

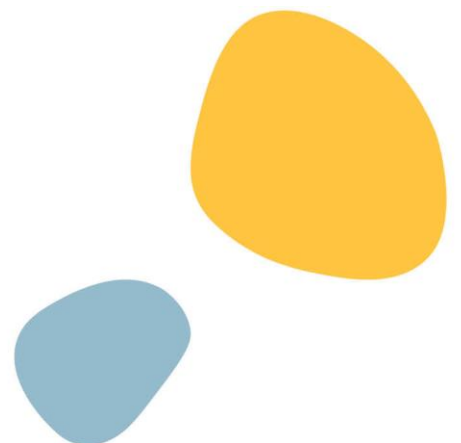


Government of **Western Australia**  
Department of **Health**



**Manage My Care**

User guide



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# Getting started

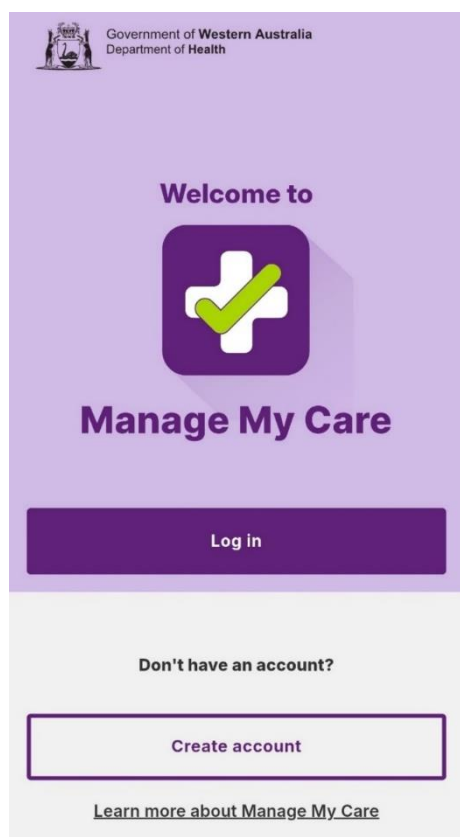
## How to access Manage My Care

Manage My Care is available for download by searching 'Manage My Care' in your preferred app store or as a web portal by visiting [www.managemycare.com.au](http://www.managemycare.com.au)



## How to create a Manage My Care account

1. Select Create account.




2. Enter your details and create a password for your account.

**Note:** Your password must be at least 8 characters long with at least one upper and lower case letter and digit. Make sure you remember your password for future use and keep this information secure.


3. Select the Terms of Use acceptance checkbox. Then select **Create account**.

< Back

Enter the following to create your Manage My Care account

First name 

Gabrielle

Last name 


Lim

Email 


gabrielle.lim@gmail.com

Confirm email 

gabrielle.lim@gmail.com

New password 

..... 

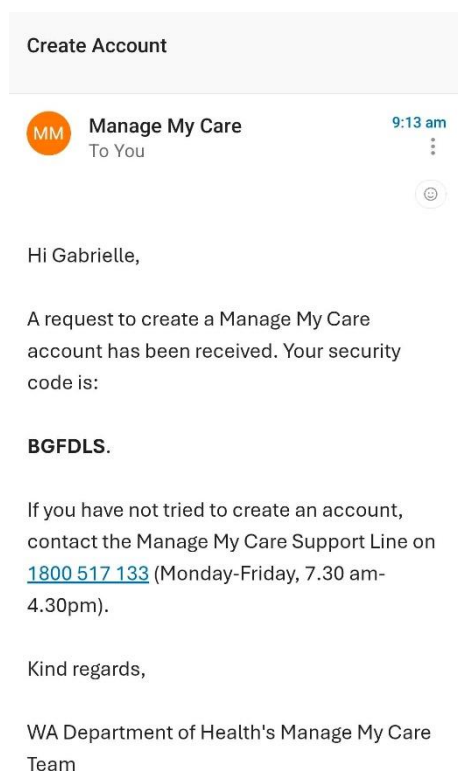
Confirm password 

..... 

I have read and accept the [Full Terms of Use](#)

Create account

#### 4. A security code will be sent to the email address you provided.



#### 5. Enter the security code within 5 minutes and select **Confirm account**.

**Tip:** If you have not received a code, check your spam or junk folder or select **Resend security code** for a new code.

[← Back](#)

Your request to create an account has been received.

A security code has been sent to your email. Enter the security code below and then select Confirm account.

04:33

**Confirm account**

If you do not receive your security code, check your spam / junk folder, or select:

[Resend security code](#)

Need help? Call the Manage My Care Support Line on 1800 517 133 (Mon-Fri, 7:30am-4:30pm).

6. Once you have entered the security code, you will be able to log in with your email and password to access your new Manage My Care account.

## How to log in

1. Enter the email and password used to create your account and select **Log in**.

If you have forgotten your password, select **Forgot password**.



### Enter your login details

Email

Password

[Forgot password](#)

Log in

Back

2. A security code will be sent to your email address.

### Security Code Login



Manage My Care  
To You

9:23 pm



Hi Gabrielle,

A request to log in to Manage My Care has been received. Your security code is:

**TKBRAY**

If you have not tried to login, contact the Manage My Care Support Line on [1800 517 133](tel:1800517133) (Monday-Friday, 7:30am-4:30pm).

Kind regards,

WA Department of Health's Manage My Care Team

3. Enter the security code and select **Submit security code** to finish logging in.

**Tip:** If you have not received a code, check your spam or junk folder or select **Resend security code** for a new code.

**Note:** If you enter your login details or your security code incorrectly three times, your account will be suspended for one minute before further login attempts are allowed.

[← Back](#)

Your request to log in has been received.

A security code has been sent to your email. Enter the security code below and then select Submit security code.

04:51

**Submit security code**

If you do not receive your security code, check your spam / junk folder, or select:

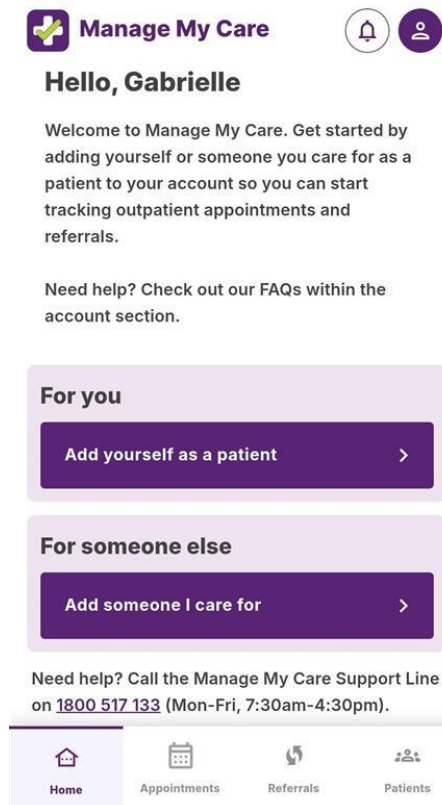
[Resend security code](#)

Need help? Call the Manage My Care Support Line on **1800 517 133** (Mon-Fri, 7:30am-4:30pm).

## How to add yourself as a patient

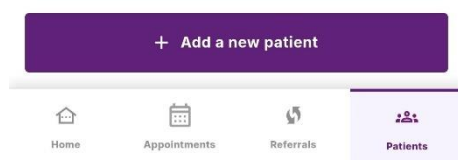
Until you have added a patient to your account, no patient information, appointments and referrals will be visible.

1. If this is your first time adding a patient to your account, select **Add yourself as a patient**.



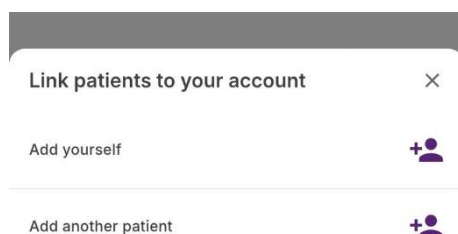
The screenshot shows the 'Manage My Care' app interface. At the top, there is a header with a purple cross icon, the text 'Manage My Care', and two circular icons: a bell and a person. Below the header, it says 'Hello, Gabrielle'. A welcome message follows: 'Welcome to Manage My Care. Get started by adding yourself or someone you care for as a patient to your account so you can start tracking outpatient appointments and referrals.' Below this, there is a link: 'Need help? Check out our FAQs within the account section.' The main content area has two sections: 'For you' with a purple button 'Add yourself as a patient' and 'For someone else' with a purple button 'Add someone I care for'. At the bottom, there is a navigation bar with icons for Home, Appointments, Referrals, and Patients. A support line notice is visible: 'Need help? Call the Manage My Care Support Line on 1800 517 133 (Mon-Fri, 7:30am-4:30pm).'

If you have already added a patient to your account, go to the **Patients** section and select **+ Add a new patient**.



The screenshot shows the 'Patients' section of the app. At the top, there is a purple button with a plus sign and the text '+ Add a new patient'. Below this, there is a navigation bar with icons for Home, Appointments, Referrals, and Patients. The 'Patients' icon is highlighted.

Then select **Add yourself**.



The screenshot shows a dialog box titled 'Link patients to your account' with a close button (X) in the top right corner. There are two options listed: 'Add yourself' with a plus sign and a person icon, and 'Add another patient' with a plus sign and a person icon.

2. Enter your details, including your U/R, and select **Add patient**.

**Tip:** A U/R is a unique medical record number used to identify patients in the WA public hospital system. A person will only have a U/R if they have been referred to or visited a public hospital in WA before. A U/R starts with a letter and is followed by seven digits. If you do not know your U/R, go [here](#) for more information.

