

# Know your health... know yourself.

## Welcome to the Portal!

We are proud to inform you that our practice now offers the opportunity to track your healthcare online. The Patient Portal enables you to communicate with our doctors, nurses, and staff members easily, safely, and securely via the Internet.

Through the Patient Portal, you can:

- ask questions of doctors, nurses, and staff members
- request prescription refills
- set up appointments
- view your personal health record, including lab results

... all from the comfort of your home, whenever it is convenient for you!

The Portal is a way to continue in our efforts to provide you with the highest quality of care and keep you involved in the management and improvement of your health. If you have questions about the Portal, please contact our office.

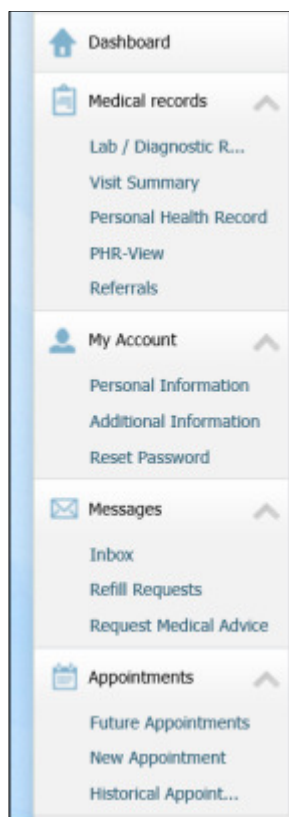
We are honored that you have chosen us as your healthcare provider and we hope you enjoy using the Patient Portal!

***Remember, the Portal is not intended to be used in an emergency. If you have a true medical emergency, dial 911 or call your local police or fire department.***

### Access the Portal

First, sign up for the Portal during your appointment. You will then receive an email with your password.

1. Use the link in the email to open the Patient Portal.
2. Enter your username (your email address) and the temporary password included in the invitation email and click **SIGN IN**.
3. Answer the personal validation questions.
4. Change your password and enter a security question.
5. Accept the online consent form and you're in!



You can also use the tabs at the top of the Portal to find out more about our practice, navigate to the Home page, or sign out.

The links on the left side of the Portal are the gateways to your health information. Learn more about each section.

## Lab Results

You can view certain lab and diagnostic imaging results by **clicking Lab / Diagnostic Reports**. If you have results to view, you will also receive an email from our office communicating that you have lab results waiting for you in the Portal. **For your privacy, the actual lab and diagnostic imaging results are never included in your email.**

## Medications

Need a refill? Click **Refill Requests** in the left navigational pane. A list of all your current medications displays. Check the box next to the prescription(s) you need refilled and click **Refill Request**. An email form opens. Select your provider, pharmacy (if not already displayed), and answer the questions in the body of email regarding the number of refills requested, contact phone, and any comments. Click **Send**. We will address your request and you will receive an email once your refill is processed or if we have additional questions.

## Messages

The Portal is a great way to communicate with our practice.

Have a non-emergency question? Click **Request Medical Advice**. Select your provider, enter the subject for your email, type your question in the Message textbox, and click **Send**. You'll receive an email stating that you have a reply from us in your Portal Inbox. Log in to the Portal and click **Inbox** to see your new message.

From the Inbox, you can read a message, compose a new message, or delete old messages. All your messages sent to us can be found in your Sent Messages folder.

## Appointments

The Portal gives you the ability to request a new appointment with your provider, or view future or past appointments. Once a member of our staff schedules your requested appointment, you will receive an email confirmation and you'll see it reflected in the Portal.

## Medical Records

Your medical record in the Portal is called your Personal Health Record or PHR. Click either **PHR-Complete** (demographics, problems, medications, lab results, and allergies) or **PHR-View** (which also includes vital readings, immunizations and family history).

Visit summaries include medical information that was documented during your office visits. Click **Visit Summary** to see a list of all your past visits with providers in our office. Select the visit you'd like to see to open the summary.

If you find discrepancies in your summary, please contact our office as soon as possible so that we can make corrections.