

Patient Online Pre-Admissions Portal Instructions

18th April 2016

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1.0	18/04/16	Healthcare PMO	Instruction document

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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.

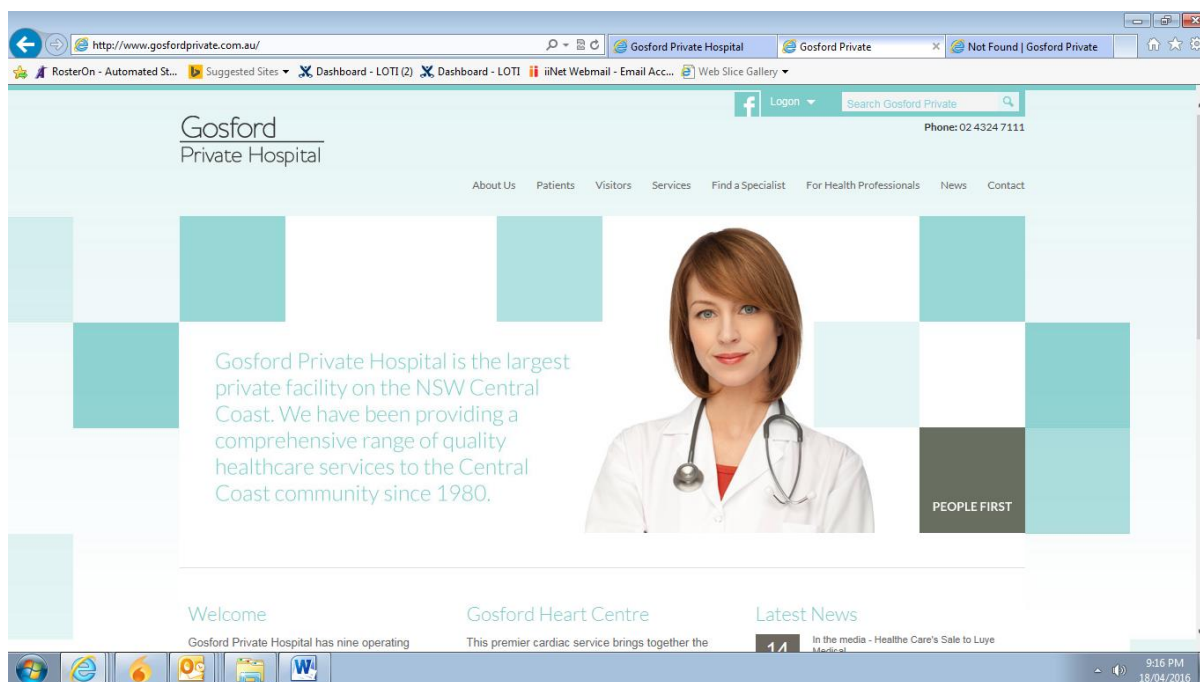
From April 2016 Gosford Private will be transitioning from the existing paper based pre-admission forms to an electronic online process – an easier and far more convenient way for patients to provide their personal and medical details to us in advance of their admission date.

This instruction document describes the basic flow of steps you can follow in order to complete the Pre-Admission Online Form for your upcoming Gosford 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 Gosford Private website address:
www.gosfordprivate.com.au



2. On the main Gosford 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 (Noting the password must contain alpha, numeric and a capital characters)
 - 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.

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Welcome to Healthe Care's
Your Healthe 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

