

Using the Healthstat Patient Portal (and the mobile smartphone app)

The Patient Portal offers you easy and private access to your medical information online, so you can view your personal health record whenever and wherever you have access to the Internet!

Gain access to your private health information and receive secure periodic updates and reminders from your clinic providers at your personal e-mail address!

Features



Appointments

Schedule & track appointments



Lab Results

Access and view lab results



Medication

Request prescription refills



Medical Records

View your personal health record



Messages

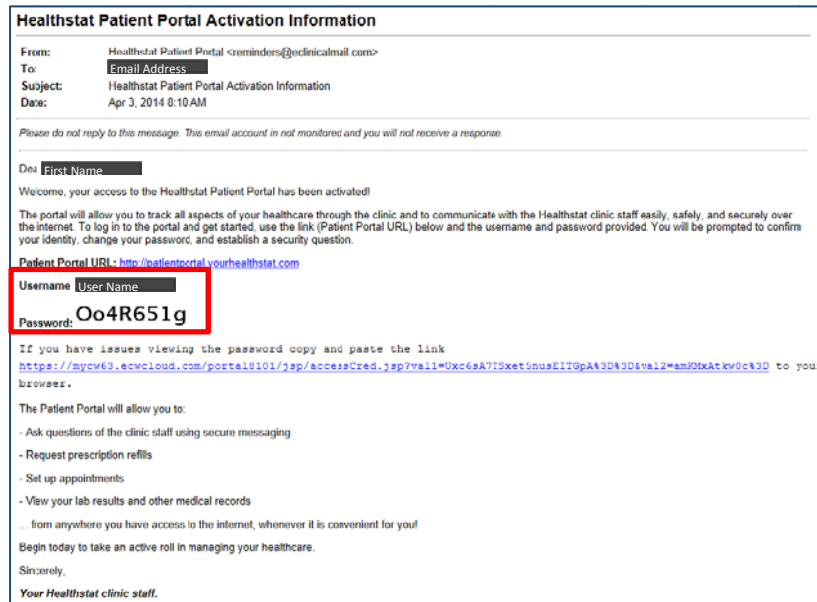
Send & receive messages from staff

To get access to the secure Patient Portal and become Web-enabled, simply ask your clinic provider. All we need is your personal email address to get started!

Logging In

Once your account has been activated, you will receive an email with the information you need to securely log in and gain access to your personal health record and other helpful features from any computer, tablet or smartphone with an internet connection!

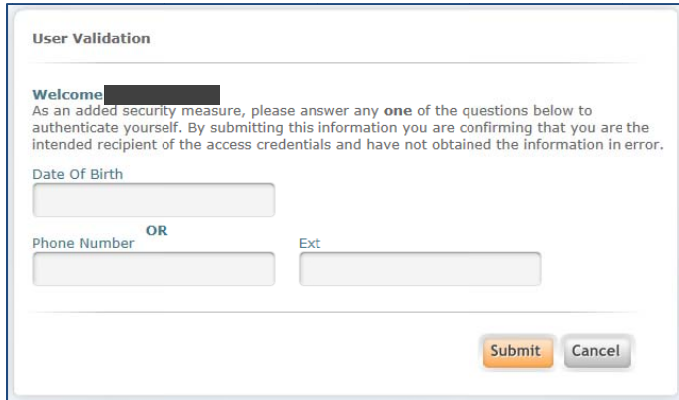
Simply follow the instructions on the welcome email to log in and begin using the portal with the user name and password provided.



Use your preferred web browser to access the Patient Portal at patientportal.yourhealthstat.com. At the welcome screen, enter the user name and password provided in the welcome email or welcome page given to you by your provider in the clinic and press the login button.



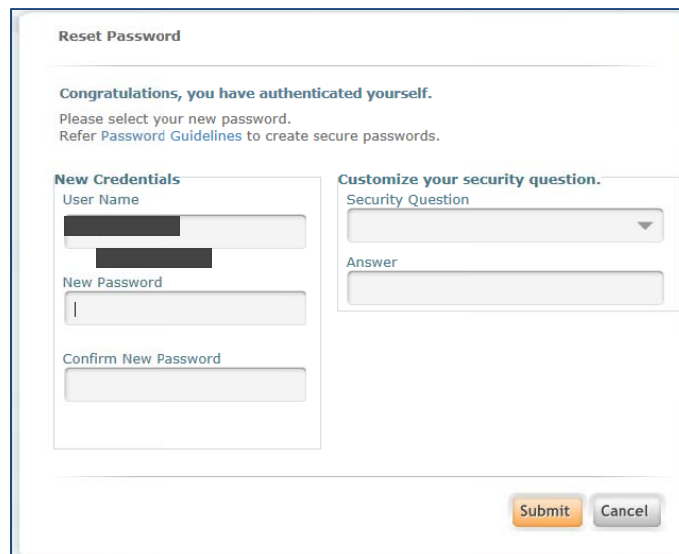
On the first log in, you will be required to go through the user validation process. Complete the form by providing either your date of birth or your phone number; the information provided must match exactly the information in the Healthstat electronic medical record system. Click **Submit** to proceed.



