



Manage My Care

FAQs about Manage My Care

Contents

- Where is Manage My Care Available? 3
 - What hospitals and clinics are using Manage My Care? 3
 - What is Outpatient Direct? 3
 - What does it mean if my clinic is not supported by Outpatient Direct? 3
 - What does it mean if Manage My Care is not available at a hospital? 3
 - Do I have to use Manage My Care? 3
- How do I use Manage My Care? 4
 - What devices can I use to access Manage My Care? 4
 - Who can have a Manage My Care account? 4
 - What is a U/R number? 5
 - What information can someone see if they have added me as a patient to their account? 5
 - How do I hide referral information and appointments from my contacts? 5
- Why can I see my information in Manage My Care? 5
 - Where does the information in Manage My Care come from? 5
 - What should I do if the information in Manage My Care is incorrect? 5
 - How secure is my account? 5
- Your appointments and referrals 6
 - Why can't I see my referral? 6
 - Why can't I see my appointment? 6
 - Why has my appointment disappeared? 6
- Troubleshooting 6
 - Why didn't I receive an email? 6
 - Why can't I book an appointment? 6
 - Why isn't my activation code working? 7
 - Will I be logged out of the app after a period of inactivity? 7

How do I reset my password or PIN? 7

What do I do if I can't log in because I've forgotten my password?..... 7

What do I do if I can't log in because I've forgotten my PIN? 7

What happens if I have forgotten both my password and PIN? 7

How do I protect my privacy and keep my details safe? 7

What do the colours on my appointment and referral mean?..... 7



Where is Manage My Care Available?

What hospitals and clinics are using Manage My Care?

Manage My Care is currently available at select WA public hospitals that are supported by Outpatient Direct. Visit healthywa.wa.gov.au/ManageMyCare to view the full list.

What is Outpatient Direct?

Outpatient Direct is a WA based telephone services that assists patients to manage their outpatient appointments at certain specialties and clinics. For queries relating to your appointment, call 1300 855 275 (Monday – Friday, 7:30am – 5:30pm).

A full list of clinics that are supported by Outpatient Direct can be found by visiting healthywa.wa.gov.au/OutpatientDirect.

They also provide comprehensive support for users of Manage My Care. For Manage My Care related queries call 1800 517 133 (7:30am – 5:30pm).

What does it mean if my clinic is not supported by Outpatient Direct?

If Manage My Care is available at your hospital, but your clinic is not supported by Outpatient Direct, it means you will be able to use Manage My Care to view your outpatient information, and update your patient information (e.g. address, contact number). However, you will not be able to use Manage My Care to confirm, or request to reschedule your appointment or discharge your referral.

If Manage My Care is available at your hospital and clinic is supported by Outpatient Direct and, then you will be able view your outpatient information, update your patient information as well as request to confirm or reschedule or cancel your appointment or referral.

What does it mean if Manage My Care is not available at a hospital?

If Manage My Care is not available at your hospital, you will not be able to see any referrals or appointments booked at that hospital, in Manage My Care. If you have an appointment at one hospital that is using Manage My Care, and another that is not, then you will only be able to see the appointments for the hospital where Manage My Care is available.

Regardless of if Manage My Care is available at the hospital or not, you will still receive the standard communications for your outpatient appointment. This includes an SMS notification once a referral has been accepted by the hospital, an appointment letter sent approximately four (4) weeks before your scheduled appointment date, and an SMS reminder sent two (2) days before your outpatient appointment.

If your clinic is supported by Outpatient Direct, you can still call them on 1300 855 275 (Monday – Friday, 7:30am – 5:30pm) to reschedule, cancel or enquire about your outpatient appointment.

If your clinic is not supported by Outpatient Direct, you will need to follow the advice on your appointment letter or call the hospital, to enquire or reschedule your appointment.

Do I have to use Manage My Care?

No. Manage My Care is an optional way to view and manage your outpatient appointments and information. You will continue to have appointment letters, SMS reminders and access to Outpatient Direct on 1300 855 275 (Monday – Friday, 7:30am – 5:30pm) to manage your referrals and appointments.



How do I use Manage My Care?

What devices can I use to access Manage My Care?

You can access Manage My Care as an app on a mobile device or through your internet browser by visiting healthywa.wa.gov.au/ManageMyCare.

The minimum system requirements for Manage My Care for your mobile device:

- Android 6
- iOS10 for Apple.

