



Healthland®



GLACIAL RIDGE
HEALTH SYSTEM

heartfelt care®

Glenwood, MN

Patient Portal

User Guide

InteliChart
CONNECTED HEALTH

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Simply **CLICK** on the section you want to see.

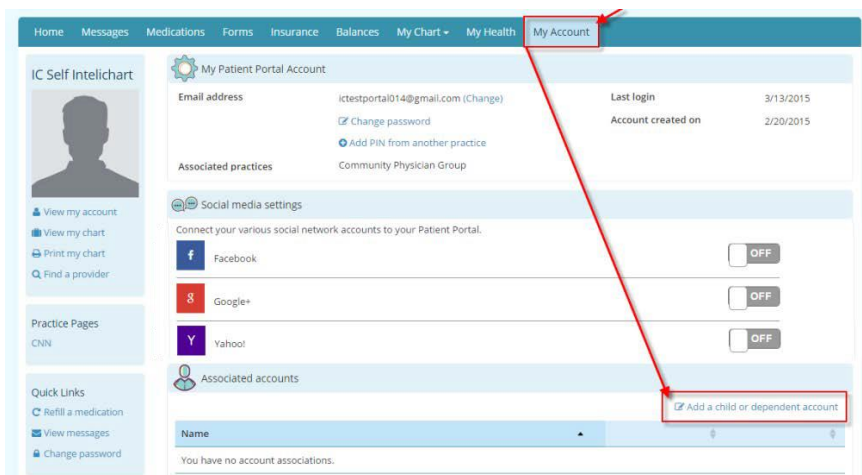
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GLACIAL RIDGE
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Child Dependent Accounts

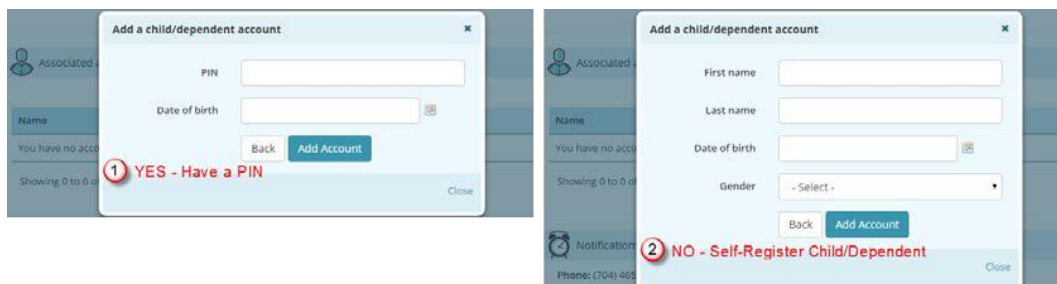
Parent/Guardian with a Portal Account – To register a minor 11 years old or under in the portal, the account must be linked to a parent/guardian account. A parent/guardian who has a portal account will link the child/dependent to their portal account by selecting Add a Child or Dependent Account on the My Account page. A minor 12 years old or older can either have a portal account that is linked to the parent/guardian account or register for the portal without the account being linked to the parent/guardian.



On the Add a Child/Dependent Account box the parent/guardian is asked if they have a PIN for the child/dependent.

If **Yes** - The parent/guardian enters the PIN given to them at the practice/facility,

If **No** – Then the parent/guardian enters child/dependent's information to submit a self-registration for the child/dependent. The practice/facility will need to authenticate the child/dependent's self-registration before protected health information for the child/dependent will show.



Child/Dependent(s) Portal Account Linked to Parent Account

The Parent/Guardian will need to create a Patient Portal Account.

1. Click **Create an Account**.
2. Enter **Email** address
3. Enter **Password**
4. Select **PIN** option
 - a. Select **"Self"** option if the Parent/Guardian has a **PIN** issued
 - b. Select **"No PIN"** option if the Parent/Guardian is Self-Registering for the portal (this option can be used if Parent/Guardian is not a patient of the practice).

Intelichart
patient portal

Login 1 Create an Account

Welcome to the Patient Portal

To get started, simply complete the below fields to gain access to valuable information and services provided in a secure and confidential manner.

Please note: To be able to access your medical records within the Patient Portal, you must have been seen by a participating physician and have received a secure PIN from your doctor.

