

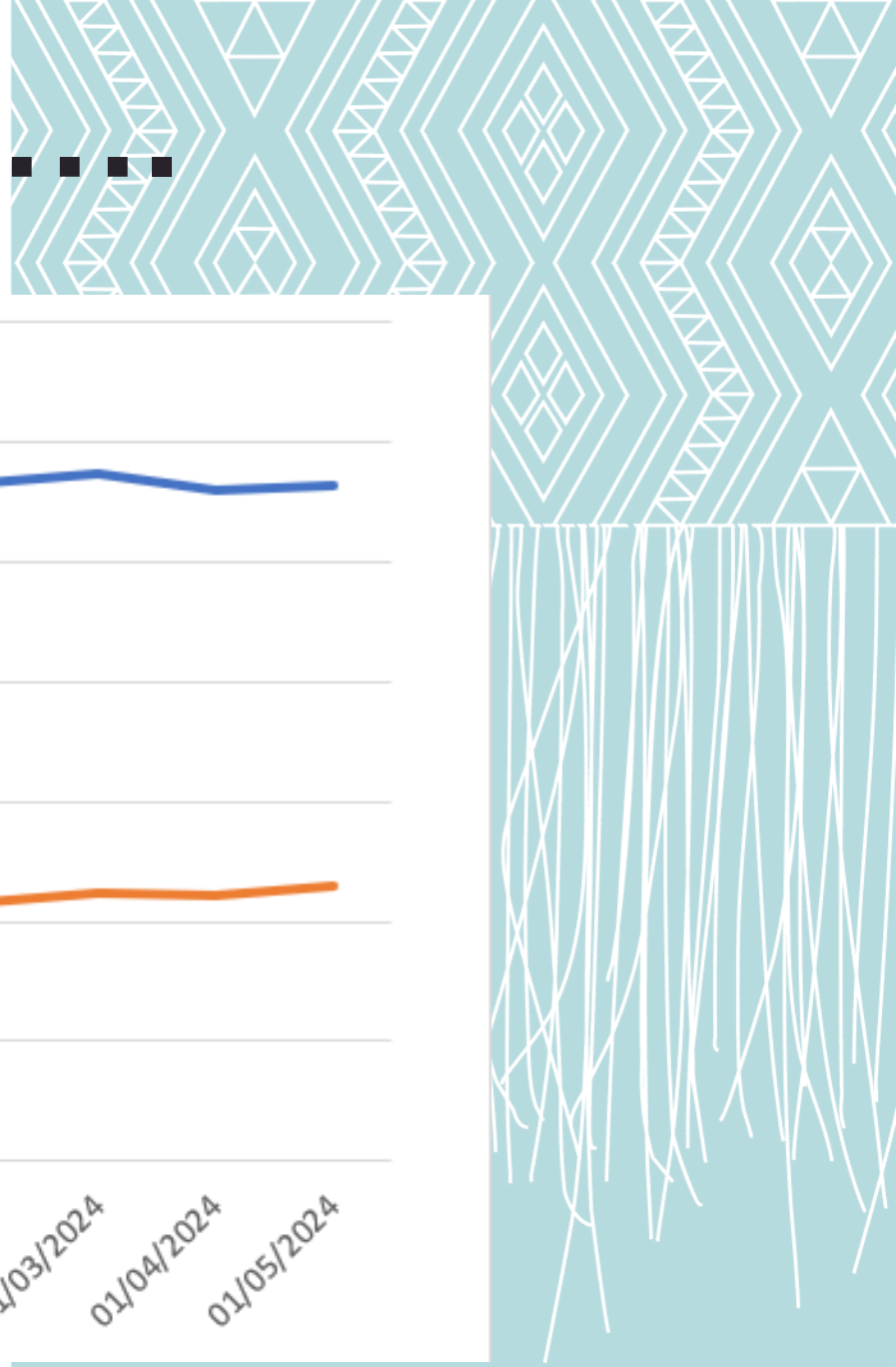
