

How to access the patient portal

1

Login to the patient portal

Use the unique link that was emailed to you. Login using your date of birth.

Allevia
Radiology

Please enter your Date of Birth

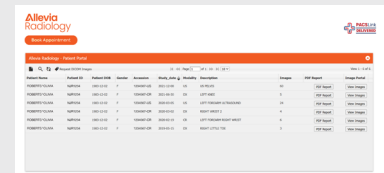
DD
MM
YYYY

ACCESS RADIOLOGY

2

Dashboard

The dashboard lists all your imaging from Allevia Radiology, MSK Radiology, and North MRI.



3

View your report

To view your report, press [PDF Report](#). Your report is available 7–10 working days after your appointment. This gives your referrer time to view the report before discussing the results with you if required.



4

View your images

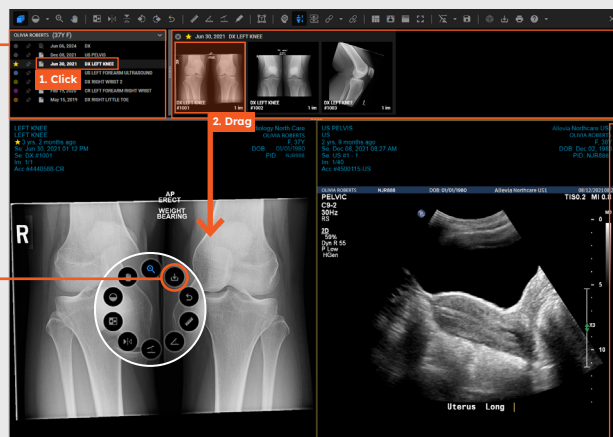
To view your images, press [View Images](#). This will open the image viewer. Your images are available straight after your appointment.

Image viewer

1. List of imaging

The top left window lists the imaging available from each of your appointments. **Click** on a line to add the imaging to the top right window to view.

3. Saving an image
To save an image, right click and press the **Download** icon.



2. Imaging

The top right window displays the series of images taken from your selected appointment. To view an enlarged version of the image, **drag** it into one of the bottom windows.

4. View a series of images

Some images are recorded as part of a series. To scroll through the image series, drag the **scroll icon** on the right hand side.

Request DICOM images

Sometimes a medical specialist may ask you for your images in DICOM format. To obtain DICOM images, navigate to the dashboard, click on the row of the required study, and press [Request DICOM Images](#). A request will automatically be sent to our Reports team who will email you when these are available. Please note that DICOM images require specific software for viewing and are used by medical specialists only.

The patient portal link does not work.

The patient portal link only works within New Zealand and Australia. If you are running an ad blocker, VPN or other proxy software at home, it may also affect your access to the portal.

If you are still experiencing issues, here are some troubleshooting steps you can try:

- Clear your browser's cache and cookies and try re-accessing the link.
- Disable any ad blocking, VPN or proxy software you may have running in the background and try again.
- Try accessing the link using a different browser or device.

If none of these steps resolve the issue, please contact us via reports@alleviaradiology.co.nz or call 0800 497 297 (option 2).

I am having issues viewing the patient portal on my mobile phone.

The Patient Portal is best viewed on a computer as some functionality is limited on a mobile phone.

Does my patient portal link expire?

No, the link does not expire and can be used multiple times.

Do I need to request a new link when I have a new appointment?

No, your unique link shows all your imaging.

How do I download my images?

Right click the image and press download image.

Can I download my images in bulk?

No, images can only be saved individually.

My referrer has my report but I can't see it on the patient portal.

There is a delay of 7-10 working days before the report is available on the portal. This gives the referrer enough time to review the report before discussing the results with you if required.

If you urgently need a copy of your report, please get in touch with your referrer.

Can I see my reports and images on Manage My Health, My Indici, Health365 etc?

No, these applications are managed by external providers.

I am no longer in New Zealand and my overseas medical specialist requires copies of my images and reports.

Please press **Request DICOM Images** in the Patient Portal. A request will automatically be sent to our Reports team who will email you when these are available. Alternatively, get in touch with us via reports@alleviaradiology.co.nz or call 0800 497 297 (option 2).

I'm still having trouble, I need help.

We are more than happy to help. Get in touch with us via reports@alleviaradiology.co.nz or call 0800 497 297 (option 2).