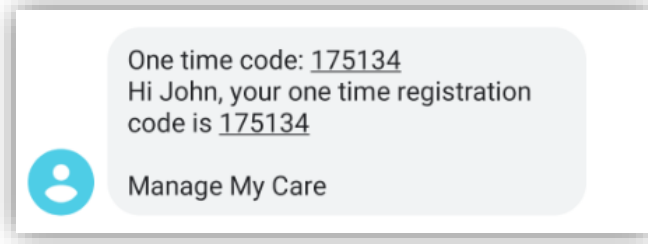
You must also be listed as a Next of Kin on their account (as either Next of Kin 1, Next of Kin 2, Preferred Contact or Other Contact).

If you're having trouble adding them to your account, call the [Manage My Care Support Line](#).

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 '0' 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 bar is a white box with a person icon and the text 'adding'. 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 Patient' section, which consists of six rows of input fields. Each row has a label on the left, a question mark icon in a circle, and a text input field. The fields contain the following information: Patient U/R: E9359079; Date of birth: 01 Jan 1990; First name: Karen; Last name: Smith; My first name: John; My last name: Smith. At the bottom of the form is a purple button with a white plus sign and the text '+ ADD'.

Field Label	Value
Patient U/R	E9359079
Date of birth	01 Jan 1990
First name	Karen
Last name	Smith
My first name	John
My last name	Smith

3. Enter the registration 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](#) or by speaking to clinic staff at your next hospital visit.

Confirm adding ×

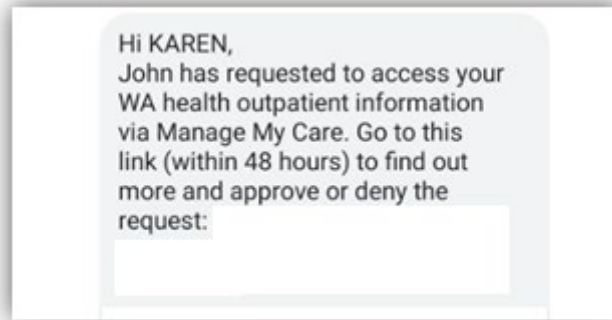
A code has been sent to your mobile number: 04XXXXX099
Please keep this window open until you have entered the code below.
Click [here](#) to resend a code to your mobile. If you still do not receive the code, please call Outpatient Direct on 1800 517 133 during business hours to confirm your linked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

Code

1	2	3
4	5	6
7	8	9
	0	✕

✓ CONFIRM

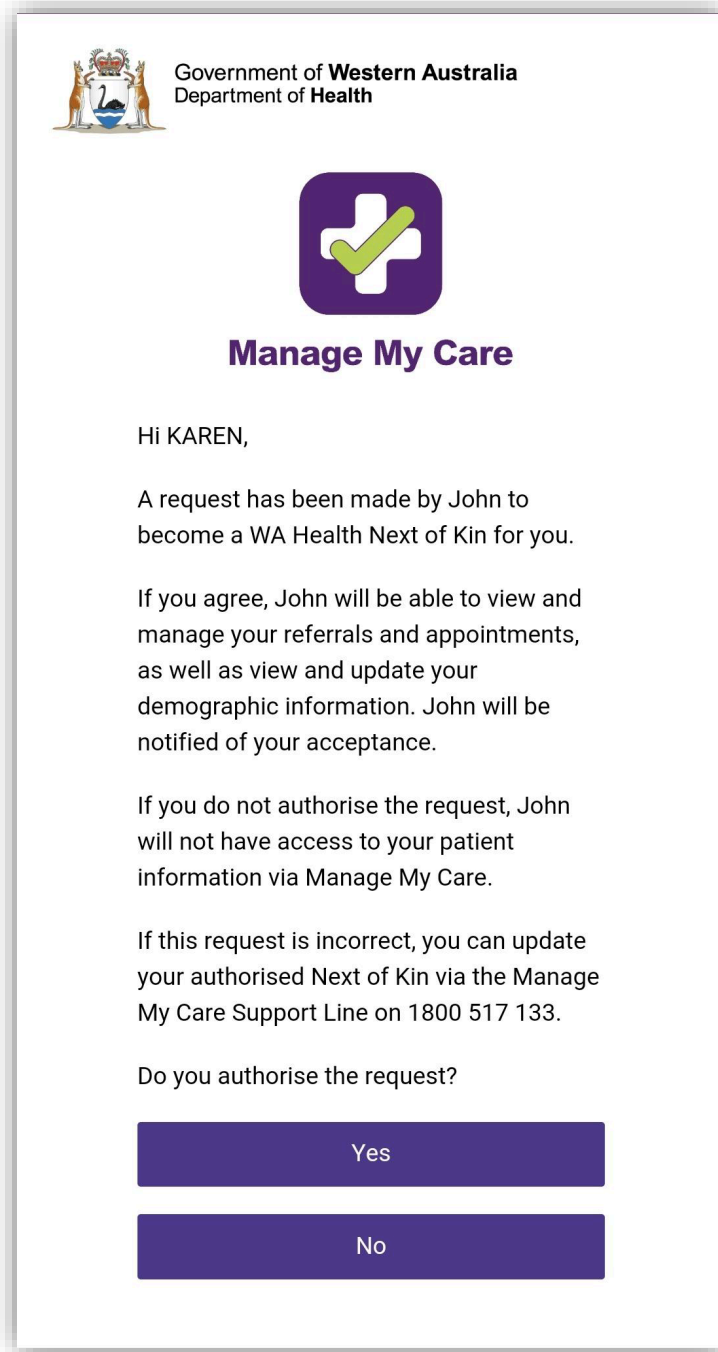
4. The patient will then receive an SMS asking them if they give their permission for you to access their outpatient appointment information using Manage My Care.



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](#) or speak to clinic staff at their next hospital visit.

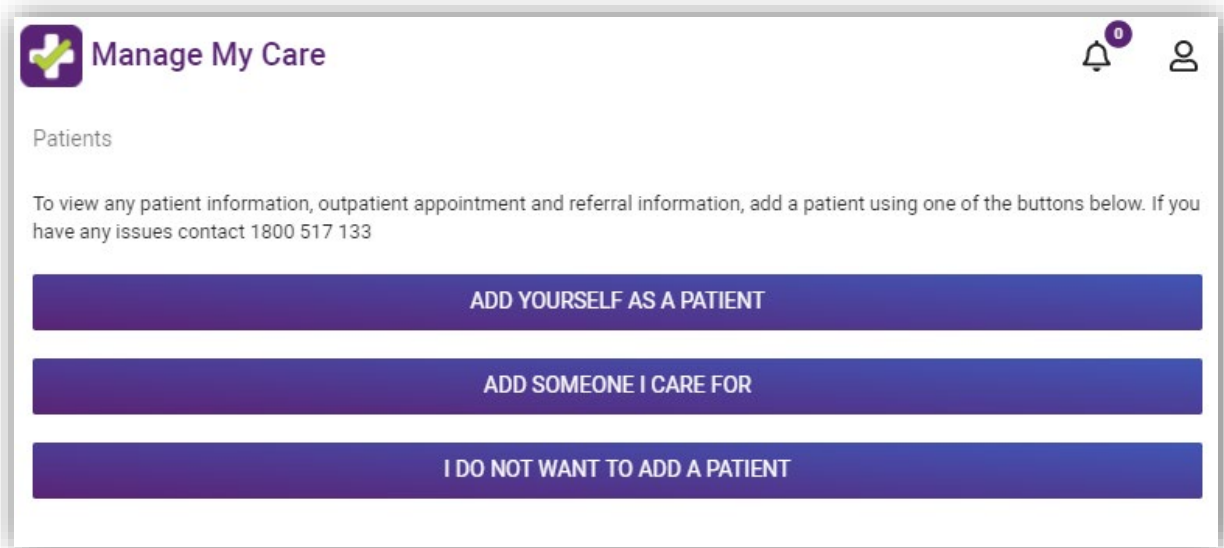
5. The patient will need to click the link in the SMS and accept or deny your request.



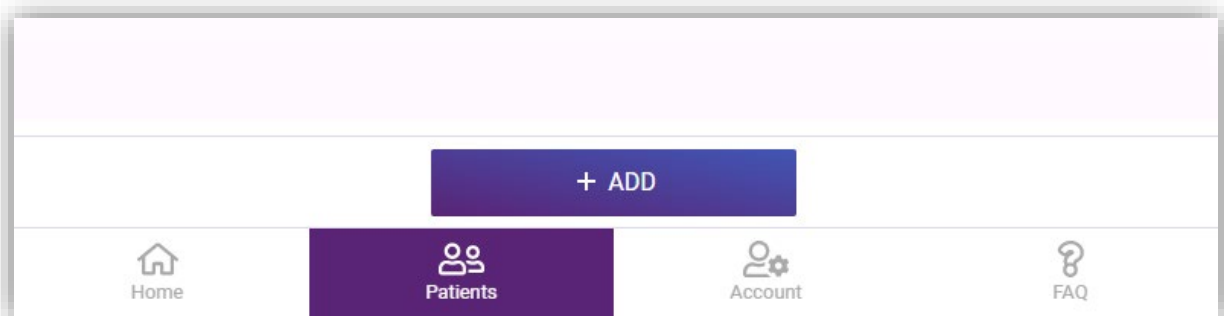
6. Once the patient has given their permission, their patient information will appear in your Manage My Care account.

How to add another patient (minor)

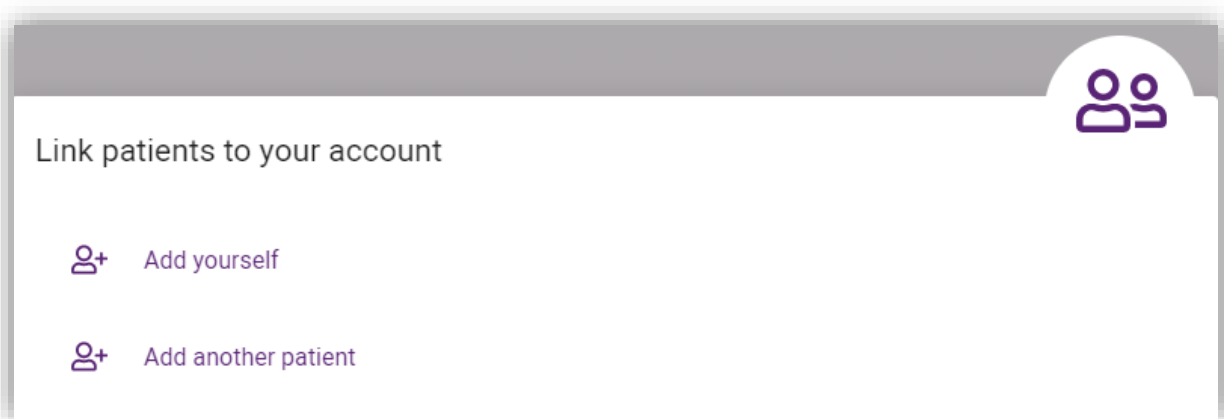
1. If this is your first time adding a patient to your account, go to the Patients section and click on ADD SOMEONE I CARE FOR.



If you have already added a patient to your account, go to the Patient section 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.

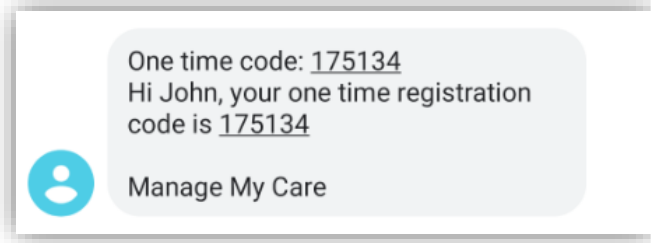
NOTE: Make sure all information is correct and you have provided the patient's full legal name. If the information you enter does not match their patient record in the WA Health Patient Administration System you will not be able to add the patient to your account.

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](#).

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 pill-shaped 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 registration 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](#) or by speaking to clinic staff at your next hospital visit.

A confirmation screen titled "Confirm adding" with a close button (X) in the top right. The text says: "A code has been sent to your mobile number: 04XXXXX099", "Please keep this window open until you have entered the code below.", and "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." Below the text is a large input field labeled "Code". Underneath is a numeric keypad with buttons for digits 1-9, 0, and a backspace button (X). At the bottom is a purple button with a checkmark and the text "CONFIRM".

