



Manage My Care

How-To Guide

A step-by-step guide on how to get started



How to download Manage My Care

1. Search for “Manage My Care” in your preferred app store to download the app
2. Or visit healthywa.wa.gov.au/ManageMyCare

How to make an account

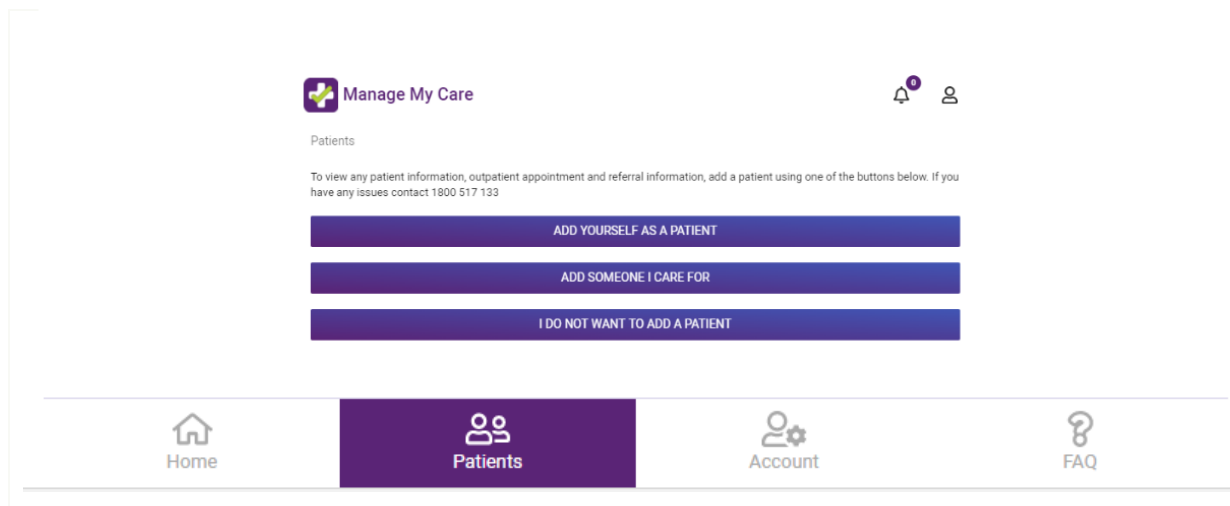
- To create an account, select “Create My Account” in the centre of the screen.

The screenshot shows the Manage My Care app interface. At the top, there is a purple header with the text "Manage My Care". Below this is the Government of Western Australia Department of Health logo. The main heading is "Manage My Care" followed by "Welcome to Manage My Care". A link labeled "Create My Account" is highlighted with a yellow circle. Below this, there is a "Please log in" section with input fields for "Email" and "Password". At the bottom, there is a grey button labeled "LOGIN TO MANAGE MY CARE" and a link that says "Click here if you have forgotten your password". At the very bottom, there is a link that says "Click to learn more About Manage My Care".

- Enter your details, create a password and PIN and then select “Create Account”.
- A confirmation code will be sent to the email provided.
- Once you have entered the confirmation code you will be able to access your new Manage My Care Account.

How to add yourself as a patient

1. On the “Patients” page, select “Add yourself as a patient”
2. Fill out all the fields, including your U/R number and full name
3. Once your information is correct, select “Add”
4. An SMS code will be sent to your mobile number listed in the WA hospital administration system. Once it has been entered, you will appear as a patient in your Manage My Care account.



How to add another patient

1. On the “Patients” page, select “Add someone I care for”
2. Fill out all the fields, including their U/R number and full name
3. Once their information is correct, select “Add”
4. An SMS code will be sent to your mobile number listed in the WA hospital administration system which you will need to enter
5. An SMS code will then be sent to the patient’s mobile number listed in the WA hospital administration system with a link requesting permission for you to access their patient information
6. Once permission has been given, they will appear as a patient in your Manage My Care account.

The screenshot shows the 'Manage My Care' app interface. At the top, there is a purple header with the 'Manage My Care' logo on the left and a notification bell and user profile icon on the right. Below the header is a dark blue bar with a white 'Back' arrow and a white 'adding' button with a plus icon. 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 input fields, each with a question mark icon to its left: 'Patient U/R', 'Date of birth' (with a calendar icon on the right), 'First name', 'Last name', 'My first name', and 'My last name'. At the bottom of the form is a grey button with a plus icon and the text '+ ADD'. The bottom navigation bar is purple and contains four icons: 'Home' (house icon), 'Patients' (people icon), 'Account' (person with gear icon), and 'FAQ' (question mark icon).

How to add a patient under the age of 16

1. On the “Patients” page, select “Add someone I care for”.
2. Fill out all the fields, including the patient’s U/R number and full name, and your full name
3. Once their information is entered correctly select “Add”
4. An SMS code will be sent to your mobile number listed in the WA hospital administration system. Once it has been entered, they will appear as a patient in your Manage My Care account.

Where to get more information

User Guides and FAQs can be found on healthywa.wa.gov.au/ManageMyCare

Or call Outpatient Direct on 1800 517 133 (Monday –Friday, 7:30am –5:30pm).