

Patient Online Pre-Admissions Portal Instructions

29th June 2015

Version	Update date	Updated by	Description
2.0	29/06/15	Healthcare PMO	Instruction document

Contents

1	Overview	3
2	Patient Online Pre-Admissions Form Step by Step Instructions	4
2.1	New Account Registration and Logon.....	4
2.2	Completing a New Online Pre-Admission Form.....	8

1 Overview

Health Care Australia has now designed a tool that will enable patients to logon to our website and complete the Pre-Admission form that you are required to fill in, when attending for a Hospital Visit – ie Surgery.

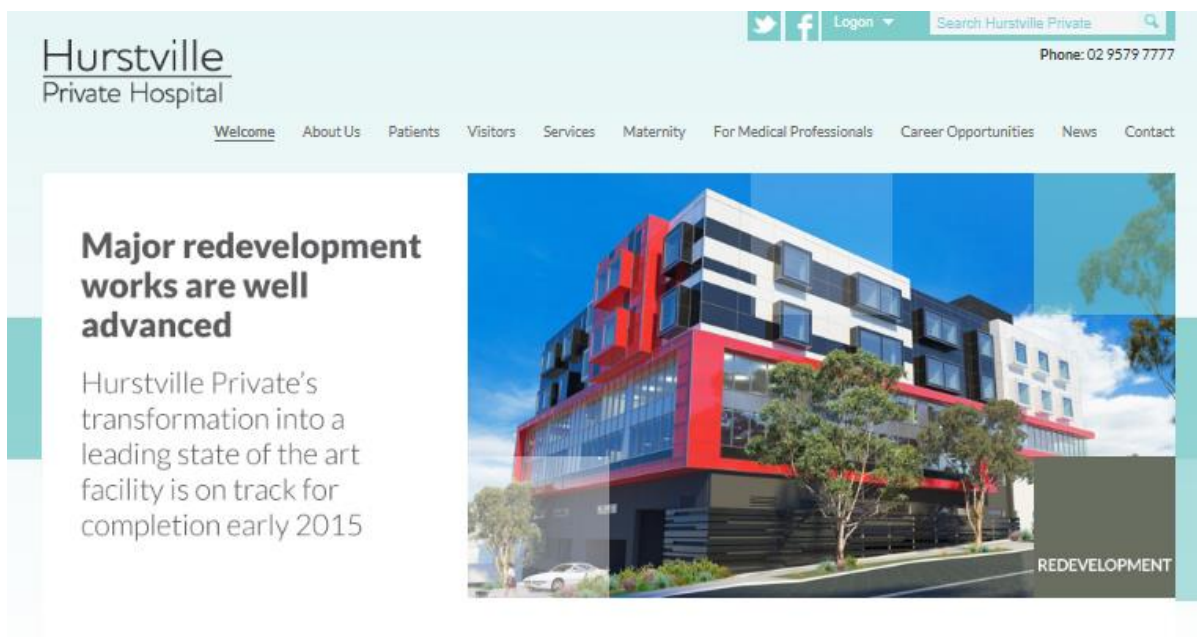
From July 2015 Hurstville Private will be transitioning from the existing paper based pre-admission forms to an electronic online process – an easier and far more convenient way for patients to provide their personal and medical details to us in advance of their admission date.

This instruction document describes the basic flow of steps you can follow in order to complete the Pre-Admission Online Form for your upcoming Hurstville Private admission.

2 Patient Online Pre-Admissions Form Step by Step Instructions

2.1 New Account Registration and Logon

1. Go to Internet Explorer and enter in Hurstville Private website address:
www.hurstvilleprivate.com.au



2. On the main Hurstville Private website you will see a “Online Portal” link – click on this link to begin the process.



3. In order to commence the Online Pre-Admission process you will need to register yourself with a new user account.

New User

- a. If this is your first time entering the Online Pre-Admission Portal and you do not have a user account, you will need to complete the left hand side of the screen below, including:

- i. First Name
 - ii. Last Name
 - iii. Email address
 - iv. Re-enter your email address
 - v. Create a password
 - vi. Select your gender
 - vii. Enter your date of birth
- b. Then once you have entered your base account details, click on the 'Register' button.

healthcare Hurstville Private Hospital

Welcome to HealthCare's
Your Health Portal

- Complete, edit & manage pre-admission forms
- Send pre-admission forms securely
- Auto complete for family members

New user? Register here

First name

Last name

Email

Re-enter email

Create password

I am
Select Sex:

Date of birth
Day Month Year

By clicking register, you agree to our [Terms](#) and that you have read and understood our [Data Use Policy](#).