Appointments and referrals

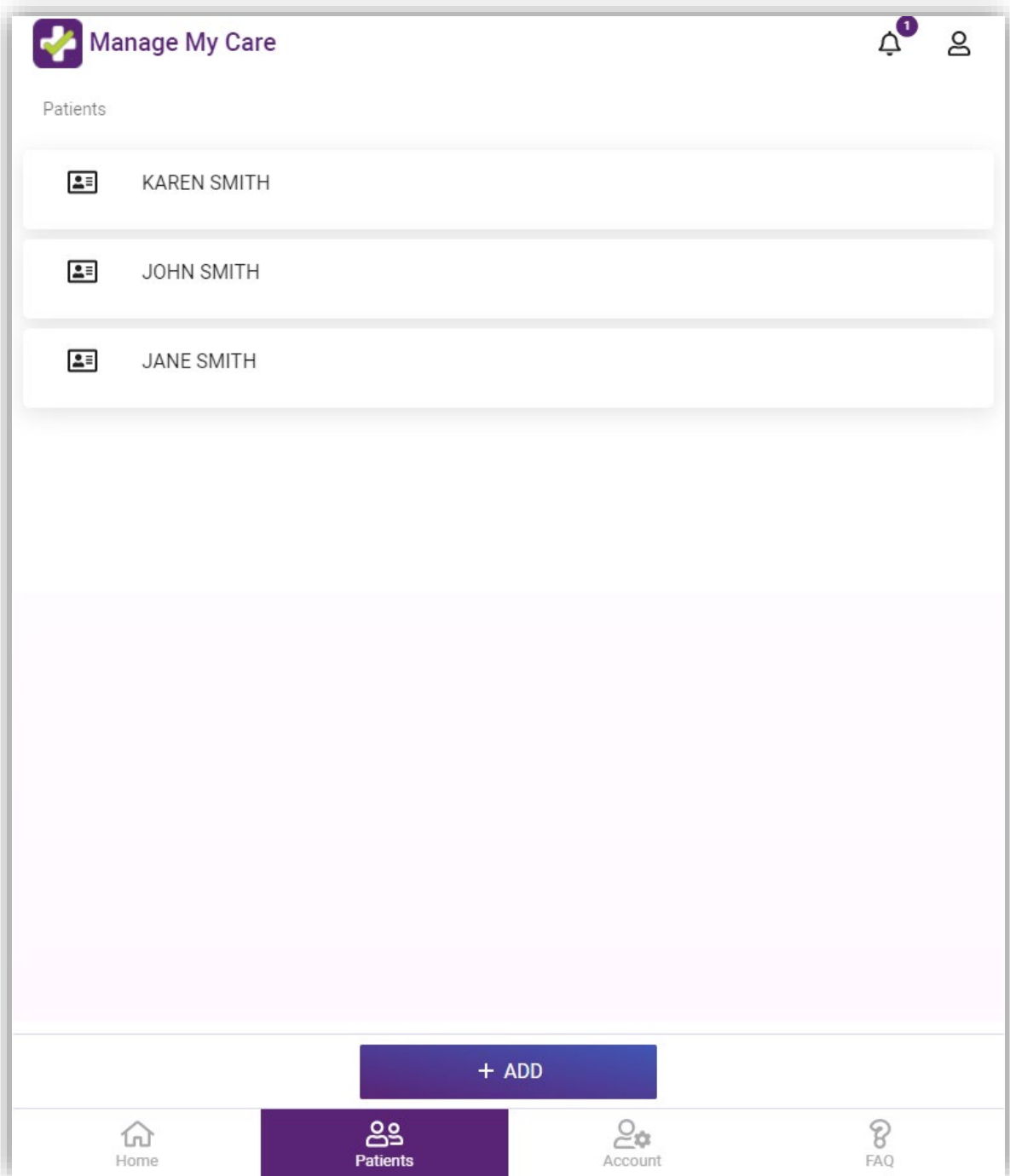
How to view an appointment


1. You can view appointments in the Home section, which shows you a summary of all the appointments for all patients you have added to your account.

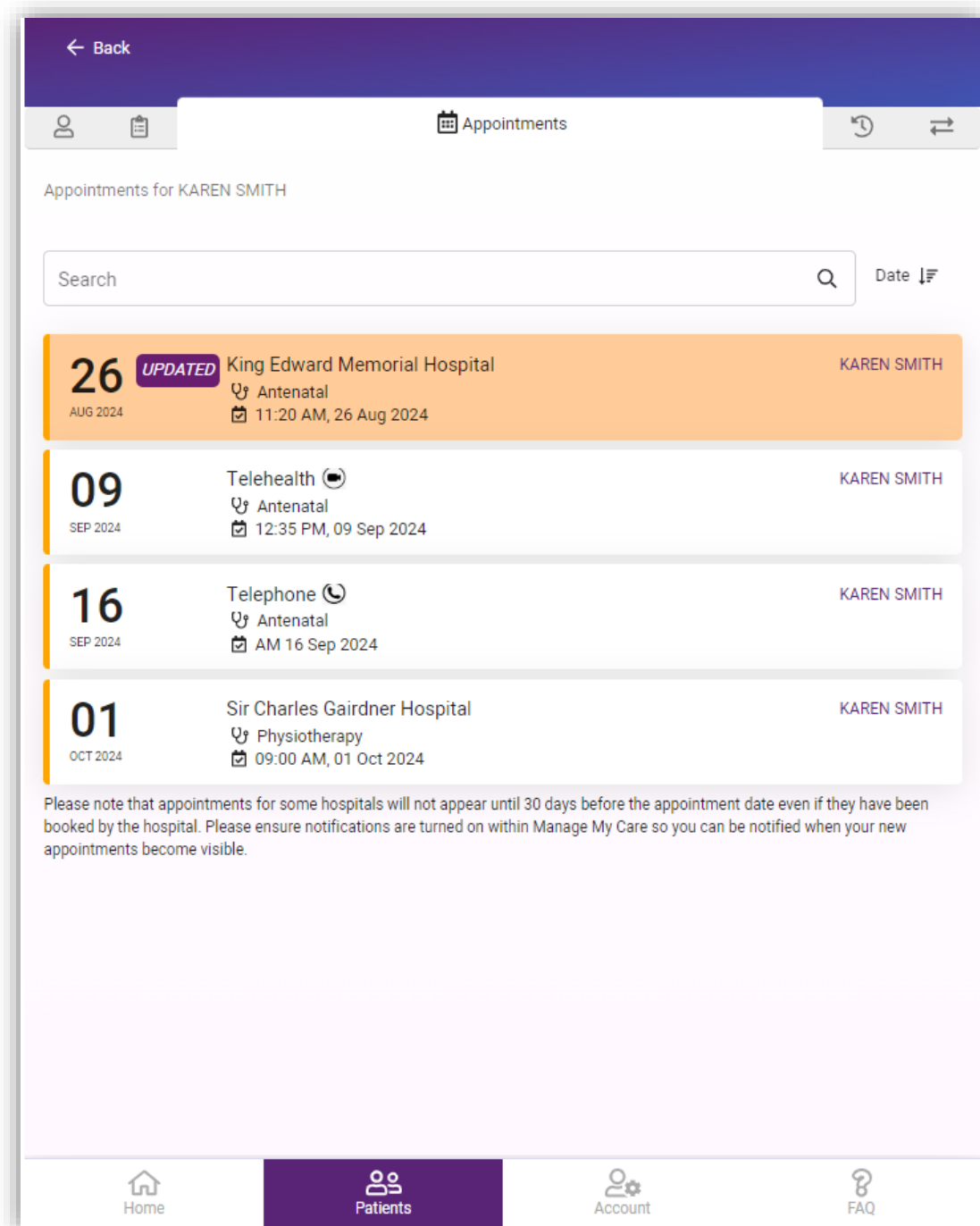
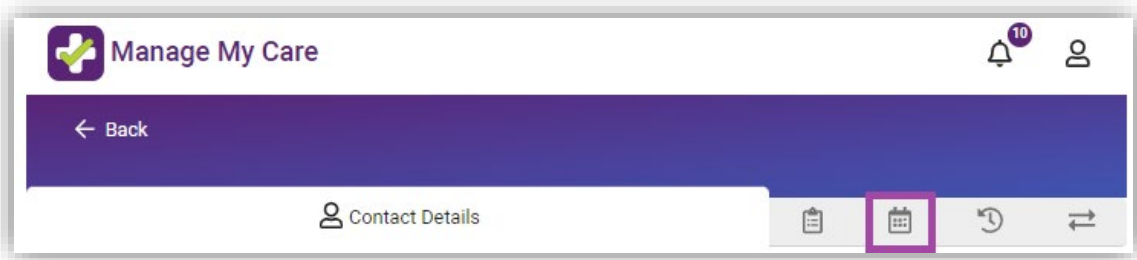
The screenshot displays the 'Manage My Care' app interface. At the top, there is a header with the app logo, the text 'Manage My Care', a notification bell icon with a '10' badge, and a user profile icon. Below the header is a purple banner with the text 'Welcome To Manage My Care' and a paragraph of introductory text. Underneath the banner are two tabs: 'Appointments' (selected) and 'Referrals'. The main content area shows a list of six appointments, each with a date, a status (e.g., 'UPDATED'), a location, a department, and a time. The appointments are: 05 AUG 2024 (UPDATED) Telephone Endocrinology 10:30 AM, 05 Aug 2024 (KAREN SMITH); 26 AUG 2024 Perth Children's Hospital Audiology 09:30 AM, 26 Aug 2024 (JOHN SMITH); 26 AUG 2024 King Edward Memorial Hospital Antenatal 11:20 AM, 26 Aug 2024 (KAREN SMITH); 09 SEP 2024 Telehealth Antenatal 12:35 PM, 09 Sep 2024 (KAREN SMITH); 16 SEP 2024 Telephone Antenatal AM 16 Sep 2024 (KAREN SMITH); 01 OCT 2024 Sir Charles Gairdner Hospital Physiotherapy 09:00 AM, 01 Oct 2024 (KAREN SMITH). At the bottom, there is a navigation bar with four icons: Home (selected), Patients, Account, and FAQ.

Date	Appointment Details	Patient Name
05 AUG 2024	Telephone (UPDATED) Endocrinology 10:30 AM, 05 Aug 2024	KAREN SMITH
26 AUG 2024	Perth Children's Hospital Audiology 09:30 AM, 26 Aug 2024	JOHN SMITH
26 AUG 2024	King Edward Memorial Hospital Antenatal 11:20 AM, 26 Aug 2024	KAREN SMITH
09 SEP 2024	Telehealth Antenatal 12:35 PM, 09 Sep 2024	KAREN SMITH
16 SEP 2024	Telephone Antenatal AM 16 Sep 2024	KAREN SMITH
01 OCT 2024	Sir Charles Gairdner Hospital Physiotherapy 09:00 AM, 01 Oct 2024	KAREN SMITH

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

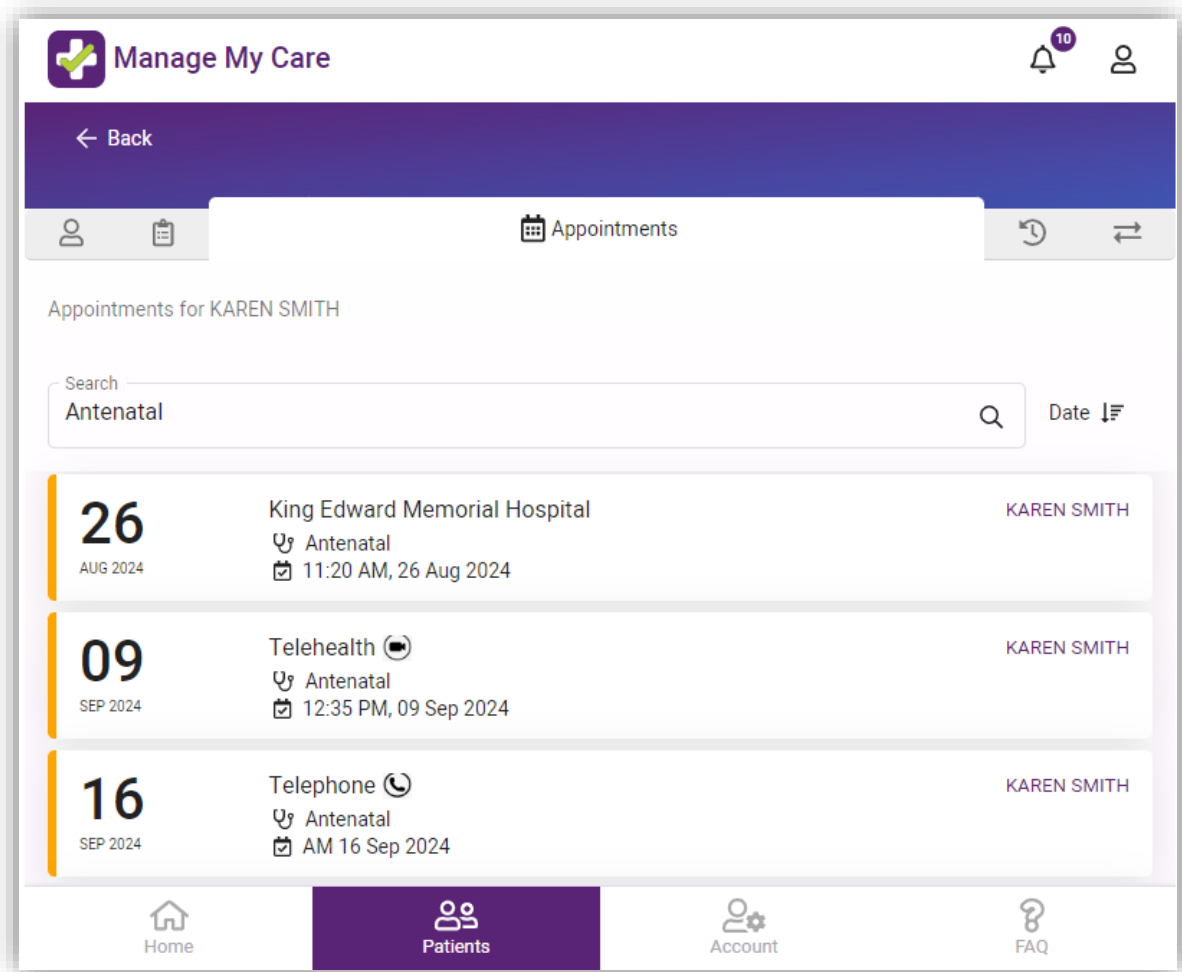


- Click on the calendar icon  to view the appointment tab and see a summary of the patient's upcoming appointments.




