

Patient Portal Instructions and FAQ's



Please Enter your Login Credentials

Username

Password

SIGN IN >

[Forgot Password?](#)

Would you like to join our practice?
New patients can [Pre-Register](#)

To Log in for the first time:

1. Enter your **Username** as it was given to you (either via email or paper)
2. Enter the temporary **Password** (either from paper or email) EXACTLY as it is written!
3. Hit **SIGN IN** and you are done.

FAQ: What do I do if I get an error message saying I have an Log in Error?



Login Failed

Either the user is not a patient with the practice or is not web enabled yet.
Important: Please note that you will be locked out after 4 more unsuccessful attempts.

Please call your practice for further help.

Please Login [again](#).

- Re-enter your information EXACTLY. You only can try 5 times and you will be LOCKED out! If after the 4th time it is unsuccessful, please call the office for verification of your information.
- You can also ask for the password to be reset by clicking the RESET PASSWORD link and a new temporary password will be sent to you.

FAQ: What do I do if I get LOCKED OUT?



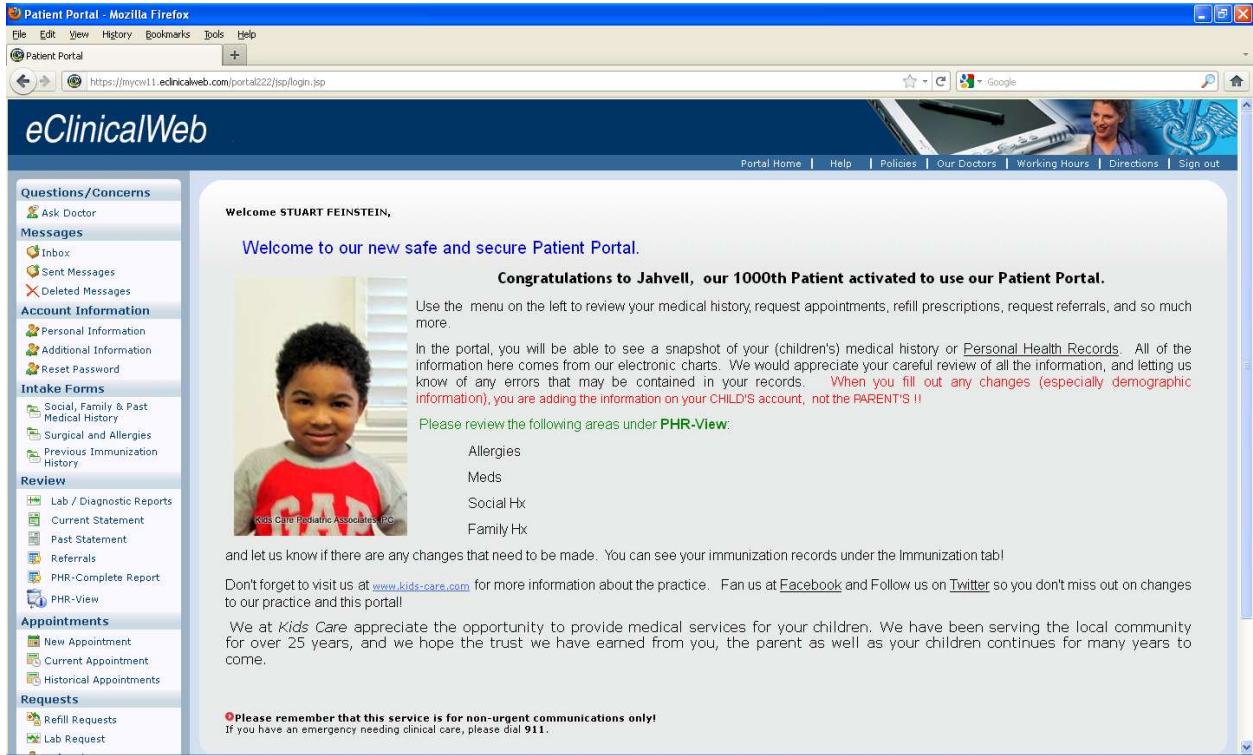
If you see this screen, You MUST call the office and tell them our account is locked. At this time we will reset your information and you can try again.

FAQ: What do I do if I forgot my password?

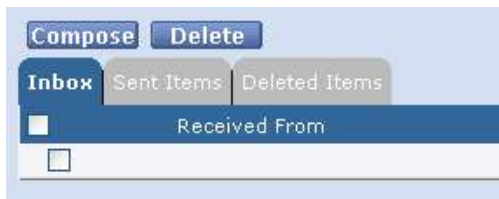


At the login screen, click on the FORGOT PASSWORD link and a new one will be emailed to you

Portal Navigation



- Messages:



To **send or receive** private secure messages click on your “Inbox” and then there is a link for ‘composing’ new messages to send.

- Intake Forms:

Here you can update your medical records by clicking on either the ‘social..’ or ‘surgical ..’ forms, filling them out and submitting them. This helps us keep your records up to date.

The Previous Immunization History form is useful for updating OUR records with vaccines you may have received elsewhere.

- Review

You can see your most recent labs, billing statements, lists of referrals, and your **Personal Health Record (PHR)**

The PHR-View allows you to see your Immunization records.



Here you can click on any of the above tabs and see your most recent information.

FAQ: How do I print my immunization records?

From the Home screen: Click on PHR-View, then on the Immunization tab. In the upper right corner there is a Print icon, just click and your records will print!

FAQ: How do I print my medical summary for another doctor?



From the home screen, click on the PHR-Complete Report, and it will print a medical summary. If you Click on the Download in CCD format, then your physician can import the file into their Electronic Medical Records.

FAQ: How do I interpret the lab results you have sent to me?

Under Review click on the Lab/Diagnostic Report Link.

Ordered Date	Name	Reason	Result
05/11/2011	CBC	Transmitted to FletcherFlora	Normal
05/11/2011	Clinitekstatus_SG		Normal
04/15/2011	PPD		Negative
03/29/2010	PPD		Negative
03/09/2010	*Lipid Panel		Normal
11/18/2009	CBC	Received -FletcherFlora	Normal
02/20/2009	*Lipid Panel		High

The window that opens has the following:

Date of test

Name of test

Reason- the reason may be either blank, or have a transmitted or received information in it. Disregard this area.

Result- this is a quick normal/abnormal/misc area.

Click on the test you are interested in and you can see specifics.

initials	CS
Result:	Normal
Received Date:	05/11/2011
Notes:	Shapiro,Claire 05/11/2011 03:56:59 PM >

Most importantly, look at the **NOTES** area on the bottom! Here you will see what

individuals reviewed the lab and any messages you may need. Please look here as it is the most important part of the lab!!