



PATIENT PORTAL INSTRUCTIONS

We have established an internet-based Patient Portal to help effectively and securely manage your healthcare information. The content in this document will guide you through the secure portal's most frequently-required functions. Should you have other questions about using the portal, please contact our office at 651-702-0750.

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Access the Patient Portal

Activate Your Patient Portal Account

An account must be created before you can use or access your data on the Patient Portal. Providing us with your email address will allow us to send you an email from the office that includes a link to activate your Patient Portal account.

- 1. Open the email from us with the subject, "Welcome to Your Midwest ENT Specialists Patient Portal".
- 2. The email will include your Patient Portal Username, Practice URL (patient portal web address) and the steps for logging into the portal.
- 3. Select, Activate Account.

Dear John,	
Your creden	tials:
Username:	idos85
	L: <u>officeurlprefix.ematraining.md</u>
Please use th	e button below to activate the patient portal on a Google Chrome or Mozilla Firefox
	set up your password.

4. You will be directed to the portal website, where you will be prompted to verify your identity by entering your *Date of Birth* and *Last Name*. Once entered, select **Verify Information**.

	OFFICE NAME
	Password Reset
	Please verify your date of birth and last name.
D	bate of Birth mm/dd/yyyy
L	ast Name
	Verify Information
	Go to Login

5. You will be prompted to change your password. Once entered, select Set Password.

OFFICE NAME	
Change Password	
New Password	٩
Confirm Password	۹
Set Password	

Log in to the Patient Portal

Once your account has been activated, you will be able to log in to the Patient Portal as needed. Follow the steps below to log in.

1. Open your internet browser on a computer or laptop and enter the following website URL into the address bar: <u>mwents.ema.md</u>

•••	See Your Doctor Virtually, Real 🗙	+
← → C	🕄 💽 .ema.md	

2. Select Continue as Patient.

	OFFICE NAME	
8	Continue as Practice Staff	
	OR	
8	Continue as Patient	
	Version: 6.3.1 Revision: 200a06889e Powered by © 2010-2622 Modernizing Medicine, Inc. + modmed**	

3. Enter your Patient Portal Username and Password, then select Login.

(OFFICE NAME
	Patient Portal
💄 jdoe85	
	Login
Forgot Pa	ssword Provider Login
Powered by	ion: 6.3.1 • Revision: 200a068e9e © 2010-2016 Modernizing Medicine, Inc. d Privacy Policy please refer to the practice's notices

Forgot Password

Follow these instructions if you forgot your password and need to create a new one.

Note: These instructions will only work successfully if your Patient Portal account is already created and the information entered is correct according to our records. If you have any trouble receiving your password reset link, please contact our office.

1. From the Patient Portal login screen, select Forgot Password.

h. hØ	OFFICE NAME
	Patient Portal
	💄 Username
	Password
	Login
\mathbf{X}	Forgot Password Provider Login
	Version: 6.3.1 • Revision: 200a068e9e Powered by © 2010-2016 Modernizing Medicine, Inc. For Terms of Service and Privacy Policy please refer to the practice's notices

2. Enter the requested information, then select Request Email.

OFFICE NAME	
Reset Password	
Usemane	
Date of Birth mm/dd/yyyy	
Last Name	
rm not a robot	
Request Email	
Back to Login	
Version: 5.3.1 Revision: 203a068e9e Powered by 6 2010-2022 Modernbing Medicine, Inc modmed**	

3. Open your email and look for the message with the subject *Password Reset from Your Electronic Health Record*. The email will include your *Username* and *Practice* information, as well as a link to reset your Password. Select the link to continue.

	Password Reset from Your Electronic Health Record (External) > [hbox x				
-	Account Team <account@practicemailer.com></account@practicemailer.com>				
	Dear John,				
	Usernama: jdoe85 Practice: <u>officeuriprefix emstraining.md</u>				
	A request was made to reset your account password with OFFICE NAME.				
	Please click the link below, or copy and paste the link into your browser. Then, follow the instructions to complete the reset password process.				
	https://officeur/prefix.ematraining.md/443/ema/ForgotPasswordAuth.action?presentToken&usemame=jdoe85&token=01BC76E3-E124-B60E-1ECB-247FF6493ECF				
	Note: This link will expire after 24 hours.				
	If the link has expired, or if this message has reached you in error, please contact your practice.				
	Thank you				
	Note: This is a system generated message. Please do not reply to this email.				
	OFFICE NAME 123 Main Street Boca Raton FL 33437-1111				
	← Reply ← Forward				

4. You will be prompted to enter your *Date of Birth* and *Last Name* to verify your identity. Once entered, select **Verify Information**.