How to search for an appointment or referral

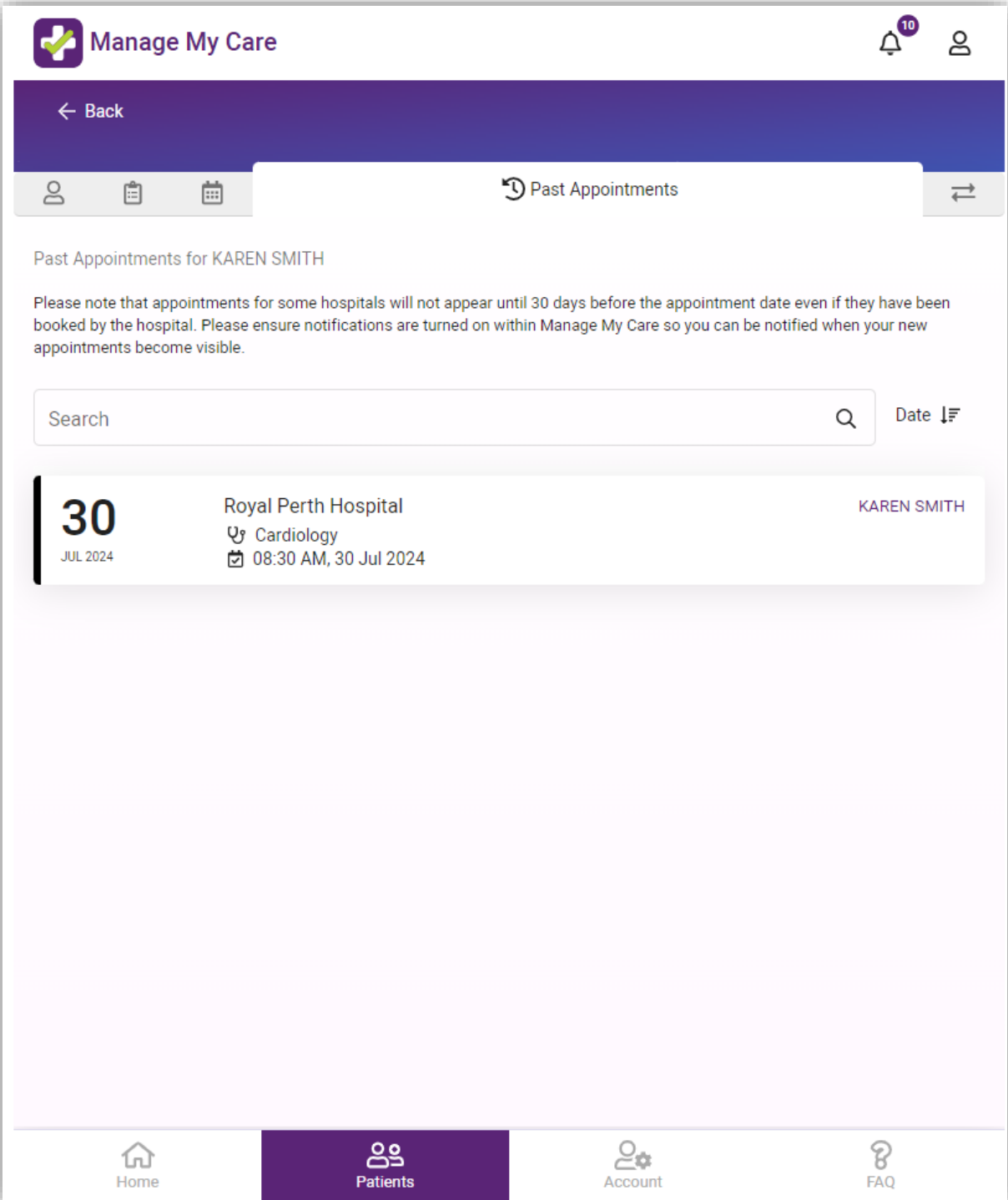
1. There is a search bar available on the patient appointments and referrals screens to help search for a particular appointment or referral.



How to find a past appointment

1. Click on the clock icon to view  past appointments and a summary of the patient's past appointments.

NOTE: This will only show a selection of past appointments and is not a complete record of the patient's outpatient history.



The screenshot shows the 'Manage My Care' app interface. At the top, there is a header with the app logo and name 'Manage My Care', a notification bell with a '10' badge, and a user profile icon. Below the header is a dark blue navigation bar with a 'Back' button. Underneath is a light grey bar with icons for a person, a clipboard, a calendar, and a clock, with the text 'Past Appointments' centered. A search bar and a 'Date' filter are also present. The main content area displays 'Past Appointments for KAREN SMITH' and a note about appointment visibility. A single appointment card is shown for '30 JUL 2024' at 'Royal Perth Hospital' in 'Cardiology' at '08:30 AM, 30 Jul 2024'. The bottom navigation bar includes icons for 'Home', 'Patients' (which is highlighted), 'Account', and 'FAQ'.

Manage My Care

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← Back

Past Appointments

Past Appointments for 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.

Search

Q

Date ↓

30
JUL 2024

Royal Perth Hospital

Cardiology

08:30 AM, 30 Jul 2024

KAREN SMITH

Home

Patients

Account

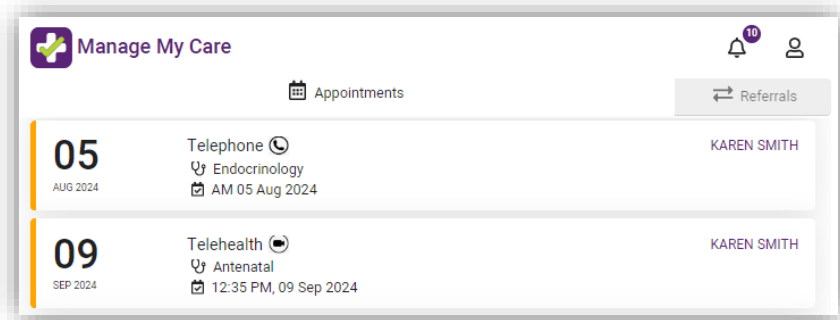
FAQ

How to find a telehealth or telephone appointment

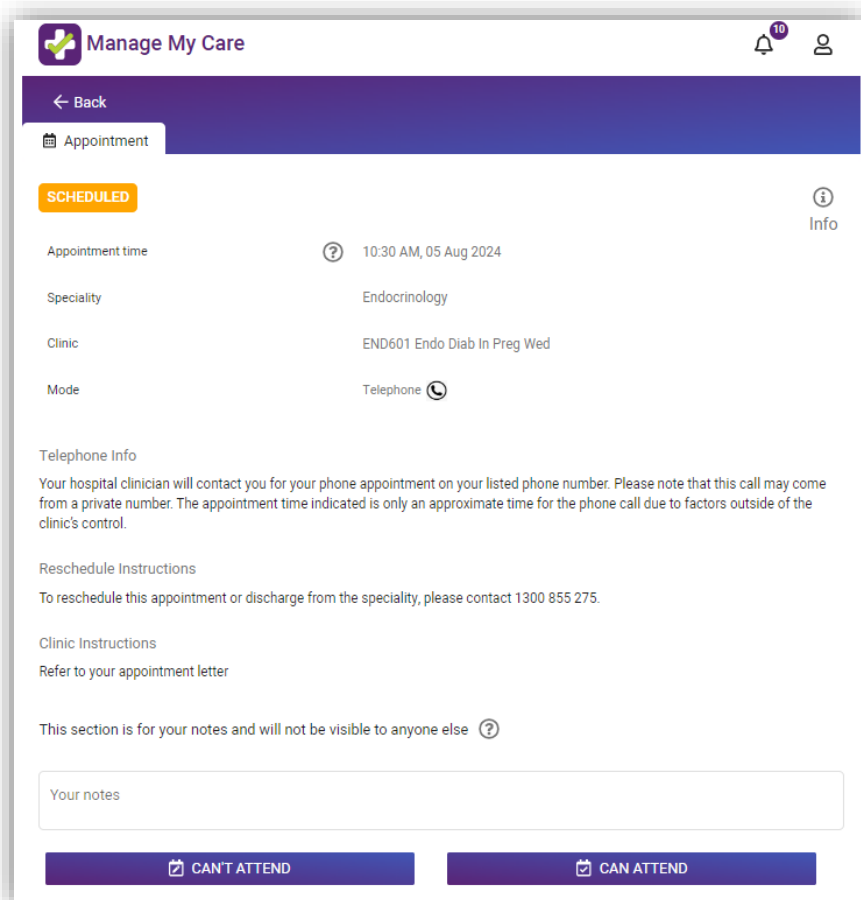
Telehealth appointments require either a:

- 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” or “Telephone” accompanied by a video camera or telephone icon.

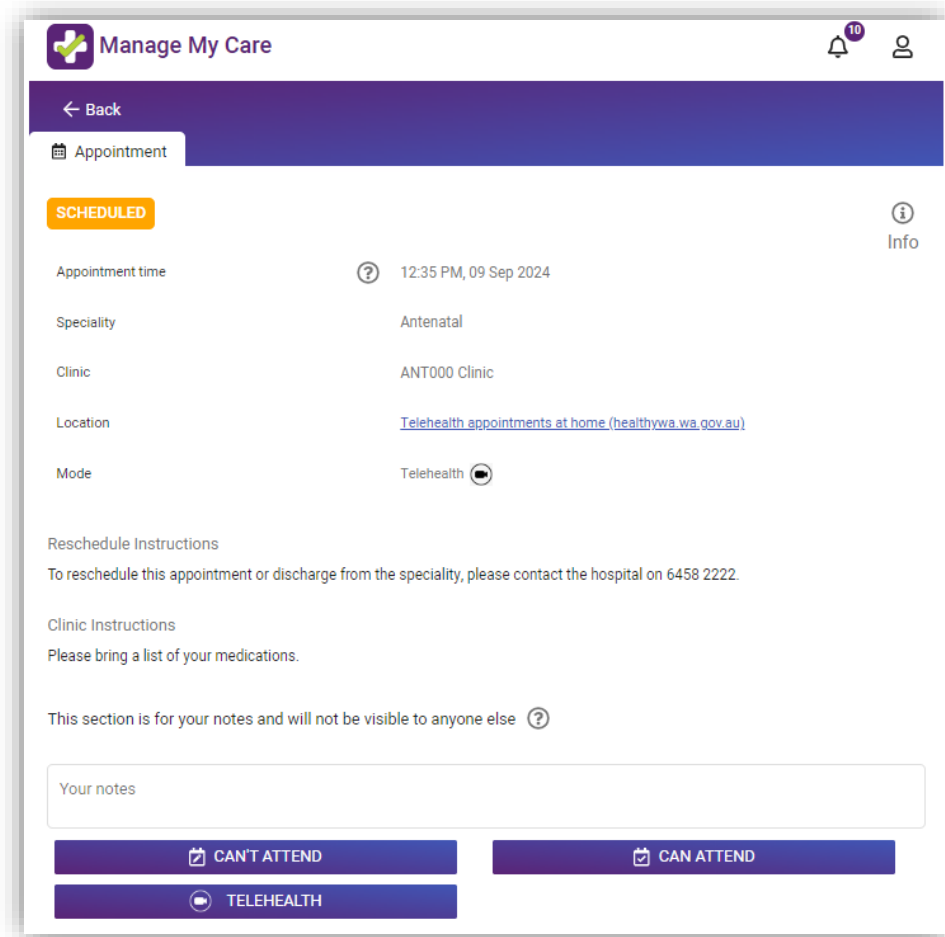


When you click on a telephone appointment, the following screen appears:



For telephone appointments, it is important to be aware that the hospital clinician may contact you from a private number. The appointment time indicated is only an approximate time for the phone call due to factors outside of the clinic's control.

