



Organisation Wide – VHH Impacts Patient Portal

Patient Portal

The Patient Portal allows patients to access their medical information safely and easily from Monash Health.

Only VHH patients will be able to sign up to the Patient Portal. It is important to understand that an inpatient at another Monash Health site may have a Patient Portal account if they have previously been a VHH patient. This will mean they will have access to some information from that admission as relevant documents and results from subsequent non-VHH visits will also be made available for patients with Portal access.

VHH Patients with a Patient Portal account can:

- View, request to reschedule or cancel upcoming appointments (VHH only)
- View test results (results and reports posted after a 7-day delay)
- View and download their medical records (limited)
- View clinic letters that have been sent (only VHH clinics)
- View inpatient discharge summaries (from any Monash Health inpatient admission)
- Complete preadmission patient forms online (for VHH)

This change impacts: All Monash Health employees must understand that a previous VHH patient may have a Patient Portal account so will have access to discharge summaries regardless of which site they were admitted to. See [here](#) for more information.

Current State for Patient Portal	<ul style="list-style-type: none"> • There is no Patient Portal for Monash Health patients.
From 23rd February	<ul style="list-style-type: none"> • VHH patients will have the option to sign up and access the Patient Portal. • Patients who have previously been to VHH may have a Patient Portal account and have access to clinical information from subsequent visits to any Monash Health site or service.



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How to know if a patient has a Patient Portal Account:

The screenshot shows a patient information system interface for a patient named ITAMBTEST, ADULT A. The interface includes a navigation menu on the left, a patient summary header, and several data tables. The 'Patient Information' menu item is highlighted with a red box. The 'Identifiers' table contains a row for 'Patient Portal' with a red box around the ID 'ACBC18905A494...'.

Patient Demographics			
Name :	ITAMBTEST, ADULT A	Primary Language :	English
Sex :	Female	Religion :	Pentecostal, nec
Date of Birth :	01/01/1980 00:00:00 AEDT	Indigenous Status :	Neither Aboriginal & Torres Strait Is
Age :	42 years	Deceased :	No
Marital Status :	De facto	Deceased Dt/Tm :	
Country of Birth :	Australia	PBS Eligibility :	
Interpreter Req'd :	No		

Addresses		Phone Numbers		Identifiers		
Type	ADDRESS	Type	PHONE	Type	ALIAS	ALIAS POOL DIS
Birth				URN	9309265	MH_MRN
Home	1 Clayton Rd Clayton, Victoria 3168			Medicare Num	C-11	Medicare Num
				Patient Portal	ACBC18905A494...	CONSUMER_M