

e-MDs Patient Portal

Version 6.2.0

The Patient's Guide to Using the Portal

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What is the Patient Portal?
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What is the Patient Portal?

The Patient Portal is a web-based system that serves as a secure communication link between you and the clinic. When you log in to the Portal with your private user name and password, you can see information that is pulled from your electronic record at the clinic and displayed on the web page. After logging in to Portal, you can:

- Use the messaging feature to communicate with clinic staff.
- View your health summary information.
- Send health summary information update requests if you notice missing information.
- View results of lab and other diagnostic tests.
- Schedule, confirm, cancel, or reschedule an appointment.
- Add an appointment request to your wait list.
- Request a referral or a medication refill.
- Print or save an electronic copy of your Health Summary using the standard Continuity of Care Record (CCR) format.

NOTE: Some clinics do not use all of the features available with the Patient Portal. Check with your clinic about which features are available for you to use.

Your clinic can set up their Portal to send you a Notification email whenever you receive a message in the Patient Portal. This email only lets you know you have received a new message on the Portal and provides a link to access the Portal.

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The Patient Portal Home Page

When your clinic creates a Patient Portal account for you, a message will be sent to the email address

you provided to the clinic. The message will contain the **URL** (Internet address) for your clinic's Patient

Portal. It will also contain a **user name** and **password**, which you must use to log in to the Portal.

To access the clinic's Patient Portal:

1. Open a **web browser**.
2. Type the clinic's Patient Portal **URL** in the address field of the browser.
3. Press the **Enter** key.

The Portal home should be displayed in your browser.

NOTE: Some clinics provide a link to the Portal on their website. If so, you can simply click the link to

access the Patient Portal. When you access your clinic's Patient Portal, notice that there is a Menu Bar located on the left side of the home page. From the Menu Bar, you can get directions to the clinic, you can request an appointment, or you can log in to the Portal. Before you can access your personal information through the Portal, you must log in using the user name and password provided in the email mentioned above, but you can request an appointment or get directions to the clinic *before* you log in.

Request an Appointment without Logging in to the Portal

If you do *not* have a Patient Portal user name and password, you can still request an appointment using

the link on the Portal home page. Your request will be forwarded to the clinic's waiting list.

1. Click the **Appointment Request** link in the Menu Bar of your clinic's Portal home page.
2. Read and respond to the Disclaimer message by clicking the **Agree** radio button, then click the **Continue** button. *The New Patient Appointment Request screen displays.*

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3. Enter **all requested information**, and then click **Submit Request**.
4. A Portal message displays a confirmation that your request has been received and added to the appointment wait list. Click the **Done** the button. The clinic is notified of the appointment request, and a message is sent to the email address you provided when requesting the appointment.

Get Directions to the Clinic

This function opens a link to Yahoo! Maps™. You can print the resulting maps and driving directions.

1. In the Menu Bar of the Portal home page, type **your address** in the fields provided.
2. Click **Get Directions**.

Log in to Portal

1. Click on the **Login** link in the Menu Bar. *The Login window displays.* The Patient Portal Home Page

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2. Enter your Portal **user name** and **password** in the fields provided.
3. Click the **Login** button.

After you log in, it is good practice to change your password and add a security question for your Portal

account. (Instructions for updating your Portal account password are included in this user guide.)

Note

that when you change your Portal password, the system sends a message to the email account that you

provided to the clinic. The message is simply a notification of a change to your account and does not

include any password information.

Introduction to the Portal Interface

Although your clinic's Portal may have a different appearance and may not include all the items shown

here, the general layout and functionality will be similar. Click on a **navigation tab** to access the information indicated by the label on the tab. Note that a number is displayed next to the label on the Messages and Lab/Test Results tabs. This number tells you how many new (unread) messages or test results you have.

The **font size controls** allow you to increase or decrease the size of the text in the Portal window.

When you log in to the Patient Portal, the Overview tab is selected by default. On the Overview tab,

notice the **Actions pane** and the **My Information links**. The Actions pane provides quick access to most

Portal functions, and you can click on the links in My Information to access the tab containing the information indicated. Functions and information available on each tab are explained in subsequent parts of this documentation.

Communicating through the Portal

The Portal provides a convenient communication link between you and your clinic. For example, you might use Portal to send a message to a particular staff member, request a referral, request a medication refill, or schedule an appointment. Communications your clinic might send through the Portal include lab and test results, responses to requests you submitted through the Portal, messages requesting information, or general announcements sent to all Portal patients. You can view all communications from the clinic through your Portal Inbox on the Messages tab. Attachments may be included with communications sent by the clinic.

