

# How to Complete the Health Questionnaire

This document will help you fill out your Health Questionnaire using our secure Patient Portal. Please fill out the Health Questionnaire as soon as possible.

## Accessing the Health Questionnaire

- After creating your account for the Patient Portal, go to your Inbox and select **Health Questionnaire**.



## Before you start

- Set aside at least 60 minutes to complete the form.
- Have your Medicare details, medication list, and past medical conditions ready.
- You can save your form and finish later or get help if needed.
- Submit the form as soon as possible to avoid delays in your care.



## Filling out your form

- Select **Next** to start and continue through the form.
- Answer all questions honestly and in detail.
- Use the **Previous** button to change any answers on previous pages.
- Select **Save and Continue** if you need to take a break and come back later through your Inbox.
- When you have answered all questions, select "Submit."



## After you submit

- Your care team will be notified to start planning your procedure.
- We will contact you with a procedure date or to schedule pre-admission appointments.



Austin Health acknowledges the Traditional Custodians of the land and pays its respects to Elders past, present and emerging.

Austin Health celebrates, values and includes people of all backgrounds, genders, sexualities, cultures, bodies and abilities.



☎ 9496 6888

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# Troubleshooting

Here are some steps to help resolve common IT problems:

## Form not loading or freezing:

- Select the refresh button on your browser.
- Check your internet connection and ensure you have a stable connection.
- Try a different browser, such as Chrome, Firefox, or Safari.

## Error Message:

- Read the message carefully and follow any instructions provided.

## Unable to save progress:

- Make sure all required fields (marked with an asterisk \*) are filled out.

## Difficulty uploading documents:

- Ensure your documents are in the correct format (e.g., PDF, JPG) and do not exceed the file size limit of 512mb.



### Contact us

Our support team are here to help. Contact **1300 867 127** or **patientportal@austin.org.au** if you have any questions or need help. Our phones and email are monitored Monday to Friday from 9:00 AM to 4:30 PM, excluding public holidays.



### Privacy

Austin Health values your privacy. We follow the law to protect your personal information and have strict rules on how we collect, store, use, and share patient details. For more information, visit our website at <https://www.austin.org.au/protecting-your-privacy/>



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