

Patient Portal Quick Reference Sheet

Frequently Asked Questions

What types of communications are appropriate for the Patient Portal?

The following types of requests or messages are appropriate for secure messaging using the Patient Portal:

- Prescription refill requests
- Appointment scheduling
- Non-urgent medical advice
- Non-urgent medical follow-up (including some types of test results)
- Non-urgent medical correspondence
- Billing and insurance questions

What types of communications are NOT appropriate for the Patient Portal?

- Urgent medical concerns or questions
- **Call 911 for emergencies. Portal messages are not monitored 24/7.**
- Messages from the portal may be accessed by non-clinical staff at your doctor's office

What browsers are supported by the Patient Portal?

- Internet Explorer 9 or higher
- Chrome 2.0.172 or higher
- FireFox 4 or higher

Login

Go to _____, and enter the following information:

<Practice's portal web address here>

The screenshot shows the 'Patient Portal Login' interface. It features two input fields: 'Email Address' and 'Password'. Below the password field is a link that reads 'I forgot my password/Reset my password'. At the bottom, there are three green buttons; the first one is labeled 'Login'. Three callout boxes provide instructions: one points to the email field with the text 'Enter your email address.', another points to the password field with 'Enter the password you received from your physician.', and a third points to the 'Login' button with 'Click Login.'

After logging in, you will be asked to create a new password, answer 2 security questions, and agree to the Portal Terms of Use. You will then be taken to the Home page.

Home Page

Use the **Home** page to do any of the following:

The screenshot shows the Home Page for Monica D. Walker. It includes a welcome message, medical information update links, an upcoming appointment, a message list, and a documents and lab results section. Callouts provide instructions for each major area:

- Welcome:** Update My Medical Information, View Portal Activity History
- Upcoming Appointments:** Click here to see the next scheduled appointment.
- Messages:** Click here to update your medical information. Click to create a new message. Click to view a message.
- Documents and Lab Results:** Click to view a document. Click to view all documents.

Documents and Lab Results Page

Use the **Documents and Lab Results** page to view specific documents or letters.

The screenshot shows the Documents and Lab Results page for Monica D. Walker. It features a list of documents and a detailed view of a selected document. Callouts explain the interface elements:

- Document List:** These are unread letters or documents. Click on a document to view it. Check mark indicates which document is showing at the right.
- Document Details:** Patient information, contact info, document metadata, and allergies table.

| Substance | Event Type | Reactions | Recorded Date | Status |
|------------|----------------------|-----------|---------------|--------|
| Penicillin | Drug Allergy | | | Active |
| Codeine | Allergy To Substance | | | Active |