Send Messages to Clinic Staff

If your clinic has enabled the messaging feature of Portal, you can use the Portal to send a new message

to or respond to a message sent by your clinic.

To send a new message to a clinic staff member:

1. On the main Portal screen, click the **Messages tab**.
2. In the Actions pane of the Messages tab, click the **New Message** link.
3. In the **To** field of the New Message window, click the down arrow and then click on the name of the person to whom you want to send the message.
4. In the **Subject** field, type a few words to describe what the message is about.
5. Type the **message** in the space below the Subject field and click **Send Message**.

To reply to a message from clinic staff:

1. Click on the **Title** of the message to open the message.
2. In the Actions pane of the message, click **Reply to Message**.
3. Type your response in the space provided, then click **Send Message**.

Communicating through the Portal

Receive Your Lab or Test Results from the Clinic

When the clinic sends a message containing lab or test results through the Patient Portal, you may access the message in several places. When the message first arrives, it will be in My Recent Messages and My Recent Results on the **Overview tab**. On the **Messages tab**, the message will be included in the Inbox with all other messages. And on the **Lab/Test Results tab**, the message will be in My Test Results.

NOTE: If you delete a message from *any* of these locations, *the message will be deleted from all of the locations.*

The clinic may send test results as an attachment (a file attached to the message). Some attachments can be viewed in the message window of Portal, but some may require a different program (such as a word processor) in order to open them.

1. To view lab or test results, click on the **Title** of the message.
2. The messages containing lab or test results may include message attachments. An attachment is indicated by the “paperclip” icon appearing to the left of the message date. In this example, result data was sent as three attachments. To view these results, click the **title of the attachment**.
3. When you click the attachment title, results are displayed (unless the attachment is a file type that

requires a program that is not available on your computer and that cannot be displayed in the Portal).

Shown here are Chemistry lab results. Results displayed in red text indicate out of normal range for that result.

After you open the message, you can print the message by clicking the printer icon in the toolbar of your

browser, or you can right-click on the message and select Print from the pop-up menu. You can also

save the message to your computer by clicking on the File menu and selecting Save As.

Request a Physician Referral

Some clinics allow patients to request physician referrals through the Patient Portal. If your clinic uses

this feature, and you choose to use the Portal to request a referral to a specialist, you will need to indicate

the type of specialist you need and the name of the specialist (if known) when you submit this request.

1. On the main Portal screen, click the **Messages tab**.

2. In the Actions pane of the Messages tab, click **Request Referral**.

The Referral Request form displays.

3. Type the **reason** you are requesting the referral and provide the **name of the Specialist** (if known).

4. To indicate the type of specialist desired, click the down arrow to the right of the Specialty field, and

then select a **specialty** from the dropdown list.

5. Provide the **name of your Insurance Company** in the field provided, and then click the **Submit**

button to send the request to your clinic.

NOTE: One staff member is assigned to receive all the referral requests submitted via the Portal, so there

is no option to select the person to whom the request will be sent.

Ask a Billing Question

If your clinic has enabled this Portal feature, you can submit billing questions through the Patient Portal.

1. On the main Portal screen, click the **Messages tab**.

2. In the Actions pane of the Messages tab, click **Billing Question**.

3. Type your question in the field provided, then click the **Send** button.

NOTE: One staff member is assigned to receive all Portal messages about Billing, so there is no option to

select the person to whom the message will be sent.

Submit a Portal Suggestion

If your clinic has enabled this Portal feature, you can give your clinic feedback on ways to improve their

Patient portal.

1. On the main Portal screen, click the **Messages tab**.

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2. In the Actions pane, click **Portal Suggestion**.

3. Type your suggestion in the field provided.

4. To submit to the clinic, click the **Send** button.

NOTE: One staff member is assigned to receive all Portal suggestions, so there is no option to select the

person to whom the suggestion will be sent.

Request a Medication Refill

Some clinics allow patients to use the Patient Portal to request a refill for an existing prescription. Refill

requests sent to the clinic via the Portal must be reviewed and approved by a clinic provider before they will be refilled.

1. On the main Portal screen, click the **Medications tab**.

2. To request a medication refill, click the **check box** to the left of each medication to be refilled, and

then click **Request Refill** (located in the Actions pane).

3. When you click Request Refill, all medications you selected for refill appear in a Medication Refill

Requests pane and a notes field is provided for additional information, such as name and address of

the pharmacy where you would like the prescription to be filled. Although the clinic may have the original pharmacy information, it is a good idea to confirm all information here, especially address and

phone number to identify the specific branch of the pharmacy. Type any additional information concerning the refill in the notes field, and then click the **Send Request** button.

