Using Your Patient Portal

Table of Contents

Welcome to the Patient Portal! 2
Logging In 3
Patient Portal Homepage 4
My Settings/Portal Activity 4
My Health Summary 6
My Messages 8
My Info/Past History 9
My Provider 10
Help 10

Welcome to the Patient Portal!

The patient portal is a secure, online tool that allows you to access your health information and communicate securely with the clinic.

You can use the portal to:

- View, download, and transmit your health information
- Send a new message to the clinic or reply to a message sent by the clinic
- Request a non-urgent appointment or cancel a scheduled appointment
- Request a medication refill
- Send the clinic health data from other doctors or sources (ex: self-recorded blood pressure logs)
- Ask general, non-urgent questions or follow-up questions from a previous visit

⚠ **The patient portal is for non-urgent communication only.** Contact the clinic for any additional policies related to the patient portal.

Additional Information: *This patient portal is provided to you by your healthcare provider as a convenient means of communication. The patient portal is stored on a secure server and communications with the server are encrypted. However, be aware that no encryption method can be guaranteed to be unbreachable. Additionally, if you store screen shots of data on your computer or print out information from the patient portal, those copies would not be protected.*

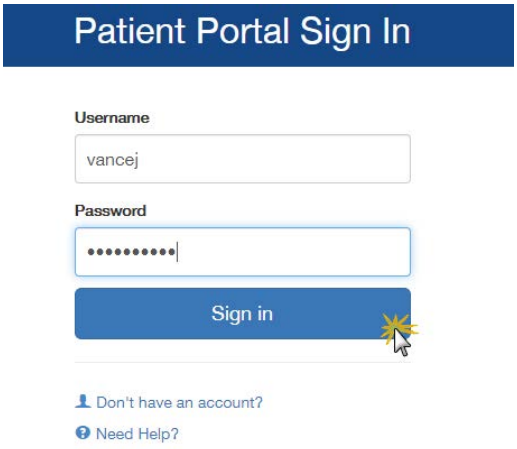
Any communication through the patient portal is directed only to the clinic to which it is addressed. The clinic to which the communication is addressed may use the information you send to deliver care to you, but the content of the message will not be automatically included or added to your electronic health record. If you have any questions about your health record, your patient portal account, or whether your communications through the patient portal will be included in your health record, please contact your healthcare provider.

Logging In

To log in to your patient portal, go to: https://www.medicalofficeconnect.com:8444/PatientPortal
You can access this website from your computer, tablet, or smartphone.

Enter your **Username** and **Password**. If you do not know or have this information, please contact the clinic for assistance. *For your security, if you enter the wrong username and password combination more than five (5) consecutive times, you will be locked out of your account for 30 minutes. After 30 minutes, you may attempt to log in again.*

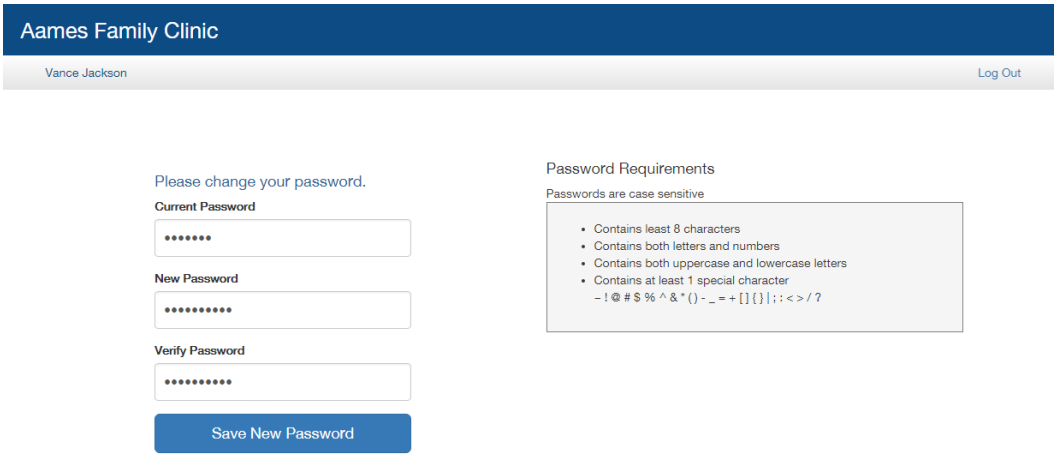
Click **Sign in** to access the patient portal.



