



MyPatients

ACCESSING THE MYPATIENTS APPLICATION

A HOW-TO GUIDE FOR PRACTICE MANAGERS

PRACTICE MANAGERS KINDLY NOTE,

THE MYPATIENTS APP WILL REPLACE THE CURRENT PATIENT TILE AND MEMBER SITE. MOVING FORWARD, PRACTICE MANAGERS WILL USE THE MYPATIENTS APP TO ACCESS THEIR PATIENTS' INFORMATION FOR BILLING PURPOSES.



VALUE-ADD TO THE PRACTICE

The MyPatients app will provide access to the following:

- The same secured application as the doctor
- Downloadable demographic information of the patient
- A real-time view of the doctor's patients within the hospital
- A clinical coding lookup



FUTURE FUNCTIONALITIES

- Ability to control access rights within the practice

Future functionalities are planned, and we welcome any feedback and suggestions in this regard. Please do so by using the MyPatients app.



HOW TO ACCESS MYPATIENTS APP

Accessing the MyPatients app on your computer:

Once access has been granted, simply click on this link to navigate to the MyPatients app login screen:
<https://mypatients.mediclinic.co.za/>

Kindly note that there are two roles in the application:

1. **Doctors Role:** This role grants the user the ability to see demographic and clinical data about the patient.
2. **Practice Administration Role:** This role grants the user the ability to see demographic and medical aid information of relevant patients.

Both roles will log in using the same URL: <https://mypatients.mediclinic.co.za/>



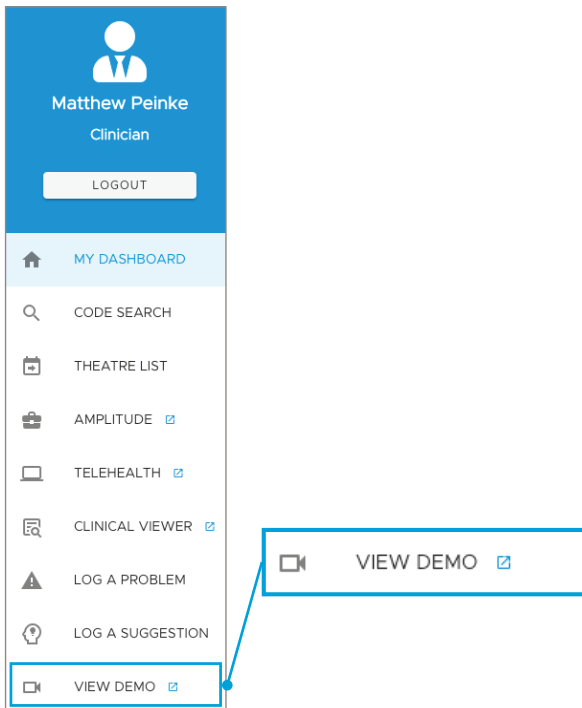
SUPPORT

Should you experience any issues accessing the MyPatients app, please contact the Mediclinic Service Desk via one of the following channels:

- ☎ 086 012 2123
- ✉ servicedesk@mediclinic.co.za
- 📞 087 240 6010



WATCH TRAINING VIDEO



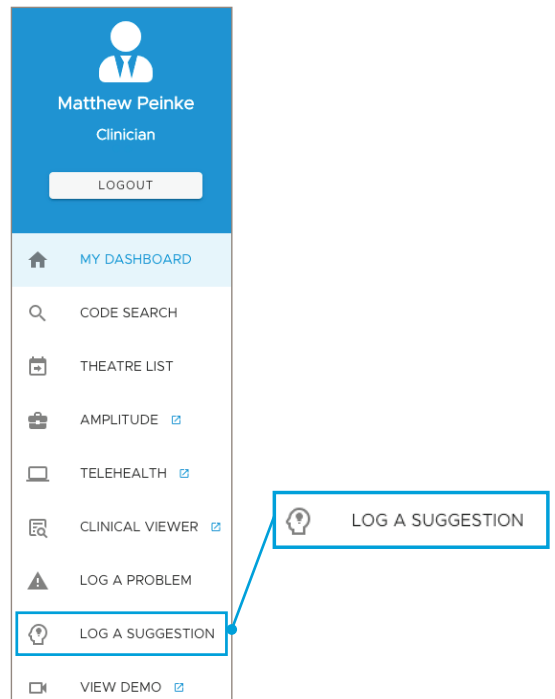
To find out more about the functionality of the MyPatients app, please view a short demo which explains the different features that are available.

The video can be accessed by way of the quicklink menu or via this link:

<https://live.mediclinic.tv/myprs>



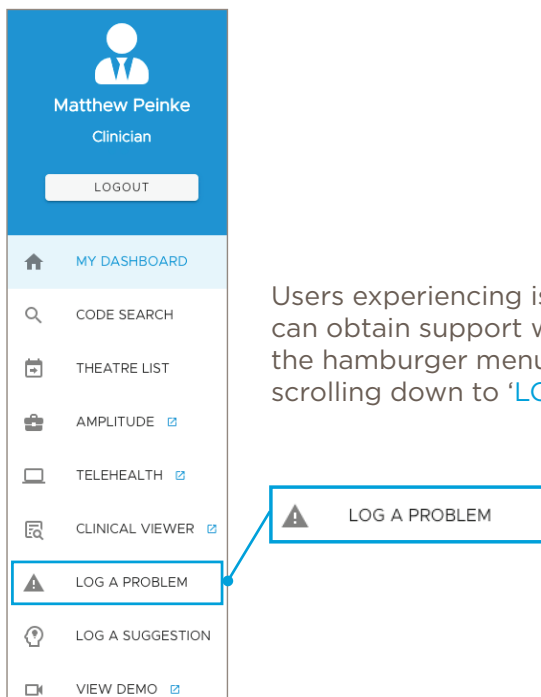
FEEDBACK



Mediclinic encourages feedback on our applications to ensure that we continue to deliver quality solutions to our customers and affiliates. Users who wish to provide suggestions or feedback on the MyPatients app can do so within the app by clicking on the hamburger menu on the left-hand side and scrolling down to 'LOG A SUGGESTION'.



LOG A PROBLEM ONLINE



Users experiencing issues with the MyPatients app can obtain support within the app by clicking on the hamburger menu on the left-hand side and scrolling down to 'LOG A PROBLEM'.