Your Personify Care portal

Personify Care is a safe and secure online platform that allows you to receive important information, complete questionnaires, and prepare for your appointment or procedure from your phone or computer.

Royal Perth Hospital (RPH), Bentley Health Service (BHS) and Mt Lawley Hospital (MLH) use Personify Care to help support and guide you through your care.

It helps us:

- ensure you receive the care you need
- share important information with you securely, in one place
- make sure you are prepared for your appointment or procedure
- keep your details up to date.

If you cannot access the online platform, paper alternatives are available. Please ask our staff.

Outpatients

- **RPH, BHS and MLH outpatient clinics regularly review clinic wait lists. We now use Personify Care to check if you still need your appointment.**
  If you are on a RPH, BHS or MLH outpatient clinic waitlist, you may receive an SMS link to Personify Care to complete a short online questionnaire.
- **This is a safe and trusted link that only you and your treating team can view.**

Please complete your responses as soon as possible. If you are unsure about the SMS, **please telephone (08) 6477 5196 between 8 am and 4 pm.**

Endoscopy patients

- **If you are an endoscopy pre-admission patient at RPH and MLH, you will receive an SMS with a secure link to Personify Care.**
- **This is a safe and trusted link that only you and your treating team can view.**
- **It will allow you to complete a health survey and access procedure preparation online.**

Please complete your online pre-admission health assessment as soon as possible. If you are unsure about the SMS, please contact your Endoscopy team.

Contact us

Royal Perth Hospital Endoscopy Suite

(08) 9224 338

6.30 am to 3 pm
Monday to Friday

Mt Lawley Hospital Endoscopy Suite

(08) 9370 9388

6.30 am to 3 pm
Monday to Friday

Publication produced: October 2026
Next review: October 2029

Please let us know if you have difficulty reading this information