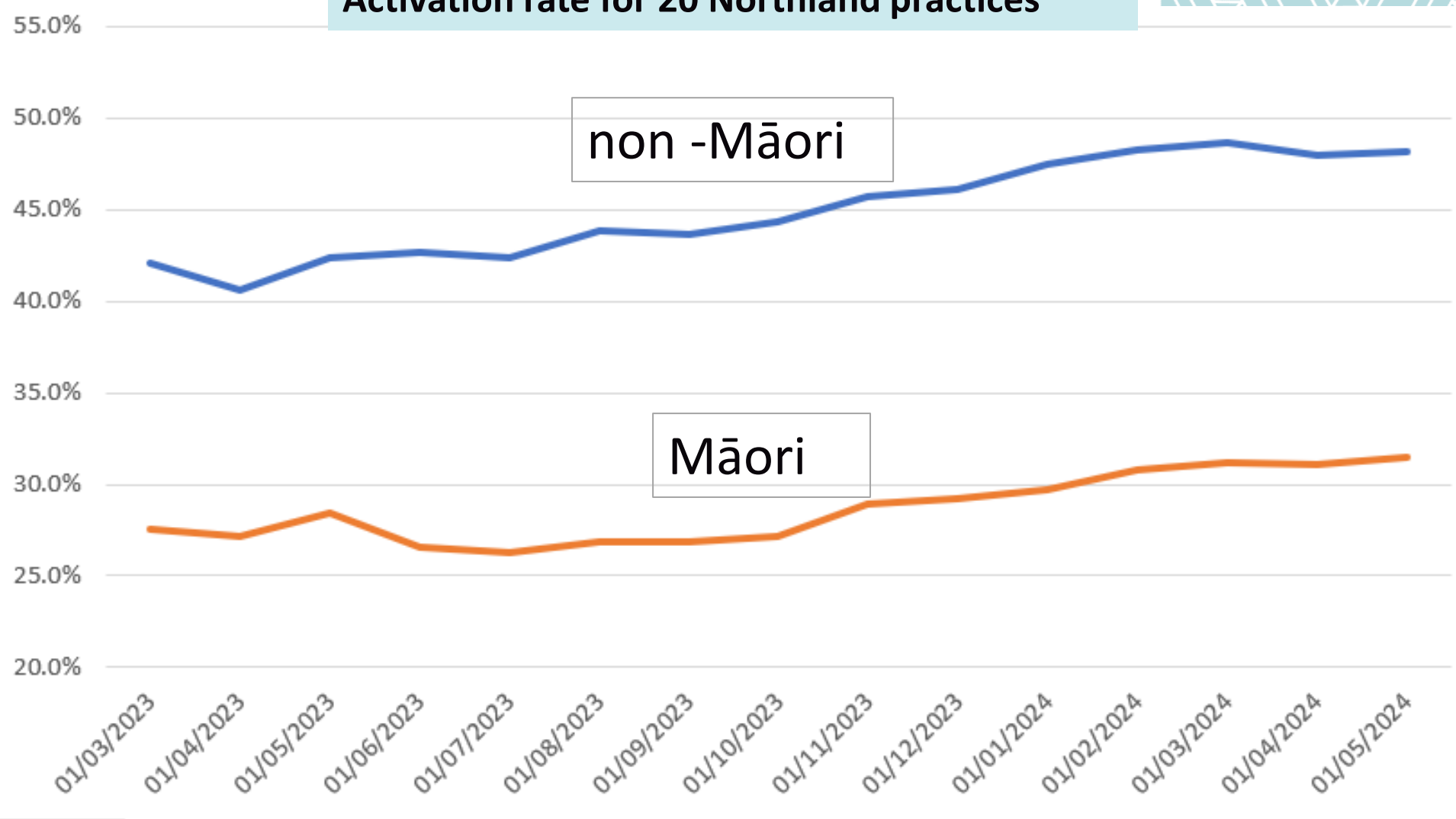
# Opening the door, closing the gap