Already registered? Login here

Email

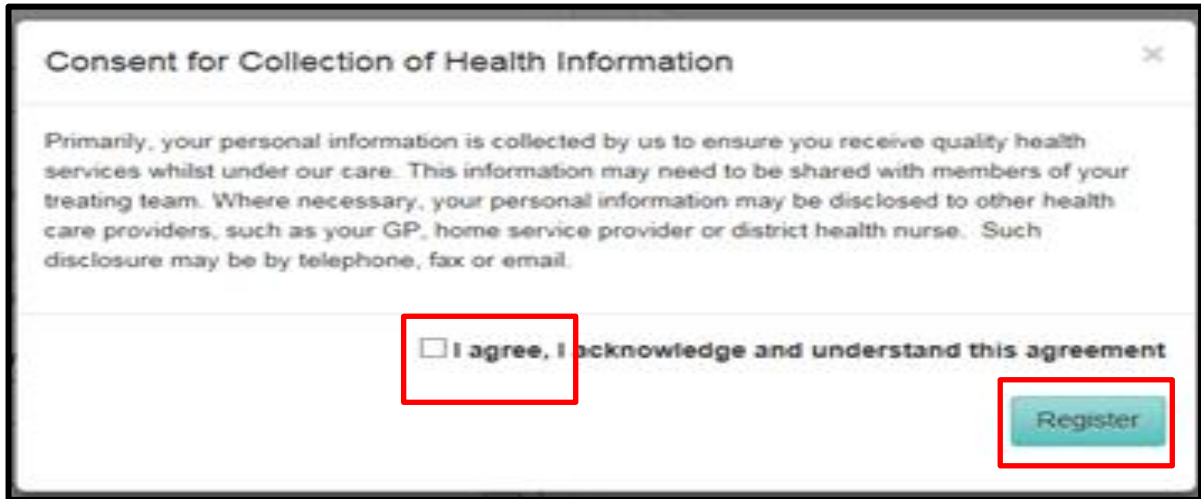
Password

[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

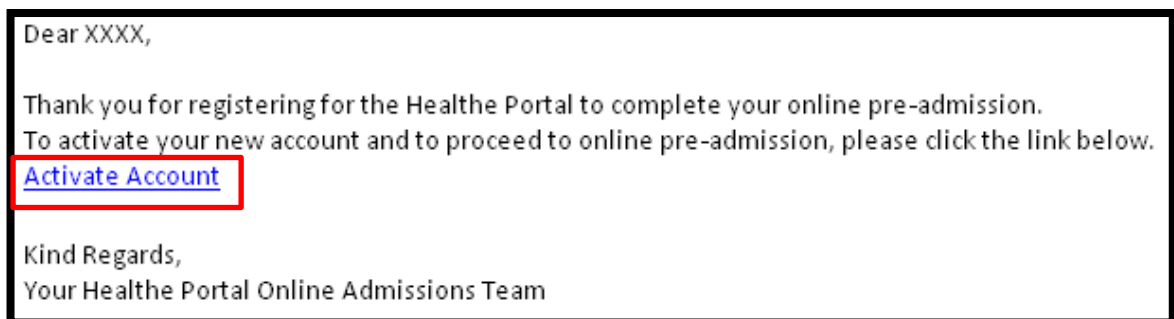
Primarily, your personal information is collected by us to ensure you receive quality health services whilst under our care. This information may need to be shared with members of your treating team. Where necessary, your personal information may be disclosed to other health care providers, such as your 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:



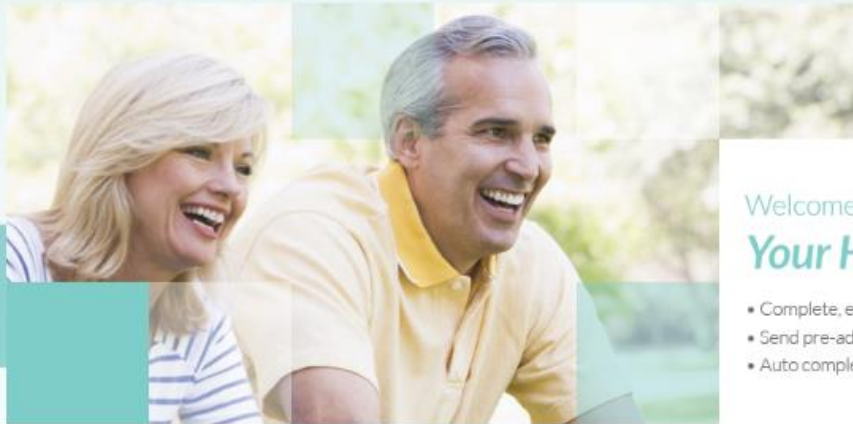
Dear XXXX,

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



Welcome to Healthe Care's
Your Healthe Portal

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

New user? Register here	Already registered? Login here
<p>First name</p> <input type="text"/>	<p>Email</p> <input type="text" value="Enter email"/>
<p>Last name</p> <input type="text"/>	<p>Password</p> <input type="text" value="Password"/>
<p>Email</p> <input type="text"/>	<p>Forgot your password?</p>
	<input type="button" value="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:

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

Page 2:

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Gosford Private Hospital

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.

