Secure Send Patient FAQ

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This FAQ answers common questions for patients who are sent documents using Secure Send. These documents are downloaded from a secure online page containing your invoices, referrals and letters.

Delivery steps for patients:

1. Receive an email or SMS with a download link.
2. Click on the link.
3. Receive a security code (unless the practitioner overrides the requirement).
4. Enter the Security Code.
5. The download page will open (displays all documents available for download).
6. Click on a document to open and download the document to your local device.

 What email to mobile number will be used to send the document?

 How long will the link be active for?

 How long do I have to download the document?

 What should I do if I don't receive the link?

 What should I do if I don't receive the security code?

 What happens if the security code is entered incorrectly?

 What do I do with the document when I download it?

 How can I tell what document to download?

 I have a pathology/radiology referral but it does not tell me what laboratory to go to.