**Learnings from the Te Tai Tokerau  
Consumer Portal Project.**

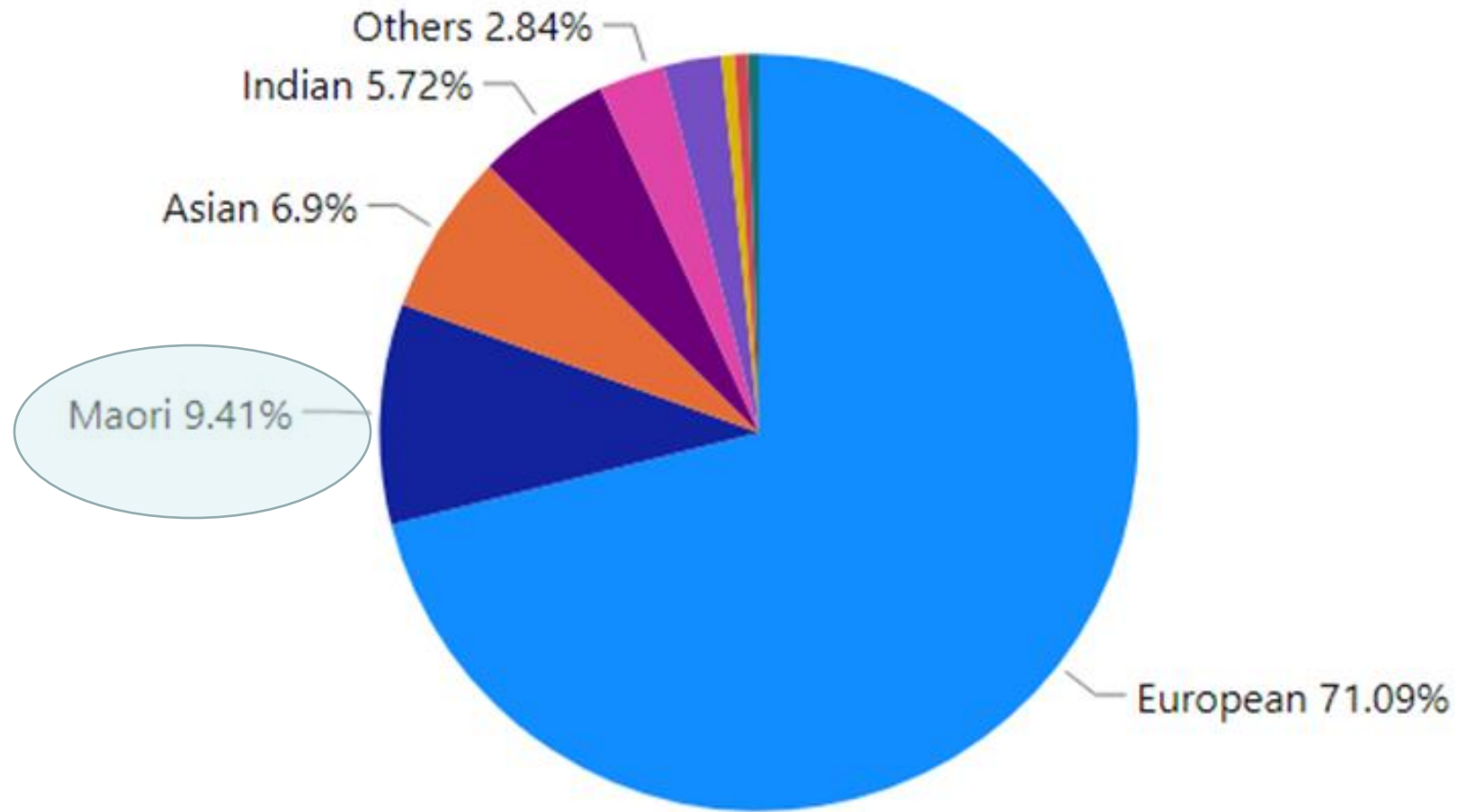
**14/09/2024**

# Houston we have a problem.....

Activation rate for 20 Northland practices



# It's not just Northland..





# Hospital proof of concept



Written consent obtained from all participants in the photos to share their images.

# Hospital observations

- Māori less aware of portals BUT keen once explained
- Device access not an issue
- Māori less likely to have or use email
- Māori more likely to need support with set up
- No difference in adoption for age or ethnicity

# Why do we have a gap?

## From original rollout:

- Negative impact of secure messaging
- Lack of resource and knowledge to go beyond 'the keen and able'
- Internet and device access issues were common
- Requiring a practice visit