If you are logging in for the first time or have requested for your password to be reset, you will need to create a new password before accessing the portal.

Enter your **Current Password**, then create a **New Password** that complies with the password requirements. Type your new password again in the **Verify Password** field.

Click **Save New Password**.

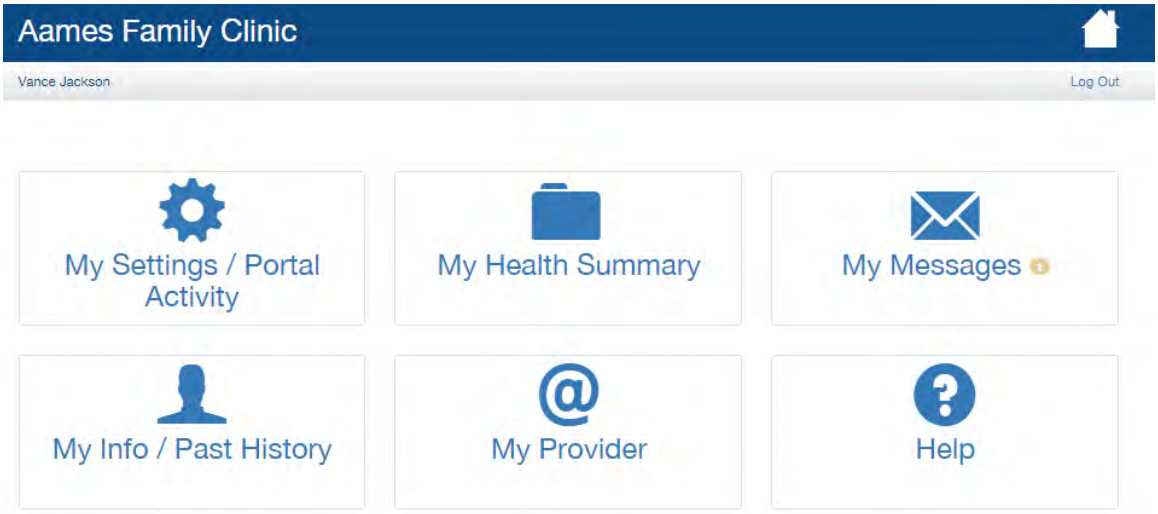


Note: Before accessing the patient portal for the first time, you will be required to review and accept the **Terms & Conditions** and **Privacy Policy** for the portal. Links to the Terms & Conditions and to the Privacy Policy are also available on each page of the portal site.

Patient Portal Homepage

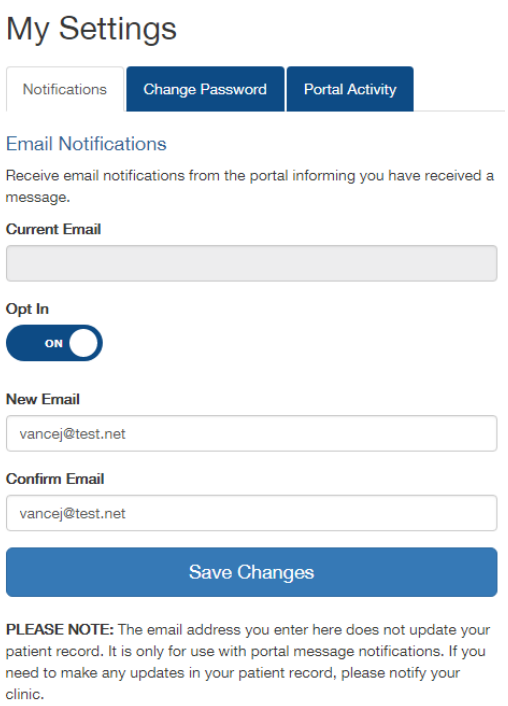
The patient portal homepage is divided into six sections: **My Settings/Portal Activity, My Health Summary, My Messages, My Info/Past History, My Provider,** and **Help**. Click on any section to access its features and information.