**Important:** Make sure all information is correct and that you have provided your full legal name. If the information you provide does not match your WA Health patient record, you will not be able to add yourself as a patient.

If you're having trouble, call the [Manage My Care Support Line](#).



### < Add patient

**Please note:** Names entered must match exactly with full legal names recorded in the hospital system. Need help? Call the Manage My Care Support Line on 1800 517 133 (Mon-Fri, 7:30am-4:30pm).

Patient U/R <sup>?</sup>

D5921204

Date of birth <sup>?</sup>

29/04/1987

First name <sup>?</sup>

Gabrielle

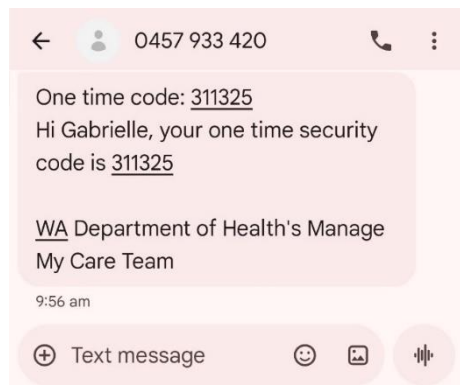
Last name <sup>?</sup>

Lim

Add patient

3. Enter the security code that is sent to your mobile number and select **Confirm**.

**Important:** The SMS is sent to the mobile number listed on your WA Health patient record. If your number has changed or is not recorded, update it by calling the [Manage My Care Support Line](#).



## Complete adding patient



A security code has been sent to your mobile number:  
**04XXXXX979**

Enter the security code below and select Confirm.

Select [here](#) to resend the code to your mobile number. If you still do not receive the security code, call the Manage My Care Support Line on **1800 517 133** (Mon-Fri, 7:30am-4:30pm) to confirm your mobile number is recorded correctly in the hospital system.

Confirm

4. Once you have entered the security code, your patient information will appear in your account.



### Patient successfully added

You have successfully added yourself as a patient to your Manage My Care account.

You can now access your patient details and view and manage your outpatient appointments and referrals.

Home

## Patients

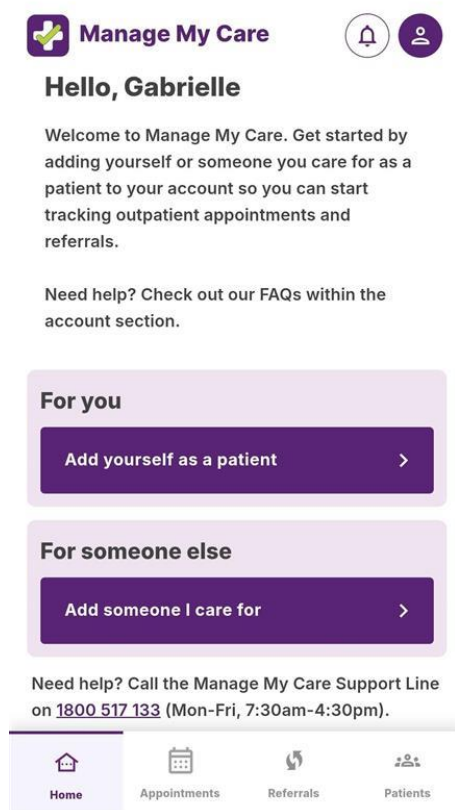
Easily access patient information, outpatient appointments, and referral details by selecting a patient below.

 **GABRIELLE LIM**

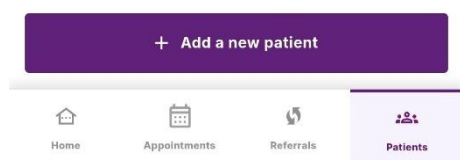
[+ Add a new patient](#)

## How to add an adult patient in your care

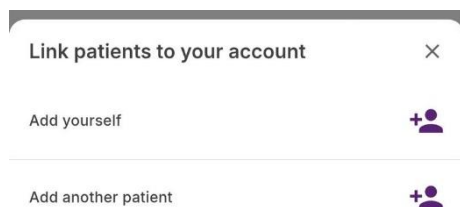
1. If this is your first time adding a patient to your account, select **Add someone I care for**.



If you have already added a patient to your account, go to the **Patients** section and select **+ Add a new patient**.



Then select **Add another patient**.



2. Enter the patient's details, including their U/R.

**Tip:** A U/R is a unique medical record number used to identify patients in the WA public hospital system. A person will only have a U/R if they have been referred to or visited a public hospital in WA before. A U/R starts with a letter and is followed by seven digits. If you do not know the patient's U/R, go [here](#) for more information.

3. Check your first and last name are correct. Then select **Add patient**.

**Tip:** Your first and last name will be pre-populated based on the name you used to create your account. If this is not your legal name, you can delete the pre-populated information and enter your legal name instead.



< **Add patient**

**Please note:** Names entered must match **exactly** with full legal names recorded in the hospital system. Need help? Call the Manage My Care Support Line on **1800 517 133** (Mon-Fri, 7:30am-4:30pm).

Patient U/R?

E1061691

Patient date of birth?

19/07/1972

Patient first name?

Jennifer

Patient last name?

Wyatt

My first name?

Gabrielle

My last name?

Lim

Cancel

Add patient

**Important:** Make sure all information is correct and that you have provided the patient's **full legal name**. If the information you provide does not match the patient's WA Health patient record, you will not be able to add them as a patient to your account.

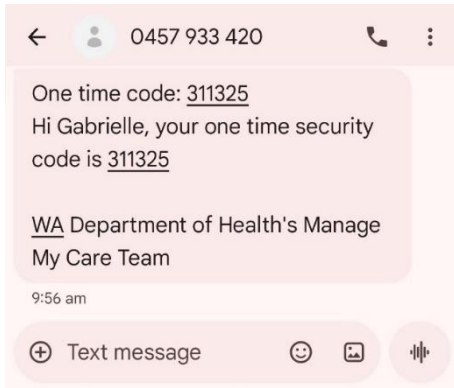
If the patient has not been referred to or visited a public hospital in WA, they will not have a patient record, and you will be unable to add them to your account.

To add a patient other than yourself to your Manage My Care account, you must already be listed on their WA Health patient record as either Next of Kin 1, Next of Kin 2, Preferred Contact or Other Contact. If you are not already listed on the patient's record, the patient will need to [update their Next of Kin](#).

If you're having trouble, call the [Manage My Care Support Line](#).

4. Enter the security code that is sent by SMS to your mobile number and select **Confirm**.

**Important:** The SMS is sent to the mobile number listed on your contact details as a Next of Kin on the patient's WA Health patient record. If your number has changed or is not recorded, update it by calling the [Manage My Care Support Line](#).



**Complete adding patient** ×

A security code has been sent to your mobile number:  
**04XXXXX979**

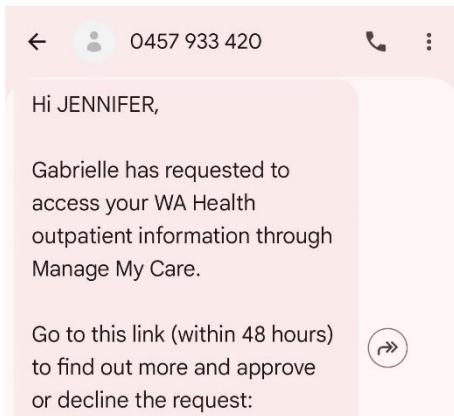
Enter the security code below and select Confirm.

Select [here](#) to resend the code to your mobile number. If you still do not receive the security code, call the Manage My Care Support Line on 1800 517 133 (Mon-Fri, 7:30am-4:30pm) to confirm your mobile number is recorded correctly in the hospital system.

-----

**Confirm**

5. The patient will receive an SMS asking them if they give their permission for you to access their outpatient appointment information using Manage My Care.



**Note:** If the link is not used within 48 hours, it will expire. You will need to submit a new request to add them as a patient.

If the patient does not receive an SMS, their mobile number may need to be updated on their WA Health patient record. If their number has changed or is not recorded, update it by calling the [Manage My Care Support Line](#).

6. The patient will need to click the link in the SMS and approve or decline your request.



Hi JENNIFER,

A request has been made by Gabrielle to add you as a patient to their Manage My Care account.

If you approve, Gabrielle will be able to view and manage your outpatient appointments and referrals, as well as view and update your contact details. Gabrielle will receive a notification if you approve.

If you decline this request, Gabrielle will not have access to your outpatient information through Manage My Care.

If this request is incorrect, you can update your authorised Next of Kin recorded in the hospital system by calling the Manage My Care Support Line on 1800 517 133 (Monday-Friday, 7:30am-4:30pm).

Do you approve the request?

Yes

No

7. Once the patient has given their permission, you will be notified and their patient information will appear in your account.

JENNIFER has approved your request to add them as a patient to your Manage My Care account. You can now access their outpatient information through Manage My Care.

Close

### Patients

Easily access patient information, outpatient appointments, and referral details by selecting a patient below.

