Frequently Asked Questions

Who can use Manage My Care?

Anyone with a valid email address can create a Manage My Care account, however, making an account is only the first step. Before you can view any patient information in Manage My Care, you will need to add a patient to your account.

If you are a patient over the age of 16 or are the Next of Kin for a patient, you may be able to add a patient to your account. This involves linking a WA Health patient record to your Manage My Care account and requires that you can provide the necessary details to verify that you are authorised to see the patient information, including the patient's unique medical record number (U/R).

What is a U/R and where can I find it?

A U/R is the unique medical record number which WA public hospitals use to identify outpatients. You will only have a U/R if you have visited a public hospital in WA before. You can find your U/R on the top right-hand corner of your appointment letter as well as in the initial SMS from the hospital that states your referral has been accepted. You can also find it by calling the Manage My Care Support Line for assistance on 1800 517 133 (Monday-Friday, 7:30am-4:30pm).

Why can't I add a patient?

There are a few reasons why a patient cannot be added to a Manage My Care account, including:

- The information you have entered does not match the patient's hospital record (i.e. the full legal name, date of birth and patient U/R number),
- You are not listed as a Next of Kin on the patient's record,
- You are not listed as one of the specific Next of Kin allowed to add a patient under the age of 16,
- The patient does not give their permission for you to view their outpatient information using Manage My Care,
- There are special circumstances surrounding the patient's record.

If you're still having issues, you can call the Manage My Care Support Line for assistance on 1800 517 133 (Monday-Friday, 7:30am-4:30pm).

Which appointments can I see?

Manage My Care displays outpatient appointments and referrals at all public hospitals and sites across WA.

The following types of appointments will not display within Manage My Care:

- Diagnostic and imaging appointments (e.g. blood tests or scans),
- Elective surgery and booked admissions,
- Private health appointments.

Why can't I see my appointment?

Before you can see any appointments in Manage My Care, you will need to add a patient to your account. If you have received an appointment letter but the appointment is not showing in Manage My Care, check that you have added the patient to your account.

Appointments booked before December 2019 cannot be found in Manage My Care. If your appointment is booked too far in the future, you will not be able to see it in Manage My Care. Once the date of the appointment is closer (at least 30 days away) it will become visible.

In exceptional circumstances, some outpatient appointments will deliberately not be made visible in Manage My Care due to the nature of the appointment or the way the clinic operates.

The following types of appointments will not display within Manage My Care:

- Diagnostic and imaging appointments (e.g. blood tests or scans),
- Elective surgery and booked admissions,
- Private health appointments.

If you're still having issues with viewing your appointment, you can call the Manage My Care Support Line for assistance on 1800 517 133 (Monday-Friday, 7:30am-4:30pm).

Where can I see the location of my appointment?

If your appointment is face to face, you can use Manage My Care to get directions to the hospital and view the hospital's map by accessing your appointment list, clicking on your appointment, and clicking on the Directions and Hospital Map buttons at the bottom of the appointment page. Please note that these buttons are disabled for certain clinics as the locations they operate from can vary.

If you have a telehealth appointment, you can access the link to your video call next to the location heading on your appointment page.

Why do some of my telephone appointments indicate a specific time and others indicate morning or afternoon only?

Some clinics are able to provide a more specific telephone appointment time, while others cannot due to the nature of the clinic. Regardless of how your appointment time is shown, it only indicates an approximate time for the phone call, as factors beyond the clinic's control can affect the call time.

I received an email about a new appointment or an update to my appointment. How do I know which appointment this email relates to?

The email notification serves as a prompt to check your secure Manage My Care account for more information. Once you log into your account, you will notice the appointment or referral the notification relates to will have a 'NEW' or 'UPDATE' flag next to it.

Why can't I see my referral?

Referrals appear in your Referrals List, which can be accessed via the Home page or Patients page. Only referrals created after December 2018 will be visible in Manage My Care.

It can take up to two weeks for a new referral to appear. If two weeks have passed and you have received communication from the hospital that your referral has been accepted but it is still not visible in Manage My Care, you can call the Manage My Care Support Line for assistance on 1800 517 133 (Monday-Friday, 7:30am-4:30pm).

