

MyIndici patient portal - FAQs

What is a patient portal?

A patient portal is a secure, convenient online platform for accessing your health information and interacting with your GP practice.

What is available on the portal?

Some of the key features include:

- Booking/cancelling appointments with your usual provider
- Make routine repeat prescription requests
- View the medications you are on
- See your immunisation history
- Send and receive secure non urgent messages to and from your GP
- Conveniently access video consultations through the app
- Access to online health and wellbeing resources (being populated)

Who can access the portal?

Enrolled student health patients and current VUW international students.

How do I access it?

The portal can be accessed 24/7 by visiting <https://itsmyhealth.nz/> or by downloading the MyIndici app via your mobile app store.

How do I register?

You can register by expressing an interest, either in person or by dropping us an email to mauriora@vuw.ac.nz. You will then be provided with the user agreement and once you have read, signed, and returned it then you will receive your login instructions.

Will Student Counselling information and appointments show on the portal?

The portal is exclusively for Student Health.

How safe is the portal?

Your health information remains secure. An audit trail will show who has accessed the patient portal, to make sure your health information has been seen only by staff who are allowed to see it. You should protect your patient password as carefully as you would protect an electronic banking password.

Why is my registered GP different to the one I see regularly?

If this is the case, then just let us know and we will be happy to assist. It is entirely up to you which GP you would like to see and be registered with.

Why can I only book appointments and communicate with my registered GP on the portal?

To provide the best continuity of care it is recommended to see the same GP. If you would like to change or to discuss other appointment options, then give us a ring on **04 463 5308**.