



Answers to common questions about the MyIndici patient portal (updated regularly)

Where is the link to download this and is it free?

<https://myindici.co.nz/Account/RegistrationIndici?ID=8DD001C1-54D1-4C02-838B-A1B1B8F82A30>

There is no charge for the use of the patient portal however services available within the portal (ie prescriptions) are chargeable.

What are the links to the smartphone app (new version in June 2023)?

iPhone: <https://apps.apple.com/us/app/myindici/id1168589163?ls=1>

Android (does not work on some android phones -see below for more information):

<https://play.google.com/store/apps/details?id=com.valentia.itsmyhealth&pli=1>

Currently we are finding the app for android phones cannot be downloaded. **There is a new version of the app called MyIndici2.0 which will be released some time in June** however please ignore and do not download the current MyIndici2.0 app you may see currently.

Do I need to sign a consent form for this?

No, however there will be some conditions that you will read and acknowledge when signing up.

I've signed up for a patient portal before, do I have to do this again for MyIndici?

As this is a different patient portal you will need to register to use this. ConnectMed will be phased out completely this year.

I can't see the Appointment icon

This should be available now. If not then we will enable this at our end. Please email us reception@howickhealth.co.nz

When registering I get a message stating my 'email is already registered'

You likely have another family member with the same email address in our system. Let us know and we can remove the email from your family member and they will need to register with their own.

Where can I find more information about this?

This link explains how you can use this portal and where you can download it from.

<https://www.healthnavigator.org.nz/apps/m/myindici-app/> . You will not be able to see your clinical notes on the patient portal however your doctor can post some instructions on the portal at the time of the consult so you can view this after your visit.

Is there someone I can talk to if I'm not sure?

You can call reception however we would encourage you to read this page first before calling us so that we can tend to patients with medical concerns without hindrance. We will add more answers to your questions on this page on regular basis so please refer to this document if you do not get a reply to your email.

I get an error message, what does this mean?

If you enter information about yourself at registration that differs from what we have on our system (ie. middle name is entered on registration but is not entered on our system, or your email differs) then an error message will show.

I have tried the password reset however upon entering it I cannot access the patient portal.

Please email reception@howickhealth.co.nz and we can do a password reset. Otherwise we may need to set your password and inform you of this.

I'm accessing my patient portal and cannot see some medical information or history.

Data is still being transferred and will not be complete until at least Monday 22 May. So you will not be able to book appointments, order scripts, or view your medical history at this stage.