**Patient Portal User Guide**

If questions please contact 499-6677 (pt portal line)

Change Person can be used if the patient has multiple people under their login (can do this by signing a form in medical records for proxy access).

Links: Community Resources (links to different community resources available),Emergency Room check in, Carteret Health Care Services, Parking lot shuttle, & Financial assistance form

Recent Visits: will display all visits associated with the patient. Can click on this to see more information about the visit. (care team, educational documents, discharge instructions)

****

**Health Record Button**

View Allergies, Current Home Medications, & Conditions (problem list),

Use the buttons on the right side to access more information and see Results

**Medications Button**

Descriptive view of current home medications

**Appointments Button**

See scheduled

**Billing Button**

View and pay bill

**Profile Button**

See demographics, contact information, etc…can update profile. Will update in portal and send request to update in Meditech, but won’t update automatically until someone reviews.

**Portal App**

-Look for **MHealth** in the app store

****

**Specifics for each page/tab:**

***Home Page:***

* Can access the different main pages (described below)
* Links – Community Resources, Emergency Room Check In, Carteret Health Care Services, Parking Lot Shuttle, & Financial Assistance Form (can click on to launch those items)
* Displays upcoming appointments – can click on to see more information about each appointment
* Displays Recent Visits (not all show here only the most recent – can see more information under Health Record Page – Visit History Tab). Can click on to see more information about the visit.

***Health Record Page:***

* **Health Summary Tab:**  will display a CCD which is a Continuity of Care Document as well as show an audit of the Health Summary Activity.
  + Health Summary Activity: Click on this to show the an audit of the Health Summary Activity
  + Create New Health Summary: will send info to Meditech and pull back a CCD activity with the most recent activity. Usually takes a few minutes, so once clicked on it will display a message that it is requesting a health summary and if you go out of that tab and back in a little later a document will display there that can be printed, faxed, sent via direct mail.
* **Allergies & Conditions Tab**: will display the allergies & problems that are updated on problem list. If you click on allergy you can see severity and reaction.
* **Results Tab:** Lab Results in chronological order. You can click on individual lab tests to see this historical results of that particular lab test. (ie – click on Sodium and can see all results for Sodium over time that have been resulted).
* **Reports Tab:** Radiology and Provider Reports are in chronological order. You can click on the individual report to see this historical report.
* **Medications Tab:** Home medications documented in the system. Can click on medication and then click on a link that will display more education information about the medication.
* **Visit History Tab:** displays a list of visits. If you click on the visit you can see a Summary of the Visit and sometimes more information depending on the type of visit. (visit location, if any education was provided, discharge instructions, patient health summary, and the care team). What does NOT show here: radiology exams, provider notes, other ancillary documentation. This does not display the full record; only a snap shot of the visit and a health summary document.

***Medications Page (same as what is shown from Health Record Page):***

* Displays list of home medications (prescribed and reported meds). Can click on medication and see more information about the drug and can drill down further to see education on medication.

***Appointments Page:***

* Displays any upcoming appointments. Can click on to see more information about the appointment (location of the building, type of visit, etc….)

***Billing Page:***

* Shows bill for each date of service and total balance. If you click on each one can see the itemized items. You can pay your pill from the portal or, pay from the Home page that will link to the automated billing system under Links: PAY MY BILL.

***Profile:***

* Displays demographic information & contacts.