



## 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 logged 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 Account, Messages, Appointments, Questionnaires, Health Tracker and Patient Education. If you click on a tab, it expand to show more information.

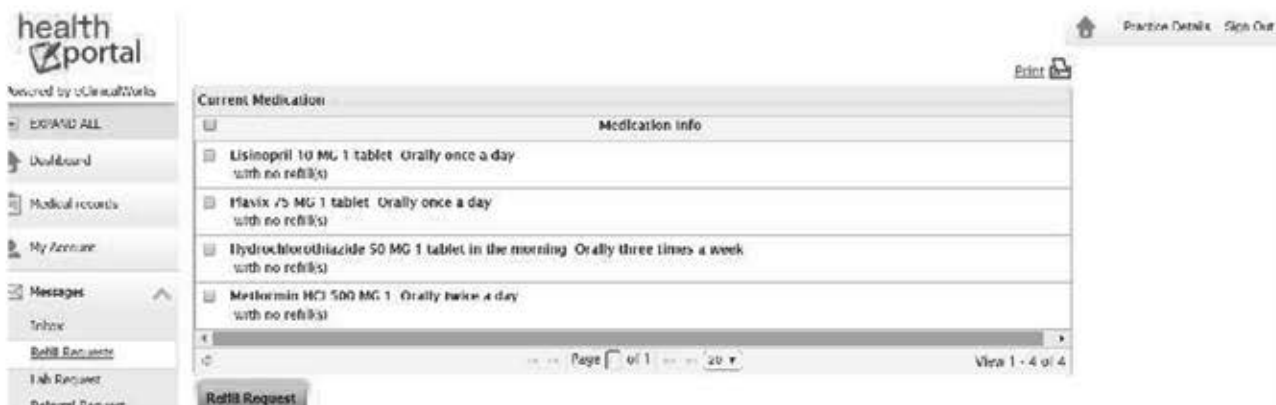
**All requests submitted on the Patient Portal come directly into the Electronic Medical Record system at Aspen Family Medicine & Geriatrics.**

**PLEASE ALLOW 24-48 HOURS FOR MESSAGES AND ALL REQUESTS  
HOME SCREEN:**

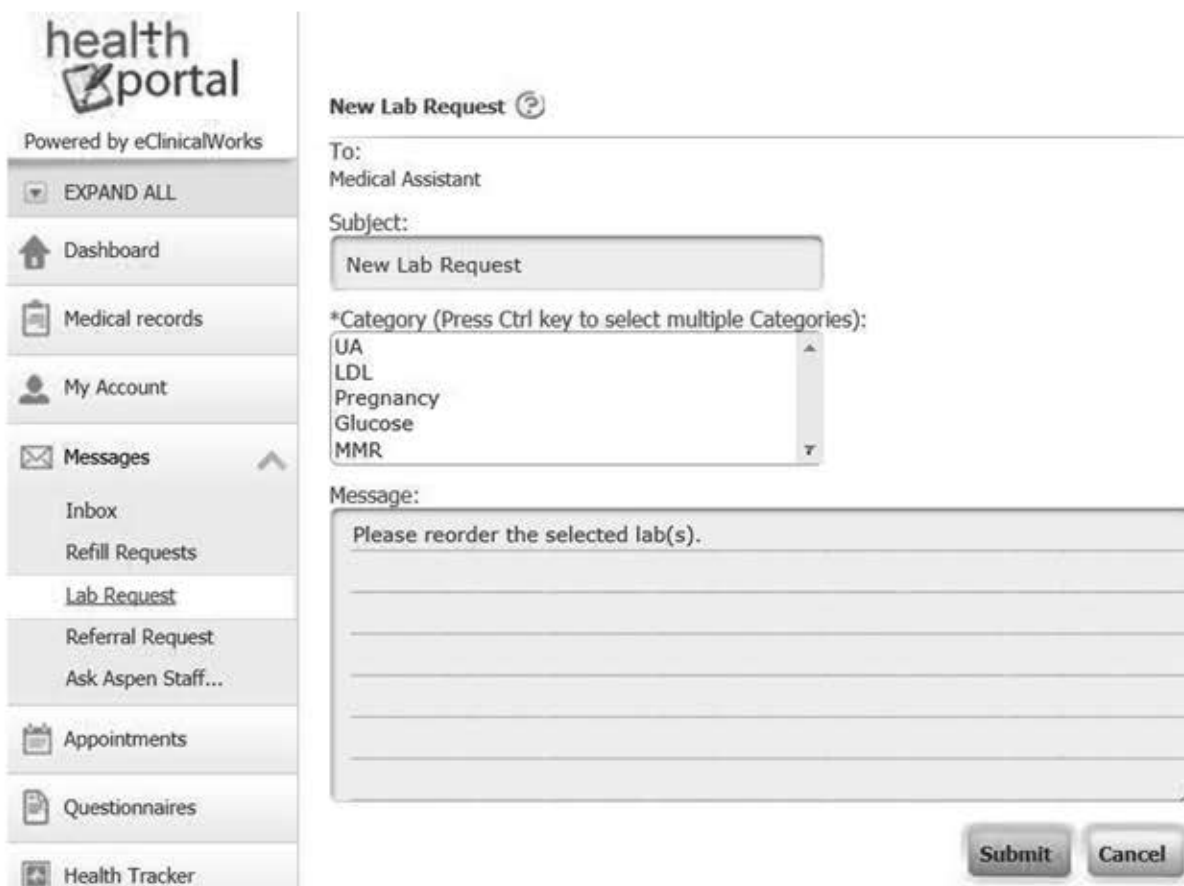


Patients are able to send Messages directly to the clinic for the following reasons; Medication refills Lab & Referral requests as well as sending a message to ask your Doctor a question. **To do so follow the following steps:**

**MEDICATION REFILL:** 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.



**LAB REQUEST:** 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”.





REFERRAL REQUEST: 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.

Date	Details	Start Date	Valid Until
10/12/2017	John Fagan referred you in for	10/12/2017	10/12/2018

**TO SEND A MESSAGE TO YOUR PHYSICIAN OR STAFF MEMBER:** 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.

Compose New General Message

Please use messages for non-urgent communication only.  
If this is an URGENT or EMERGENCY patient care issue, please call 911. DO NOT LEAVE A MESSAGE HERE.

To: Aspen staff

\*Subject: [Text Field]

Addressed To: [Text Field]

\*Message: [Text Area]

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!**