Tip: Click the "Home" button to return to the homepage from any section in the portal.



My Settings/Portal Activity

From the **My Settings/Portal Activity** section, you can sign up to receive email notifications from the portal, change your password, or view your past activity in the portal.



The **Notifications** tab allows you to opt in to receive email notifications from the portal to let you know when you've received a message from the clinic.

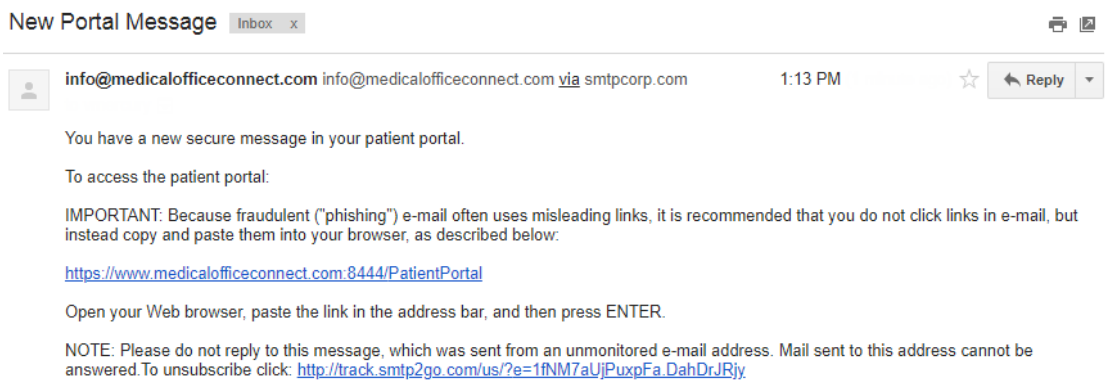
To opt in to receive notifications, click the **Opt In** button then enter your email address in the **New Email** and **Confirm Email** fields. Click **Save Changes** to save.

You can opt out of these notifications at any time.

The email notifications will be sent from: info@medicalofficeconnect.com. **This email address is unmonitored and should not be replied to.** Please contact the clinic if you have any questions.

You will receive an email confirming your opt-in for notifications and thereafter will receive an email any time you receive a message from the clinic. Notification emails *do not* contain any protected health information or any information specific to you.

Notification email for new message received:


New Portal Message Inbox x

info@medicalofficeconnect.com info@medicalofficeconnect.com via smtpcorp.com 1:13 PM Reply

You have a new secure message in your patient portal.

To access the patient portal:

IMPORTANT: Because fraudulent ("phishing") e-mail often uses misleading links, it is recommended that you do not click links in e-mail, but instead copy and paste them into your browser, as described below:

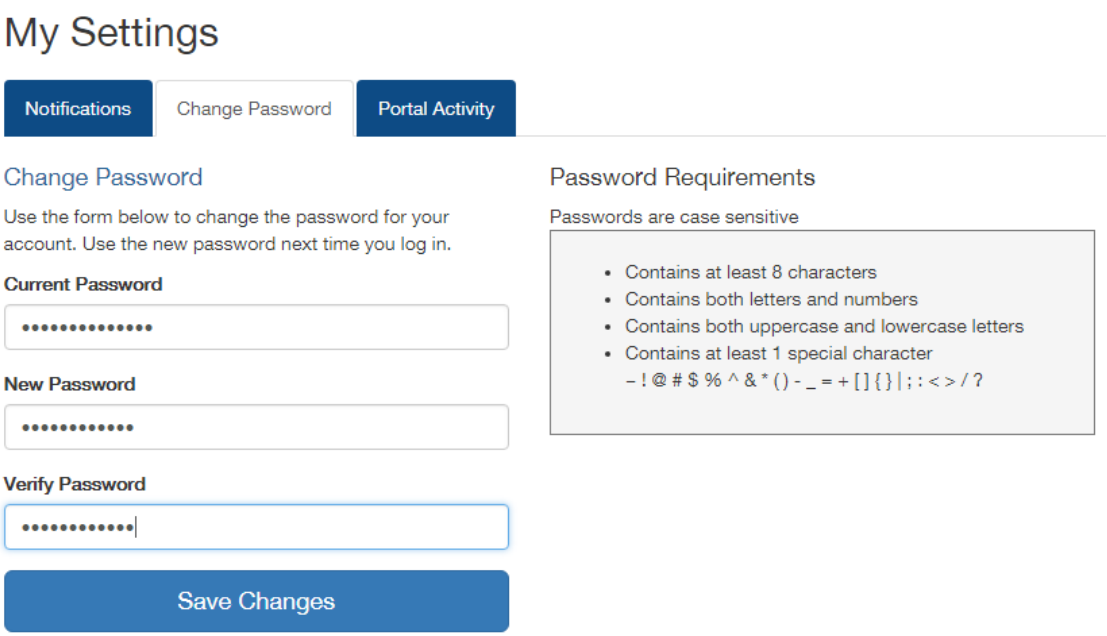
https://www.medicalofficeconnect.com:8444/PatientPortal