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

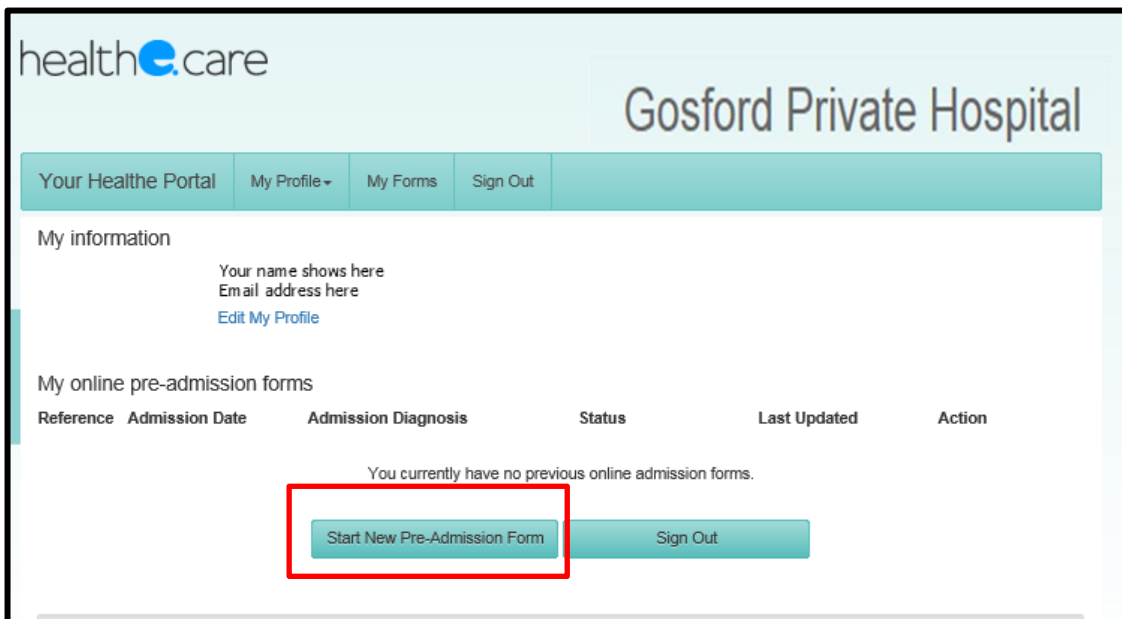
Power of Attorney Financial No Yes

Enduring Guardianship No Yes

Page 3:

The screenshot displays the 'health.e.care' portal for Gosford Private Hospital. The top navigation bar includes 'Your Healthe Portal', 'My Profile', 'My Forms', and 'Sign Out'. The main content area is divided into two sections: 'Medicare Card Details' and 'Concession Card Details'. The 'Medicare Card Details' section includes a text input for 'Medicare Number', a dropdown for 'Position on Medicare Card' (with 'Name Position on Card' selected), and two dropdowns for 'Expiry' (Month and Year). The 'Concession Card Details' section includes text inputs and expiry dropdowns for 'Concession Card', 'Healthcare Card', 'Pension Card', 'Safety Net Card', and 'Veteran Affairs'. At the bottom right, there are two buttons: 'Save & Continue' and 'Save & Exit'. A red asterisk and the text '* Fields Required' are visible in the top right of the Medicare Card Details section.

4. 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.
5. 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:



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:

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Your Health 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.

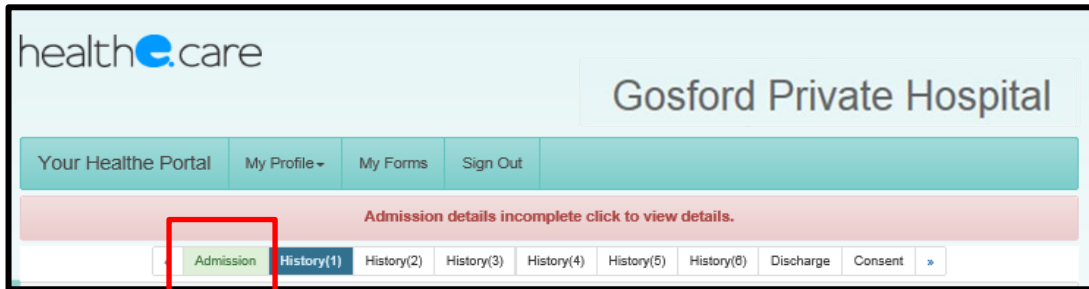
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Your Health Portal My Profile My Forms Sign Out

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.

The screenshot shows the 'Consent' page in the portal. The top navigation bar includes 'Admission', 'History(1)', 'History(2)', 'History(3)', 'History(4)', 'History(5)', 'History(6)', 'Discharge', and 'Consent'. The 'Consent' tab is highlighted in blue. The page title is 'Hospital Information' with a red star icon and the text 'Fields Required'. The page contains three sections of text with checkboxes for acknowledgment:

- By ticking the following boxes I acknowledge that I have read and understood the information contained in the following.
 - Hospital booklet
 - Private Patient's Hospital Charter
 - Your right to privacy under the Privacy Act
- By ticking below I acknowledge that I have read, understood and agreed to the following conditions of admission.
 - Informed Financial Consent
 - Payment Information
- Healthcare feels it is important that you understand your rights and responsibilities and how to make a complaint should you need to. Our rights and responsibilities and compliments / complaint brochure is available on the internet and at the reception at the hospital.
 - To the best of my knowledge, the answers I have provided in these online Pre-Admission forms are true and correct.
 - I have read and understand my rights and responsibilities and how to make a

Pre-Admission Complete



Thank you

Your online pre-admission details have now been sent to Gosford Private Hospital.

Thank you for completing your pre-admission form for Gosford Private Hospital online. You will shortly receive a confirmation email. Please retain this email for your records.

Our team will contact you to confirm your admission details at least 5 working days prior to your admission date.

If your admission is within the next 24 hours you can expect to hear from us within the next 8 working hours.

Kind Regards

Your Health Portal Online Admissions Team

healthcare

[Home Page](#)

[Sign Out](#)