	OFFICE NAME	
	OFFICE NAME	
	Password Reset	
	Please verify your date of birth and last name.	
~ 100	Date of Birth mm/dd/yyyy	
	Last Name	
X Cal	Verify Information	
	Go to Login	
	Version: 6.3.1 • Revision: 200a068e9e Powered by 2010-2016 Modernizing Medicine, Inc.	

5. If the information is verified successfully you will be logged in to the portal.

Prepare for Your Visit

Complete Forms on the Patient Portal

Once you have activated your account, you may use the Patient Portal to complete visit forms and view your health information.

1. Once logged in to the Patient Portal, select My Health from the main navigation bar.

OFFICE NAME	🤍 My Health 🔟	Appointments	n Messages	d Tests and Results	👤 John Doe -		
Doe, John DoB: 12/11/1985 (36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PAT000000001 Image: Image: Inspecified Allergies: Unspecified Allergies: Unspecified Allergies: Unspecified Allergies: Unspecified							
	video vis	ently have no active its reeirg to a video atream with your provider an	_	an by the provider within J			

2. From the *My Health* page, select **My Forms**.

Family History	Language	
runniy niscory	English +	
Problem List	The la Course	
100	Ethnic Group	
My Forms	Not Hispanic or La	
	Gender Identity	Patient Preferred
	Unspecified ~	Pronoun
	()	- Select One - V

3. Any forms that have been assigned to you will be available to review and edit. Select **Start** to begin reviewing the forms and making applicable changes.

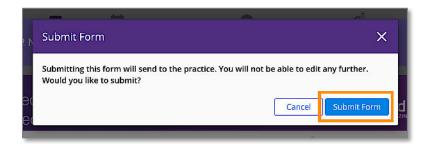
ontact Info	Forms Sent From Prac	tice					
surance and Pharmacy	Title ‡	Date Received 👻			Status 💠		(
ledications	New Patient Paperwork	08/19/2022			Incomplete	Start	
llergies	Total Results: 1		«	< 1	> >		View Records By 25

- 4. A pop-up window will appear with the specified form. You can place your cursor in the appropriate fields and enter the applicable information. You have the option to *Save and Exit* or *Submit Form*.
 - Save and Exit Marks the form In Progress and allows you to continue to edit.
 - Submit Form Closes the form and submits it to the office.

08/19/2022 New Patient Paperw	ork		×
	Save and Exit	Submit Form	

5. Once complete, select **Submit Form**.

You will receive a pop-up alerting you that you are submitting the form to the office and you will not be able to edit any further. When ready, select **Submit Form**.



Add or Update Medical Information

In this section, you will learn how you can verify your contact and insurance information, update your medical history, and add your preferred pharmacy.

1. Once logged in to the Patient Portal, select **My Health** and navigate through the sections to enter and/or update your *Medications*, *Allergies* and Past Medical History.

OFFICE NAME	-> 🧇	My Health	Ē A	ppointments	n Mes
Doe, John DOB: 12/11/ P Alerts: Un Allergies: Un	1985 (36) Birth specified	n Sex: Male MRN	I: MM000000	0001 PMS ID: 115062	2PAT000000001
Contact Info	My Cont	act			-
Contact Info	inty cone	act			
Insurance and Pharmacy	Patient 🛛	Data			
	Patient Infe	ormation			
Medications	Prefix	Last Name *		First Name *	Middle
Allergies		Doe	63	John	
Past Medical History	Marital St	atus		Previous Name	
52	Unspec	ified	~		

- Contact Info View basic contact and demographic information.
- **Insurance and Pharmacy** View insurance information and add or edit pharmacies. See below for additional instructions.
- Medications Add or edit your medications list.
- Allergies Add or edit your allergies.
- **History** Add or update Past Medical History, Specialty-Specific History, Social History and Family History.
- Tests & Results View any result that your medical provider has posted.

Add Your Preferred Pharmacy

In this section, you will learn how to add your preferred pharmacy to your patient chart. Adding your pharmacy will assist our office with sending electronic prescriptions and medication refills.

