

# MAURI ORA STUDENT HEALTH

MyIndici Patient Portal - Terms and Conditions  
Student Health, Te Herenga Waka



VICTORIA UNIVERSITY OF  
**WELLINGTON**  
TE HERENGA WAKA

Read, sign and return this form to reception or email to [mauriora@vuw.ac.nz](mailto:mauriora@vuw.ac.nz)

MyIndici is a patient portal which allows you to access your health information in a secure online environment. You are able to make notes and entries that you can then make accessible to staff at Student Health if you wish. We fully support the concept of a patient held health record. It is a way to have secure electronic communication with you and will help Student Health manage your healthcare more effectively.

**IMPORTANT: DO NOT USE MYINDICI TO COMMUNICATE ACUTE SERIOUS PROBLEMS. FOR ALL URGENT MEDICAL ISSUES CALL 111 IN AN EMERGENCY AND ASK FOR AN AMBULANCE OR CONTACT STUDENT HEALTH WITHIN NORMAL BUSINESS HOURS.**

## Online Appointments:

You can use MyIndici to book 15-minute appointments with your GP. If you think you need longer than a standard 15-minute appointment you will need to call Student Health to arrange this. Examples of appointments that require additional time are:

- Medicals e.g. Driving, travel etc
- Complex mental health
- Minor procedures
- Contraceptive device insertions e.g. IUCDs & Jadelles

You can also use the portal to cancel appointments you no longer require.

## Repeat Prescriptions:

We encourage you to use the Request Prescription service. You will receive an email when your Doctor has actioned the prescription request. Allow 3 working days for this service. If you need a prescription more urgently, then you will need to call Student Health to arrange this.

By signing the below, I acknowledge that I have read and understand the above information. I will not switch off automatic notifications. I will use MyIndici to check lab results and action as per the Doctor's recommendations. I understand that Doctors will not reply to email consultations without prior discussion. I am aware that in an urgent situation I will need to call 111 and ask for an ambulance.

## Test Results:

We will use MyIndici as one of the ways of notifying you of your test results. When we file a result, you will be sent an email saying your record has been updated.

**Do not switch off the automatic notification box in your inbox setup.**

The 'Lab Results' section in the 'Health Summary' option is where you will find your tests results. One column has your Doctor's comments on the test. For more detail click the blue 'i' button. Read your Doctor's comments and take any action that has been recommended. If there are serious abnormalities, we will contact you by text and phone.

## Email Communication Via MyIndici:

Not all issues can be resolved using the email service; if this is the case the doctor will inform you of this in their response. **This is not an acute service. We endeavor to reply quickly to an email but in some situations, it may be several working days before we are able to respond.** If your GP is on leave, then the GP who is covering them will receive your email.

## More Services:

Over time we will add more services. We will inform you as these become available.

## Fees:

There is no fee for accessing and using MyIndici; however some of our services do incur a cost and a list of these can be found here:

<https://www.wgtn.ac.nz/student-health-counselling/costs>

Name:

Date of Birth:

Signed:

Today's Date:

Email address for My Indici: