

Frequently Asked Questions (FAQs)

Your health in your hands

What is ManageMyHealth (MMH)?

ManageMyHealth is a secure digital health platform that gives you access to your personal health records anytime, anywhere. You can manage appointments, request prescriptions, view lab results, and message your healthcare provider securely.

Who can use MMH in the Cook Islands?

All patients registered under Te Marae Ora (TMO), including children (with guardian support), the elderly, and persons with disabilities.

How do I register?

- Scan the QR Code and click the link provided.
- Clear your outstanding bills at TMO by contacting the reception at phone 20065/ 20066 or 22664
- Fill out the registration form (available at the clinic or via JotForm)
- Upload any of the two valid ID (passport, birth certificate, driver's licence)

Is there a fee?

Yes. An annual subscription fee of \$1 NZD applies. Pay in person at your clinic or through direct bank deposit to TMO.

Note: Fee is non-refundable.

What can I do with MMH?

- Book or view appointments
- View lab test results
- View your health records
- Request repeat prescriptions

Is my information secure?

- Data encryption
- Two-factor login authentication
- Role-based access control
- Regular system audits and backups

Who can see my information?

Only authorised TMO healthcare staff and MMH system administrators.

Your data is never shared without your permission unless legally required.



How can I view my past records?

You can request previous or missing health records by contacting TMO Reception at phone 20065/ 20066 or 22664

Can I cancel my subscription?

Yes. You may cancel any time, but the fee is non-refundable. Re-subscribing later will require a new \$1 payment.

Forgot your login or password?

Reset it via the MMH login page

Or contact your clinic receptionist or the TMO ICT Helpdesk for assistance

Can I access MMH on my phone?

Yes. Download the ManageMyHealth app on:

- Apple App Store
- Google Play Store

What if something on my record is wrong?

Please contact your clinic immediately or use the secure messaging feature in MMH to report issues. Your doctor or nurse will follow up.

Can I access my records while overseas?

Yes, as long as you have internet, you can log in through your MMH App on your phone or via website.

Need help or have more questions?

- Contact the TMO ICT Department – Tupapa
Phone: 22664 ext 8020 or email at: moh.ict@cookislands.gov.ck
- Or speak to your local clinic receptionist
- Visit: www.health.gov.ck



SCAN ME!