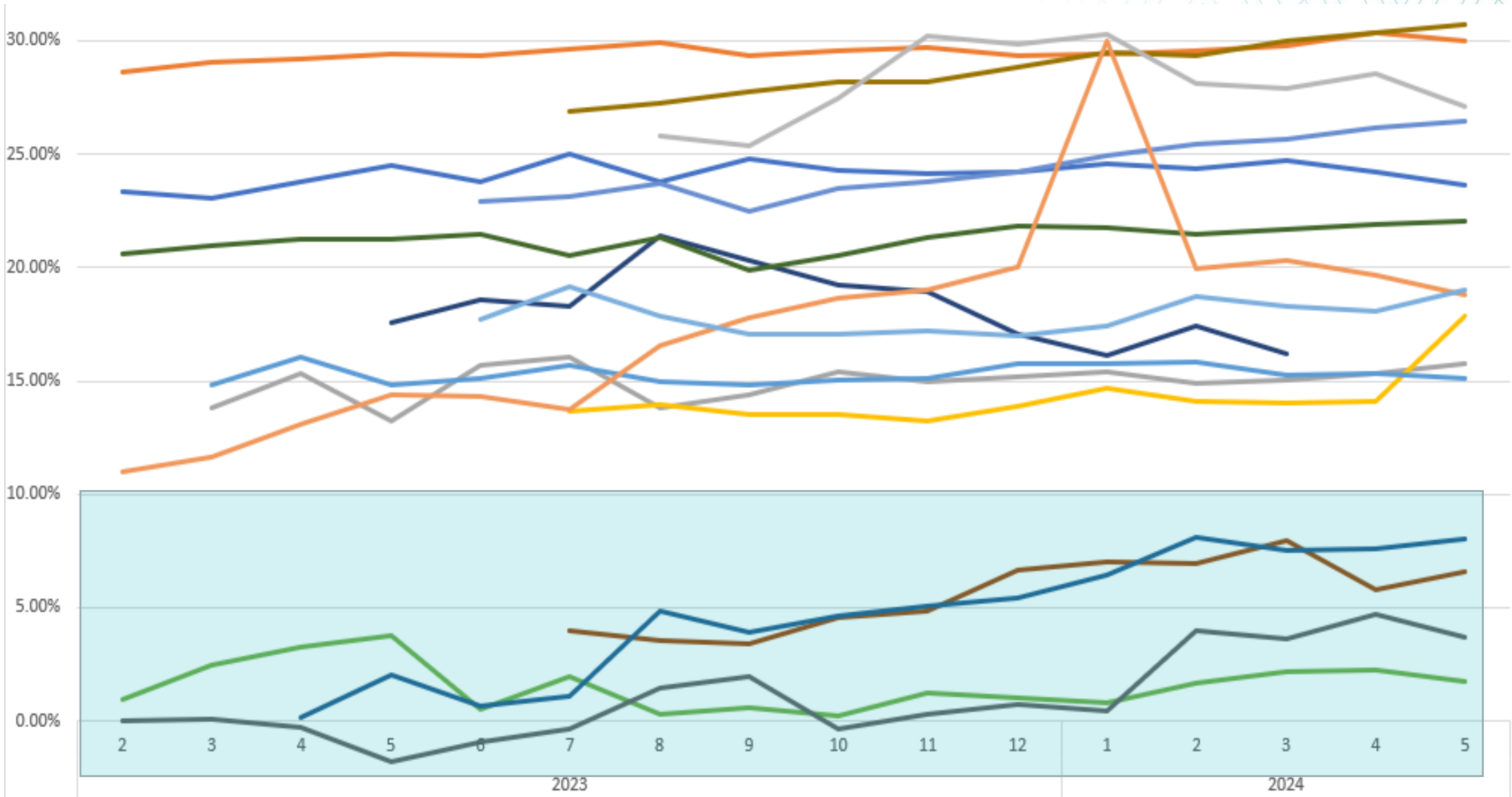
## And now:

