



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 aged 16 or over, or are an authorised contact 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. To do this, you will need to 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 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. You can find your U/R:

- on the top right-hand corner of your appointment letter
- in a SMS from the hospital
- by calling the Manage My Care Support Line on 1800 517 133
- by calling the hospital
- by visiting the hospital in person.

Why am I now being asked for multi-factor authentication to log in?

To improve the security of your health information, you are now required to enter a security code sent to your email. You will be asked to do this every time you log in, or after 60 minutes of inactivity. A PIN is no longer required.

Please note: if you have blocked the Manage My Care no-reply email (noreply@managemycare.health.wa.gov.au) you will not receive any emails from Manage My Care, including security codes and appointment notifications.

Why am I not receiving my security code?

If you have not received a security code within 5 minutes of requesting it:

- Check your spam or junk folder for emails from noreply@managemycare.health.wa.gov.au. Mark them as not spam if found.
- Multiple security codes may have been requested in a short period. Wait a few minutes before selecting to resend security code.
- When creating an account, the email address provided may have been incorrect or misspelt. You will need to contact the Manage My Care Support Line on 1800 517 133 to fix this.
- You may have blocked the no-reply email address in the past. This will stop all emails from Manage My Care coming through – including the security code. You will need to unblock and request to resend security code.

- Your email provider may have blocked the email. Add noreply@managemycare.health.wa.gov.au to your contacts or safe sender list, then try again.
- Your email mailbox may be full which can stop new emails from being delivered. Delete old emails, empty your deleted items or trash folder then try again.

If you have tried all these suggestions and are still having trouble, contact the Manage My Care Support Line on 1800 517 133.

Why can't I add a patient?

There are a few reasons why a patient cannot be added to a Manage My Care account. These include:

- 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 an authorised contact on the patient's record.
- You are not listed as one of the authorised contacts 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 need assistance, call the Manage My Care Support Line on 1800 517 133.

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 on Manage My Care:

- Some diagnostic and imaging appointments (e.g. blood tests or scans).
- Day treatment appointments (e.g. chemotherapy, infusions, dialysis).
- 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 more than 5 years ago cannot be found in Manage My Care. If you are seeking information about an appointment that occurred more than five years ago, contact the hospital or Outpatient Direct on 1300 855 275.

Appointments generally appear in Manage My Care 30 days before the appointment date. Some appointments may appear earlier.

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:

- Some diagnostic and imaging appointments (e.g. blood tests or scans).
- Day treatment appointments (e.g. chemotherapy, infusions, dialysis).

- 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 on 1800 517 133.

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 your clinic.

1. View the hospital's map by selecting your appointment list.
2. Select your appointment.
3. Selecting the Directions and Hospital map buttons underneath the hospital name.

Please note: not all appointments have directions provided, as the clinic location changes. You can get directions from the concierge once arriving at the hospital.

If you have a telehealth appointment, you can access the link to your video call by selecting the button underneath the Telehealth call heading.

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

Some clinics can 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 updated tag.

Why can't I see my referral?

Only active referrals created after December 2018 will be visible in Manage My Care. If you are seeking information about a referral that was created before December 2018 or has been closed, contact the hospital or Outpatient Direct on 1300 855 275.

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 on 1800 517 133.

What does the status of my referral mean?

A referral which displays a green, accepted status means the hospital has activated your referral and an appointment has been allocated. A referral which displays an orange, waiting status means a hospital has received and triaged your referral but hasn't scheduled your appointment yet.

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

Why has my appointment or referral disappeared?

If you have requested to reschedule an appointment, it will no longer appear in Manage My Care if the new appointment is booked too far in the future or a staff member has not actioned the request yet. Appointments generally appear in Manage My Care 30 days before the appointment date. Some appointments may appear earlier.

Once the date of an appointment has passed it will move to your past appointments list. You can view past appointments from the appointments page, by selecting the past heading. You can also access this information from the patients page, by selecting the patient from the list and then selecting past appointments from the menu.

If you have requested to cancel a referral, it will no longer appear in Manage My Care once it has been cancelled. A referral will also no longer appear in Manage My Care once your outpatient care has been completed, and your referral is closed by the hospital.

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

You cannot request to cancel some appointments on Manage My Care due to the timing of the request, the nature of the appointment or the clinic's business rules. If this applies to your appointment, you will be prompted to call the clinic 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 or cancel an appointment, call the Manage My Care support line as soon as possible on 1800 517 133.

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

Why has a patient disappeared from my account?

Reasons why a patient may no longer be visible in Manage My Care:

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

Why can't I access Manage My Care from overseas?

Manage My Care is only available within Australia for security and privacy reasons. If you are overseas, you can still manage your appointments by contacting:

- the number listed on your appointment letter, which may be for your hospital clinic or Outpatient Direct (1300 855 275). For Outpatient Direct, remember to add the international exit code and the Australian country code (61) ahead of the phone number. For your hospital clinic, remember to add the WA area code (8) after the country code (61).
- your hospital via one of the phone or email options available on the Department of Health Contact us webpage: <https://www.health.wa.gov.au/About-us/Contact-us>.

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.

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

If you have your own Manage My Care account, you can remove yourself from your authorised contact's account by:

1. going to the account page
2. selecting My Next of Kin
3. unticking the box next to their name.

If you no longer want this person to be your authorised contact at all, they can be removed from your patient record by going to the same page and selecting the delete icon next to their name.

If you do not have your own Manage My Care account, you can call the Manage My Care Support Line on 1800 517 133 to get either of these requests completed on your behalf.

How do I deactivate or delete my account?

To deactivate your account:

1. go to the account page
2. select deactivate my account
3. 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:

1. go to the account page
2. select delete my account
3. follow the prompts.

Please note: deleted accounts can't be reactivated. To use Manage My Care you will need to create a new account and add any patients to your account again.

If an authorised contact has added you to their Manage My Care account, deactivating or deleting your own account will not stop your information from being visible to your authorised contact.

Deactivating or 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.

Where can I find Manage My Care's Terms of Use?

You can access the Manage My Care Terms on the [Department of Health's website](#).

Where can I find Manage My Care's Privacy Policy?

You can access the Manage My Care Privacy Policy Statement on the [Department of Health's website](#).

How do I get support for Manage My Care?

The [Manage My Care User Guide](#) answers common questions people may have. Alternatively, you can call the Manage My Care support line on 1800 517 133 (Monday – Friday, 7:30am – 4:30pm).

© Department of Health 2026

Copyright to this material is vested in the State of Western Australia unless otherwise indicated. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the provisions of the *Copyright Act 1968*, no part may be reproduced or re-used for any purposes whatsoever without written permission of the State of Western Australia.