The minimum browser requirements for Manage My Care:

- Chrome 60
- Edge 14
- Firefox 54
- Internet Explorer 10
- Safari 9.

If your browser uses an older, Manage My Care may still work, but there may be screen layout, rendering and functional issues.

Who can have a Manage My Care account?

Anyone with a valid email address can create a Manage My Care account. It is important to know that making an account is only the first step. Before you can view any patient information in Manage My Care, you will need to add a patient to your account.

However, not everyone will be able to add a patient to their Manage My Care account. Adding a patient involves linking a WA Health patient record to your Manage My Care account and requires that you can provide the necessary detail to verify that you are authorised to see the patient information (for yourself or someone else).

Can I add myself as a patient?

If you have had a new referral since December 2018 or have an upcoming outpatient appointment, you will be able to add yourself as a patient in Manage My Care. Visit the healthywa.wa.gov.au/ManageMyCare to access a User Guide to find out how

If you have an older referral and no upcoming appointments you will still be able to register if you update or confirm your demographics by calling Outpatient Direct on 1300 855 275 (Monday – Friday, 7:30am – 5:30pm).

Can I add someone else as a patient?

If you care for someone who has had a new referral since December 2018, or has an upcoming outpatient appointment, you may be able to add them as a patient to your Manage My Care account. To do this you must be an eligible contact and the patient must give their permission before you can see any of their information. If you would like to add a minor (under the age of 16) as a patient to your account, only authorised contact types (Next of Kin or Preferred Contact) can do this. Visit the healthywa.wa.gov.au/ManageMyCare to access a User Guide to find out how.

If you would like another person to view your patient information through Manage My Care (i.e. they add you as a patient to their Manage My Care account), it is important to make sure your Next of Kin contact details on your WA Health patient record are up to date. This can be done by contacting Outpatient Direct on 1300 855 275 (Monday – Friday, 7:30am – 5:30pm) or by speaking to clinic staff.



What is a U/R number?

Your U/R (unit record) number is a unique identifier to every patient that has ever visited a WA Health public hospital. The U/R number can be found in the top right corner of an appointment letter or on some SMS messages sent from the hospital.

If you do not have an appointment letter or SMS message, you can call Outpatient Direct Manage My Care on 1800 517 133 (Monday – Friday, 7:30am – 5:30pm) or enquire next time you visit your hospital clinic.

What information can someone see if they have added me as a patient to their account?

If you have been added as a patient to someone else's account and you also have they can see the same information visible to you. You can change what appointment and referral information is visible to your carers, or you can remove their access to your patient record altogether.

How do I hide referral information and appointments from my contacts?

If you have been added as a patient to someone else's Manage My Care account, you can control what they see using your own Manage My Care account. Once you've logged in, you can see who has added you as a patient to their account, by going to the Accounts page, and looking at 'Contacts'. If you untick the box next to a contact's name it will remove you as a patient from their account. This means that person will no longer be able to see your information through Manage My Care. If you click the trashcan icon, you will remove them as a contact from your WA Health patient record.

Alternatively, if there are certain appointments or referrals you would like to hide from other people, you can do this by unticking the box "Allow this referral and subsequent appointment(s) to be seen by cares".

Why can I see my information in Manage My Care?

Where does the information in Manage My Care come from?

The information in Manage My Care comes from the WA Health Patient Administration System (WebPAS). This is used by all WA public hospitals to manage patient appointment information. The information is live, which means that it shows you your outpatient information in real-time.

What should I do if the information in Manage My Care is incorrect?

Your information in Manage My Care is a reflection of the information in WebPAS. You can update the address and contact details of any adult patients within Manage My Care, by clicking on the patient's name and selecting the edit icon in the top right hand corner.

Alternatively, you can contact Outpatient Direct on 1300 855 275 (Monday – Friday, 7:30am – 5:30pm) or update your information next time you attend an outpatient clinic.

How secure is my account?

Manage My Care has been designed with a high level of security. No personal data is stored on your device or browser. More information can be found in the [Terms of Use](#).

Your password and PIN are unique to your account, help ensure your privacy by keeping these private. When using Manage My Care via a browser or on a shared device always log out of Manage My Care at the end of your session.

If you are accessing Manage My Care on your personal mobile device, follow the advice on [stay smart online](#) to ensure your mobile device is as safe as possible.



If you feel there are any issues with the security of your information, contact ManageMyCare@health.wa.gov.au.