When you click on a 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

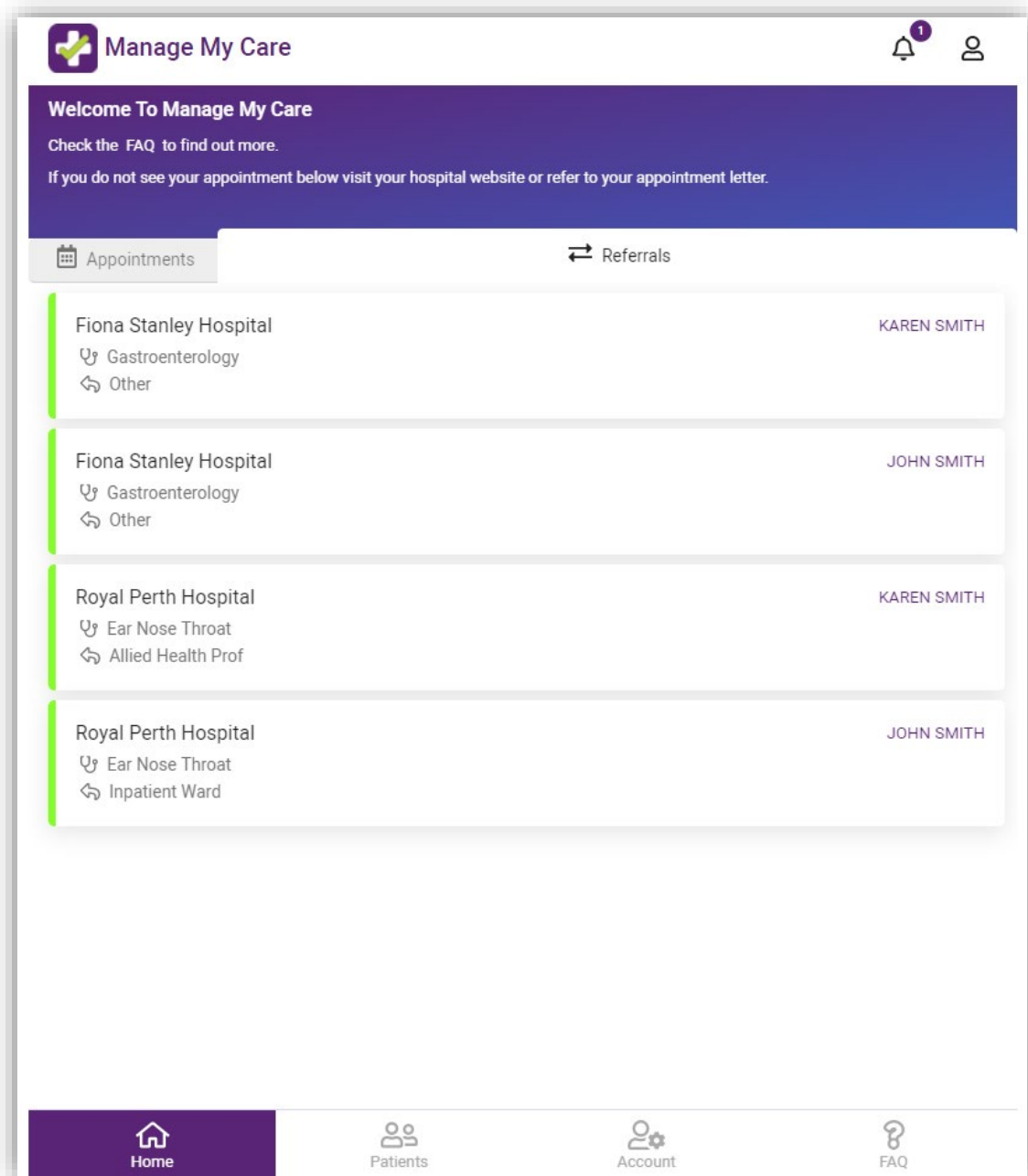
Details regarding your telehealth appointment will be provided by your specialist clinic. If you have not received this information please visit https://www.healthywa.wa.gov.au/Articles/S_T/Telehealth-appointments-at-home for more information

Close

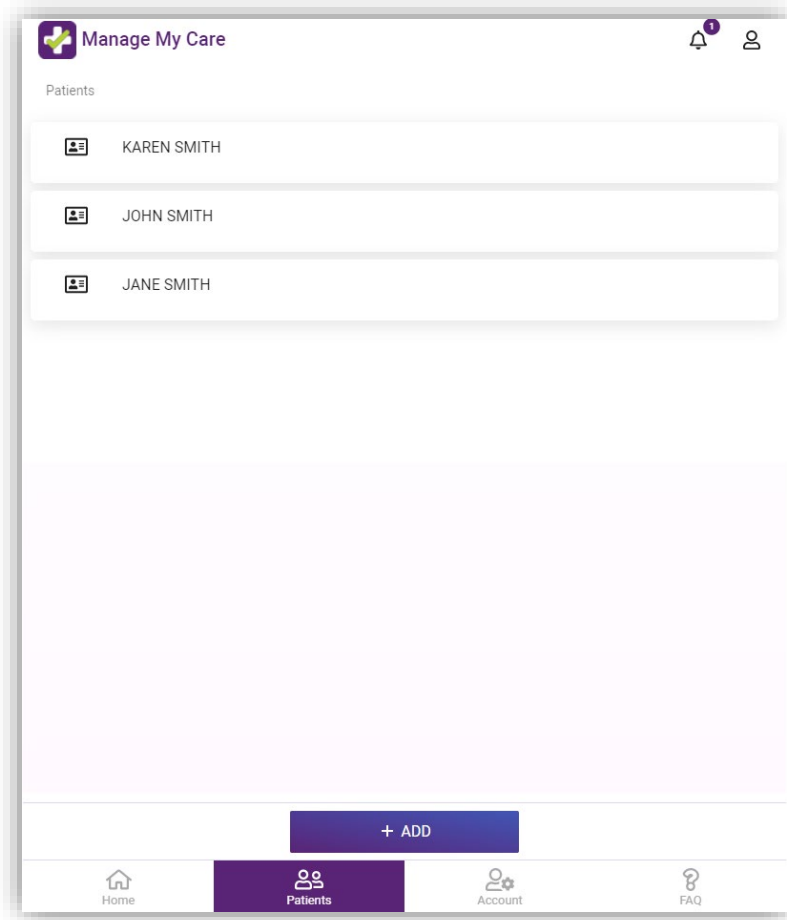
Once you click on the URL you will be directed to [Telehealth appointments at home \(healthywa.wa.gov.au\)](https://www.healthywa.wa.gov.au/Articles/S_T/Telehealth-appointments-at-home) which provides details on how to connect to the call.

How to view referrals

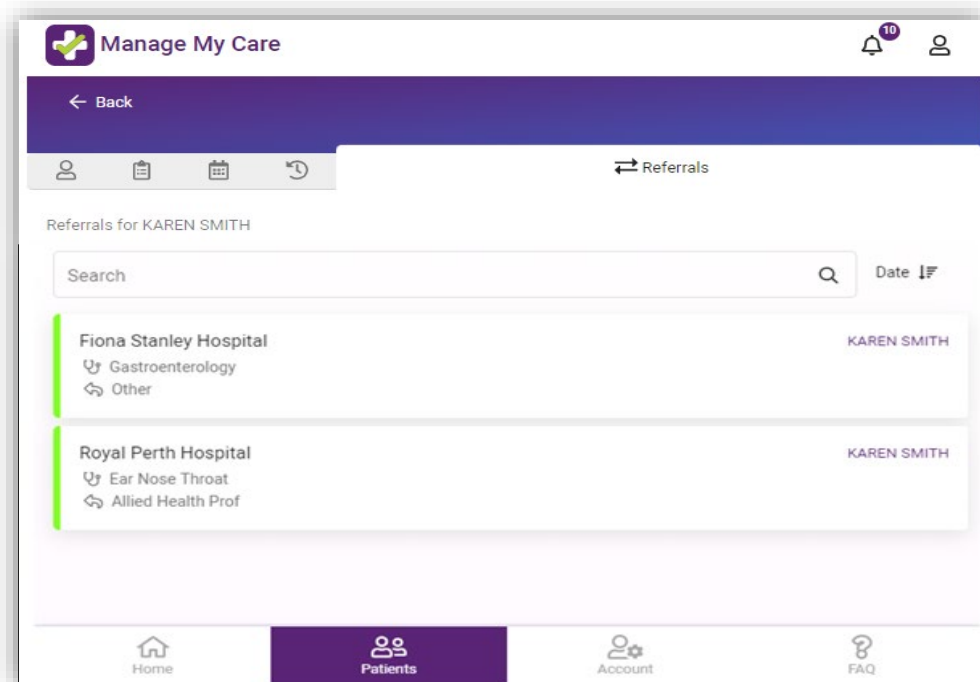
1. The referrals for all patients can be viewed in the Referrals tab in the Home section.



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



- The Referrals tab will only display referral information specific to that patient.



4. 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.

The image displays two side-by-side screenshots of the 'Manage My Care' app interface, illustrating the difference between 'ACCEPTED' and 'WAITING' referral statuses.

Left Screenshot (ACCEPTED):

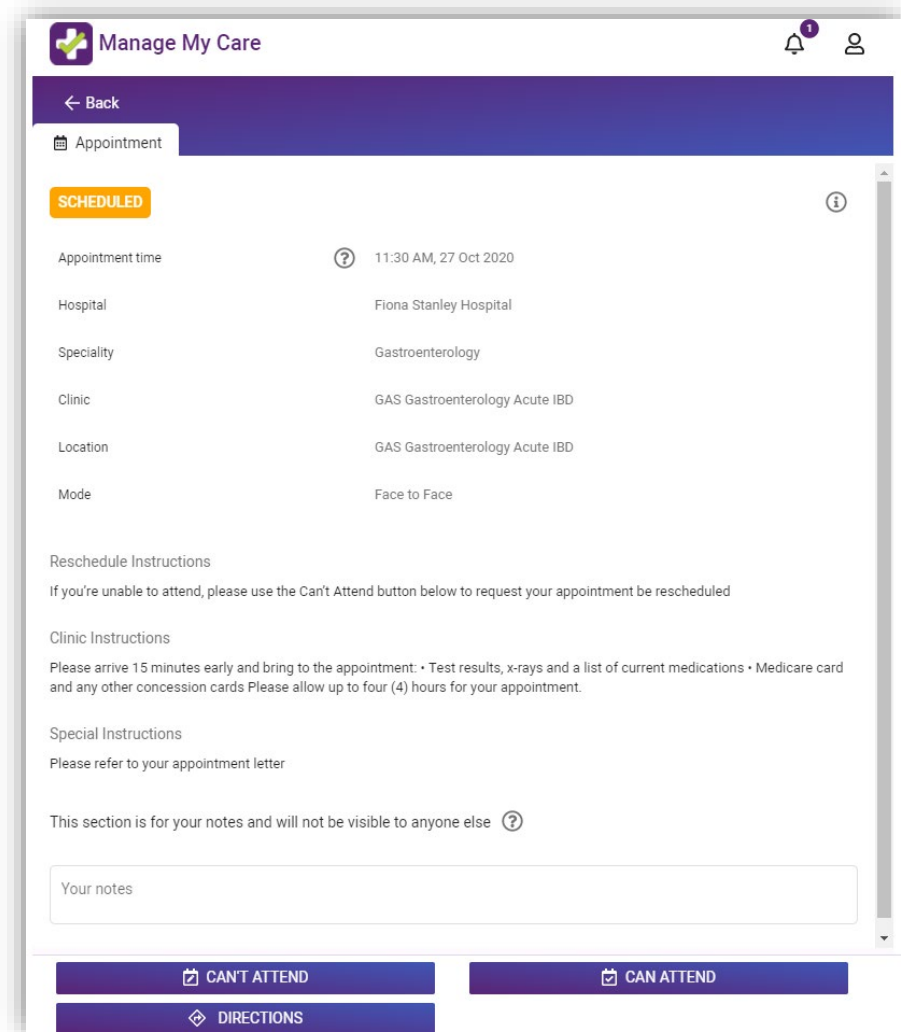
- Status:** ACCEPTED (indicated by a green box with a checkmark icon).
- Referral Name:** JENNIFER WYATT
- Date:** 16 Aug 2022
- Hospital:** Fiona Stanley Hospital
- Speciality:** Cardiology
- Priority:** Priority 1
- Referred by:** Other
- Notes Section:** A text input field labeled 'Your notes' is present, with a note above it stating 'This section is for your notes and will not be visible to anyone else'.
- Carer Visibility:** A checkbox labeled 'Allow this referral and subsequent appointment(s) to be seen by carers' is checked.
- Action:** A 'CANCEL REFERRAL' button is visible at the bottom.