Open your Web browser, paste the link in the address bar, and then press ENTER.

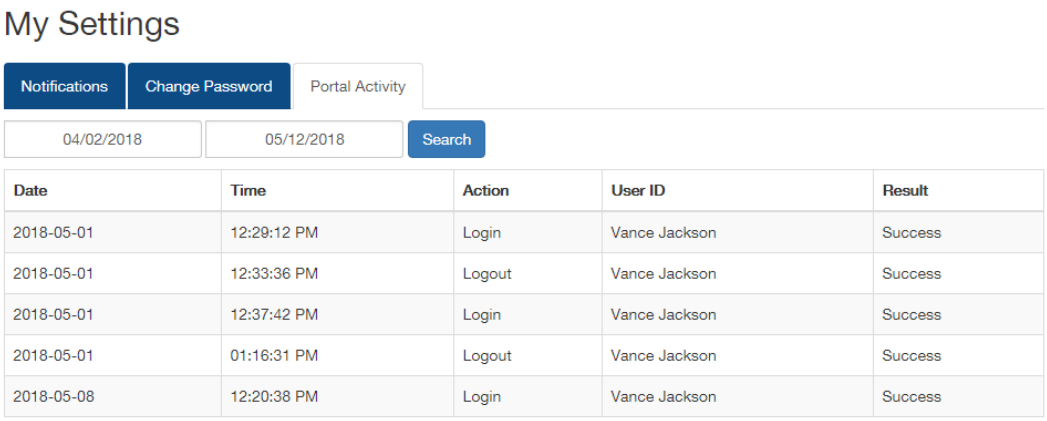
NOTE: Please do not reply to this message, which was sent from an unmonitored e-mail address. Mail sent to this address cannot be answered.To unsubscribe click: http://track.smtp2go.com/us/?e=1fNM7aUjPuxpFa.DahDrJRjy

The **Change Password** tab allows you to create a new password for your portal account.

To create a new password, enter your **Current Password**, then create a **New Password** that complies with the password requirements. Type your new password again in the **Verify Password** field. Click **Save Changes** to save.