The 'User Validation' form contains a 'Welcome' message followed by instructions to answer one of the questions below. It features three input fields: 'Date Of Birth', 'Phone Number', and 'Ext'. The 'Phone Number' and 'Ext' fields are separated by an 'OR' label. At the bottom right, there are 'Submit' and 'Cancel' buttons.

After completing user validation, you will be required to:

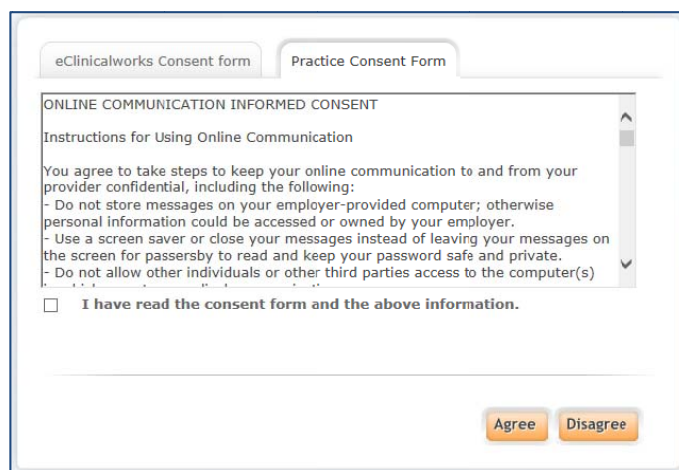
- Reset your password
- Establish a security question and answer
- Click **Submit** to proceed



The 'Reset Password' form displays a 'Congratulations' message and asks the user to select a new password. It includes a link to 'Refer Password Guidelines'. The form is divided into two sections: 'New Credentials' with fields for 'User Name', 'New Password', and 'Confirm New Password'; and 'Customize your security question.' with a 'Security Question' dropdown and an 'Answer' field. 'Submit' and 'Cancel' buttons are at the bottom right.

After resetting your password and establishing a security question, you will be required to review and agree to the patient portal and practice consent forms.

After review, click **Agree** to proceed or **Disagree** if you do not wish to set up a Patient Portal account.



The consent form has two tabs: 'eClinicalworks Consent form' and 'Practice Consent Form'. The main content area is titled 'ONLINE COMMUNICATION INFORMED CONSENT' and includes 'Instructions for Using Online Communication'. It lists several points of agreement regarding confidentiality and security. At the bottom, there is a checkbox labeled 'I have read the consent form and the above information.' and 'Agree' and 'Disagree' buttons.

Using the Patient Portal

Once logged into the system, the Patient Portal dashboard (home page) will be displayed. The dashboard will display:

- Messages
- Upcoming appointments
- A link to your medical records
- Current medications
- Recent lab results
- Recent referrals

In addition, the menu band allows quick access to detailed information from your Healthstat clinic personal medical record and tools to allow you to communicate with the clinic staff:

- View historical medical records, lab results, health alerts and appointments
- Message with the clinic staff to ask questions and request prescription refills

The screenshot shows the Healthstat Patient Portal dashboard. A large callout box on the left side of the dashboard reads: "Use the menu band to navigate the throughout the portal to view medical records, communicate with the clinic staff, view appointment history, request appointments, request prescription refills and track health alerts".

Four callout boxes point to specific dashboard features:

- "See your upcoming appointments" points to the "next appointment" widget, which shows a date of 04/03/2014 at 5:00 PM. A handwritten note "Don't Forget!" is written next to the date.
- "See your clinic medical records" points to the "medical records" widget, which includes a "Request PHR" button with a red arrow icon.
- "See your current medications" points to the "current medication" widget, which displays two medication cards: "Triamcinolone Acetonide 0.1%" and "Cephalexin 500 MG".
- "See your latest lab results" points to the "latest lab results" widget, which shows a table of lab results:

Lab:	Date:
Hemoglobin A1c	03/04/2014
Hemoglobin A1c	01/09/2014

At the bottom of the screenshot, the Healthstat logo is visible with the tagline "inspiring healthy change".


