



Messaging through Patient Portal 'as easy as ABC' says 80-year-old

Eighty-year-old Bill had a quadruple bypass seven years ago and has been enrolled in the Auckland Shared Care Programme since October 2012. Heart Failure Nurse Practitioner Helen McGrinder and Professor Rob Doughty, a Cardiologist at the Auckland DHB Heart Failure service, are part of his care team, working on a shared care plan with Bill and his wife Eunice to manage his chronic condition.

Bill and his wife Eunice can communicate securely with members of his care team by sending non-urgent messages via the Shared Care Patient Portal. When Bill's condition hadn't improved after he returned home from hospital, he and Eunice used the Portal to alert Helen.

"She was able to advise me with some changes to my medication, which quickly made a difference," says Bill.

Bill and Eunice use the Patient Portal to message Helen daily with his blood pressure readings, test results and an update on how he's feeling.

"It's like sending an email and the messages just go straight through to

Helen on the computer. From my side it's as easy as ABC. It's 100% better than me having to make my way to the hospital to see Helen every two or three weeks. It doesn't waste her time or mine."

When Bill set himself a care plan goal of increasing his exercise, he used the Patient Portal to stay motivated by sending Helen a daily message reporting his progress as he increased the length of time he was able to walk for.

"I started off by walking for 20 minutes every day and then increased it to half an hour. I think it's very important to give Helen an update every day on how I'm feeling and what my readings are."

As the Shared Care Programme grows, more of the health professionals who Bill sees, including his GP, will be able to contribute to his medication list and his care plan, work together from the same information and communicate any changes to his condition or treatment, to keep him well and out of hospital.

For now, Bill remains actively involved in taking responsibility for his health and setting his own goals.