Right Screenshot (WAITING):

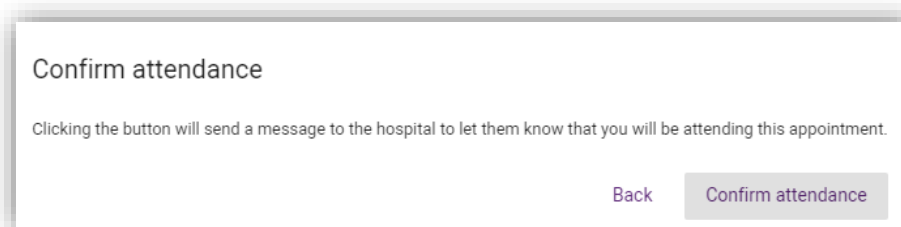
- Status:** WAITING (indicated by a black box with white text).
- Referral Name:** JENNIFER WYATT
- Date:** 19 Aug 2022
- Hospital:** Fiona Stanley Hospital
- Speciality:** DIA
- Priority:** Priority 2
- Referred by:** Other
- Notes Section:** A text input field labeled 'Your notes' is present, with a note above it stating 'This section is for your notes and will not be visible to anyone else'.
- Carer Visibility:** A checkbox labeled 'Allow this referral and subsequent appointment(s) to be seen by carers' is checked.

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.



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



NOTE: Hospital clinics may still reschedule a confirmed appointment. This can be due to emergencies, clinician availability or other factors. For some appointments, the option to confirm is unavailable through the app either due to the nature of the appointment or clinic business rules. In such cases, the CAN ATTEND button will display a message with the phone number to call to confirm your intention to attend.

How to reschedule an appointment

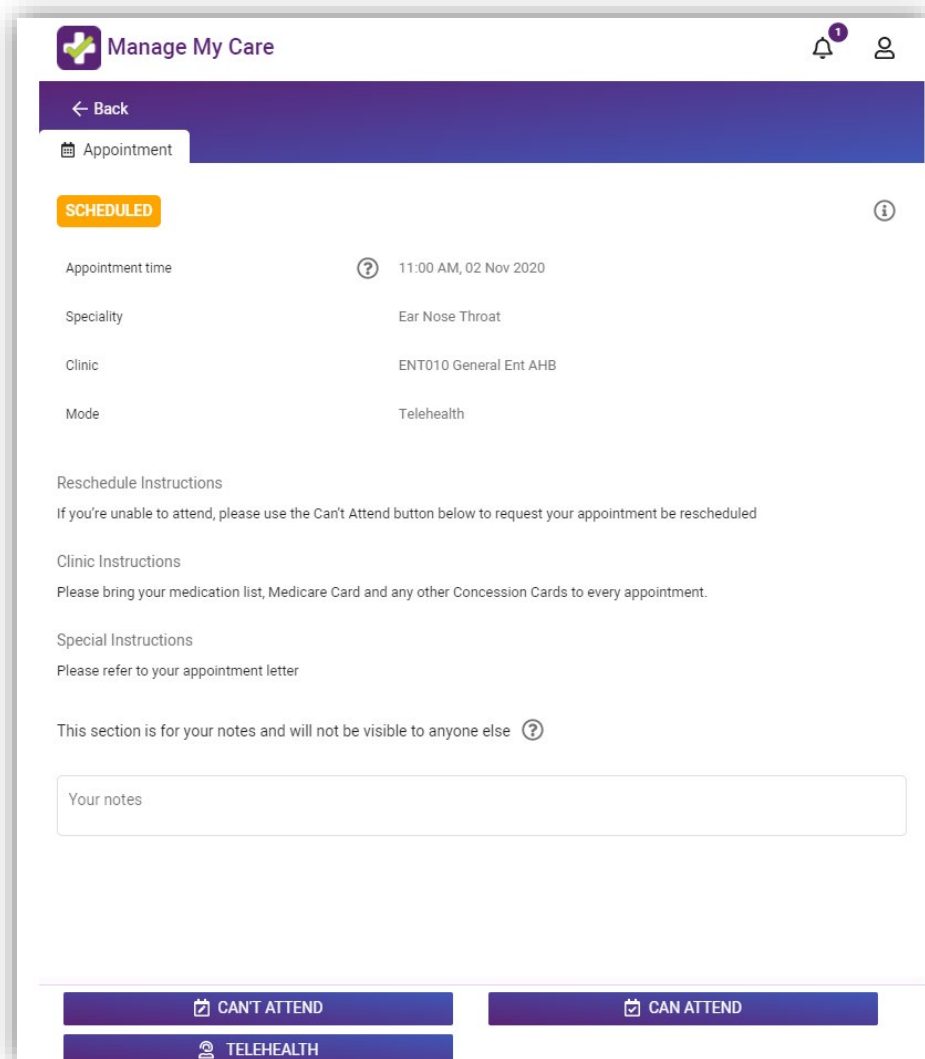
For participating clinics, you can request to reschedule an appointment using Manage My Care.

For non-participating clinics, the ability to request a reschedule is unavailable through the app either due to the nature of the appointment or clinic business rules. In such cases, selecting the CAN'T ATTEND button will display a message with the phone number to call to make your request. This number is also viewable in the Reschedule Instructions.

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

NOTE: You will not be able to reschedule an outpatient appointment through Manage My Care if the appointment is within two (2) business days. To reschedule the appointment call [Outpatient Direct](#), as soon as possible.

1. Select the appointment you want to reschedule.
2. If you are sure attendance is not possible, click the CAN'T ATTEND button to begin the reschedule process.



3. You will be asked to give a reason for the request to 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 such as any dates you are away, any medical tests/procedures/operations associated with the appointment, and/or any related symptoms that may be preventing attendance.

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

Away

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

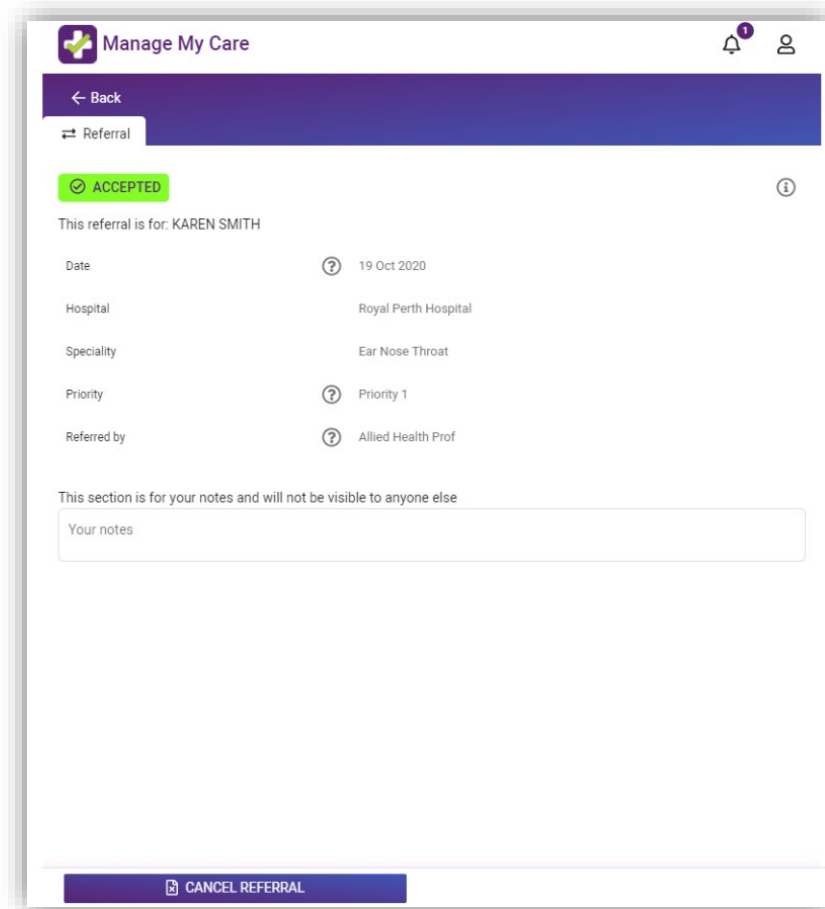
For participating clinics, you can request to cancel a referral using Manage My Care.

For non-participating clinics, the ability to request a cancellation is unavailable through the app either due to the nature of the appointment or clinic business rules. In such cases, clicking the CAN'T ATTEND button or CANCEL REFERRAL button will display a message with the phone number to call to make your request.

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 a referral, either select the referral you wish to cancel or select any appointment connected to the referral you wish to cancel.
2. If starting from the Referral tab, click the CANCEL REFERRAL button. If starting on the Appointment tab, click the CAN'T ATTEND button followed by the APPOINTMENT NO LONGER NEEDED button and then the CANCEL REFERRAL button.



Manage My Care 🔔 👤

[← Back](#)

Appointment

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

CANT ATTEND **CAN ATTEND**

TELEHEALTH

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.

If your request to reschedule is due to any sickness related to your appointment or because you are an inpatient, we suggest that you do not continue but contact the hospital directly. If you are wanting your appointment brought forward please do not continue but contact the hospital directly.

Reason

Your notes

KEEP CURRENT APPOINTMENT **APPOINTMENT NO LONGER NEEDED** **RESCHEDULE APPOINTMENT**

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 or Outpatient Direct 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](#).

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 the [Manage My Care Support Line](#). Any changes to name and date of birth can only be done in person at a hospital clinic.

1. To update 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 the app logo and name 'Manage My Care', a notification bell with '10', and a user profile icon. Below the header is a dark blue bar with a 'Back' button. The main content area is titled 'Contact Details' and features a list of demographic information for a patient. An 'Edit' button is located in the top right corner of the details section. The bottom of the screen has a navigation bar with four icons: Home, Patients (which is highlighted in purple), Account, and FAQ.

Demographic Details		Edit
Patient U/R	ⓘ C1128217	
Title	MRS	
First name	ⓘ KAREN	
Surname	ⓘ SMITH	
Date of birth	11 Aug 1992	
Residential address	189 ROYAL STREET, EAST PERTH, WA, 6004, AUS	
Mailing address		
Home phone number		
Mobile phone number		
Email	ⓘ	
State/Country of birth	Western Australia	

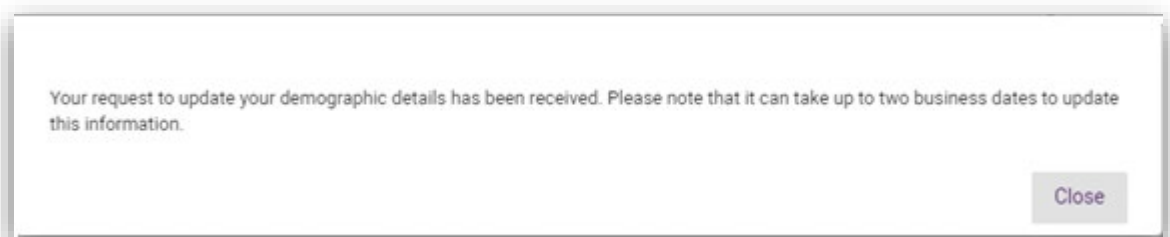
2. Select the edit icon in the top right-hand corner to display the fields that can be edited in Manage My Care. Ensure you enter your details correctly. The address you enter is where appointment letter/s will be sent. Your mobile number is where SMS reminders for appointments will be sent.

