



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



‘Myindici’ Patient Portal

Rollout

Frequently Asked Questions (FAQs)

Patient Information Leaflet



1. **What is the Patient Portal - Myindici?**

The patient portal is a free, secure online website <https://patientportal.indici.ie> that allows you to view specific parts of your Coagulation Electronic Health Record.

2. **Who can have a Patient Portal Account?**

Patients aged over 16 years of age together with a diagnosis of Severe Haemophilia. The patient must be registered with a Coagulation department in St. James's Hospital, CHI Crumlin or Cork University Hospital to sign up for a Patient Portal account.

3. **What parts of my Coagulation Electronic Health Record can I see in my Patient Portal?**

Information available on your Patient Portal will vary depending on the Coagulation department you attend. In general, the Patient Portal account gives you 24/7 access to view the following information:

- a. Diagnosis
- b. Coagulation Treatment of Choice
- c. Immunisations (recorded in your treatment centre)
- d. Letters from your Coagulation department (generally available from 14.10.19)
- e. Upcoming appointments - If your Centre is using the Electronic Health Record appointment system
- f. Previous appointment history - If your Centre is using the Electronic Health Record appointment system
- g. Allergies
- h. Hyperlink to your Hospital website □ Hyperlink to the IHS website

4. **What equipment do I need to use the Patient Portal?**

You will need access to a computer connected to the Internet and an up-to-date Google Chrome browser. You will also need an email address.

5. **Is there a Patient Portal App?**

Yes. You can download the Patient Portal App for free from the App Store (iPhone) or the Play Store (Android). It's called Myindici Plus.

6. **How do I sign up to the Patient Portal?**

You will be asked by your Healthcare Provider if you want access to the patient portal, you can then sign up by completing a simple access form and returning it as follows:

Via post to:

Patient Portal Administrator,
National Coagulation Centre,
3rd Floor, H&H Building,
St James's Hospital,
Dublin 8 D08A978.

Via email myindicipatientportal@stjames.ie **or** during a visit to your Coagulation department.

The portal access request form will be returned to you, if it has not been completed correctly.

Verification of ID

By law, a verification of identification check is required from you, before an activation code to access the patient portal is sent to you. Photo ID is preferable but not essential. If you do not have photo ID two types of non-photo ID will be required to verify your identification. Please see below the acceptable forms of photo ID and non-photo of ID.

Types of Photo ID:

Drivers Licence
Passport
National Age Card
Public Services Card

Type Non Photo ID

Birth certificate
Payslip (with home address)
Utility Bill - less than 6 months' old

The identification check can be done in person at the coagulation department or via video call. In the case of a video call you will be contacted by the Portal Administrator to arrange a date and time at your convenience for the video call to verify your ID.

7. How is my Patient Portal Account Activated?

You must have an email address to activate your patient portal account. Once you sign up you will receive two emails from noreply@indici.ie.

The first email will contain your username and registration link. Once you activate your account you will receive a second email with a first time log in password. You will then be prompted to change your password.

8. Your activation password is valid for 10 days, so please remember to activate your account when you receive this email.

9. What should I do if I don't receive the invitation email?

If you don't receive an email and if you have checked your SPAM folder to ensure the email is not sitting there, contact the Portal administrator by email at myindicipatientportal@stjames.ie

10. What is my username and password?

Your username is the email address provided by you on the access form. You determine your own password when you create your portal account online.

11. Why is my activation code not working?

Check if your activation code has expired. Activation codes expire after **10 days**. If your activation code has expired, you will need to request another code.

Activation codes are also case sensitive so please check that you are entering your activation code exactly as it appears in your email. If you are still unable to activate your account, contact the Portal administrator by email at myindicipatientportal@stjames.ie.

12. Will my password expire?

There is no expiry date on your password but you can change it at any time.

13. Do I have to accept terms and conditions before I get access to my portal account?

A link to the User Agreement, a Privacy Notice and the Valentia Technology Cookies Policy will pop up when you are about to access your account. You will have to read and accept the terms of the User Agreement. You will have to read and acknowledge that you have read the Privacy Notice. The Cookies policy will describe the cookies associated with the portal. You must accept the strictly necessary cookie to proceed as these are used to enable you to log into the portal. You will be given an option to allow or block the functionality and analytical/performance cookies. On first log in, or any time after you delete your browsing history, you will be presented with an option to control the level of cookies you want to allow.

14. I have forgotten my password. What should I do?

Your Username is always the email you registered with. You can reset your password on the Patient Portal login page. Click “Forgot password” and a new temporary password will be sent to your email address. You can change your password at any time.

15. My account has been suspended, what should I do?

After 5 unsuccessful logins, a pop up box appears to notify that account is suspended and you will be asked to contact the Portal Administrator by email at myindicipatientportal@stjames.ie to reactivate your account.

16. If I change my email address, what should I do?

If you change your email address, please contact the portal administrator by email at myindicipatientportal@stjames.ie and request your email address is updated on your portal account. Once this is updated you will receive a new registration email, allowing you to link your portal to the new email address. This new email address will become your new portal username.