Asking a Question

WARNING: Do not use the Ask A Question function in an emergency! This is to be used only for normal communications with the clinic staff.

Using the Ask A Question function allows you to communicate securely with the clinic staff.

- Select your clinic from the Facility drop down list
- Select the Provider from the Provider drop down list
- Type a short description of the question in the Subject box
- Type the detailed message in the Message box
- Review all information entered for accuracy and click **Submit**

Note: All items marked with a red asterisk (*) are required.

Compose New General Message 

Please use messages for non-urgent communications only.

*Facility :

*Provider:

*Subject

*Message

Scheduling an Appointment

Use the New Appointment function to schedule an appointment with the Healthstat clinic.

- Select your clinic from the Facility drop down list
- Select the Provider from the Provider drop down list
- Select the Visit Type from the drop down list. You may select only those visit types that are available in the drop down list – you should schedule any other visits with the clinic and not through the patient portal.
- Enter the specific Reason For Visit as a short phrase or description
- Enter a date in the Date From boxes to set the starting date to search for available appointments
- Select the preferred time for your appointment from the Preferred Time drop down list
- If necessary, type any message in addition to the Visit Type and Reason in the Message area
- Review all information entered for accuracy and click **Search**

Note: All items marked with a red asterisk (*) are required.

Schedule Appointment

Appointment Search Criteria

*Facility

*Provider:

*Visit Type:

Reason:

Date From: Preferred Time:

Message

- Available appointments will be displayed based on the information you entered for **Date From** and **Preferred Time**
- Select the appointment you prefer by using the **Schedule** button; if no appointments meet your preference, click the **Modify Search Criteria** to start a new appointment search.

Schedule Appointment

Appointment Search Criteria

Confirm And Book Appointment

Date	Time	
09/23/2014	09:30 AM	Schedule
09/23/2014	09:45 AM	Schedule
09/23/2014	10:00 AM	Schedule
09/23/2014	10:15 AM	Schedule
09/23/2014	10:45 AM	Schedule
09/23/2014	01:30 PM	Schedule
09/23/2014	01:45 PM	Schedule
09/23/2014	02:15 PM	Schedule
09/23/2014	02:30 PM	Schedule
09/23/2014	02:45 PM	Schedule

Modify Search Criteria

Summary

- After clicking the **Schedule** button, you will be shown the appointment details for your reference, the system will also email you an appointment confirmation and appointment reminders as the scheduled appointments approaches


Schedule Appointment

Appointment Search Criteria

Confirm And Book Appointment

Summary

Appointment has been scheduled successfully

 Appointment Details

Date 09/23/2014
 Time 09:30 AM
 Reason sick - flu like symptoms
 Facility Westboro Medical Associates

Requesting a Prescription Refill

Use the Refill Requests function to request the refill of a currently prescribed medication by your provider at the Healthstat clinic.

- Select your clinic from the Facility drop down list
- Select the Provider from the Provider drop down list
- The Subject will be prepopulated with New Refill Request
- Select the Pharmacy you wish to have the prescription refilled at from the drop down list
- The Message box will be prepopulated with the prescription details **but will require you to update the message with the number of refills requested.**
- Review all information entered for accuracy and click **Submit**

Note: All items marked with a red asterisk (*) are required.

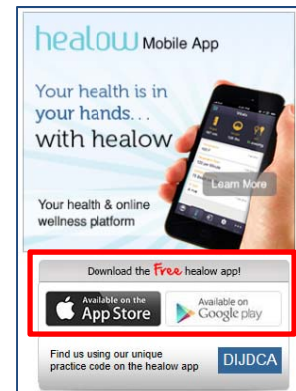
The screenshot shows a web form titled "Refill Request" with a help icon. The form contains the following fields and elements:

- *Facility:** A dropdown menu.
- *Provider:** A dropdown menu.
- *Subject:** A text box containing "New Refill Request".
- Priority:** A text box containing "Routine".
- Pharmacy:** A dropdown menu showing "184th St Pharmacy Corp. , 69 E 184th Street , [347-71 X". A help icon is present to the right.
- Search pharmacy using:** Pharmacy Name, City, State, Zip. Example: "To search for CVS in Westborough enter : CVS, Westborough".
- *Message:** A text area containing:
 - Please answer the following questions
 - Medication: Lisinopril 10 MG 1 tablet Orally once a day 30 day(s) #30 with no refill(s)
 - Number of refills requested:** (This field is highlighted with a red box)
- Submit** and **Cancel** buttons at the bottom right.