NOTE: One staff member is assigned to receive all the refill requests sent via the Portal, so there is no

option to select the person to whom the request will be sent.

Request an Appointment

Your clinic may allow you to schedule an appointment through the Portal directly into their scheduling

system. This is called *Open Access* scheduling. If your clinic does not allow Open Access scheduling,

you can use the Portal to request an appointment for a particular date and time, and your request will be

routed to the clinic's waiting list. The following instructions for requesting an appointment apply to clinics

who allow Open Access scheduling as well as clinics who do not allow Open Access scheduling.

1. To schedule an appointment, click on the **Appointments tab**.

Current and pending appointments are displayed. Notice the Actions pane on the left side of the Appointments tab.

2. In the Actions pane, click **Request Appointment**.

3. Read and respond to the Disclaimer message by clicking the **Agree** button, and then click **Continue**.

The Appointment Request Form displays.

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4. Indicate a **main reason** for the visit by clicking the down arrow, and then select (click) a reason from

the dropdown list.

NOTE: If your visit reason is not listed, you can select *Other*. If you do select *Other* as your main reason, you must complete the field labeled "Please specify the reason if not listed".

5. Add any **additional information** about your appointment request that will be helpful for the practice

to know. For example, you might describe the symptoms you are experiencing.

6. When all required information is entered, click the **Submit Request** button.

Additional fields are displayed for appointment details.

7. Select an appointment **Request Type**.

NOTE: If your clinic provides *Open Access* scheduling (i.e., your clinic allows you to schedule your

appointment directly to their scheduling system) and you want to use this feature, you can select *Search for specific appointment time*. Otherwise, select *Contact me if a time is available*, and your

your

request will be added to the clinic's Wait List.

8. To be seen as soon as practicable, click the First Available Appointment option.

NOTE: Selecting this option does not allow you to enter a preferred date or time.

9. To indicate an appointment date range preference, click an ellipsis button to display a calendar.

Click on a **date** in the calendar to select the date.

10. To select a preferred from or to time range for the appointment, click the down arrow in a time field

and click on a **time** to select it.

11. To indicate a **provider** preference for your appointment request, click the down arrow then select

(click) your choice from the dropdown list.

NOTE: This field is automatically set to the provider listed for you at the clinic, but you can change

this selection.

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12. To indicate a **facility** preference for your appointment request (if applicable), click the down arrow,

then select (click) your choice from the dropdown list.

13. When you have completed all required fields for the appointment request, click **Submit Request**.

14. *If you selected Other as the Main reason for the visit*, a confirmation message is displayed, your

request is sent to the clinic's scheduling Wait List, and the appointment appears in your list of appointment requests waiting for clinic processing. You will also receive an e-mail message confirming receipt of your request. When the clinic processes the request it will move to the confirmed appointments list with an appointment date and time.

15. *If you selected a main reason for your visit (not Other)*, and you selected Search for a Specific

Appointment Time, an appointment grid displays at the bottom of your screen.

16. To choose one of the listed appointments, click the word **Select** next to the desired date and time,

and then click **Submit Request**. The system displays an appointment confirmation message, and you will receive a confirmation message in your Portal Inbox. You can view your appointments by clicking on the Appointments tab. Upcoming Scheduled Appointments shows appointments that have already been scheduled. If you have requested appointments via the Portal, but the appointments have not yet been scheduled by the clinic, the requested appointments are shown in Appointment Requests Awaiting Clinic processing.

Confirm, Cancel, or Reschedule an Appointment

At some point before a scheduled appointment, you may receive a Portal message with "Appointment

Reminder" as the message title.

1. Click on the **Title** of the message to open it.

2. When you open the reminder, three buttons are displayed in the message: Confirm Appointment,

Reschedule Appointment, and Cancel Appointment. Appointment time, date, provider, and facility are

also included in the message.

NOTE: *If the Reschedule option and the Cancel option are not available, the clinic may not allow rescheduling and cancelling appointments within a certain number of days before the appointment.*

3. If you click **Confirm Appointment**, a message is sent to the clinic confirming the appointment.

4. If you click **Reschedule Appointment**, a calendar appears.

5. Click a **date** on the calendar and all available appointments on that day are displayed.

NOTE: Only appointments for the provider with which you were scheduled on the original

appointment are displayed. *If you want to see a different provider, you must cancel this appointment and set up a new appointment.* If you click on one of the available appointments, your appointment is rescheduled to that date and time, the rescheduled appointment information is reflected in the Notes column on the Appointments tab in Portal and in the text under the title of the Appointment Reminder message, and another appointment confirmation message will be sent. If you click Cancel Appointment, the clinic is notified of the cancellation, and the appointment is removed from the Appointments tab.