17. How do I know if new features are available on the Patient Portal?

An ‘update’ section is available on the patient portal. When you log on, an alert will tell you that new features have been added to your account and will direct you to check the update section for details.

18. How do I know if new information is available on the Patient Portal?

When you log on, an alert will tell you that new information e.g. letter has been added to your account and will direct you to check the update section for details. Alerts will be sent by email if you have enabled this function as your preference during first login to your portal account.

Access

19. Who has access to my Patient Portal Account?

Only you are able to see or gain access to the information on your Patient Portal account.

You are responsible for the security, confidentiality and integrity of your username and password.

20. How do I deactivate a Patient Portal Account?

You must contact the Portal Administrator by email at myindicipatientportal@stjames.ie to request to have your account cancelled.

21. If an account has been deactivated, how do I re-activate it?

You must apply for access again by completing a Patient Portal Access Request Form.

22. I already have a Patient Portal Account with another service. Is that a problem?

No, it's not a problem. You can have more than one Patient Portal account. Portals are usually specific to a service/department and independent of one another. There is no limit to how many you can have, but each will contain only information relating to that service.

Your information**23. Where does the information in Patient Portal come from?**

The information in the Patient Portal is a direct view of specific information belonging to you that you are able to see directly from your individual Electronic Health Record (EHR). The information on individual (EHR) is added and updated by the Healthcare Providers that you engage with at your Coagulation department.

24. If I attend more than one Coagulation department, will I see information from both centres?

Yes. The information you view is from your individual EHR which is a unique record to you and if information has been entered onto your EHR from more than one centre that will be available for you to view

25. What should I do if the information on my Patient Portal account is incorrect?

Any time you come across information in your portal that you feel is inaccurate, please contact the Portal Administrator by email at myindicipatientportal@stjames.ie detailing the information that is inaccurate and also include the correction you would like applied. The request for correction of information will be forwarded to the appropriate person.

26. Can I see my complete medical history?

No. Only your Coagulation medical history will be available to view through the Patient Portal.

27. Can I print from the Patient Portal?

There is a print icon located on certain screens, e.g. for printing off the immunisation list. To print documents, you will need to open the document first, after which you can print or download.

Appointments**28. Can I view appointments through the Patient Portal?**

Yes, if your centre is using the appointment system within the Coagulation Electronic Health Record you will be able to view past and upcoming appointments.

Immunisations and Medications**29. Why are some of my immunisations missing from the Patient Portal?**

Only immunisations given in your Coagulation department are documented in your Electronic Health Record by your clinician will appear in your Patient Portal. If you receive a vaccination at your GP practice and you can show your healthcare provider evidence of this, it can be documented on your portal as 'Given in the Community by your healthcare provider in your Treatment Centre.

Why are some of my medications missing from the Patient Portal?

You will only be able to view your Coagulation treatment medication through the patient portal.

30. Where can I send feedback or suggestions about the Patient Portal?

Please send feedback about the Patient Portal by email to the Portal Administrator at myindicipatientportal@stjames.ie

Messaging

31. What is the messaging used for?

The messaging function allows the portal user to communicate with their Coagulation Care Team in relation to non-urgent queries.

32. Can I contact my doctor or nurse directly?

No, your message will be sent to the Messaging Team, who, will forward your message to the appropriate team member for a response.

33. What kind of messages can I send?

When you are sending a message you will select your message subject from a drop down menu. These are the message options available at present.

34. Is the messaging service monitored 24/7?

No, it is important to remember that these messages are only monitored during working hours 8.30am – 5.00pm, Monday to Friday.

Troubleshooting and Technical

35. Where do I enter my activation code?

Click on the link provided in your registration email. Follow the instructions to enter your activation code and complete the sign up process.

36. I have signed up for email alerts, so why am I not receiving them?

Check your junk/spam email settings and add noreply@indici.ie to your list of trusted websites.

Contact the Portal Administrator by email at myindicipatientportal@stjames.ie

Please do not click links from untrustworthy sources. Your Coagulation department will never send you emails asking for passwords or login details.

Confidentiality and Privacy

37. Is the Patient Portal secure?

Yes, the Patient Portal uses a secure, encrypted connection. The only personal data that we handle about you is your registration details to enable your enrolment onto the myindici patient portal. The access form that you have completed is scanned to your indici record on completion of the enrolment process and paper record of the access form is immediately destroyed.

Personal and medical information viewed through the Patient Portal remains confidential to you. The portal does not store any data belonging to you.

Your username and password is unique to you. To help protect your personal health information always log out of your Patient Portal account at the end of your session. The Patient Portal will automatically log out if your keyboard or keypad is inactive for 30 minutes.

38. Where can I find the Portal Privacy Statement and User Agreement?

You will be provided with a copy of the privacy notice with the PIL prior to enrolment to give you time to read and understand about what the portal is. As you proceed to enrol onto the portal you will be required to accept the privacy notice, the user agreement and the cookies policy electronically before you proceed.