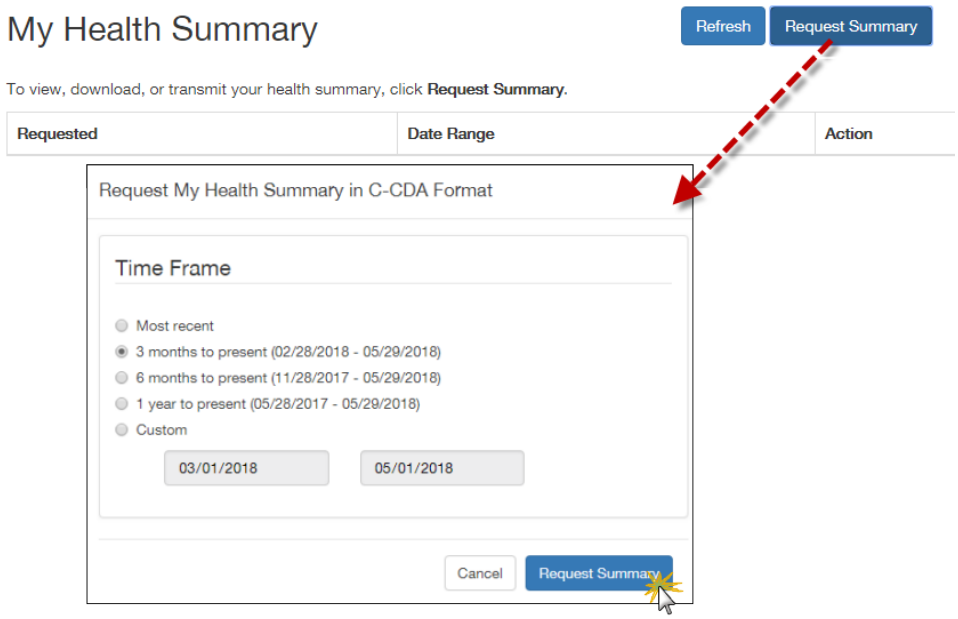
The **Portal Activity** tab allows you to view your past activity in the portal by date range. To view past activity, select a start date and end date for the activity and click **Search.** Any activity within that date range will display.



My Health Summary

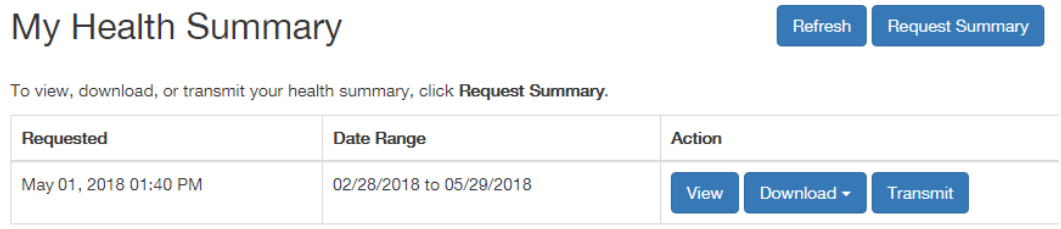
From the **My Health Summary** section, you can view or download your health summary information or send your health summary information to another doctor or person of your choosing.

To begin the process of viewing your health summary, click **Request Summary**. Select a **Time Frame** for the health information you would like to see. You can choose one of the preset selections or type in a custom date range. Then click **Request Summary**.



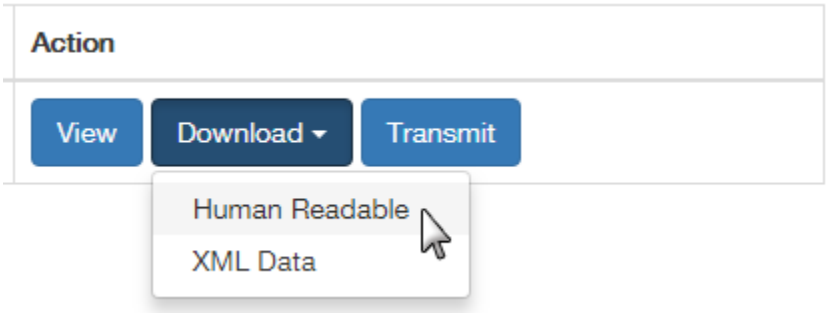
Your request will display as "Queued" while it is processing. Click **Refresh** to check the status of your request. When your health summary is ready, you will be able to view, download, or transmit the information.

Note: You are able to request your health summary as many times as you would like.