Already registered? Login here

Email

Password

[Forgot your password?](#)

Already Registered

- c. If you have already registered and have an user account then simply enter your details on the right hand side of the screen above. This will include:
 - i. Email address
 - ii. Password – if you have forgotten your password click on the ‘forgot your password’ link and follow the prompts and instructions.
 - d. Then once you have entered your login details, click on the ‘Login’ button.
 4. When you are registering for the first time, once you have clicked on ‘Register’ you will need to agree to the ‘Privacy Statement’ by Checking the check box, click Register.

Consent for Collection of Health Information ×

Primarily, your personal information is collected by us to ensure you receive quality health services whilst under our care. This information may need to be shared with members of your treating team. Where necessary, your personal information may be disclosed to other health care providers, such as your GP, home service provider or district health nurse. Such disclosure may be by telephone, fax or email.

I agree, I acknowledge and understand this agreement

[Register](#)

5. You will now receive an email message that will allow you to confirm your registration. Please access your personal email account from your computer to verify a confirmation email has been received.

The email message should look as follows:

Dear XXXX,

Thank you for registering for the Healthe Portal to complete your online pre-admission. To activate your new account and to proceed to online pre-admission, please click the link below.

[Activate Account](#)

Kind Regards,
Your Healthe Portal Online Admissions Team

6. In order to activate your new account and proceed with completing the Online Pre-Admission, click on the blue 'Activate Account' link in your email confirmation message.
7. You should automatically be taken back to the Online Pre-Admission Login page. This time you simply need to complete the right side of the Login screen – and enter your
 - a. Email address
 - b. Password

healthcare Hurstville Private Hospital

Welcome to Health Care's
Your Health Portal

- Complete, edit & manage pre-admission forms
- Send pre-admission forms securely
- Auto complete for family members

New user? Register here

First name

Last name

Email

Re-enter email

Create password

I am

Select Sex: [v]

Date of birth

Day [v] Month [v] Year [v]

By clicking register, you agree to our [Terms](#) and that you have read and understood our [Data Use Policy](#).

Register

Already registered? Login here

Email

Enter email

Password

Password

Forgot your password?

Login

2.2 Completing a New Online Pre-Admission Form

1. Once you have logged into the system, you are now at a point where you can create your Online Pre-Admission for your upcoming admission to the Hospital.
2. To begin, you must complete your “Your Profile” which contains 3 pages:
 - a. **Page 1: Patient details** – such as name, address, contact details, demographic,
 - b. **Page 2: Next of Kin details** – such as dependents, family contacts, power of attorney
 - c. **Page 3: Medicare details** – medicare and concession card details
3. Below is a sample of the ‘Your Profile’ pages that you will need to complete:

Page 1:

Your Health Portal My Profile My Forms Sign Out

Please review your profile and check that all required fields have been entered.
 Click to see missing information.
 When your profile is complete you can create a new preadmission form to enter the details of your hospital visit.

Patient Details * Fields Required

Title *

Surname *

First Given Name *

Second Given Name

Preferred Name

Previous Surname (if applicable)

Address

Residential Address *

Suburb *

State *

Post code *

Is your postal address the same as your residential address? * No Yes

Contact Methods

Home Phone *

Mobile Phone No

Work Phone No

Email Address

Birth Details

Gender *

Date of Birth *

Is this an estimated Date of birth? No Yes

Demographics

Occupation

Marital status *

Religion *

Country of Birth *

Are you an Australian resident? *

Indigenous Origin *

Language Spoken at Home *

Do you require an interpreter? * No Yes

Preferred Language for interpreter

Save & Continue Save & Exit

Page 2:

Please review your profile and check that all required fields have been entered.
 Click to see missing information.
 When your profile is complete you can create a new preadmission form to enter the details of your hospital visit.