- COVID induced loss of focus and staff
- Stressed practices

**= the 'hard' patients have missed out**

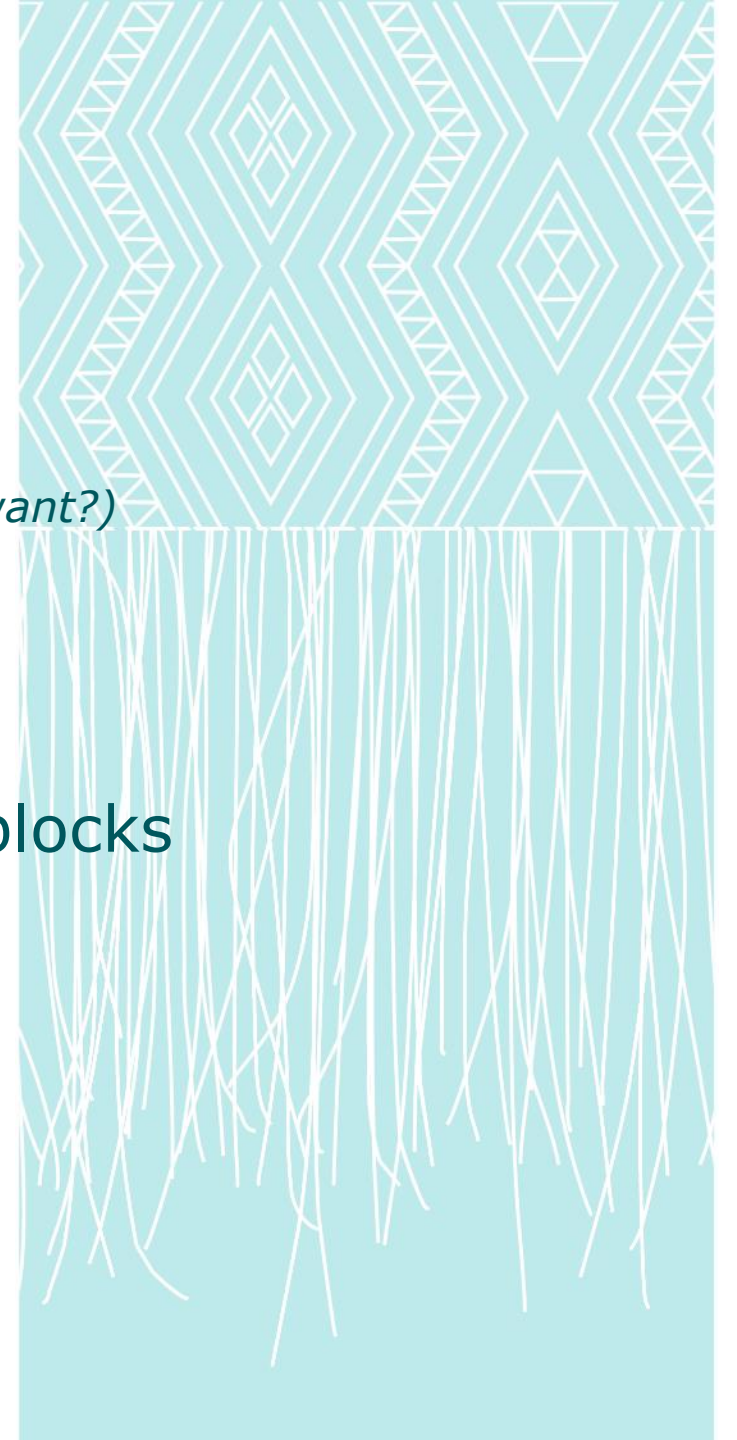
**= disproportionately affects Māori**

# Project Practice equity gap data



# What worked?

- No secure messaging (*what do I want, do I really really want?*)
- Viewing portals from a pt perspective
- Dispelling myths & removing *perceived* road-blocks
- Bulk enrolment