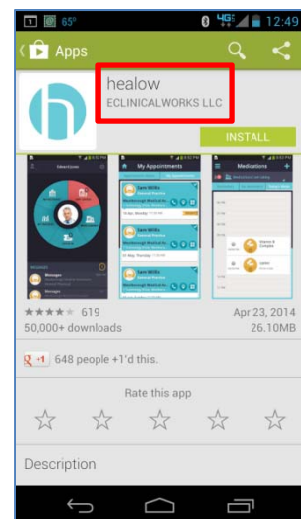
Using Your Smart Phone with the Patient Portal and App

Once you are web-enabled, you can also use your smart phone or tablet to access some of the same functions provided by the Patient Portal.

The log in screen for the Patient Portal includes links to the Apple App Store and the Google play store to allow you to download and install the companion smart phone application. Once connected to either of the app stores, type Healow in the search box and click the search icon.

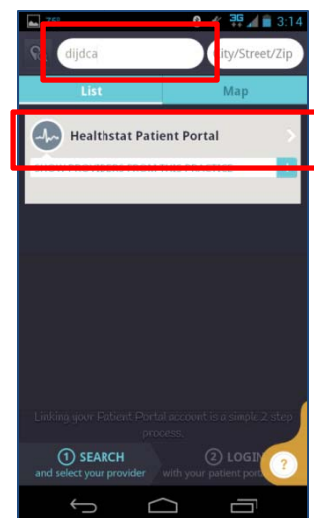


- Select the Healow app from the search results screen and follow the instructions to install the application on your device.



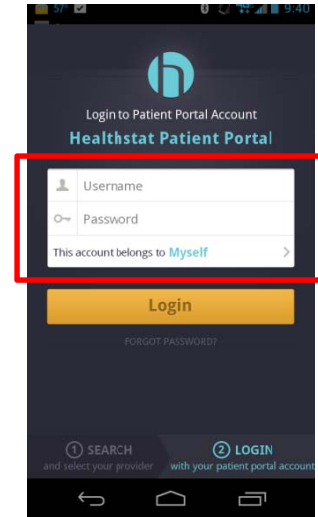
Once installed, start the application by clicking on the Healow icon on your smart phone. The first time the application is run, it will require you to connect the device to your Healthstat Patient Portal profile. To connect the device to your Patient Portal profile:

- Enter the Healthstat Patient Portal practice code **DIJDCA** in the Provider / Practice search box
- The Healthstat Patient Portal practice will be displayed (it is not required to show providers or select a provider)
- Select Healthstat Patient Portal



You will be required to log in to the smart phone app using your Healthstat Patient Portal username and password

- Enter your Healthstat Patient Portal username and password and press **Login**



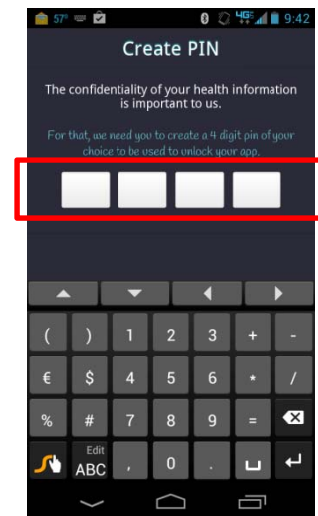
Next, read the TERMS OF USE AGREEMENT. If you agree to the terms & conditions of use:

- Press the **I agree to the terms & conditions** button to proceed



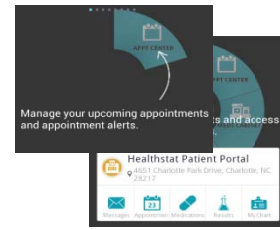
Once you have agreed to the terms & conditions, you will be required to create a PIN.

- Enter a 4 digit PIN
- Reenter the 4 digit PIN when requested on the confirmation screen



After establishing your PIN, you will be taken to the Healthstat Patient Portal smart phone app main screen.

The first time you access the mobile app, you will be presented with a brief tutorial. Simply “swipe” through the help screens or use your back button to go directly to the home screen.



The Healthstat Patient Portal smart phone app provides access to much of the same information and many of the same features as the Patient Portal.

- View current medical information including lab results and your medical chart
- View and update personal trackers
- Exchange secure messages with the clinic staff
- View completed and upcoming appointments
- View current medications, set up medication reminders and request a prescription refill

