

HOME SCREEN.

NAVIGATING THE PATIENT PORTAL

Aspen Family Medicine & Geriatrics is pleased to offer a secure Patient Portal that facilitates better communication with your physician's office by providing convenient 24 x 7 access from the comfort and privacy of your own home or office. If you have not set up your account, please contact the practice at 909-982-7741 and we will be glad to assist you!

To aid you in navigating the Patient Portal below you will find screen shots and instruction on how to access the key functions of the portal.

Once logge into the portal, you will see the screen similar to the one below with your medical information. The main screen contains a welcome message from the practice along with boxes pertaining to: your upcoming appointments, current medications and referrals.

The left side of the screen contains a navigation bar with tabs for Medical Records, My Acccount, Messages, Appointments, Questionnaires, Health Tracker and Patient Education. If you click on a tab, it expand to show more information.

All requests submitted on the Patient Portal come directly into the Electronic Medical Record system at Aspen Family Medicine & Geriatrics.

Portal			Practice Details Sign O
Powered by eClinicalWorks	Hi Patient		
EXPAND ALL Dashboard	Welcome to Aspen Family Medicine & Geriatrics!	T	1
Medical records	Please note: Int	ernet Explorer is the preferred browser for viewing results via	
My Account	the	Patient Portal	
Messages	<u></u>	MORE	
Appointments			
Questionnaires			
Health Tracker	Upcoming Appointment	Medical Records	
C Education	Date 10/12/2017 Time 5:15 PM Por Click here for more details For get ?	Personal Health Record can be requested by clicking on the Request PHR on the right side	
	New Appointment 🔶 More Appointments 🧿	View Medical Records 🔗	
	Recent Referrals	Current Medication	

PLEASE ALLOW 24-48 HOURS FOR MESSAGES AND ALL REQUESTS

Patients are able to send Messages directly to the clinic for the following reasons; Medication refills Lab & Referral requests as well as sending a message to ask your Doctor a question. To do so follow the following steps:

<u>Medication Refill:</u> Click "Refill Request", a list of your current medications will come up. Select the medications you wish refilled and click "Refill Request" you will then be prompted to input what pharmacy you would like the medication sent to. When you have completed selecting the medication & pharmacy, please click the Submit button.

health		ŧ.	Practice Details	Sign O
porta	Print 🔂	1		
Powered by eClinicalWorks	Current Medication			
EXPAND ALL	Medication info			
Dashboard	Lisinopril 10 MG 1 tablet Orally once a day with no refill(s)			
Medical records	Plavix /5 MG 1 tablet Orally once a day with no refill(s)			
My Account	Ilydrochlorothiazide 50 MG 1 tablet in the morning. Orally three times a week with no refill(s).			
Messages	Metformin HCI 500 MG 1 Orally twice a day with no refill(s)			
	1			
Kenii Kenuesis				
Lah Request Referral Request	Refli Request			

<u>Lab Request:</u> Select "Lab Request", complete the Subject line, select the labs you would like and order for and write a brief message to the Provider stating why you would like the labs. Click "Submit".

health Øportal	New Lab Request 📀
Powered by eClinicalWorks	To:
EXPAND ALL	Medical Assistant
1 Dashboard	Subject: New Lab Request
Medical records	*Category (Press Ctrl key to select multiple Categories):
🔔 My Account	LDL Pregnancy Glucose
Messages	MMR 7
Inbox Refill Requests	Message: Please reorder the selected lab(s).
Lab Request	
Referral Request Ask Aspen Staff	
Appointments	
Questionnaires	
Health Tracker	Submit Cancel

<u>REFERRAL REQUEST</u>: Are similar in the above referenced requests. Click on "Referral Request", your past referrals will show up in the screen. Either click the box next to the appropriate referral or simply click on the Referral request button. You will be prompted to input what referral you are seeking. Please be sure to be specific on WHY you would like to be referred. The Providers cannot submit a referral without a diagnosis reason.

health					ŧ	Practice Details	Sign Out
Powered by eClinicalWorks	Your past referrals	Details	Start Date	Valid Until			
TXPAND ALL	☐ 10/12/2017	John Fagan referred you to for	10/12/2017	10/12/2018	-		
A Dashboard	•			•			
0	Φ	in the Page [1] of 1 [and a [20 m]		View 1 - 1 of 1			
Medical records	Request referral						
🔔 My Account							
Messages 🔥 🔥							
Inbox							
Refill Requests							
Lab Request							
Referral Request							

<u>TO SEND A MESSAGE TO YOUR PHYSICAN OR STAFF MEMBER:</u> Click "Ask Aspen Staff", input subject matter, select the Provider you would like the message sent to by inputting their last name. When done composing your message, please review to insure we have all the necessary information to process your request and click Submit.

health Control Powered by eClinicalWorks	Compose New General Message 😨
EXPAND ALL	Please use messages for non-urgent communication only. If this is an UKGENT or EMERGENT patient care issue, please call 911, DO NOT LEAVE A MESSAGE HERE.
🔒 Dashboard	To Aspen staff
Medical records	*Subject
👤 My Account	
🔀 Messages 🛛 🔥	Addressed To: *Message
Inbox Refill Requests	
Lab Request Referral Request	
Ask Aspen Staff	
Appointments	
Questionnaires	4
	Submit Cancel

We sincerely hope that this tutorial will assist you in successfully navigating the secure patient portal and that it provides another effective way for you to communicate your health care needs!

Thank you for trusting us with your care & for being a valued patient of Aspen Family Medicine & Geriatrics!