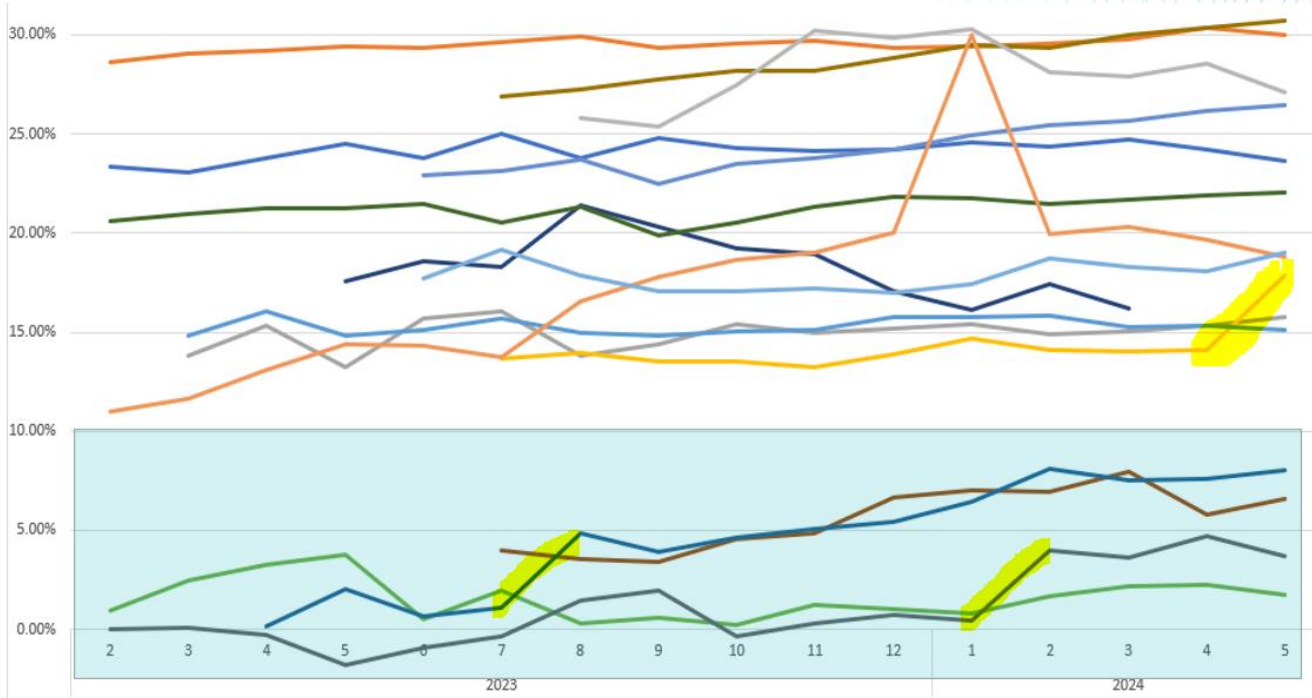




# Caveat re Email

Māori do respond but at a lower rate than for non- Māori  = equity gap

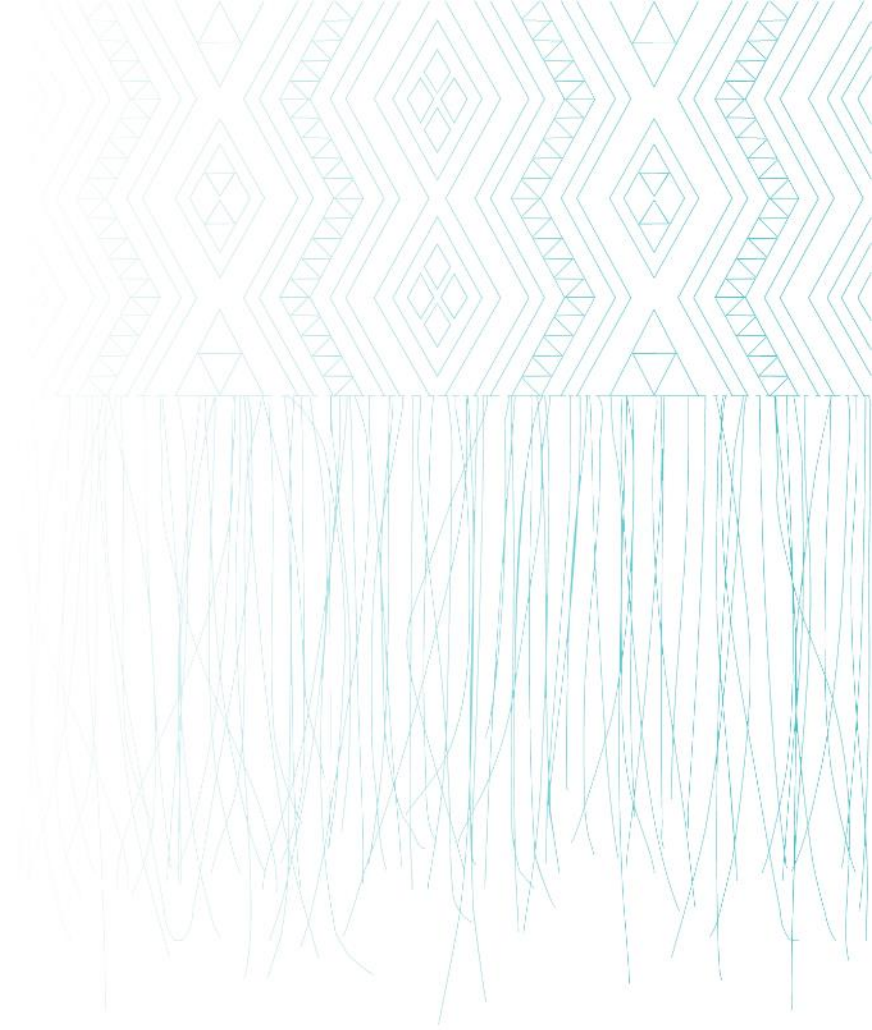
## Project Practice equity data



- ? Not getting it - no email address
- ? Not seeing it - don't use it
- ? Not actioning it - more suspicious
- ? Not able to action it – skills deficit

# The value of SMS??

	Cell phone
Māori	98.3%
Pakeha	96.5%



# Your actions from here:

1. Know your gap
2. View portals from a pt perspective
3. Remove barriers to offering it to everyone
4. “Automate” what you can
5. Focus culturally appropriate effort on Māori
6. Upskill someone
7. Track your progress