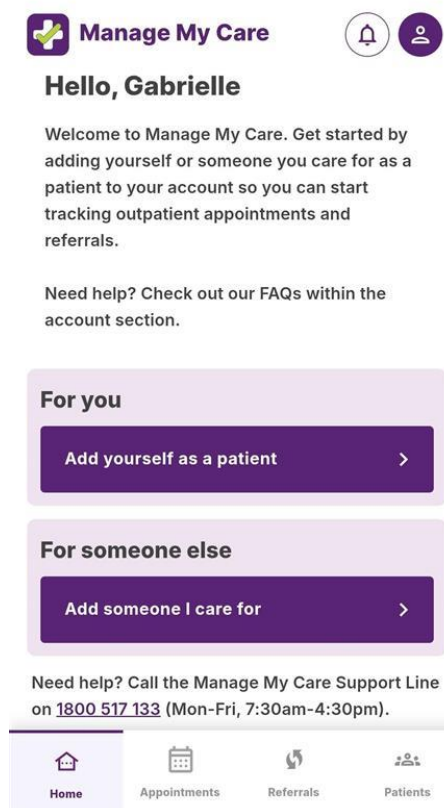
 **GABRIELLE LIM**

 **JENNIFER WYATT**

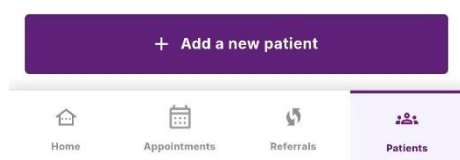
[+ Add a new patient](#)

## How to add a minor patient in your care

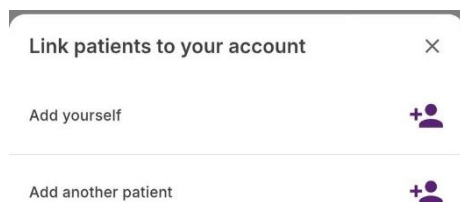
1. If this is your first time adding a patient to your account, go to the **Patients** section and select **Add someone I care for**.



- If you have already added a patient to your account, go to the **Patient** section and select **+ Add a new patient**.



Then select **Add another patient**.



2. Enter the patient's details, including their U/R.

**Tip:** A U/R is a unique medical record number used to identify patients in the WA public hospital system. A person will only have a U/R if they have been referred to or visited a public hospital in WA before. A U/R starts with a letter and is followed by seven digits. If you do not know the patient's U/R, go [here](#) for more information.

3. Check your first and last name are correct. Then select **Add patient**.

**Tip:** Your first and last name will be pre-populated based on the name you used to create your account. If this is not your legal name, you can delete the pre-populated information and enter your legal name instead.

**Manage My Care**

**< Add patient**

Please note: Names entered must match **exactly** with full legal names recorded in the hospital system. Need help? Call the Manage My Care Support Line on 1800 517 133 (Mon-Fri, 7:30am-4:30pm).

Patient U/R <sup>?</sup>  
K1123769

Patient date of birth <sup>?</sup>  
15/07/2012

Patient first name <sup>?</sup>  
Olivia

Patient last name <sup>?</sup>  
Lim

My first name <sup>?</sup>  
Gabrielle

My last name <sup>?</sup>  
Lim

Cancel Add patient

**Important:** Make sure all information is correct and that you have provided the patient's full legal name.

If the information you provide does not match the patient's WA Health patient record, you will not be able to add them as a patient to your account.

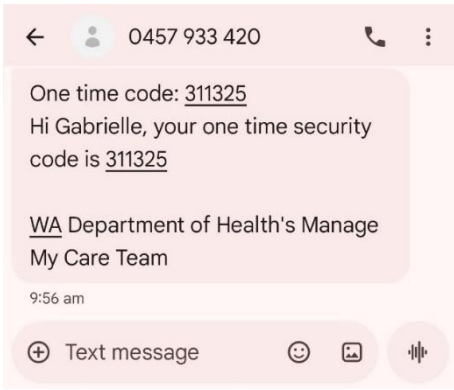
If the patient has not been referred to or visited a public hospital in WA, they will not have a patient record.

Your name must be listed on their WA Health patient record as either Next of Kin 1, Next of Kin 2 or Preferred Contact. You must also be living at the same address as either the patient or the Next of Kin 2 contact.

If you're having trouble, call the [Manage My Care Support Line](#).

4. Enter the security code sent via SMS to your mobile.

**Important:** The SMS is sent to the mobile number listed against your contact details as a Next of Kin on the patient's WA Health patient record. If your number has changed or is not recorded, update it by calling the [Manage My Care Support Line](#).



### Complete adding patient ×

A security code has been sent to your mobile number:  
**04XXXXX979**

Enter the security code below and select Confirm.

Select [here](#) to resend the code to your mobile number. If you still do not receive the security code, call the Manage My Care Support Line on **1800 517 133** (Mon-Fri, 7:30am-4:30pm) to confirm your mobile number is recorded correctly in the hospital system.

Confirm

5. Once you have entered the security code, their patient information will appear in your account.



### Patient successfully added

You have successfully added a patient with Manage My Care.


You can now access this patient's details.

Home

### Patients

Easily access patient information, outpatient appointments, and referral details by selecting a patient below.

 **GABRIELLE LIM**

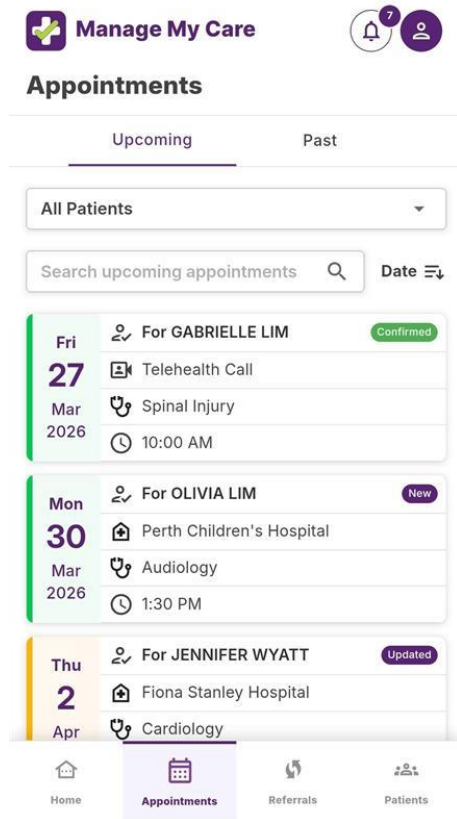
 **OLIVIA LIM**

[+ Add a new patient](#)

# Appointments and referrals

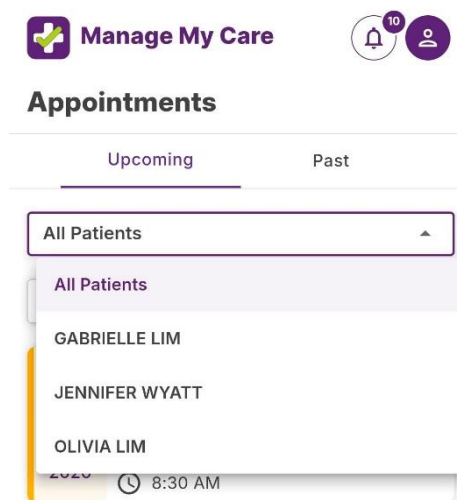
## How to view an upcoming appointment

1. You can view upcoming appointments in the **Appointments** section, which shows you a summary of appointments for all patients you have added to your account.



2. You can view a single patient's appointments in 2 ways:

Select the filter and change it from **All Patients** to the patient you want to see.






OR

Go to the **Patients** section, select the patient you want to see and select **Upcoming appointments**.






## Patients

Easily access patient information, outpatient appointments, and referral details by selecting a patient below.

-  **GABRIELLE LIM**
-  **JENNIFER WYATT**
-  **OLIVIA LIM**

[+ Add a new patient](#)

## < GABRIELLE's profile

-  Contact information >
-  Additional details >
-  Upcoming appointments >
-  Past appointments >
-  Referrals >

## How to search for an appointment or referral

1. There is a search bar on the patient appointments and referrals screens to help you search for a particular appointment or referral. You can search by specialty, for example 'Cardiology' or by appointment type, for example 'Telehealth.' You can also use the arrow next to the search bar to sort by date.

The screenshot shows the 'Manage My Care' interface for appointments. At the top, there is a 'Manage My Care' header with a purple cross icon, a notification bell with '10', and a profile icon. Below the header, the 'Appointments' section is active, with tabs for 'Upcoming' and 'Past'. A dropdown menu is set to 'All Patients'. A search bar contains the text 'Spinal' and has a magnifying glass icon. To the right of the search bar is a 'Date' filter with a downward arrow. The main content area displays two appointment cards for 'GABRIELLE LIM'. The first card is for Friday, March 27, 2026, at 10:00 AM, for a 'Spinal Injury' via 'Telehealth Call', and is marked 'Confirmed'. The second card is for Friday, April 17, 2026, at 3:30 PM, for a 'Spinal Injury' at 'Royal Perth Hospital', and is marked 'Updated'. At the bottom, a navigation bar includes icons for Home, Appointments (highlighted), Referrals, and Patients.

The screenshot shows the 'Manage My Care' interface for referrals. At the top, there is a 'Manage My Care' header with a purple cross icon, a notification bell with '4', and a profile icon. Below the header, the 'Referrals' section is active. A dropdown menu is set to 'All Referrals'. A search bar contains the text 'Spinal' and has a magnifying glass icon. To the right of the search bar is a 'Date' filter with a downward arrow. The main content area displays a single referral card for 'GABRIELLE LIM' with the following details: 'Royal Perth Hospital', 'Spinal and Scoliosis', and 'General Practitioner'. At the bottom, a navigation bar includes icons for Home, Appointments, Referrals (highlighted), and Patients.

## How to find a past appointment

**Note:** Manage My Care does not display appointments that occurred more than 5 years ago. Contact the hospital or Outpatient Direct on 1300 855 275 if you are seeking information about an older appointment.

1. Go to the **Appointments** section and select **Past**. Select the filter and change it from **All Patients** to the patient you want to see.