The screenshot shows the 'Manage My Care' app interface. At the top, there is a purple header with the app name and a notification bell icon with '10' next to it. Below the header is a dark blue bar with a 'Back' button. The main content area is titled 'Contact Details' and contains a form for demographic information. The form fields are as follows:

Field	Value
Patient U/R	C1128217
Title	MRS
First name	KAREN
Surname	SMITH
Date of birth	11 Aug 1992
Residential address	189 ROYAL STREET, EAST PERTH, WA, 6004, AUS
Mailing address	
Home phone number	
Mobile phone number	
Email	
State/Country of birth	Western Australia

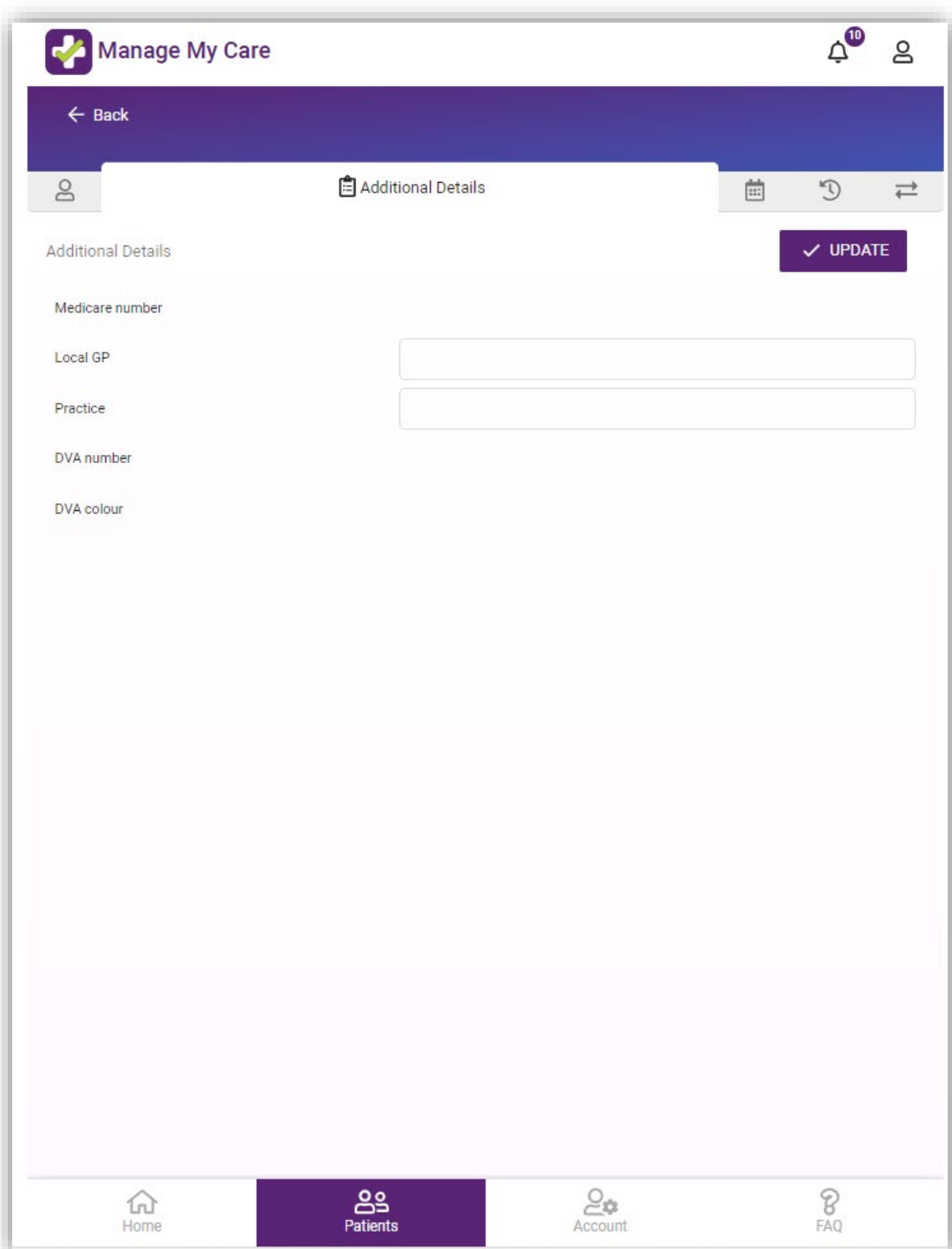
A purple 'UPDATE' button with a checkmark icon is located in the top right corner of the form area. At the bottom of the screen, there is a navigation bar with four icons: Home, Patients (highlighted in purple), Account, and FAQ.

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.



How to update 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 Medicare or DVA details, call the [Manage My Care Support Line](#).



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 '10' badge and a user profile icon. Below this is a dark blue header bar with a white 'Back' button. A secondary navigation bar contains a person icon, a clipboard icon labeled 'Additional Details', and three utility icons: a calendar, a refresh arrow, and a double-headed arrow. The main content area is titled 'Additional Details' and features a purple 'UPDATE' button with a checkmark icon. The form includes several input fields: 'Medicare number', 'Local GP', 'Practice', 'DVA number', and 'DVA colour'. The 'Local GP' and 'Practice' fields are currently empty. At the bottom, a navigation bar shows four icons: 'Home', 'Patients' (which is highlighted in purple), 'Account', and 'FAQ'.

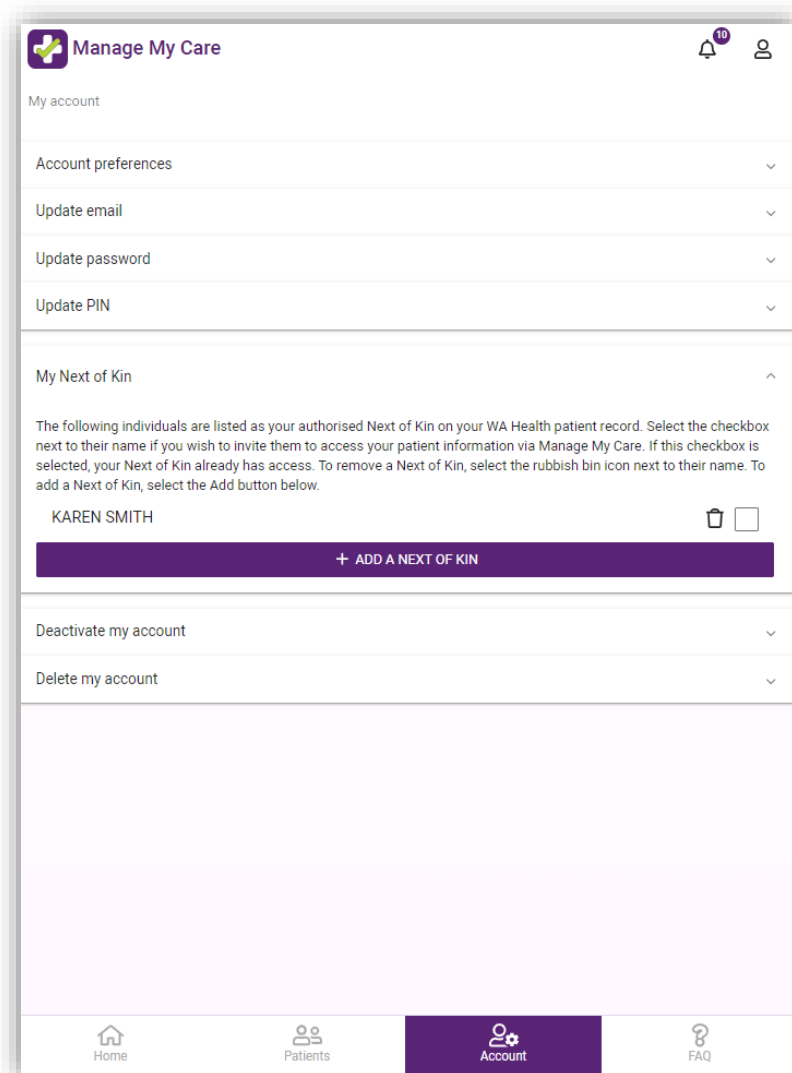
Managing who can access your outpatient information

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](#).

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 provide permission, you will appear on your Next of Kin's Manage My Care account, and they will be able to view and manage your outpatient appointments and referrals and update your contact information. Protect your privacy by reviewing your Next of Kin in Manage My Care or by calling the [Manage My Care Support Line](#).

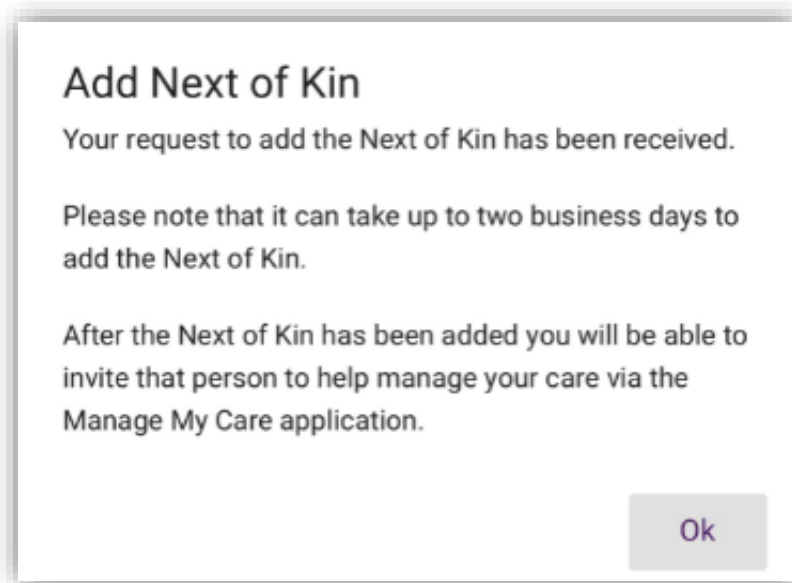
1. To view your Next of Kin or add a new Next of Kin to your patient record, go to the "Account" page.
2. Select "My Next of Kin" and click on the + ADD A NEXT OF KIN button.



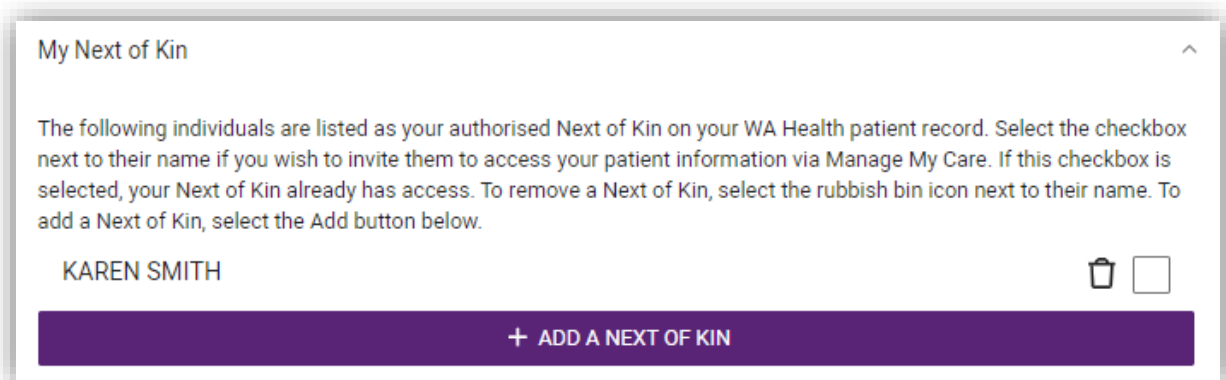
3. Enter your Next of Kin's details including their legal first name and surname, ensuring all information is accurate. When all information has been entered, the + ADD A NEXT OF KINS button will turn purple and can be clicked.

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 '0' 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 bar is a white box with a person icon and the text 'adding'. The main content area is white and titled 'Add Next of Kin'. Below the title is a subtitle: 'This person will be added as a Next of Kin in your WA Health Patient Administration System record'. The form consists of several fields: 'Title' (a dropdown menu), 'First name' (a text input with a question mark icon), 'Surname' (a text input with a question mark icon), 'Mobile number' (a text input), 'Relationship' (a dropdown menu with a question mark icon), 'Address 1' (a text input), 'Address 2' (a text input), 'Suburb' (a text input), and 'Postcode' (a text input). At the bottom of the form is a grey button with the text 'ADD NEXT OF KIN'.

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



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



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 KAREN SMITH to access your Manage My Care account, please enter their email address...

Email



Karen.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](#).

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 by calling the [Manage My Care Support Line](#).

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, click on the 'bin' icon. You can also do this by calling the [Manage My Care Support Line](#).