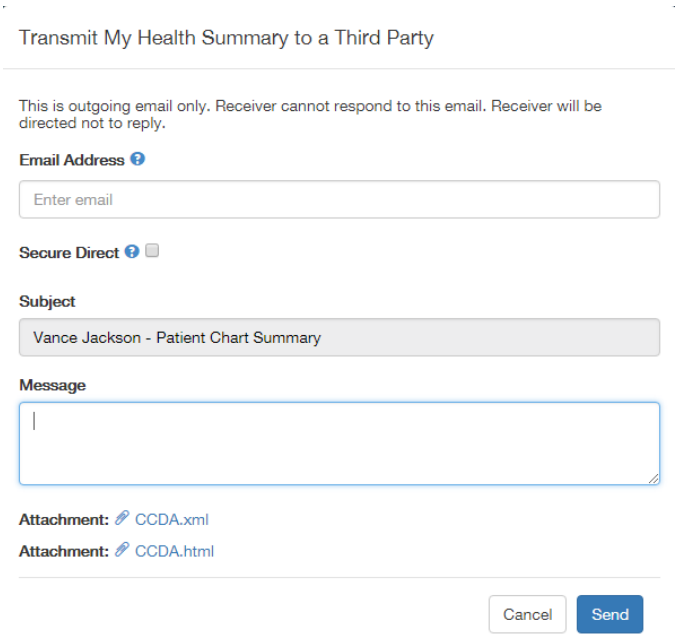


Your health summary is structured in C-CDA format, which allows other doctors or healthcare systems to use this information more easily.

Click **View** to view your health summary. To download your health summary, click **Download** and then choose your download type: **Human Readable** or **XML Data.**



The XML Data option is designed to be used with programs or applications that accept this file format.



To send your health summary to another doctor, healthcare setting (such as a hospital), or to a person of your choosing, click **Transmit**.

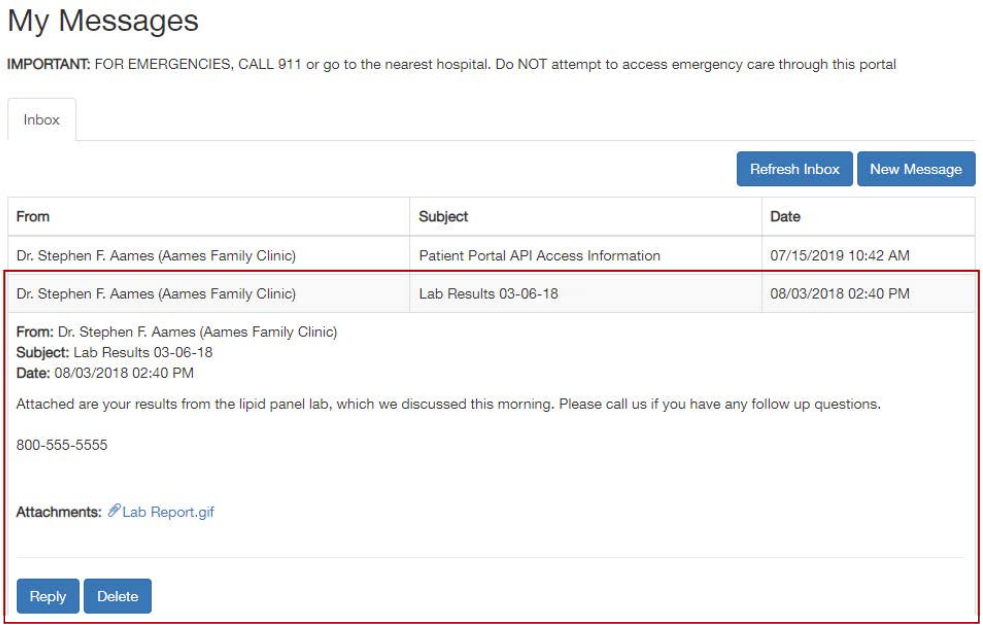
Type the email address of the person or business you are sending your health summary to in the **Email Address** field. If the email address you are using is a secure, Direct email address, select the **Secure Direct** checkbox.

The **Subject** line will display your name and "Patient Chart Summary". Type a **Message** for the recipient and click **Send** to transmit your message and health summary.

My Messages

From the **My Messages** section, you can read and reply to messages sent to you from the clinic or create and send a new message to the clinic.