Your appointments and referrals

Why can't I see my referral?

It can take up to two (2) weeks for a new referral to appear. If 2 weeks have passed since you were given your referral, you will need to contact your General Practitioner (GP) for more information.

Only referrals created after December 2018, will be visible in Manage My Care. Older referrals may be visible if they have an appointment booked in the future.

Why can't I see my appointment?

Before you can see any appointments in Manage My Care, you will need to add a patient to your account. If you have received an appointment letter but the appointment does not show on your Manage My Care account, check that you have added the patient to your account

Only upcoming appointments will be visible in Manage My Care, so if you do not have an appointment booked or it is booked too far in the future, you will not be able to see it in Manage My Care.

Once the date and time of an appointment has passed it will disappear from Manage My Care. However, appointments booked after December 2019 may be made visible again by looking at "Past Appointments". Visit the healthywa.wa.gov.au/ManageMyCare to access a User Guide to find out how.

If there are still issues, call Outpatient Direct Manage My Care on 1800 517 133 (Monday – Friday, 7:30am – 5:30pm).

Why has my appointment disappeared?

If you have request to cancel an appointment or referral, once this has been actioned by a staff member it will no longer appear in Manage My Care. If you have requested to reschedule an appointment, it may be booked too far in the future to be visible in Manage My Care. Once the date of the appointment is closer (at least 30 days away) it will be visible again.

Once the date and time of an appointment has passed it will disappear from Manage My Care. However, appointments booked after December 2019 may be made visible again by looking at "Past Appointments". Visit the healthywa.wa.gov.au/ManageMyCare to access a User Guide to find out how.

Troubleshooting

Why didn't I receive an email?

You will need to check that the email address you used to make your account is correct. It is also important to look for the email in your junk mail or spam folder, and if this is a recurring issue you can add the Manage My Care email address as a contact or saved email address.

If you are still having problems, contact Outpatient Direct Manage My Care on 1800 517 133 (Monday – Friday, 7:30am – 5:30pm).

Why can't I book an appointment?

Manage My Care does not allow patients to book their own appointments. Booking an outpatient appointment is not a simple process and involves coordinating complex hospital



schedules. For a new outpatient appointment, you will need to contact the clinic that has your referral or go back to your General Practitioner (GP) for a new referral.

Why isn't my activation code working?

Double check the code you have entered is correct and has not expired. They will expire after 48 hours. If you have been sent multiple codes, only the most recent code will work.

If your activation code still does not work, call Outpatient Direct Manage My Care on 1800 517 133 (Monday – Friday, 7:30am – 5:30pm).

Will I be logged out of the app after a period of inactivity?

If you do not use the system for 15 minutes, you will be prompted to re-enter your PIN before you can access your account. However, you will not be logged out of Manage My Care unless you choose to logout. Once logged out, you will need to enter both your password and PIN before you can access your account.

How do I reset my password or PIN?

Your password or PIN can be reset by logging in to your Manage My Care account and using the Update Password or Update PIN options on the Account Preferences screen.

What do I do if I can't log in because I've forgotten my password?

On the screen asking for your email and password when you first log-in, there is a button at the very bottom of the page that will direct you to where you can reset your password.

NOTE: You will need to provide your PIN to do this.

What do I do if I can't log in because I've forgotten my PIN?

On the screen asking for you to enter your PIN, there is a button at the very bottom of the page that will direct you to where you can reset your PIN.

NOTE: You will need to provide your password to do this.

What happens if I have forgotten both my password and PIN?

If you have forgotten both your password and your PIN, call Outpatient Direct Manage My Care on 1800 517 133 (Monday – Friday, 7:30am – 5:30pm) and they will assist you.

How do I protect my privacy and keep my details safe?

Visit <https://www.cyber.gov.au> to read advice on how to stay safe online.

What do the colours on my appointment and referral mean?

For referrals:

- **Black** – the referral has been accepted but is waiting for an appointment to be scheduled, appointments may not appear until 30 days prior to the appointment date.
- **Green** – the referral has been accepted and an appointment has been scheduled.
- **Orange** – a request to cancel this referral has been submitted.

For appointments:

- **Orange** – an appointment has been scheduled by the clinic.
- **Green** – you have confirmed that you are able to attend the appointment. Note – if required, the clinic may still reschedule this appointment. You will be notified if this occurs.
- **Black** – past appointment.