



Manage My Health options for closing patient accounts

Notes: This document is provided by WellSouth for general information purposes only and is based on the information available at the time of publication. It is intended to support understanding of Manage My Health account options and does not constitute clinical, legal, or operational advice.

WellSouth is not providing advice or recommendations about whether practices or patients should close, suspend, or continue to use Manage My Health accounts. Decisions about account closure or suspension should be made by practices and patients based on their own circumstances and informed patient consent.

Please note, data is deleted within 72 hours when a patient closes the account directly through the app, whereas it will take 90 days for data to be deleted when the account is closed by the practice, according to the MMH terms and conditions.

Ability to close patient MMH accounts in your PMS

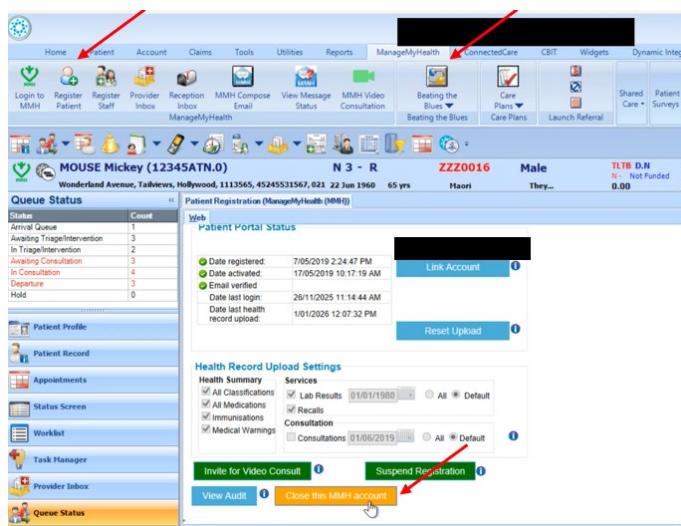
You may have the option to close patient accounts directly within the practice management system. The change is immediate and frees up email addresses for reuse. It is intended for situations such as incorrect child sign-ups, deceased patients, or self-registration conflicts. Safeguards and confirmation steps ensure that linked services are checked before closure.

Note, if you have not updated your MMH portal to have this function, you will need to contact MMH directly.

Closing MMH account in Medtech Evolution.

(data is deleted within 90 days)

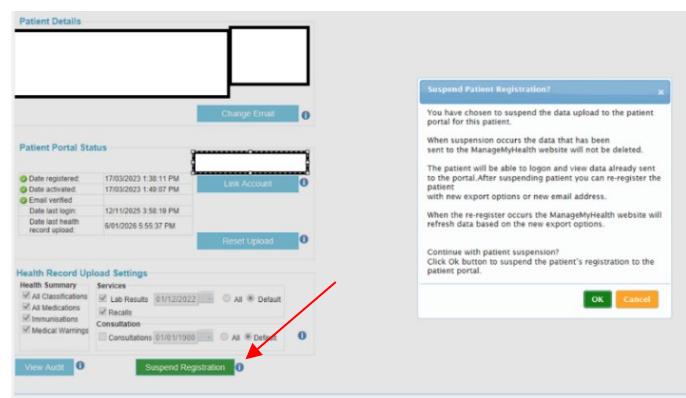
From the Home screen, click on the MMH tab, then click on the Register Patient icon, click close this MMH account (highlighted in orange at the bottom of the screen).



Suspending the MMH account in Medtech Evolution.

(Please note: data does not delete from MMH)

From the Home screen, click on the MMH tab, then click on the Register Patient icon, click on Suspend Registration.



If you close an account on behalf of a patient, it would be best practice to note the consent in the PMS.

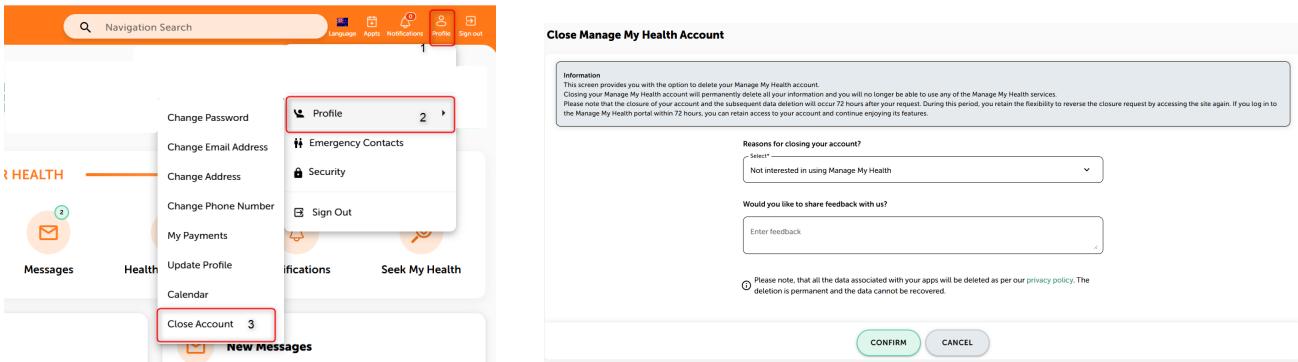
You can print, laminate and give page two to patients or screengrab to put on website.

If you want to discuss in further detail, please contact karen.bolch@wellsouth.org.nz

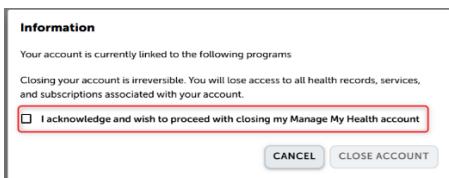
Closing Manage My Health account from the patient's own portal.

Closing your account does not delete important health data from your general practice's patient management system. It will only delete the copy of the data that is/was stored on MMH.

To close your MMH account through the MMH portal, click on profile, hover over the profile icon and click on close account. Click the green 'close account' icon, select a reason from the drop-down list, then click confirm.



This box will pop up, you will need to tick 'I acknowledge' to get the 'close account' box to be highlighted green to be clickable:

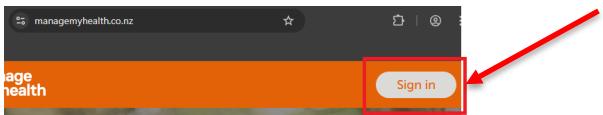


You will see a green box appear with 'Success' showing after. This will disappear after 10 seconds.

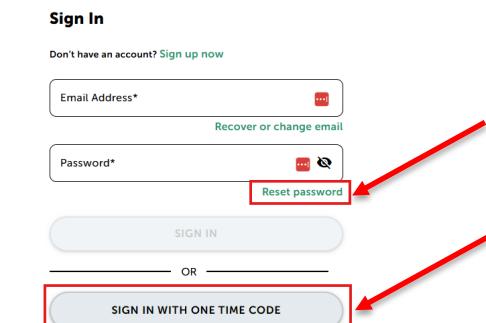
Note: The deletion of your account will occur 72hrs after you submit the request. During this time, you can choose not to delete and stop this process – to do this, log out and log back into your account and follow the prompts.

Closing MMH account for patients that do not have access to the portal anymore.

Patient goes to <https://managemyhealth.co.nz/> and click the 'Sign in' button



Click the 'Reset password' or 'Sign in with one time code' buttons



Type in the email address that you signed up for Manage My Health with, in the field provided

Enter your email below, click 'Send Reset Link' and we will email you a password reset link.