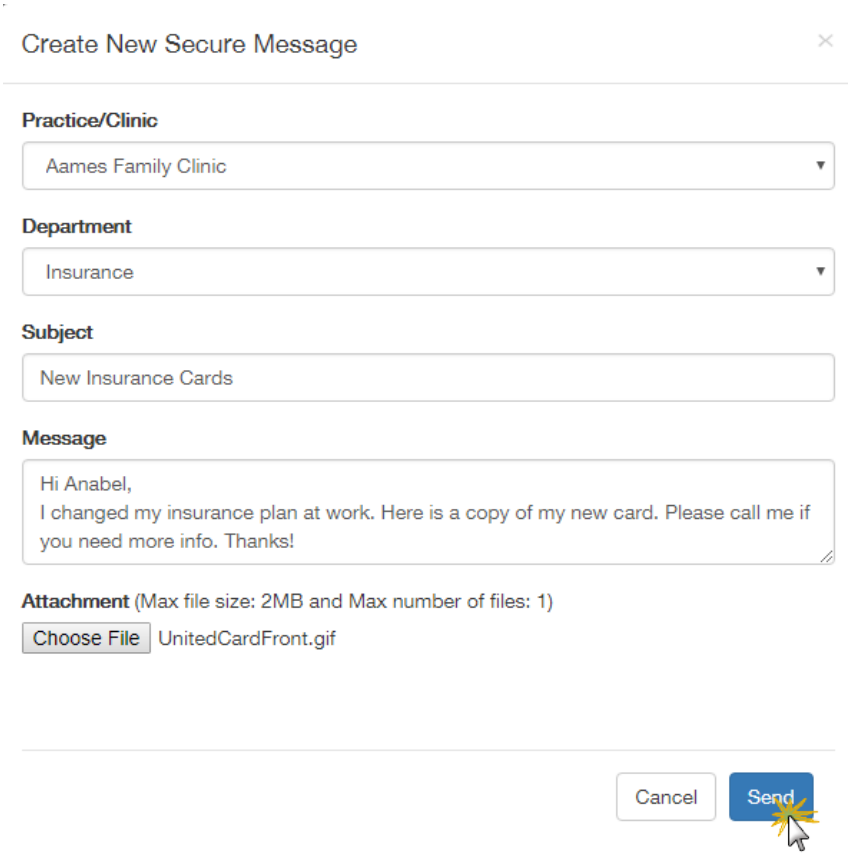
To read a message in your Inbox, click the message. If the message has an attached document, you can click on the attachment to view or download it.



From the message you can click **Reply** to send a response to the clinic or **Delete** to delete the message from your Inbox. If you click Delete, you will be asked to confirm you want to delete the message. *Once deleted, a message cannot be restored.*

To create and send a new message to the clinic, click **New Message**. The **Practice/Clinic Name** will be filled out for you. Select one of the choices from the **Department** field to describe the nature of your message.

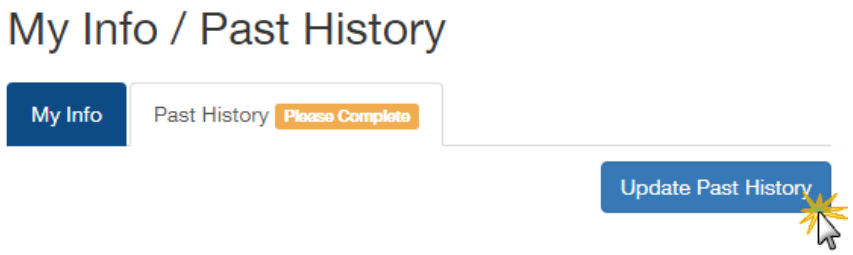
Type a **Subject** and **Message**, and if you want to include an attachment, click **Choose File**. Click **Send** to send your message.



My Info/Past History

The **My Info** tab displays your demographic information, such as address, date of birth, and marital status. You are not able to change or update your information from this tab. Please contact the clinic if you need to update your demographic information.

If the clinic has sent you a past history form to be completed, the **Past History** tab will display. From this tab you can complete and submit your past history information to the clinic by clicking **Update Past History**. *The past history information can only be submitted from the portal one time.*



My Provider

This section displays the clinic name, address, phone and fax numbers, and a map to the clinic's location.

Help

This section displays the **System Requirements** for the patient portal and **Support** information. If you need support with your patient portal account, please contact the clinic via portal message or during business hours.