

## 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
- FireFox4 or higher

### Login

Go to <https://patientportal.intrinsiq.com/500185> and enter the following information:

The image shows a screenshot of the Patient Portal Login page. The page has a light blue header with the text "Patient Portal Login". Below the header are two input fields: "Email Address" and "Password". The "Email Address" field is a text input, and the "Password" field is a password input. Below the "Password" field is a link that says "I forgot my password/Reset my password". At the bottom of the page, there are three buttons: a green "Login" button, a yellow button, and another yellow button. There are two orange callout boxes with arrows pointing to the input fields. The first callout box says "Enter your email address." and points to the "Email Address" field. The second callout box says "Enter the password you received from the physician." and points to the "Password" field. Below the "Login" button, there is a small text instruction: "Click the button with the word '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 Home Page interface includes a navigation bar with 'Home' and 'Sign Out' options. The main content area is divided into several sections:

- Welcome:** Displays the user's name (Monica D. Walker), gender (Female), age (75), and location (Springfield, MO). It includes buttons for 'Update My Medical Information' and 'View Portal Activity History'.
- Upcoming Appointments:** Shows a calendar for May 29 with an appointment at 11:00 am with John Smith, MD. A note below states: 'Appointments for surgeries may require you to arrive early. Check your pre-op instructions. \*\*Note: All times are in your practice's time zone.' A callout points to the date '29' with the text: 'Click here to see the next scheduled appointment.'
- Messages:** A 'Message From Office' is shown with a 'View' button. A callout points to the 'View' button with the text: 'Click to view a message.' Below the message is a 'New Message' button with a callout: 'Click to create a new message.'
- Documents and Lab Results:** A list of documents is shown, including 'Letter' and 'Office Visit'. A callout points to the 'View' button of a document with the text: 'Click to view a document.' At the bottom of this section is a 'View All' button with a callout: 'Click to view all documents.'

## Documents and Lab Results Page

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

The 'Documents and Lab Results' page shows a list of documents on the left and a detailed view of a selected document on the right.

- Document List:** A list of documents is shown, including 'Letter' and 'Office Visit'. A callout points to the 'Unread' status of a document with the text: 'These are unread letters or documents.' Another callout points to a checkmark next to a document with the text: 'Check mark indicates which document is showing at the right.'
- Document Details:** The selected document is titled 'Monica D. Walker' and includes the following information:
  - Personal Info:** Name (Monica Walker), Birth (March 30, 1939), Preferred Language (eng-US), Sex (Female), Ethnicity.
  - Contact Info:** Primary Home (1224 Oak Drive, Springfield, MO 65804, US), Patient IDs (M51032110371).
  - Document Info:** Document Id (linker: 216.840.1.112683.2.72), Date/Time Created (May 14, 2014 08:05:10 -0400), Author (John Smith, MD).
  - Allergies, Adverse Reactions, Alerts:** A table with columns: Substance, Event Type, Reaction, Recorded Date, Status.

Substance	Event Type	Reaction	Recorded Date	Status
Penicillin	Drug Allergy			Active
Codine	Allergy To Substance			Active

**IF YOU NEED ASSISTANCE WITH THE PATIENT PORTAL,**

**PLEASE CALL 610-372-8995 XT. 187.**