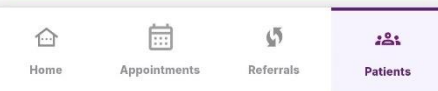
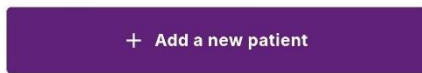
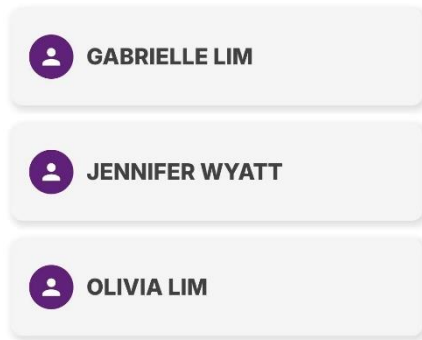
The screenshot shows the 'Manage My Care' mobile app interface. At the top, there is a header with the 'Manage My Care' logo, a notification bell icon with a '10' badge, and a user profile icon. Below the header is the 'Appointments' section, which has two tabs: 'Upcoming' and 'Past'. The 'Past' tab is selected. A message reads: 'Please contact the hospital or Outpatient Direct on 1300 855 275 if you are seeking information about an appointment that occurred more than five years ago.' Below the message is a dropdown menu showing 'JENNIFER WYATT'. There is a search bar labeled 'Search past appointments' with a magnifying glass icon and a 'Date' filter icon. The main content area displays a list of past appointments for JENNIFER WYATT. The first appointment is on Tuesday, December 2, 2025, at Fiona Stanley Hospital, in the Cardiology department, at 11:30 AM. The second appointment is on Thursday, December 27, 2025, which is a Telehealth Call. At the bottom of the screen is a navigation bar with four icons: Home, Appointments (highlighted), Referrals, and Patients.

2. You can also go to the **Patients** section, select the patient you want to see and select **Past appointments**.

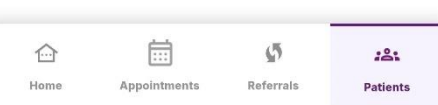
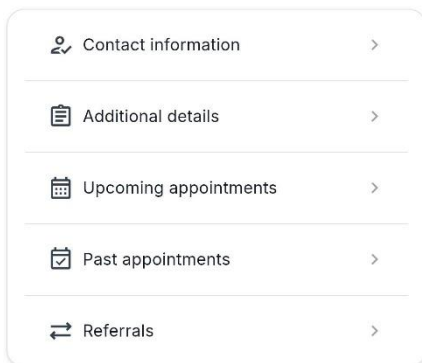


## Patients

Easily access patient information, outpatient appointments, and referral details by selecting a patient below.



## < JENNIFER's profile

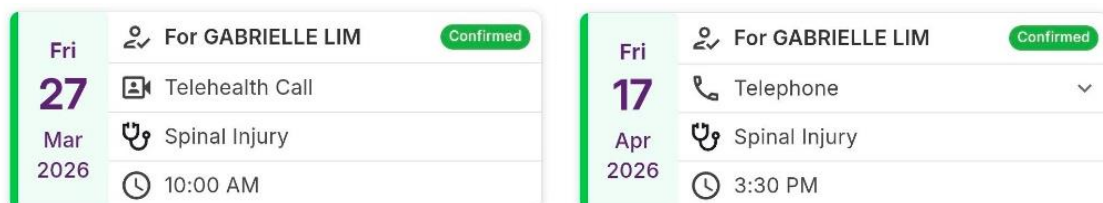


## How to find a telehealth or telephone appointment

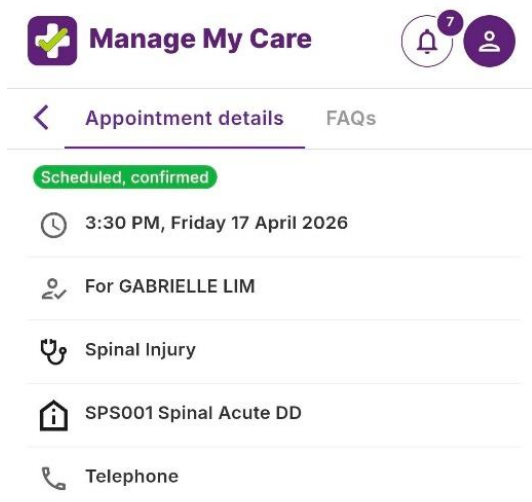
Telehealth appointments require either a:

- Smartphone (with data for video call)
- Tablet with internet connection
- Computer with internet connection

In the **Appointments** section, the appointment will be listed as **Telehealth Call** or **Telephone** accompanied by a video camera or telephone symbol.

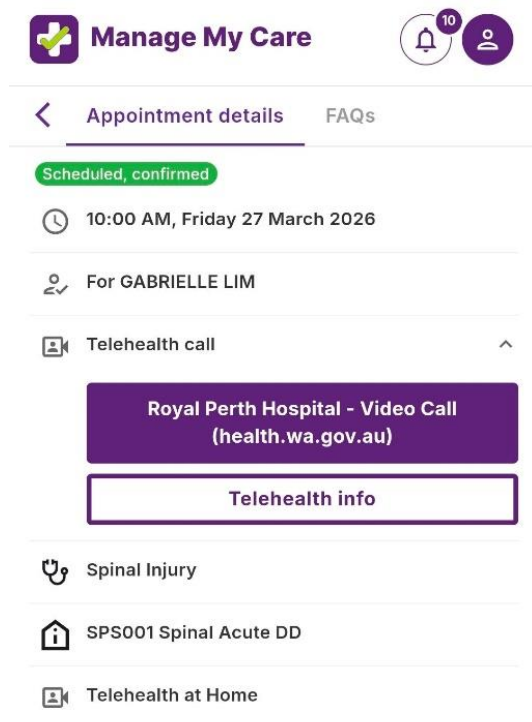


When you click on a telephone appointment, the following screen appears:



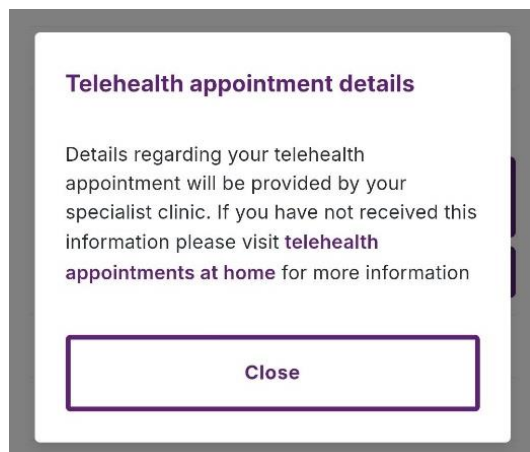
For telephone appointments, it is important to be aware that the hospital clinician may contact you from a private number. The appointment time indicated is only an approximate time for the phone call due to factors outside of the clinic's control.

When you click on a telehealth appointment, the following screen appears:



Selecting the arrow next to **Telehealth call** will reveal two buttons:

1. The first button directs you to your telehealth appointment.
2. The second button **Telehealth info** directs you to the following message:



Selecting the link will direct you to [Telehealth appointments at home \(healthywa.wa.gov.au\)](https://healthywa.wa.gov.au) which provides general information about telehealth appointments and further details on how to connect to the call, should you require support.

## How to confirm your attendance

For participating clinics, you can request to confirm an appointment.

1. Select the appointment you want to confirm.
2. Scroll down and select **Confirm I can attend this appointment**.

The screenshot shows the 'Manage My Care' app interface. At the top, there is a purple header with a white cross icon and the text 'Manage My Care'. To the right of the header are two circular icons: a bell with a '10' notification badge and a person icon. Below the header is a navigation bar with a back arrow, 'Appointment details', and 'FAQs'. The main content area has three sections: 'Reschedule instructions' with text about cancelling or rescheduling, 'Clinic instructions' with text about referring to an appointment letter, and 'Notes' with text about a private notes section. Below the notes is a text input field with the placeholder 'Your notes'. At the bottom of the screen are two buttons: a purple button labeled 'Confirm I can attend this appointment' and a white button with a purple border labeled 'Cancel or Reschedule'.

3. You will receive a pop-up notification on your screen to confirm your decision.

The screenshot shows a pop-up notification titled 'Confirm attendance'. The text inside the pop-up reads: 'Clicking the button will send a message to the hospital to let them know that you will be attending this appointment.' At the bottom of the pop-up are two buttons: a white button labeled 'Back' and a purple button labeled 'Confirm'.

**Note:** Hospital clinics may still reschedule a confirmed appointment. This can be due to emergencies, clinician availability or other factors.

For some clinics, you cannot confirm appointments in Manage My Care. In these cases, selecting **Confirm I can attend this appointment** will show a message with the phone number you must call to confirm your intention to attend.

## How to reschedule an appointment

For participating clinics, you can request to reschedule an appointment.


1. Select the appointment you want to reschedule.
2. Select **Cancel or Reschedule**.

The screenshot shows the 'Manage My Care' app interface. At the top, there is a navigation bar with a back arrow, 'Appointment details', and 'FAQs'. Below this, there are three sections: 'Reschedule instructions', 'Clinic instructions', and 'Notes'. The 'Reschedule instructions' section contains text about selecting 'Cancel or Reschedule' if unable to attend. The 'Clinic instructions' section says to refer to the appointment letter. The 'Notes' section has a text area for notes. At the bottom, there are two buttons: a purple button labeled 'Confirm I can attend this appointment' and a white button with a purple border labeled 'Cancel or Reschedule'.

3. Select the reason you want to reschedule. .

### Reschedule appointment ✕

Only appointments within the next 30 days are displayed by some hospitals. When your appointment is rescheduled, it may no longer be visible to you until 30 days prior to the new appointment time.

 Please consider carefully your decision to request to reschedule this appointment. It may be an extended period of time to receive another appointment at this clinic.