Next of Kin * Fields Required

Full Name *
Relationship *
Address
[Click to Copy Residential Address *](#)
Suburb *
State *
Post Code *
Phone
Mobile
Email

Person to Notify

Full Name
[Click to Copy Next of Kin](#)
Relationship
Address
[Click to Copy Residential Address](#)
Suburb
State
Post Code
Phone
Mobile
Email

Enduring Power of Attorney

Enduring Power of Attorney Full Name
Phone No
 If you have an enduring power of attorney please bring your documents with you to hospital.
 Does this person have :
Power of Attorney Medical No Yes
Power of Attorney Financial No Yes
Enduring Guardianship No Yes

Save & Continue Save & Exit

healthcare **Hurstville Private Hospital**

Signed in as

Your Health Portal My Profile My Forms Sign Out

Medicare Card Details * Fields Required

Medicare Number

Position on Medicare Card Name Position on Card

Expiry Month Year

Concession Card Details

Concession Card

Expiry Month Year

Healthcare Card

Expiry Month Year

Pension Card

Expiry Month Year

Safety Net Card

Expiry Month Year

Veteran Affairs

Expiry Month Year

Save & Continue Save & Exit

- Once all 3 pages of your profile have been completed when you press save and continue, the Portal will confirm that you have completed all mandatory fields. If some fields are not complete, it will highlight to you.
- Once the Profile is completed successfully, the following screen will be displayed, allowing you to commence entry of your new Online Pre-Admission form. Click on the 'Start New Pre-Admission Form' button, highlighted below:

Your Health Portal | My Profile | My Forms | Sign Out

My information
Your name shows here
Email address here
[Edit My Profile](#)

My online pre-admission forms

Reference	Admission Date	Admission Diagnosis	Status	Last Updated	Action
You currently have no previous online admission forms.					

[Start New Pre-Admission Form](#) [Sign Out](#)

6. The first page of the new Pre-Admission form will be displayed, please complete as accurately as possible all the required questions, and click save and continue. Refer below sample of page 1 of the pre-admission form:

healthcare Hurstville Private Hospital

Signed in as

Your Healthe Portal My Profile My Forms Sign Out

Recent Admission Details

Have you been admitted to this hospital previously? * No Yes

Have you / will you be in ANY hospital in the previous 7 days prior to this admission? * No Yes

Have you / will you be in ANY hospital in the previous 28 days prior to this admission? * No Yes

Any related admissions prior to that? * No Yes

Method of Payment

How will your account be paid? *

Will the patient be responsible for 'out of pocket amounts'? * No Yes

General Practitioner Details

Can we notify your GP of your admission and discharge? * No Yes

Your GP *

Your GP's Practice *

Referring Doctor

Was the referring doctor your General Practitioner? * No Yes

Admission Details

Admitting Doctor *

Expected Admission Date *

Do you expect to be staying overnight? * No Yes

Preferred Accomodation *

Please Note: Private rooms may attract extra charges. Whilst every effort will be made to accommodate your preference, it may not be available on the day.

Procedure/Reason for Admission *

Save & Continue Save & Sign Out

- As you complete the first page of the new Pre-Admission form, you will be directed to other pages and questions that need to be completed. Please follow the prompts and continue through to the last page, clicking 'Save and Continue' as you go through.

healthcare Hurstville Private Hospital

Signed in as

Your Healthe Portal My Profile My Forms Sign Out

Admission details incomplete click to view details.

Admission History(1) History(2) History(3) History(4) History(5) History(6) Discharge Consent

8. As each page / questions are completed each page will be shaded in green letting you know that you have completed that relevant page / section.
9. The final step is to ensure you complete the consent page. Once submitted this will send notification to the Hospital of your Online Pre-Admission form which will allow the Hospital Administration staff to prepare for your upcoming admission.