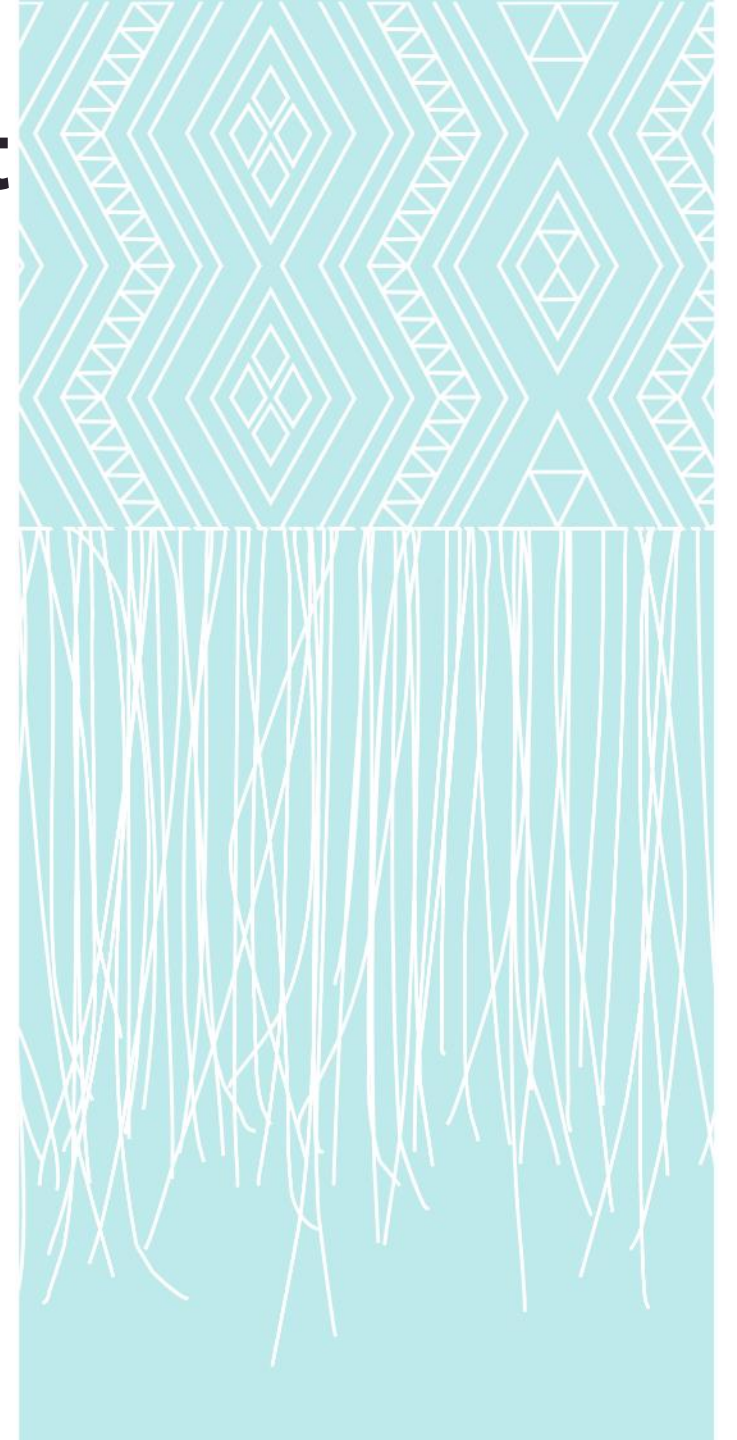
# A Māori focus : Sell AND support

- Sell, don't offer
- Find value specific to the patient
- Give real life examples
- Pick your moment

## Key elements :

## Time and knowledge:

to explain value in patient terms, answer questions and work through perceived barriers