The screenshot shows a dropdown menu for selecting a reason to reschedule. The menu is open, showing several options: 'Admitted to hospital', 'Away', 'Transport unavailable', 'Unwell self or family', 'Work commitments', and 'Other commitments'. Below the list is a search bar with the text 'Choose reason' and an upward-pointing arrow.

4. Include any relevant notes such as dates you will be away, medical tests/procedures/operations associated with the appointment, and/or related symptoms that may prevent attendance.

5. Select **Reschedule appointment**.

Away ▾

Your notes

Away interstate visiting family. Please reschedule for after 2 June 2026. Thank you.

Keep appointment      No longer needed

**Reschedule appointment**

6. Answer all questions to the best of your ability.

Question 2 of 4 ×

\*This is a mandatory question

Is this your first appointment after an operation or a ward?

No      Yes

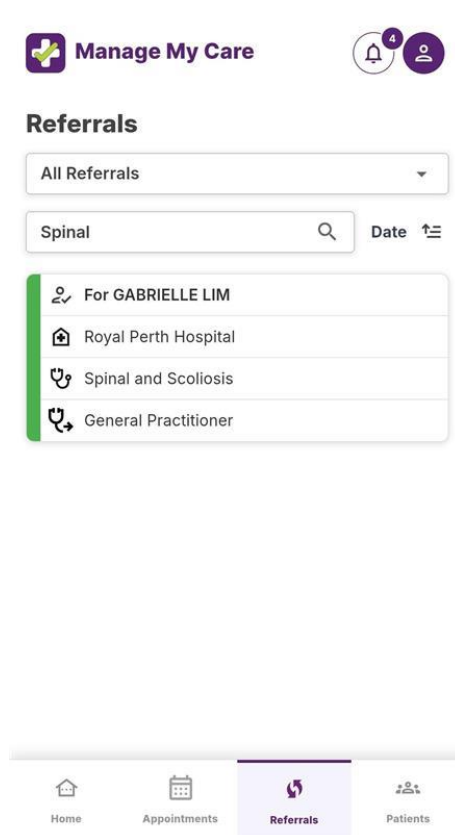
**Note:** Once you submit a request to reschedule an appointment, changes can take up to 2 business days to be processed.

You will not be able to reschedule an outpatient appointment through Manage My Care if the appointment is within 2 business days. To reschedule the appointment call [Outpatient Direct](#) as soon as possible.

For some clinics, you cannot request a reschedule in Manage My Care. In these cases, selecting the **Cancel or Reschedule** button will display a message with the phone number you must call to make your request. This number is also viewable in the Reschedule Instructions.

## How to view referrals

1. You can view referrals in the **Referrals** section, which shows you a summary of referrals for all patients you have added to your account.



2. You can view an individual patient's referrals in 2 ways:

Select the filter and change it from **All Referrals** to the patient you want to see.






OR

Go to the **Patients** section, select the patient you want to see and select **Referrals**.

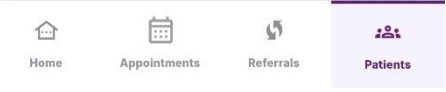


### Patients






Easily access patient information, outpatient appointments, and referral details by selecting a patient below.

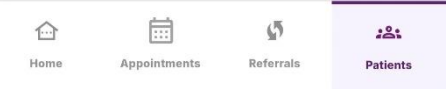
-  **GABRIELLE LIM**
-  **JENNIFER WYATT**
-  **OLIVIA LIM**

[+ Add a new patient](#)



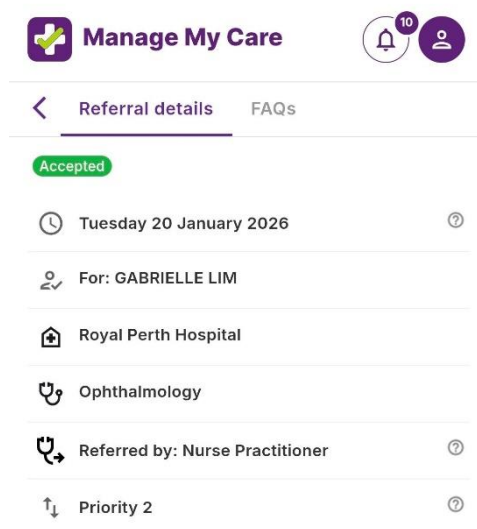
### < GABRIELLE's profile

-  Contact information >
-  Additional details >
-  Upcoming appointments >
-  Past appointments >
-  Referrals >



## Referral status types

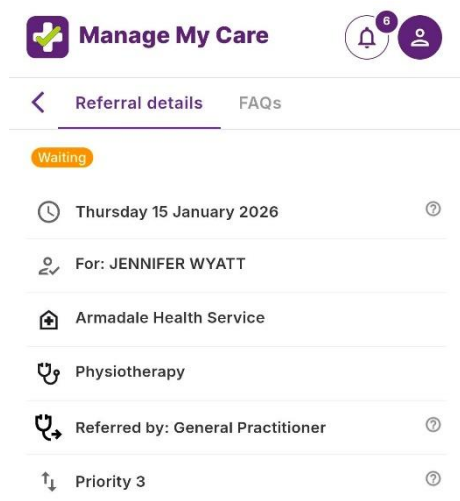
- 1. Accepted (green):** The hospital has activated your referral, and an appointment has been scheduled.



The screenshot shows the 'Manage My Care' app interface. At the top, there is a 'Manage My Care' header with a green checkmark icon and a notification bell icon with a '10' badge. Below the header, there are two tabs: 'Referral details' (selected) and 'FAQs'. A green 'Accepted' status label is displayed. The referral details are as follows:

- Date:** Tuesday 20 January 2026
- For:** GABRIELLE LIM
- Location:** Royal Perth Hospital
- Specialty:** Ophthalmology
- Referred by:** Nurse Practitioner
- Priority:** Priority 2

- 2. Waiting (orange):** The hospital has received and triaged your referral, but an appointment has not yet been scheduled.



The screenshot shows the 'Manage My Care' app interface. At the top, there is a 'Manage My Care' header with a green checkmark icon and a notification bell icon with a '6' badge. Below the header, there are two tabs: 'Referral details' (selected) and 'FAQs'. An orange 'Waiting' status label is displayed. The referral details are as follows:

- Date:** Thursday 15 January 2026
- For:** JENNIFER WYATT
- Location:** Armadale Health Service
- Specialty:** Physiotherapy
- Referred by:** General Practitioner
- Priority:** Priority 3

**Note:** Manage My Care does not display inactive referrals, including closed, cancelled or expired referrals. Contact the hospital or Outpatient Direct on 1300 855 275 if you are seeking information about an inactive referral.

## How to cancel a referral

**Important:** Cancelling a referral discharges you from the clinic. If you cancel your referral, and later want a new appointment, you will have to return to your General Practitioner (GP) for a new referral.

For participating clinics, you can request to cancel a referral using Manage My Care.

1. Select the referral or any appointment connected to the referral you want to cancel.
2. If starting from the referral, scroll down and select **Cancel referral**.

< Referral details FAQs

Tuesday 20 January 2026

For: GABRIELLE LIM

Royal Perth Hospital

Ophthalmology

Referred by: Nurse Practitioner

Priority 2

Notes

This section is for your notes and will not be visible to anyone else.

Your notes

Allow this referral and subsequent appointment(s) to be seen by carers

Cancel referral

If starting from the appointment screen scroll down and select **Cancel or Reschedule**.

**Reschedule instructions**

If you're unable to attend, select the Cancel or Reschedule button below to request your appointment be cancelled or rescheduled.

**Clinic instructions**

Refer to your appointment letter.

**Notes**

This section is for your notes and will not be visible to anyone else.

Your notes

Confirm I can attend this appointment

Cancel or Reschedule

Followed by **No longer needed.**

Keep appointment No longer needed

Reschedule appointment

Followed by **Cancel referral.**

⊗ Cancel referral

**3. Select the reason you want to cancel from the list.**

Reason for cancelling

- Declining Treatment
- Moving interstate / overseas
- Treatment at another public hospital
- Treatment privately
- Treatment no longer required
- Unable to attend (transport/distance)

**4. Include any relevant notes about why you want to cancel your referral and be discharged from the clinic.**

Reason for cancelling  
Moving interstate / overseas

Your notes  
Have moved interstate permanently.

Don't cancel Cancel


5. Select **Cancel**.

6. Answer all questions to the best of your ability.

**Cancel referral**



To help us with your request to cancel your referral, please answer the following question:

 Is there a test, procedure or operation associated with this appointment?

No Yes

**Note:** Once you submit a referral cancellation request, changes can take up to 2 business days to be processed. In some instances, the hospital or Outpatient Direct may contact you by phone to discuss the request with you.

For some clinics, you cannot use Manage My Care to cancel a referral. In these cases, selecting the **Cancel Referral** button will display a message with the phone number you must call to make your request.

# How to update your contact details

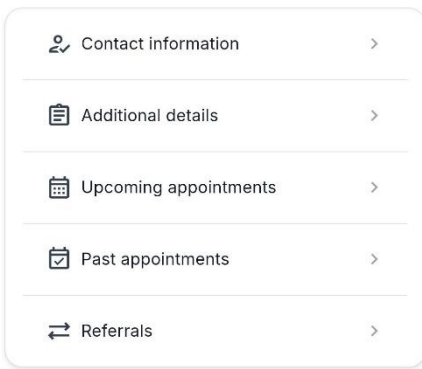
**Note:** Only your contact information such as address, phone number and email, can be updated within Manage My Care.

