



HEALTH 365 – IMPORTANT INFORMATION

As a new user of Health 365, this document is to provide you with some advice about how best to make use of the Health 365 service.

We are concerned that some may use this service inappropriately, which may put their health in danger, and if this continues we may have to withdraw the entire service.

Health 365 is very useful for:

- Requesting prescription repeats
- Viewing your lab results
- Checking your immunisation records
- Checking that any allergies are up to date
- Communicating with your health care provider about **NON URGENT** things
E.g. the doctor has asked you to feedback some blood pressure readings, or how you are responding to a treatment

Please Note

- You may not get a reply to your message **within 5 working days**. If you feel the matter needs a reply sooner, phone the practice and speak to a member of staff.
Do not use Health 365.
- If you think your question cannot be answered in one or two sentences, you probably need an appointment, so phone and book for either an in person or telehealth (phone or video) consultation.
- Online Conversation – **you will be charged for this service**. We try and avoid consultations over Health 365 as they are time consuming and inefficient for you and your doctor.

Health 365 is not to be used for anything urgent such as:

- Medical emergencies
- Significant pain including chest pain/abdominal pain and headaches
- For injuries or bleeding
- Shortness of breath
- Instead of a consultation with your doctor

This is because your health care provider may not see your message for several days and we do not want an assessment for urgent issues to be delayed. If you are unsure if your issue is urgent or not, then **DO NOT** use Health 365, but call **07 549 0411** and speak to a member of staff.

Health 365 can work brilliantly well. BUT at the moment it is not being used as it should be. If we keep receiving urgent messages via Health 365, we will have to withdraw the service. We don't want Health 365 to put you in danger.

If you require any assistance about using Health 365, please contact our reception team who will be happy to help you get the most out of Health 365.

Thank you from the Team