Fill Out Medical History (Message Alert)

For certain types of appointments, your doctor may request that you fill out a medical history questionnaire. If so, once the appointment has been confirmed, an alert will be displayed on the Overview tab in Portal.

1. Click on the red Fill Out Medical History link.

My Instant Medical History displays as shown below.

2. Read the information, and then click **Next**.

A series of questions will be displayed. The questions will vary, depending on the visit reason for your scheduled appointment.

3. Read each question, and then click one of the answer buttons to go to the next question.

Notice that

there are buttons below the question pane that allow you to skip the question or go back to the previous question.

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4. When you have answered all questions, all the questions and answers are displayed.

5. Note the Save and Print buttons below the questions and answers. **It is a good practice to print**

this for your records or save it on your computer.

6. Click **Next** to send this information to your clinic. If you don't click Next, the clinic will not be able to

see your completed questionnaire. If you want, you can save the questionnaire and then return to it

later when you are ready to complete it and send it to your doctor's office.

Viewing or Updating Information through the Portal

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Viewing or Updating Information through the Portal

The Portal allows you to view and update general health information documented in your records at the

clinic. General health information that you can view and update includes:

- A list of your medications
- Your documented allergies
- A list of your health problems
- Your medical history
- Your immunizations

You can also view and update your insurance information and demographic information, such as your address and phone number.

Be aware that new information submitted through the Portal is routed to a member of clinic staff and not

directly into your records. Clinic staff will review the new information and determine whether it is appropriate to add the information to your records. The new information will not be visible in the Portal

until the clinic staff updates your records.

View or Update Your Current Medications List

To view a list of your medications documented by your clinic:

1. Click the **Medications tab**.
2. In the My Medications pane, click **Current Medications** to view a list of your current medications as documented in your chart at the clinic.
3. To view medications that you have taken previously, but are no longer taking, click **Past Medications**.

To update your medications list:

1. Click the **Medications tab**.
2. In the Actions pane, click **Add New Medication**.
3. In the New Medication form, type the **new medication information**.
4. Click **Submit**. *New medication information is forwarded to the clinic for review and will not be visible*

in the Portal until approved and added by the clinic staff.

View or Update Your Health Summary Information

To view your Health Summary Information:

1. On the main Portal screen, click the **Health Summary tab**.
On the Health Summary tab, the Health Summary pane contains links to your health information.
2. Click on the links in the Health Summary pane to display details. (Note that clicking on the Medications link will access the Medications tab.)
3. Click the **Problems** link to display a list of current medical problems recorded in your chart.
4. Click the **Allergies** link to display all current allergies recorded in your chart.
5. Click **Medical History** to display a summary of the history contained in your chart.
6. Click **Immunizations** to display immunizations documented by your clinic.

Notice that links to **View CCR/Health Summary** or **View Confidential CCR/Health Summary** are also

included in the Health Summary pane. See the next section, *View, Print, or Copy Your Continuity of Care*

Record (CCR), for information about these links.

To update your Health Summary information:

1. To update health summary information documented in your chart, click the **Health Summary tab**

located on the main Portal screen.

2. In the Health Summary pane, click the **Problems** link to review current medical problems recorded in

your chart. To add a new problem, click **Add New Problem**, type the new information in the Description field, and then click **Submit** to create and send a message with the new information.

3. Click **Allergies** in the Health Summary Pane to review the current allergies recorded in your chart.

Click **Add New Allergy** to create and submit a message regarding new allergies.

4. Click **Medical History** to review the history documented in your chart. To submit more information,

click **Add New History**.

5. Click **Immunizations** to review the immunizations recorded in your chart. To submit information

about other immunizations, click **Add New Immunization**.

Any new updates to your Health Summary information will be reviewed by the clinic, and then added to

your records if appropriate. *The new information will not be visible in the Portal until the clinic staff updates your records.*

Viewing or Updating Information through the Portal

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View, Print, or Copy your Continuity of Care Record (CCR)

Your Portal allows you to view a Continuity of Care Record (CCR) which contains a “snapshot” of the

health summary information currently documented in your electronic medical record at your doctor’s

office. You can print a copy of your CCR, or you can save a copy to your computer.