Any updates to your name and date of birth must be done in person at a hospital clinic. Contact information relating to patients under the age of 16, even if you are their parent/guardian and/or Next of Kin, cannot be viewed or updated within Manage My Care.

1. Go to **Patients** and select the patient you want to update and then select **Contact information**.



## < GABRIELLE's profile



## < Contact information



Patient U/R ⓘ D5921204  
Title MRS  
Patient first name ⓘ GABRIELLE  
Patient last name ⓘ LIM  
Date of birth 29 April 1987  
Residential address  
190 ROYAL STREET, EAST PERTH, WA, 6004, AUS  
Mailing address  
190 ROYAL STREET, EAST PERTH, WA, 6004, AUS  
Home number  
Mobile number  
Email address ⓘ  
  
State / Country of birth  
Australia



2. Select **Edit** to display the details that can be edited in Manage My Care.

**Important:** Ensure you enter the details correctly. The address you enter is where appointment letter/s will be sent. The mobile phone number entered is where SMS reminders for appointments will be sent.

< Edit information

Patient U/R <sup>?</sup>

D5921204

Title

MRS

First name <sup>?</sup>

GABRIELLE

Surname <sup>?</sup>

LIM

Date of birth <sup>?</sup>

29/04/1987

Residential address

190 ROYAL STREET, EAST PERTH, WA, 6004, AUS

Mailing address

Home phone number

Enter home phone number

Mobile phone number

Email <sup>?</sup>

State/Country of birth

Western Australia

Cancel

Save changes

3. After entering the details, select **Save changes**.

**Note:** Changes can take up to 2 business days to be processed. If you urgently require contact details to be updated, call [Outpatient Direct](#).

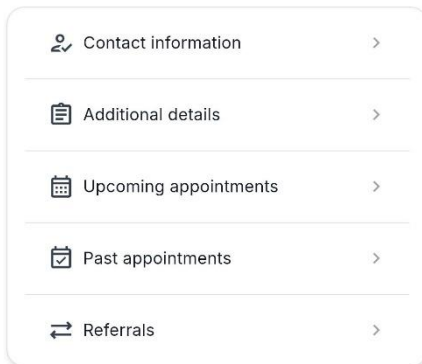
## How to update GP details

**Note:** Only GP details can be changed within Additional details in Manage My Care. If you require changes to Medicare or Department of Veterans' Affairs (DVA) details, call the [Manage My Care Support Line](#).

1. Go to **Patients**, select the patient you want to update and then select **Additional details**.



### < GABRIELLE's profile



### < Additional details



Medicare number  
Local GP  
Practice  
DVA number  
DVA colour

2. Select **Edit** to display the details that can be edited in Manage My Care.

< Edit additional details

Medicare number

Local GP

Practice

DVA number

DVA colour

3. After entering the GP details, select **Save changes**.

**Note:** Changes can take up to 2business days to be processed. If you urgently require GP details to be updated, call [Outpatient Direct](#).

# Manage who can access your outpatient information

## How to review your Next of Kin details on your WA Health patient record

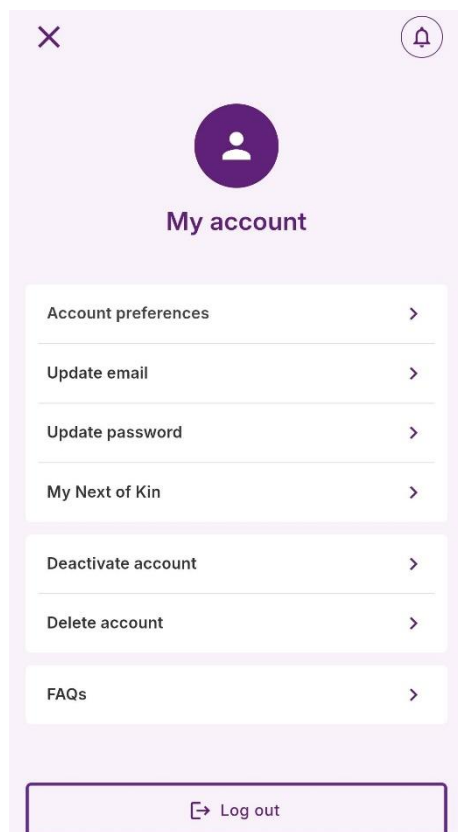
**Important:** A Next of Kin is someone listed on your WA Health patient record, usually a trusted family member or carer, who may play a role in your health care. Your Next of Kin can view and manage your appointments and referrals and update details on your record, including your address.

Protect your privacy by reviewing your Next of Kin. If you have your own Manage My Care account, you can view your Next of Kin by following the steps below. If you do not have your own Manage My Care account, you can call the [Manage My Care Support Line](#).

### 1. Go to **My account**.



### 2. Select **My Next of Kin**



[< My Next of Kin](#)

**Your Next of Kin information**

The following individuals are listed as your authorised Next of Kin on your WA Health patient record.

- Select the checkbox next to their name if you wish to invite them to access your patient information via Manage My Care.
- If this checkbox is selected, your Next of Kin already has access.
- To remove a Next of Kin, select the rubbish bin icon next to their name.
- To add a Next of Kin, select the Add button below.

JOY SMITH



MICHAEL LIM

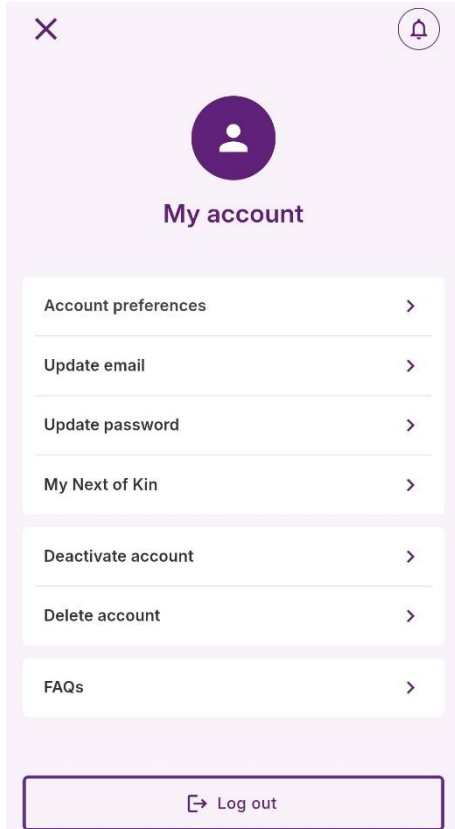


## How to add a Next of Kin to your WA Health patient record

1. Go to **My account**.



2. Select **My Next of Kin** and then **+ Add Next of Kin**.



< My Next of Kin

Your Next of Kin information

The following individuals are listed as your authorised Next of Kin on your WA Health patient record.

- Select the checkbox next to their name if you wish to invite them to access your patient information via Manage My Care.
- If this checkbox is selected, your Next of Kin already has access.
- To remove a Next of Kin, select the rubbish bin icon next to their name.
- To add a Next of Kin, select the Add button below.

JOY SMITH



MICHAEL LIM



+ Add Next of Kin

3. Enter your Next of Kin's details and select **Add Next of Kin**.

Ensure all information is accurate including their legal first name and surname.

< Add Next of Kin



This person will be added as a Next of Kin in your WA Health Patient Administration System record

Title

First name

Surname

Mobile number

Relationship

Address 1

Address 2

Suburb

Postcode

Add Next of Kin

**Note:** Changes can take up to 2 business days to be processed. If you urgently require your Next of Kin to be updated, call [Outpatient Direct](#).

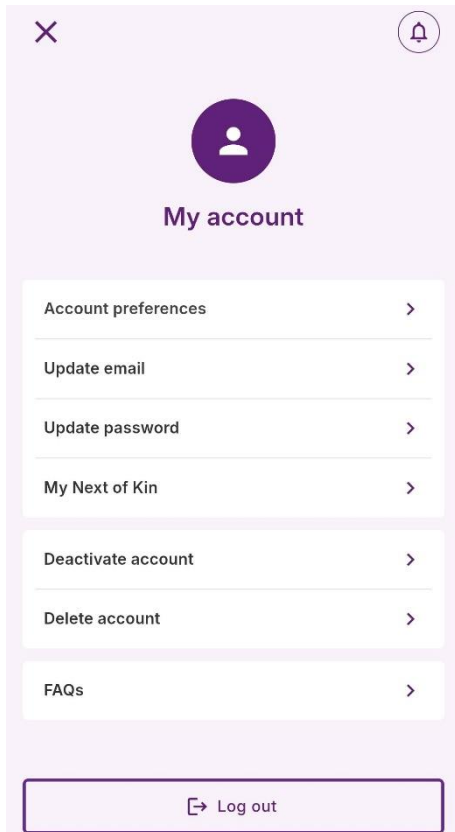
Once your Next of Kin has been added to your WA Health patient record, they will appear under your list of Next of Kin in your Manage My Care account.

## How to remove a Next of Kin from your WA Health patient record

1. Go to **My account**.



2. Select **My Next of Kin**.



3. Select the bin symbol next to their name.

You can also do this by calling the [Manage My Care Support Line](#).

< My Next of Kin

Your Next of Kin information

The following individuals are listed as your authorised Next of Kin on your WA Health patient record.

- Select the checkbox next to their name if you wish to invite them to access your patient information via Manage My Care.
- If this checkbox is selected, your Next of Kin already has access.
- To remove a Next of Kin, select the rubbish bin icon next to their name.
- To add a Next of Kin, select the Add button below.

JOY SMITH



MICHAEL LIM



**Note:** Changes can take up to 2 business days to be processed. If you urgently require your Next of Kin to be updated, call [Outpatient Direct](#).