My Next of Kin ^

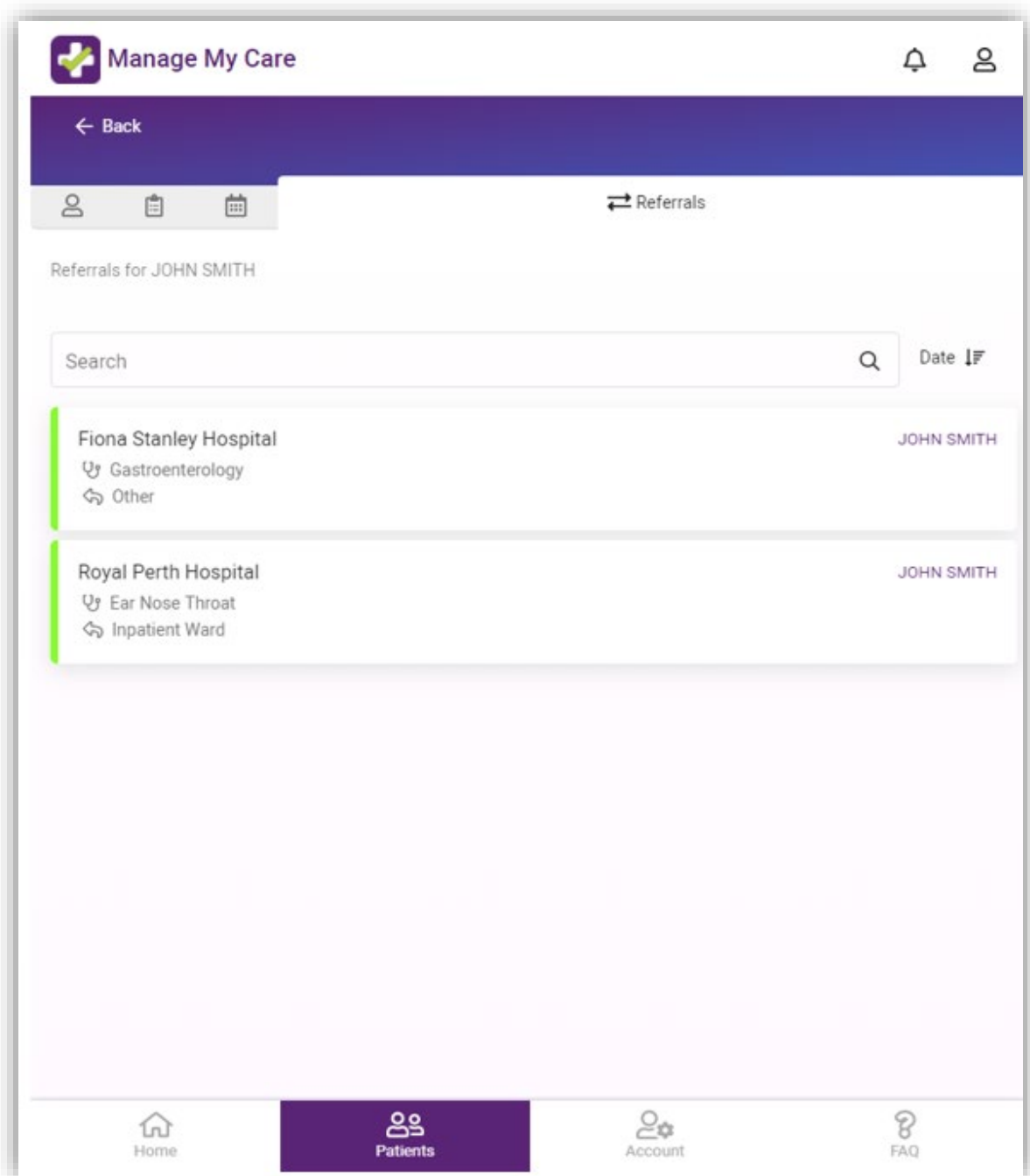
The following individuals are listed as your authorised Next of Kin on your WA Health patient record. Select the checkbox next to their name if you wish to invite them to access your patient information via Manage My Care. If this checkbox is selected, your Next of Kin already has access. To remove a Next of Kin, select the rubbish bin icon next to their name. To add a Next of Kin, select the Add button below.

KAREN SMITH		<input type="checkbox"/>
-------------	---	--------------------------

[+ ADD A NEXT OF KIN](#)

How to hide specific appointment/referral information from a 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 (and their associated appointments) 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 referral and appointments.



- Once you have selected the referral (and its associated appointments) 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.

Manage My Care

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↔ 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

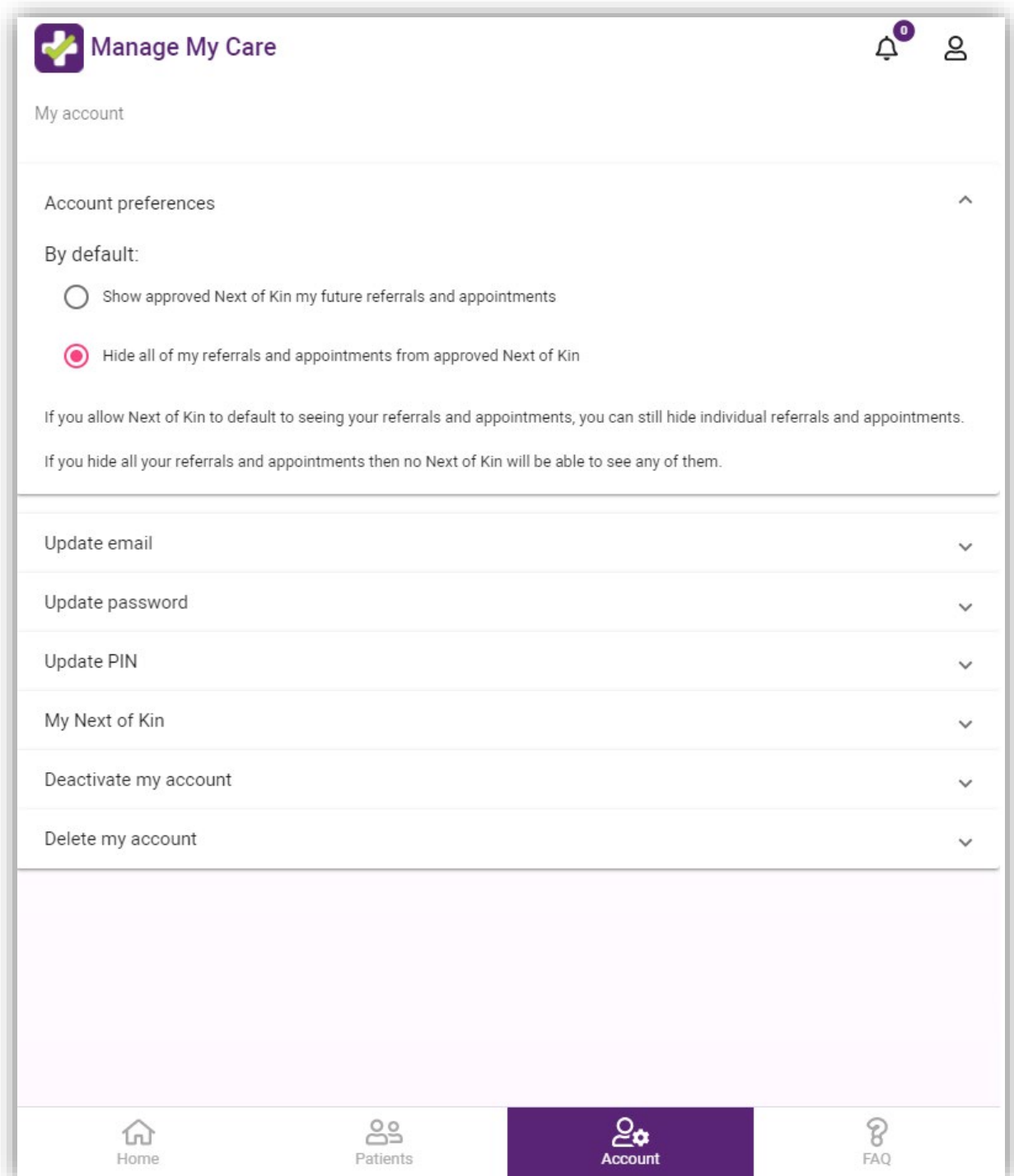
Your notes

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

CANCEL REFERRAL

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

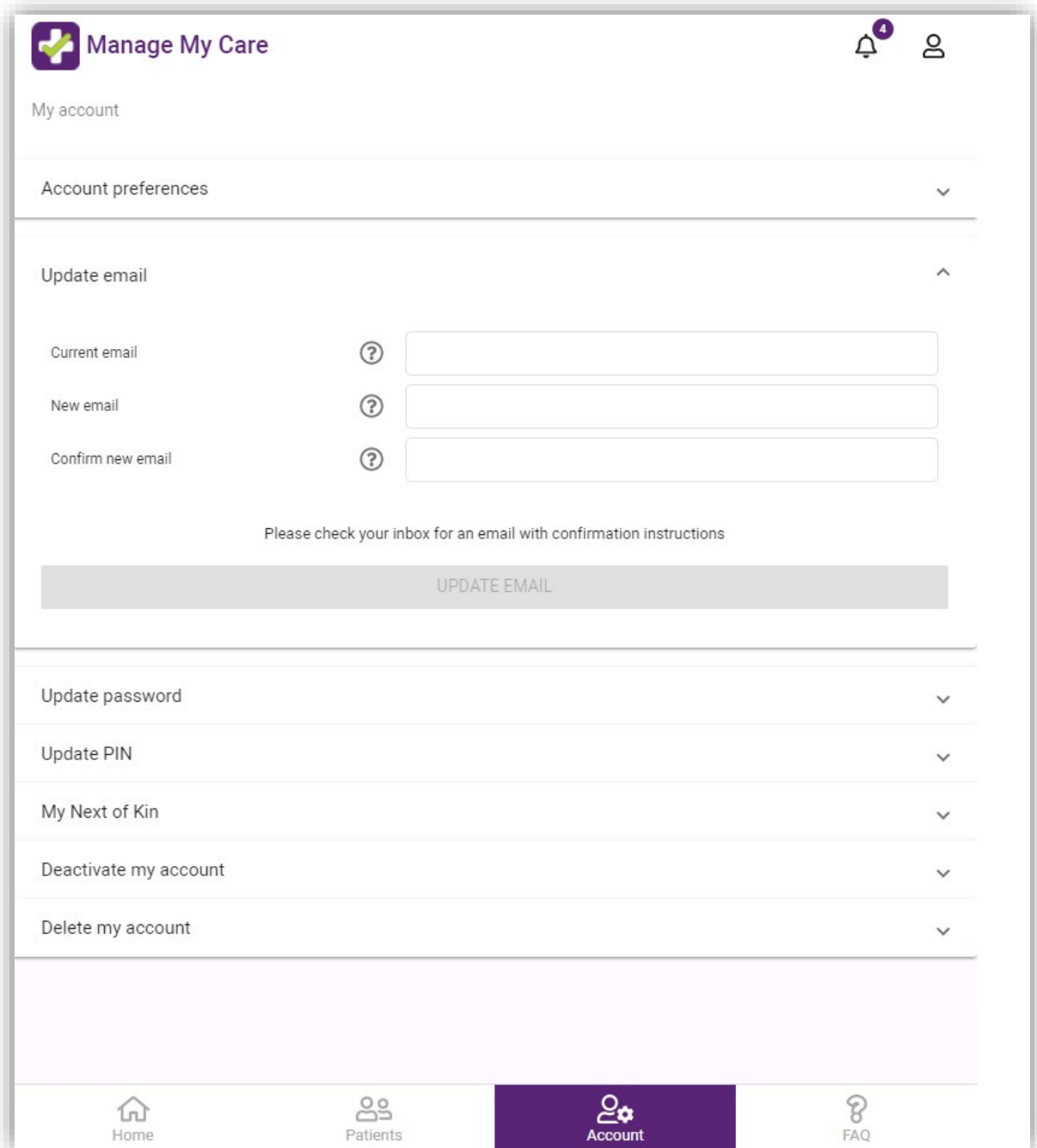
1. If you would like to hide all your appointment and referral information from your Next of Kin, change your default setting in “Account preferences”.



Account settings

How to update your email, password & PIN

1. Your email, password and PIN can be updated in the Account section.
2. To update your email fill out the fields indicated.



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

The screenshot displays the 'Manage My Care' application interface. At the top left is the app logo and title. On the top right are notification and profile icons. Below the title is a 'My account' section with a list of menu items: 'Account preferences', 'Update email', 'Update password', 'Update PIN', 'My Next of Kin', 'Deactivate my account', and 'Delete my account'. The 'Update password' option is expanded, revealing three input fields: 'Current password', 'New password', and 'Confirm new password'. Each field has a question mark icon to its left. Below the fields is a grey 'UPDATE PASSWORD' button. At the bottom is a navigation bar with four icons: Home, Patients, Account (highlighted), and FAQ.

Manage My Care

My account

- Account preferences
- Update email
- Update password
- Update PIN
- My Next of Kin
- Deactivate my account
- Delete my account

Current password ?

New password ?

Confirm new password ?

