

How to access the Patient Portal

This document will help you create a VicKey account and link to your secure Patient Portal. Austin Health is using the VicKey website to deliver the Patient Portal service.

Accessing our Patient Portal

There are three main steps:

1

Create my Hospital Account

- Go to the VicKey sign-in page: <https://patientportal.vickey.org.au/>
- Select **Create Account**
- Enter your details to create a VicKey account (these details are for setting up your account and don't need to match other records).
- Select **Create Account**
- Check your email for a verification message and select the link in the email to continue (*Sometimes this message may go to your junk or spam folder*)

2

Link a patient to your VicKey account

- Once you have confirmed your email, you now need to link your patient account. Click on the **Link a Patient** button.
- On the linking page, enter the patient's details and select **Next**
- Make sure the details exactly match what's in our records.
- If everything matches, you'll be taken to the verification page (see step 3).

3

Verify your identity

- On the verification page, select **Send SMS** to receive a 4-digit code via SMS to the mobile number on file.
- Enter the code in the portal and select **Submit**
- If someone else is handling the account for the patient, you might need to ask them for the code.
- You'll then see a page to select or link another patient.
- **Note:** It may take up to 10 minutes for a newly linked patient to appear.

Using the Patient Portal

After selecting a linked patient, you will be taken to your Patient Portal home page where you can explore:



- **Inbox:** View messages from Austin Health, including your Health Questionnaire
- **Waiting Lists:** Check your status on preparation lists and waiting lists.
- **Visits:** See details for scheduled appointments and procedures.
- **Contact Us:** Reach out to your care team.
- **Patient Details:** View contact information on file.



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.



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