## How to invite your Next of Kin to use Manage My Care

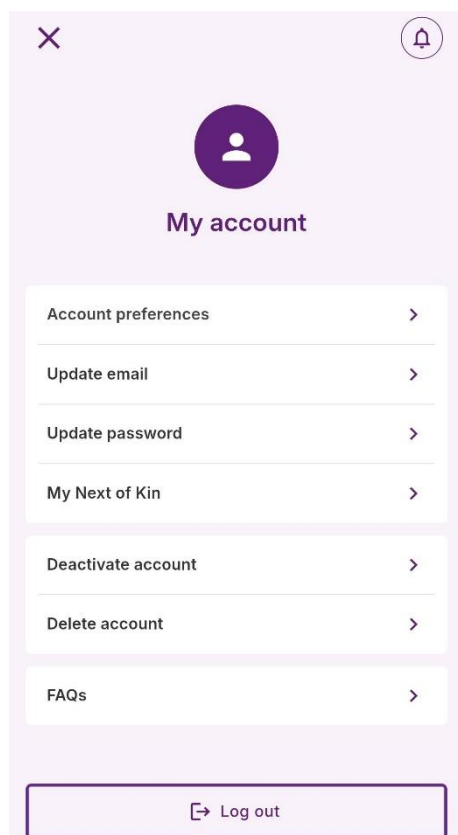
Once your Next of Kin has been added to your WA Health patient record, they will appear under your list of Next of Kin in your Manage My Care account.

**Important:** With your permission, a Next of Kin can see your outpatient information in their Manage My Care account. If you provide permission, you will appear on your Next of Kin's Manage My Care account, and they will be able to view and manage your outpatient appointments and referrals and update your contact information.

### 1. Go to **My account**.



### 2. Select **My Next of Kin**



### 3. Tick the checkbox next to their name.

< My Next of Kin

Your Next of Kin information

The following individuals are listed as your authorised Next of Kin on your WA Health patient record.

- Select the checkbox next to their name if you wish to invite them to access your patient information via Manage My Care.
- If this checkbox is selected, your Next of Kin already has access.
- To remove a Next of Kin, select the rubbish bin icon next to their name.
- To add a Next of Kin, select the Add button below.

JOY SMITH



MICHAEL LIM



4. Enter their email address and select **Send Invitation**.

**Note:** An email will then be sent to your Next of Kin, asking them if they would like to create a Manage My Care account of their own, so they can view and manage your outpatient appointments and referrals.

**Invite Access** ×

To invite JOY SMITH to access your Manage My Care account, please enter their email address and we will send them an invitation.

Email Address

Enter email address

Send Invitation

Once your Next of Kin has added you as a patient to their own Manage My Care account, the checkbox next to their name will appear ticked under your list of Next of Kin.

JOY SMITH

Has Account



MICHAEL LIM



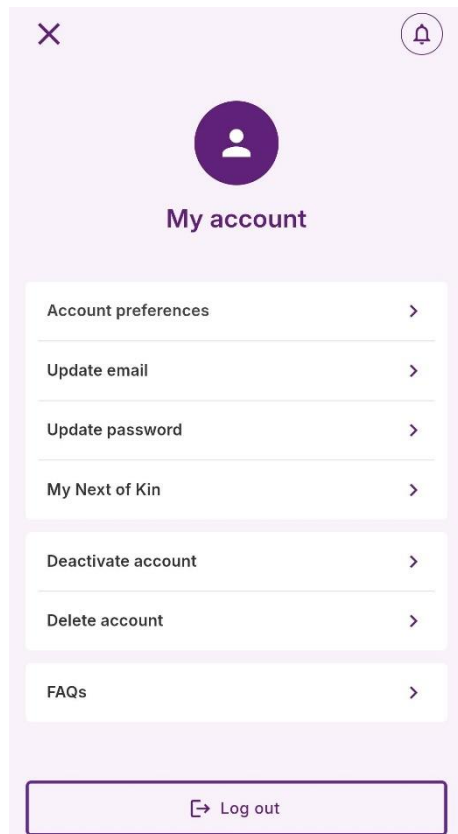
## How to remove a Next of Kin from Manage My Care

**Important:** Removing a Next of Kin's access to your outpatient information via Manage My Care does not remove them as a Next of Kin from your WA Health patient record. To do this, go to [How to remove a Next of Kin from your WA Health patient record](#).

1. Go to **My account**.



2. Select **My Next of Kin**



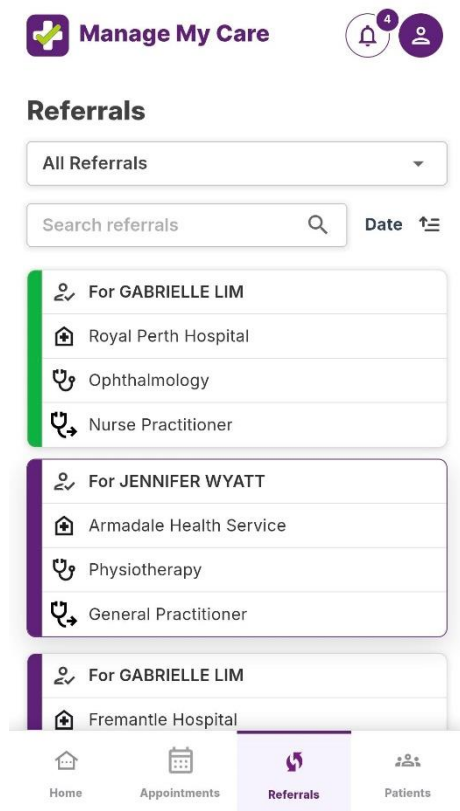
3. Then **untick** the checkbox next to their name.

JOY SMITH	Has Account	<input checked="" type="checkbox"/>
MICHAEL LIM		<input type="checkbox"/>

## How to hide specific appointment/referral information from a Next of Kin










If you want to hide certain appointment details from your Next of Kin while still allowing them to view others, you can choose to hide specific referrals and their associated appointments.

1. Go to **Referrals** and select the referral you would like to hide.



2. Untick the checkbox next to **Allow this referral and subsequent appointment(s) to be seen by carers.**


**Note:** This will hide the referral, and all associated appointments made under this referral from your Next of Kin. If you change your mind in future, you can select this check box again to reinstate their access.

-  Tuesday 20 January 2026 
-  For: GABRIELLE LIM
-  Royal Perth Hospital
-  Ophthalmology
-  Referred by: Nurse Practitioner 
-  Priority 2 

**Notes**

This section is for your notes and will not be visible to anyone else.

Your notes

Allow this referral and subsequent appointment(s) to be seen by carers 

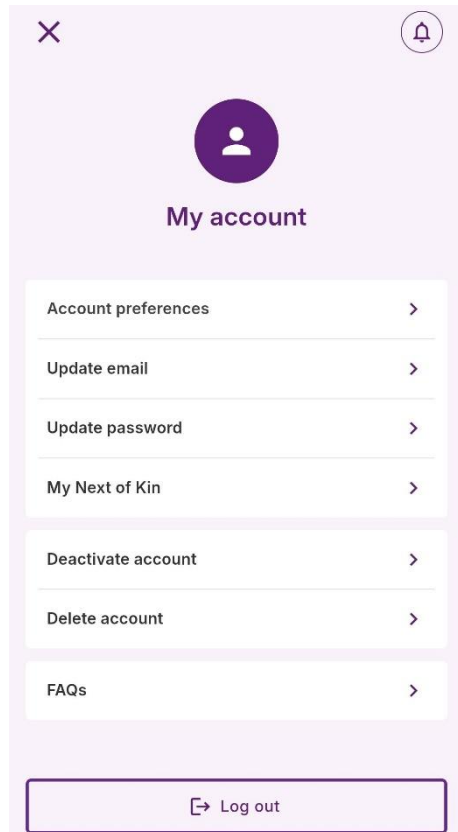
 **Cancel referral**

# How to hide all appointment and referral information from a Next of Kin

## 1. Go to **My account**.



## 2. Select **Account preferences**.



## 3. Select **Hide all of my referrals and appointments**.

< Account preferences

By default

- Show approved Next of Kin my future referrals and appointments
- Hide all of my referrals and appointments

If you allow Next of Kin to default to seeing your referrals and appointments, you can still hide individual referrals and appointments.

If you hide all your referrals and appointments then no Next of Kin will be able to see any of them.

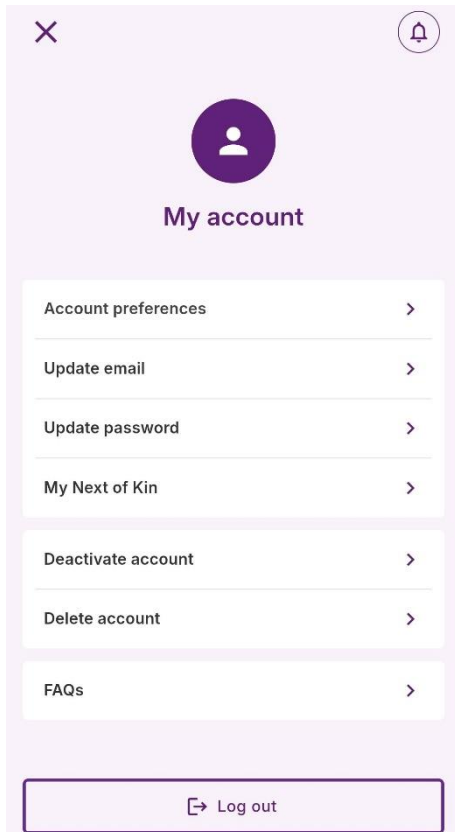
# Account settings

## How to update your account email

1. Go to **My account**.



2. Select **Update email**.



3. Enter your current account email and your new email twice to confirm. Then select **Update email**.

A screenshot of the 'Update email' form. At the top left is a back arrow and the text 'Update email'. Below is a light blue information box with a white 'i' icon and the text 'Please check your inbox for an email with confirmation instructions'. The form contains three input fields: 'Current email' with a help icon, 'New email' with a help icon, and 'Confirm new email' with a help icon. Each field has a placeholder text 'Enter new email'. At the bottom is a purple button with the text 'Update email'.

