

Innovative Internet Services working for patients

Patients attending Counties Manukau District health Board's hospitals will now be able to arrive armed not only with information on what they can expect to happen to them when they get there, they will know where to park, what they need to bring and will have information on the people they will be seeing. CMDHB is the first DHB to launch this service which will now roll out to other DHBs around the country.

For example, a patient attending a gastroscopy clinic, will know what the procedure is likely to feel like, how long it will take, what they need to eat and what their recovery process will be. This is part the focus on making the patient the centre of the hospital process. The service is provided by www.healthpoint.co.nz who are working in partnership with CMDHB.

www.healthpoint.co.nz is an innovative and free website providing many of the answers to questions patients may have about what to expect when referred to a specialist or hospital. Patients, caregivers and medical professionals have quick access to information that will help in decision making and lead to greater transparency in the processes for patients – for example information about treatments and procedures, waiting times, parking, transport, links to support groups, information on consultants who work in each service.

Doctor Allan Moffitt, Director of Primary Care at CMDHB, said “Healthpoint offers patients and General Practitioners an effective way to get our specific service and hospital information.”

“From the hospital perspective the information on www.healthpoint.co.nz is easy to edit and customize. Clinicians and administrators have direct access to the site to add and edit information they believe will help both patients and those referring to their service. This means the information is straight from the trusted source so patients and referrers know it is accurate.

“We believe increasing patients’ access to information will ensure they are better prepared, leading to better healthcare outcomes,” Dr Moffitt said.

“CMDHB piloted Healthpoint for 8 months and following an external review is utilizing this tool to communicate its services directory to primary healthcare professionals and service information for patients,” Managing Director Kate Rhind said.

“Healthpoint began operations in November 2004. Healthpoint has information on over 700 specialists in private practice and private hospitals in Auckland, Wellington, Christchurch and Dunedin including Southern Cross, Mercy Ascot Hospitals and Mercy Hospital Dunedin.”

“The website is growing daily, and Healthpoint believes New Zealand is the first country in the world to offer such a comprehensive health information solution. The Company has just won the 2005 Computerworld Excellence Award for Best Use of Information Technology in Health,” Ms Rhind said.

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