# Support :

## Critical:

- set up email account if needed
- Take them through set-up: inactive=useless

## Nice to have: (important if not an email user)

- Download app
- Turn on notifications

Always remember whānau as a resource

Show or provide instructions on key functions





*"You know, MMH also stands for Mana Motuhake."*

Maria Baker

CEO Te Hiku Hauora

**Mana Motuhake:** self-determination, independence,  
sovereignty, authority

*Mana through self-determination and control over  
one's own destiny*

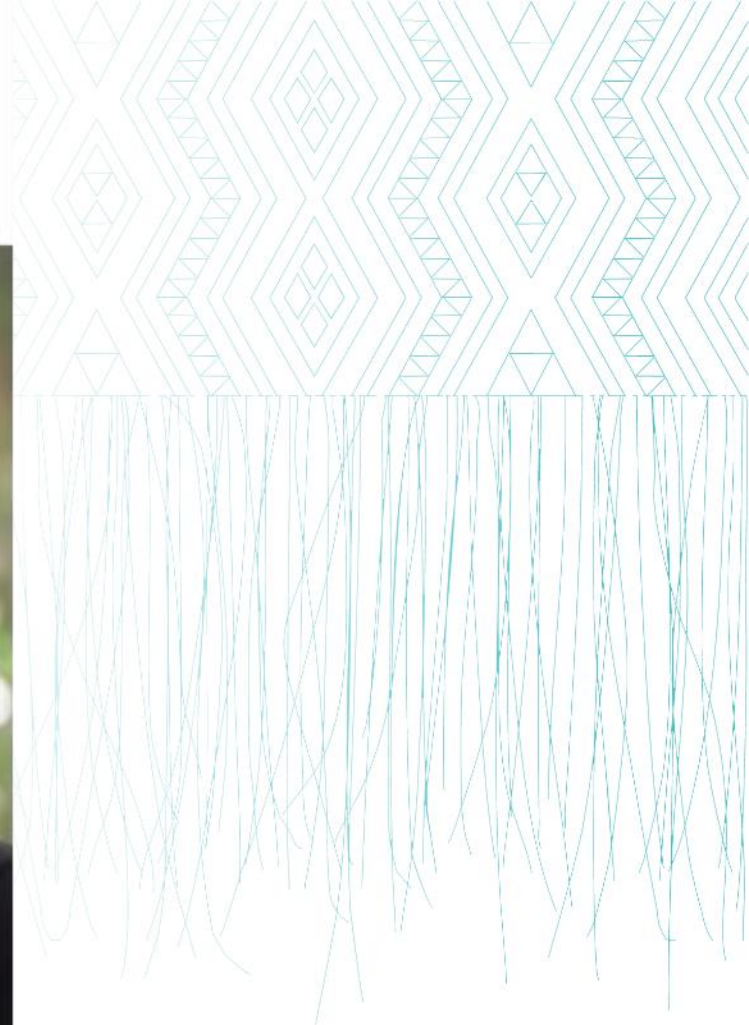


Te Hiku Hauora · Follow


7 h · 🌐



Whānau first, screen time second. Your legacy of health starts here. 📱 #WhānauHealth



# What's changed in MMH land?



**manage my health**


- Dashboard
- Shared Care Setup
- Shared Care
- Ministry Reports
- Help Centre** new
- My Account

Version 5.8.1


### Help Centre

**Information:**  
Practice Support Phone: 0800 664 123 (urgent inquiries).  
Practice Support Email: [practicesupport@managemyhealth.co.nz](mailto:practicesupport@managemyhealth.co.nz) (Contacting this email will generate a case for our support team.).


To log a support request or provide feedback on MMH, please [Click here](#).  
For non-urgent queries, please refer to our support FAQ and help guides below prior to contacting our support team where possible.



**Help Guides**  
Access step by step guides for common tasks.  
[VIEW](#)



**FAQ**  
Access frequently asked questions on demand.  
[VIEW](#)



**Training Videos**  
Access easy to follow training videos.  
[VIEW](#)

### < Help Guides

#### Administration Guides

- Accessing usage reports
- Appointment message
- Block online appointments for providers
- Repeat prescription settings in Medtech32
- Appointment settings
- Reporting on linked accounts
- Running the batch invitation utility in Medtech32
- Repeat prescription settings in Medtech Evolution
- Appointment reasons
- Turn-off online appointments
- Repeat prescription setup
- Video consultation settings
- Batch invitation - the patient experience
- Running the batch invitation utility in Medtech Evolution

## In case you missed it:

- Zero rated data
- Linked accounts — please consider for children with chronic health problems

## New stuff:

- Remote self registration
- QR code — in-practice self registration +/- arrival function +/- practice enrolment
- SMS bulk invitation
- Exportable health summary -O/e and childcare/school imms requests
- Pt demographic update — pt update with update to the PMS

## Coming stuff



**Portals need to be seen as critical for effective chronic care**

**There are no GOOD reasons for a differences in portal use**

**It will take extra effort and a team approach to close the gap**

**Ngā mihi nui**