1. From the *My Health* section of the portal, select **Insurance and Pharmacy**.

OFFICE	NAME	🧐 М	/ Health		🗖 Аррс	ointmer
	Doe, John DOB: 12/11/198! P Alerts: Unspe	cified	ex: Male	MRN: MM	10000000000	PMS
24	Allergies: Penicil	lins				
Contact Info	Allergies: Penicil	My Cont	act			
	_				******	*****
Contact Info	_	My Cont	Data			
Contact Info	_	My Cont Patient	Data ormation	t Name *		Firs

- 2. There are two options to enter your pharmacy information, *Add Surescripts Pharmacy* and *Add Manual Pharmacy*.
 - Add Surescripts Pharmacy (*try this option first*) Allows you to search for registered pharmacies that are capable of sending and receiving electronic prescription requests.
 - Add Manual Pharmacy If you were not able to find your preferred pharmacy through the Surescripts option, you can use Add Manual Pharmacy to manually enter pharmacy information to your chart. It is recommended that you first attempt to add a Surescripts pharmacy before using this method.
- 3. Select Add Surescripts Pharmacy.



4. Use the *Filter* options to find your preferred pharmacy. Then, select **Search**.

Tip: Not all fields are required. Use any combination of the criteria to locate your pharmacy. Common search methods include *Phone* number only, or *Name* and *Zip Code*.

Pharmacies			
Filter			
Name	83	City	
Phone	5852392059	State	Select One
Fax		Zip Code	
Refill enabled	⊖Yes ⊖No ⊚Any	Туре	Retail Mail Any Search Clear filter

5. Locate the pharmacy in the list of results by verifying the name and address. Once found, select the blue *Store Name* to add the pharmacy.

Refill enabled O Yes O No	Any	Туре	⊙ Re	
Store Name	🔶 Phone	e <u>t</u>	Fax	arch
#003 Eastway NY Test UAT	58523	892059	5852392	044
#008 Mt Laurel NJ Test UAT	58523	92059	5852392	044
#016 Fairfax VA Test UAT	58523	92059	5852392	044
#040 Woodmore MD Test UAT		92059	5852392	

Access Your Medical Records

View, Download, and Print Your Visit Notes

The Patient Portal allows you to access your medical records, including completed visit documentation from your doctor or other qualified healthcare provider. The following instructions will guide you through how to locate these records within the portal.

1. Once logged in to the portal, select **Appointments** from the main navigation bar.

OFFICE NAME	🖤 My Health	Appointments	n Messages	<u>e</u> Tests and Results			
DOB: 12/ Alerts:	Doe, John DoB: 12/11/1985 (36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PAT0000000001 I Alerts: Unspecified Allergies: Penicillins						
			•				
Video Visits	Video Visits						

2. Select Past Appointments.

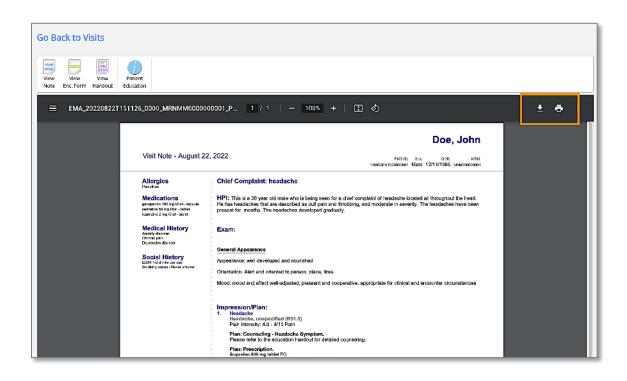
OFFICE	NAME	🖤 My Healt	th 📩 Appointments
	Doe, John DOB: 12/11/198 P Alerts: Unspe Allergies: Penici	cified	MRN: MM000000001 PMS ID: 115062
Video Visits		Video Visits	
Upcoming Ap Past Appoint			ou currently have no activ isits
Results		By selecting Join Video V	fisit, you are agreeing to a video stream with your prov

3. From the Visit Date column, select the blue hyperlink for the visit documentation you would like to view.

OFFICE NAME	🗇 My Health	Appointments	n Messages	Cl Tests and Resu	lts
Doe, John DOB: 12/11/198 IP Alerts: Unspe Allergies: Penici	cified	: MM000000001 PMS ID: 11506	2PAT00000001		
Video Visits Upcoming Appointments	Past Appointments Start Date: mm/do	Massar End Date:	08/23/2022		
Past Appointments Results	Start Date:mm/dc	ryyyy End Date.	08/23/2022	Apply	
	Visit Date	🛫 Attend	ees	Impressions	Lc
	Monday, Aug 22, 20	22 11:11am EDT	y Provider & Primary Doe, Jane	Headache (R51.9)	0
			🖙 🖙 Page 1	of 1 🕬 🕫 🏹	

Note: If the visit link is in plain black font, this means the visit is not ready to be viewed. Check back later, or contact our office.