UPDATE PASSWORD

Home Patients Account FAQ

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

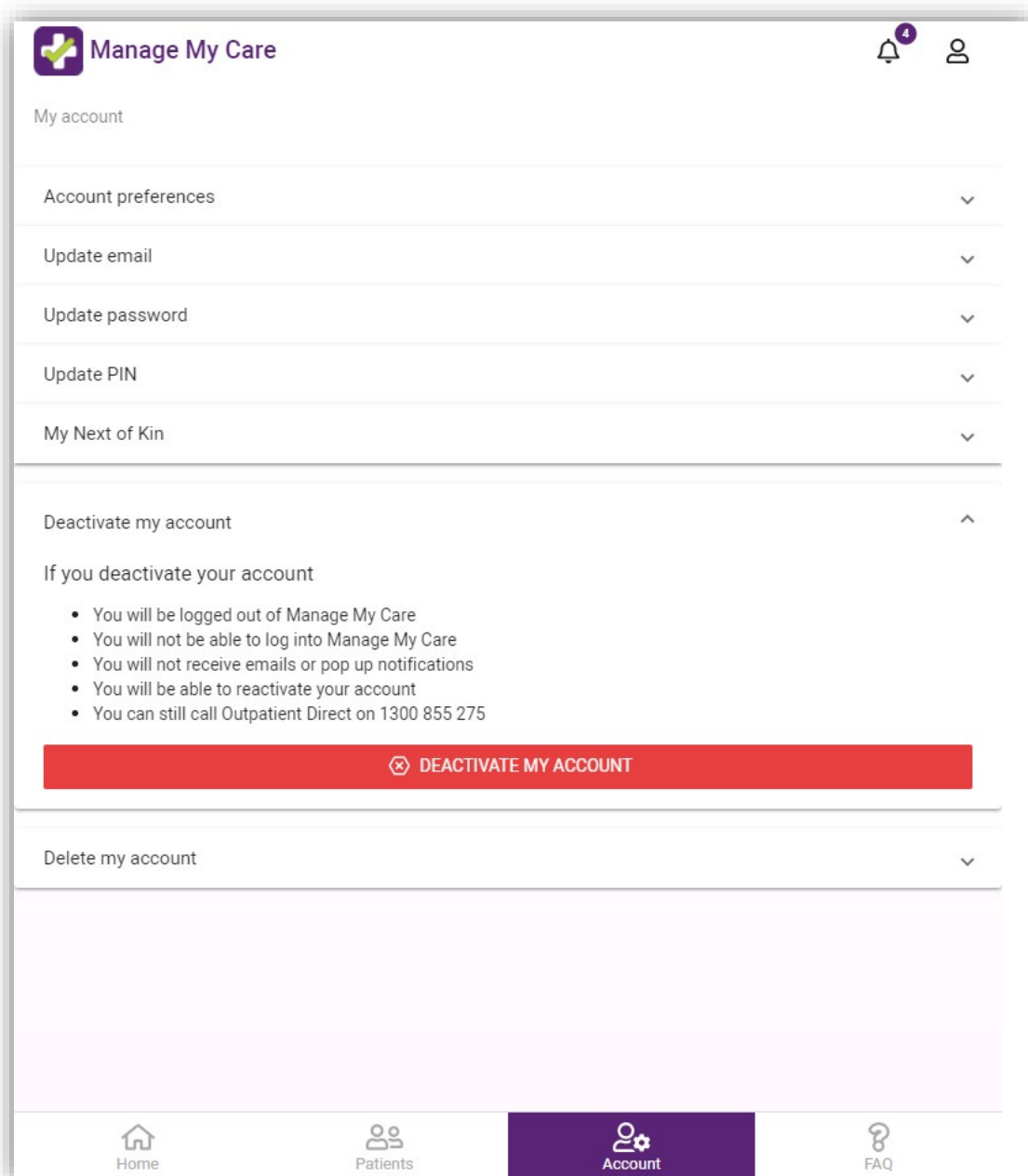
The screenshot displays the 'Manage My Care' mobile application interface. At the top left, there is a purple cross icon and the text 'Manage My Care'. On the top right, there is a notification bell icon with a purple circle containing the number '4', and a user profile icon. Below the header, the text 'My account' is displayed. A list of account management options follows: 'Account preferences', 'Update email', and 'Update password', each with a downward arrow. The 'Update PIN' section is expanded, showing three input fields: 'Current PIN', 'New PIN', and 'Confirm new PIN'. Each field has a question mark icon to its left. Below the input fields is a grey button labeled 'UPDATE PIN'. At the bottom of the screen, there is a navigation bar with four icons: 'Home' (house icon), 'Patients' (two people icon), 'Account' (person with gear icon, highlighted in purple), and 'FAQ' (question mark icon).

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.

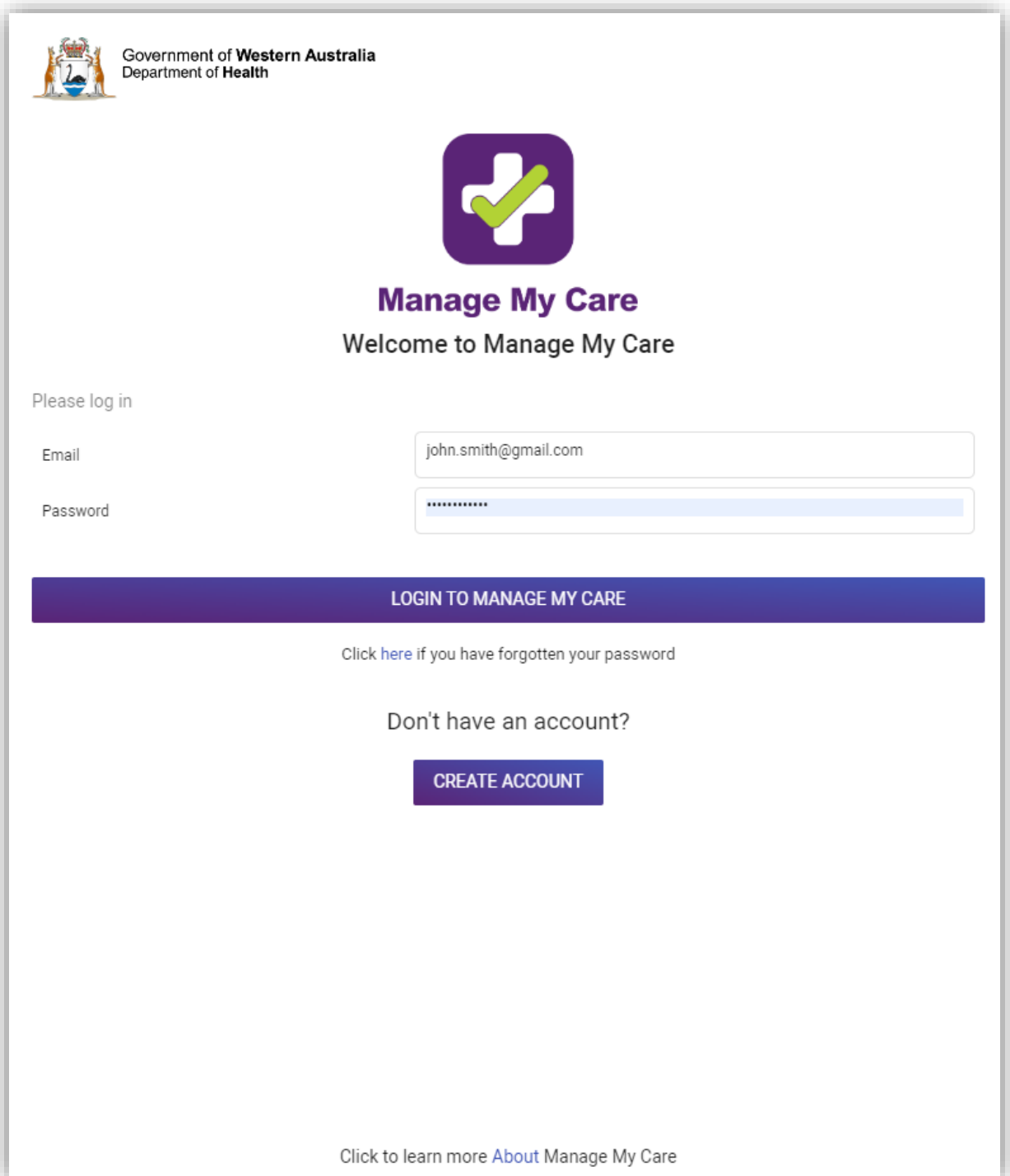
1. Read through the list of what will occur if you deactivate your account. If you still decide to deactivate your account, click the “Deactivate My Account” button.




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.



Government of **Western Australia**
Department of **Health**



Manage My Care

Welcome to Manage My Care

Please log in

Email

Password

LOGIN TO MANAGE MY CARE

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

Don't have an account?

CREATE ACCOUNT

[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 in to Manage My Care.

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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.

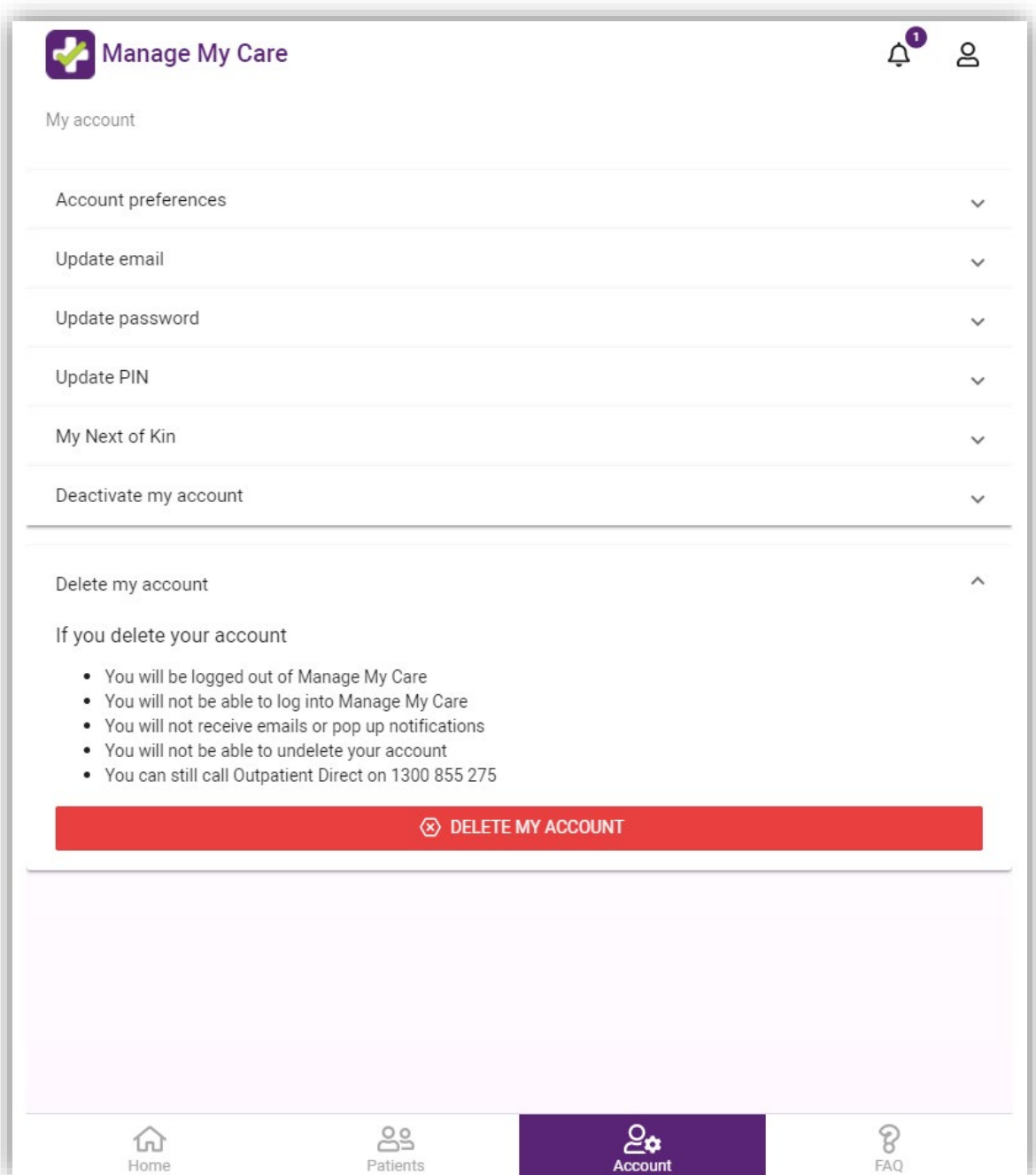
Sincerely,
The Manage My Care team

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](#).

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, in the Account section under “Delete my account”, select the DELETE MY ACCOUNT button. Accounts that are deleted cannot be reactivated.



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 re-sent, make sure that you use the most recent code. If you are still having issues, call the [Manage My Care Support Line](#).

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](#) 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 the [Manage My Care Support Line](#).

Further Support

If you require further support, you can call the **Manage My Care Support Line** on **1800 517 133** (Monday-Friday, 7:30am-4:30pm).

If you require further support with managing outpatient appointments and referrals, you can call **Outpatient Direct** on **1300 855 275** (Monday-Friday, 7:30am-5:30pm).