You may want to take a copy of your CCR with you if you go to see another doctor, so that the new doctor

will have detailed information about your health history and will be able to review all medications that you

are currently taking before prescribing new medications. This promotes continuity of care between

providers and is especially useful in avoiding potentially dangerous medication interactions.

Note that you can access a CCR with all information, *including information that has been marked confidential*, or you can access a CCR that does *not* show information marked confidential.

To view or print your Continuity of Care Record:

1. On the main Portal screen, click the **Health Summary tab**.

Notice the Health Summary pane located on the left side of the tab. Links to view your CCR or export

your CCR are included in the Health Summary pane.

The View CCR/Health Summary and Export CCR/Health Summary links *include confidential information in the CCR*. The confidential information can be identified by the word “Confidential” in

the Comments column. The View Confidential CCR/Health Summary and Export Confidential CCR/Health Summary links do *not* include the confidential information in the CCR.

2. To *view* your CCR, click **View CCR/Health Summary** or **View Confidential CCR/Health Summary**.

3. To *print* the CCR summary displayed, click the print icon on your browser.

4. To *save an electronic copy* of your medical record, click the **Export CCR/Health Summary** link in the

Health Summary pane located on the left side of the screen.

Caution: The Information exported will include any confidential information recorded in your chart. If

you do not want to include the confidential information, click the **Export Confidential CCR/Health Summary** link instead.

NOTE: You can save a copy of the CCR file to your computer, and you can then attach that file to an email if you need to send it to another physician electronically. This file is a recognized standard that some medical practices may be able to import into their electronic medical record if they use an electronic record system.

View or Update Your Demographic Information

1. Click the **My Account** icon in the upper right corner of the main Portal screen. *The My Account main screen is displayed.*
2. To *view* your demographic information, click **My Demographics**.
3. To *update* your demographic information, click **Edit My Demographics**.
4. Type the **new information** in the appropriate fields.
5. Click **Submit Changes**. The new information will be routed to your clinic for review, and then added to your records if appropriate. *The new information will not be visible in the Portal until the clinic staff updates your records.*

View or Update Your Insurance Information

1. Click the **My Account** icon in the upper right corner of the main Portal screen. *The My Account main screen is displayed.*
2. Click the **My Demographics** link, and scroll down to **Edit My Insurance**.
3. To update information about your insurance provider, type the information in the fields provided in the Edit My Insurance pane.
4. If you have changed health insurance providers, scroll down the Edit My Demographics window to the **Add New Insurance** pane. Enter the requested information, then click the **Add Insurance** button.
5. To submit demographic changes to the clinic, click **Submit Changes**.

NOTE: *Edited information will not be reflected in your records until approved by the clinic.*

Update Your Portal Account Password or Email Address

You can view and update your Portal account information (examples: password, email address) from

within the Portal. It is strongly recommended that you change your password immediately after you receive the initial notification that your account has been set up and on a regular basis thereafter.

1. To update your Portal account information, click the **My Account** icon in the upper right corner of the main Portal screen. *The My Account main screen is displayed.*
2. To change your password or other information related to accessing your account, click **My Account Maintenance**.

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3. Type the updated information in the fields provided, and then click **Submit Change**.

NOTE: The **Security Question** and **Security Answer** are used if you forget your password.

If you forget your password...

You can reset your password from the login area. Notice the text "Did you forget your password" located

immediately below the Login button. You can click on this text to access your security question and reset

your password. If you did not set up a security question and answer, then you can contact the clinic to

reset your password. No one at the clinic knows your password, but they can reset it if necessary, and

then you will be able to create a new password.

1. In the Login area, click on the text **Did you forget your password?**

Password Retrieval is displayed.

2. In Password Retrieval, type your **email address** and **login name**, and then click **Submit Info**.

The system displays the Secure Question you entered in Account Maintenance.

3. Type the Security **Answer** you entered in Account Maintenance, and then click **Submit Answer**.

If you do not have a login account for the Portal...

This clinic uses an Internet-based Patient Portal allowing its patients to receive clinic communications as well as request appointments. Access to most Portal functions requires a user name and password issued by the clinic.

If you are a new patient (i.e. you have never been seen by this clinic), or the clinic has not assigned you a user name and password, you can still use the Portal to request an appointment.

When completed, your appointment request is automatically added to the clinic's Scheduling Wait List.

Once your request is received and processed, someone from the clinic staff will contact you, ask for

additional information (if needed), and confirm an actual appointment time.

You can also access driving directions to this clinic if needed.