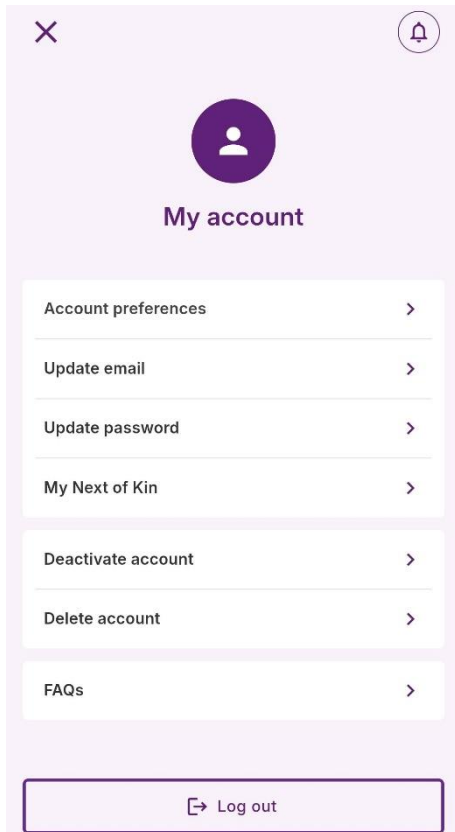
4. A security code will be sent to your old email address. Enter the security code in Manage My Care to finish updating your email address.

## How to update your account password

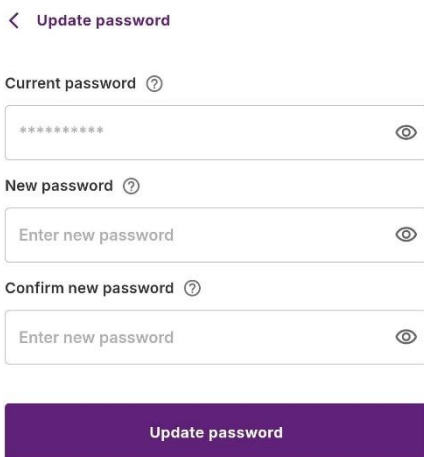
1. Go to **My account**.



2. Select **Update password**.



3. Enter your current account password and your new password twice to confirm. Then select **Update password**.

A screenshot of the 'Update password' form. At the top left is a back arrow and the text 'Update password'. Below are three input fields, each with a question mark icon: 'Current password', 'New password', and 'Confirm new password'. Each field contains a placeholder or masked text and has a toggle eye icon on the right. At the bottom is a purple button labeled 'Update password'.

## How to deactivate your account

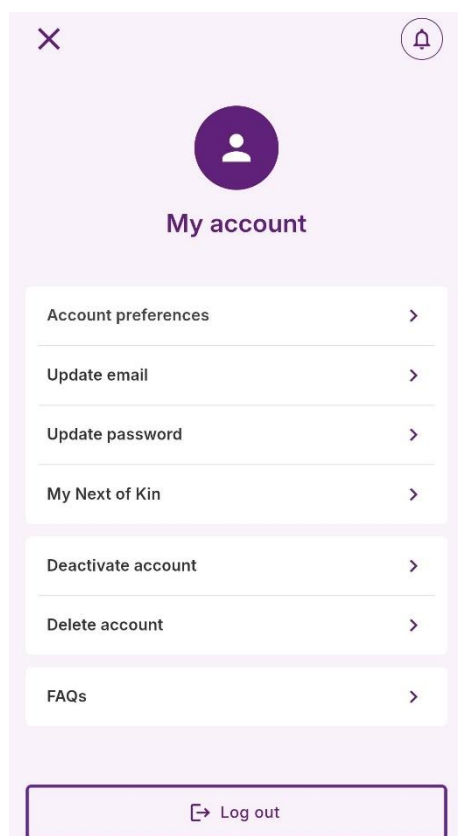
**Important:** Deactivating your account will not stop your approved Next of Kin from seeing your outpatient appointment information. It is important to [review your Next of Kin](#) before deactivating your account and remove any Next of Kin whom you no longer want to see your details.

Deactivating your account does not affect your WA Health patient record or your upcoming outpatient appointments. You can still manage your outpatient care by calling [Outpatient Direct](#) or the hospital.

### 1. Go to **My account**.



### 2. Select **Deactivate account**.



### 3. Review the information about what happens when you deactivate your account and consider it carefully. If you still wish to proceed, select **Deactivate my account**.

[← Deactivate my account](#)

**If you deactivate your account**

- You will be logged out of Manage My Care
- You will not be able to log into Manage My Care
- You will not receive emails or pop up notifications
- You will be able to reactivate your account
- You can still call Manage My Care Support Line on 1800 517 133

 Deactivate my account

## How to reactivate your account

1. Log in to Manage My Care with your previous account email and password.



### Enter your login details

Email

Password

[Forgot password](#)

Log in

Back

2. Manage My Care will send a security code to the email address associated with your account. Enter the security code and select **Reactivate account**.

### Account Reactivation



Manage My Care  
To You

4:54 pm



Hi Gabrielle,

A request to reactivate your Manage My Care account has been received. Your security code is:

**WASQJH**

If you have not tried to reactivate your account, contact the Manage My Care Support Line on [1800 517 133](tel:1800517133) (Monday-Friday, 7.30 am-4.30pm).

Kind regards,

WA Department of Health's Manage My Care Team

[< Back](#)

## Reactivate your account

Your request to re-activate an account has been received.

Please check your email and enter the security code that has been sent to you. The reactivation code will expire in 5 minutes.

If you cannot find the email in your inbox, please check your spam folder.

[Resend reactivation code](#)

-----

04:38

[Reactivate account](#)

For further support, the Manage My Care Support Line is available at 1800 517 133.  
(Monday - Friday, 7:30am-4:30pm)

**Note:** Reactivation is only available for users who have deactivated their accounts. If you have deleted your account, you will need to create a new Manage My Care account.

## How to delete your account

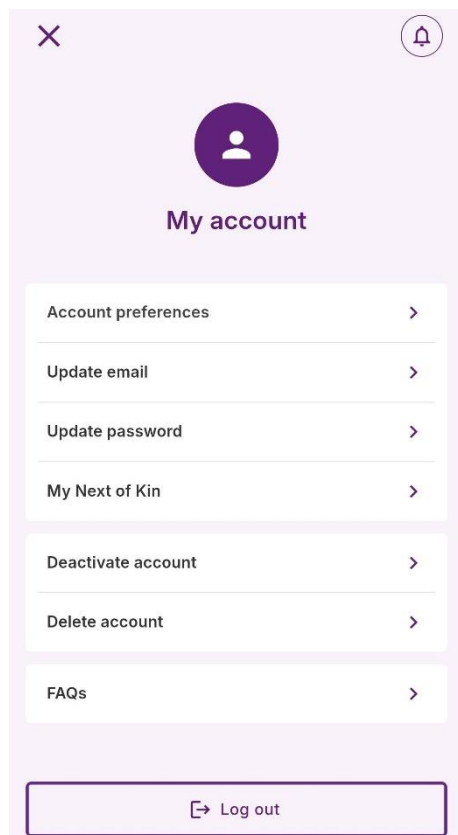
**Important:** Deleting your account will not stop your approved Next of Kin from seeing your outpatient appointment information. It is important to review your Next of Kin before deleting your account.

Deleting your account does not affect your WA Health patient record or your upcoming outpatient appointments.

### 1. Go to **My account**



### 2. Select **Delete my account**.




### 3. Review the information about what happens when you delete your account and consider it carefully. If you still wish to proceed, select **Delete my account**.

[← Delete my account](#)

**If you delete your account**

- You will be logged out of Manage My Care
- You will not be able to log into Manage My Care
- You will not receive emails or pop up notifications
- You will not be able to undelete your account
- You can still call Manage My Care Support Line on 1800 517 133

 [Delete my account](#)

# Troubleshooting

## 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, or someone in your care, will only have a U/R if you have visited a public hospital in WA before. A U/R starts with a letter and is followed by seven digits. You can find your U/R:

- on the top right-hand corner of your appointment letter
- in an SMS from the hospital
- by calling the [Manage My Care Support Line](#)
- by calling the hospital
- by visiting the hospital in-person.

## Why isn't the security code working?

Ensure that you have entered the correct code. If you have requested a code to be re-sent, make sure that you use the most recent code. If you are still having issues, call the [Manage My Care Support Line](#).

## Why did I not receive an SMS with my security code?

If you have not received an SMS, call the [Manage My Care Support Line](#) to ensure the mobile phone number listed in your WA Health patient record is correct.

## How do I start receiving push notifications?

**Note:** Push notifications are controlled by your device's settings, so these steps may vary slightly depending on your device model and operating system:

1. Open your device's **Settings**.
2. Find and select Manage My Care in your **Apps**.
3. Enable notifications.

## Additional support

If you require more support, you can call the **Manage My Care Support Line** on **1800 517 133** Monday to Friday between 7:30 am and 4:30 pm.

If you require further support with managing outpatient appointments and referrals, you can call **Outpatient Direct** on **1300 855 275** (Monday-Friday, 7:30 am-5:30 pm).

**This document can be made available in alternative formats on request for a person with disability.**

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