4. Your internet browser's PDF viewer should open the document for you to view. You should also have options to download or print the document.



Communicate with Our Office

Send a Portal Message to Our Office

The Patient Portal provides a self-contained method of communicating with our office using secure messaging protocols.

Note: If you are experiencing a medical emergency or need immediate assistance, please call 911.

1. Once logged in to the Patient Portal, select Messages from the main navigation bar.

🀶 My Health	Appointments	n Messages	C Tests and Results	👤 John Doe -		
(36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PAT000000001 ffied						
ified		•				
Video Visits						

2. Select Compose Message.

OFFICE NAME	🐶 My Healt	h 🗍 Appointments	n Messages	C Tests and Results	
Doe, John DoB: 12/11/1985 (36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PAT0000000001 P Alerts: Unspecified Allergies: Unspecified					
Compose Message	Inbox				
Inbox	From	Message			
Sent	Jane Doe	Pending Documents to Revi	ew - Hello John Doe, `	You have the following	
Sent CCDA					

3. Enter the recipient into the *To* field.

ntact 911 or contact your office directly.
Cc Type name to see more options

Tip: If you start typing the first few letters of the recipient's name, it will narrow the list and allow you to find them more quickly and easily.

- 4. Enter the subject of the message into the **Subject** field.
- 5. Enter your message into the **Message** field.
- 6. When you are ready to send your message, select **Send**.

	Compose Message		Back to Inbo		
Inbox	If this is an emergency, contact 9	11 or contact your office directly.			
Sent	то*		Cc		
Sent CCDA	Doe, Jane 🗴		Type name to see more options		
Self CEDA	Subject*				
	Referral Information				
	Message*				
	Message* Hello Dr. Doe, I am messaging you because I forgot the name of the supplement you recommended to me during my last visit. Can you send it to mplease? Thank you, John				

Read and Reply to Portal Messages

Our office may send messages to you through the portal. These messages could include documents; such as test results, or just a general message regarding your care. Follow these steps to view and/or reply to a portal message.

1. Log in to the Patient Portal and select **Messages** from the main navigation bar.

	🛷 My Health	ly Health 🗖 Appointments		C Tests and Results	👤 John Doe 🗸		
(36) ified ified	fied						
			•				
V	/ideo Visits						

2. To read a message, select anywhere in the corresponding line.

OFFICE NAME	💝 My Health	Appointments	👧 Messages	C	👤 John Doe 🗸
Doe, John Doe: 12/11/1985 (36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PATE000000001 Alerts: Unspecified Alerts: Unspecified					
Compose Message Inbox					
Inbox	From N	lessage			Received On
Sent	Jane Doe L	LAB RESULTS - Hello John, We received your lab results. Everything		results. Everything	08/19/2022 05:02 PM
Sent CCDA	Jane Doe P	Pending Documents to Review - Hello John Doe, You have the following			08/19/2022 02:21 PM

3. To reply to a message, select **Reply** or **Reply All**.

OFFICE NAME	💱 My Health 📋 Appointments 🖍 Messages	\underline{C} Tests and Results	👤 John Doe -
Doe, John DoB: 12/11/198 I ^M Alerts: Unspe Allergies: Unspe	ified ified		
Compose Message	Message Details	Back to Inbox	
Inbox Sent	From: Jane Doe To: John Doe Ci:: Medical Assistant		
Sent CCDA	Subject: LAB RESULTS August 19, 2022 8:02:43 PM		
	Attachments JohnDoeLabs,pdf (293.0k)		
	Helio John. We received your lab results. Everything came back within normal limits.		
	Ive attached the results for reference. We will discuss them in more detail during your foll the office if it gets worse.	ow-up. Until then, continue the medications and call	
	Dr. Doe Regly Regly All Forward		

4. Enter your response into the Message field, then select Send.