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What does the status of my referral mean?

A referral which displays a green status of 'Accepted,' means the hospital specified has activated your referral and an appointment has been allocated. A referral which displays a black status of 'Waiting,' means a hospital has received your referral, but the referral is yet to be accepted and activated.

Once your outpatient care has been completed, your referral will be closed and will no longer be visible within Manage My Care.

Why has my appointment or referral disappeared?

If you have requested to reschedule an appointment or cancel a referral, it will no longer appear in Manage My Care once the request has been actioned by a staff member. If you have requested to reschedule an appointment, or the hospital has rescheduled your appointment, the new appointment may be booked too far in the future to be visible in Manage My Care. Once the date of the appointment is closer (at least 30 days away) it will become visible.

Once the date of an appointment has passed it will move to your past appointments list. You can view past appointments from the Patients page, by clicking on the Past Appointments tab.

Why can I request to reschedule or cancel an appointment for some of my appointments but not others?

You can use Manage My Care to request a reschedule or cancellation by selecting the 'Can't Attend' button on the appointment page for participating clinics. However, for some appointments, this option is unavailable through the app either due to the timing of the request, the nature of the appointment or the clinic's business rules. In such cases, selecting the 'Can't Attend' button will display a message with the phone number to call to make your request.

How can I undo a request to reschedule an appointment or cancel a referral?

If you change your mind after requesting to reschedule an appointment or cancel a referral through Manage My Care, please call the Manage My Care support line as soon as possible on 1800 517 133 (Monday - Friday, 7:30am-4:30pm).

Please be aware that there is no guarantee your request can be cancelled, so please thinkcarefully before submitting your request.

Why has a patient disappeared from my account?

There are a few reasons why a patient may no longer be visible in Manage My Care:

- Once a patient turns 16, they will automatically be removed from all accounts, but can be added again as an adult,
- The patient may no longer wish for you to see their information,
- You may no longer be eligible to see their information,
- There may be special circumstances surrounding the patient's record which prevent the patient's information from being viewed by anyone using Manage My Care.

If you are unsure why a patient has disappeared from your account, contact the Manage My Care support line on 1800 517 133 (Monday-Friday, 7:30am-4:30pm).

How do I remove a patient from my account?

If you no longer wish to see a patient's information in Manage My Care, you can remove the patient from your account by contacting the Manage My Care support line on 1800 517 133 (Monday-Friday, 7:30am-4:30pm).

How do I remove myself from someone else's Manage My Care account?

If you no longer wish for your Next of Kin to view your information through Manage My Care, you can remove yourself from their account at any time. If you have added yourself to your own Manage My Care account, you can remove yourself from your Next of Kin's account by going to the Account page and unticking the box next to the individual's name under My Next of Kin. Alternatively, you can call the Manage My Care support line on 1800 517 133 (Monday-Friday, 7:30am-4:30pm).

If you no longer want this person to be your Next of Kin at all, they can be removed from your patient record by deleting their name under the My Next of Kin menu on the Account page. Alternatively, you can call the Manage My Care support line on 1800 517 133 (Monday-Friday, 7:30am-4:30pm) to update your Next of Kin information.

How do I deactivate or delete my account?

To deactivate your account, go to the Account page and select Deactivate My Account and follow the prompts. Once your account is deactivated you will no longer receive any notifications from Manage My Care. You can reactivate your account at any time by logging in using your previous login details.

To delete your Manage My Care account, go to the Account page, select Delete My Account, and follow the prompts. Please note that accounts that are deleted cannot be reactivated. To use Manage My Care again, you will need to create a new account and add any patients to your account again.

If your Next of Kin has added you to their Manage My Care account, deactivating/deleting your own account will not stop your information from being visible to your Next of Kin. Deactivating/deleting your account will NOT affect your appointments or patient record in any way.

Where can I provide feedback about the app?

To provide feedback about Manage My Care, contact the team at:
managemycare@health.wa.gov.au.

My question is not answered here. Where can I find further support?

You can access the Manage My Care User Guide for more detailed information: here. Alternatively, you can call the Manage My Care support line on 1800 517 133 (Monday-Friday, 7:30am-4:30pm).

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