MEDICLINIC

MyPatients

ACCESSING THE MYPATIENTS APPLICATION

A HOW-TO GUIDE FOR DOCTORS

DOCTORS KINDLY NOTE,

THE MYPATIENTS APP WILL REPLACE THE CURRENT PATIENT TILE AND MEMBER SITE. MOVING FORWARD, USERS WILL NEED TO USE THE MYPATIENTS APP TO ACCESS THEIR PATIENTS' INFORMATION.

VALUE-ADD TO THE PRACTICE

The MyPatients app provides:
- A view of admitted patients and their location within the hospital
- A view of patients admitted across all Mediclinic hospitals (where applicable)
- Separate user access for doctors and practice administrators in line with data privacy requirements
- Access to other Mediclinic clinical tools that doctors may utilise (e.g. Amplitude and Telehealth).
- Access to a clinical viewer
- Access to view the Theatre List

FUTURE FUNCTIONALITIES

Future functionalities include:
- Interoperability
- Increased clinical information around the patient history and episodes of care
- Ability to control access rights within the practice
- Improved theatre functionality

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 about the doctors patients, as well as an ability to download the information for administrative purposes.

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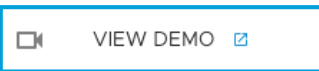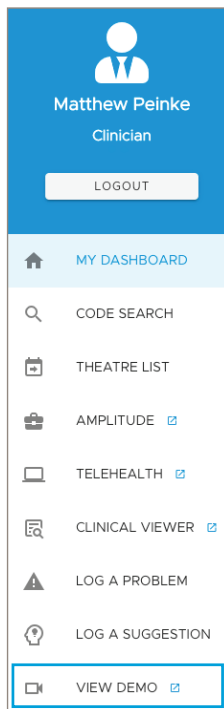
SUPPORT

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
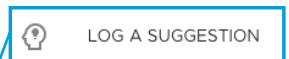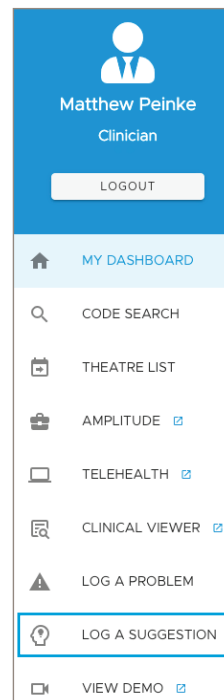
WATCH TRAINING VIDEO

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:
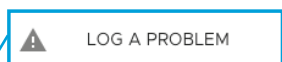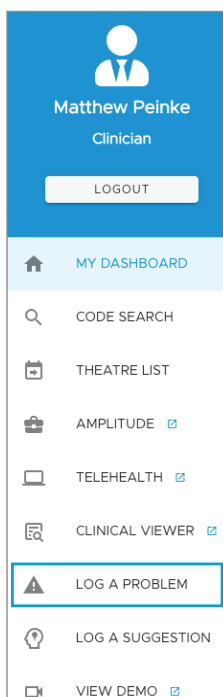https://live.mediclinic.tv/mypdrs

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'.

EXPERTISE YOU CAN TRUST.