Register using an existing account

Email Address Facebook Google Yahoo

Email 2

Password 3

Passwords must be at least 8 characters long.

Select "Self" if the parent/guardian has a PIN then enter parent/guardian's PIN below. 4a

PIN ☒ Self ☐ Dependent(s) ☐ No PIN

PIN is case sensitive

Login 1 Create an Account

Welcome to the Patient Portal

To get started, simply complete the below fields to gain access to valuable information and services provided in a secure and confidential manner.

Please note: To be able to access your medical records within the Patient Portal, you must have been seen by a participating physician and have received a secure PIN from your doctor.

Register using an existing account

Email Address Facebook Google Yahoo

Email 2

Password 3

Passwords must be at least 8 characters long.

4b

PIN ☐ Self ☐ Dependent(s) ☒ No PIN

Select "No PIN" & enter parent/guardian's information below.

Please note you must contact your practice, provider or hospital to receive your PIN registration in order to view labs, appointments and more.

Date of Birth

Name First Last

Gender ☐ Male ☐ Female

Phone

Enter Zip Code & select location.

Location Zip Code Within 5 miles Zip Code Select a Location 5

5. Enter **Zip Code** of the Healthcare organization and select location from the dropdown list (For Parent/Guardian who is Self-Registering).
6. Select the **Security Question**
7. Enter the answer to the selected security question (security question will be used in the event the patient needs to reset their password)
8. Select **Add Child/Dependent(s)** “Yes” option
9. Check the box indicating the Terms & Conditions have been read
10. Click **Complete**

The next screen will allow the parent/guardian to enter the information belonging to the child/dependent that will be linked to the parent/guardian’s portal account.

11. Enter the **Date of Birth** of the child who will be linked to the parent account
12. Enter **First Name** and **Last Name** of the child who will be linked to the parent account
13. Select **Gender** of the child who will be linked to the parent account

14. If the parent/guardian has been given a **PIN** for the child, type in the **PIN**. Entering a **PIN** for the child is optional. If the **PIN** is not entered a self-registered account for the child will be created.
15. Click the **Add Additional Child** link to enter information for additional child
16. Click **Complete**



NOTE: The Parent/Guardian and/or child/dependent self-registration will need to be authenticated by the practice/facility before health information will show in the patient portal.

Accessing Linked Child/Dependent Account

Once parent/guardian and child/dependent registration is complete and the email is verified, the parent/guardian will then be able to login. The parent/guardian will be able to toggle between all linked accounts by either clicking **Switch Account** under the profile picture, or by choosing a linked account on the **Accounts** page.

The image shows two screenshots of the Intelichart patient portal interface. The top screenshot shows the 'IC Self Intelichart' profile with a 'Switch account' dropdown menu and a link to 'IC Baby Intelichart'. A red arrow points from the 'Switch account' dropdown to the 'IC Baby Intelichart' link, with the text 'Child/Dependent account' below it. The bottom screenshot shows the 'My Account' page with a red box around the 'My Account' tab and another red box around the 'IC Baby Intelichart' link in the 'Associated accounts' section. A red arrow points from the 'My Account' tab to the 'IC Baby Intelichart' link. Below the screenshots, a third screenshot shows the 'IC Baby Intelichart' profile with a red box around the 'IC Baby Intelichart' link and a red arrow pointing to the 'Patient Portal information for the child/dependent displays' section, which contains demographic and emergency contact information.

IC Self Intelichart

Switch account ▼

IC Baby Intelichart

Child/Dependent account

OR

Medications Forms Insurance Balances My Chart ▼ My Health My Account

My Patient Portal Account

Email address icetestportal014@gmail.com (Change) Last login 3/13/2015

Change password

Add PIN from another practice

Account created on 2/20/2015

Associated practices Community Physician Group

Associated accounts

Add a child or dependent account

Name

IC Baby Intelichart Remove association

Home Messages Medications Forms Insurance Balances My Chart ▼ My Health My Account

Chart Summary Lab Tests Histories Allergies Visits Immunizations Problems Vitals Documents

IC Baby Intelichart

Chart Summary Print Demographics

Patient Portal information for the child/dependent displays.

Demographics

Address 123 Test Street FORT MILL, SC 29707

Home Phone (803) 777-9311 Work Phone

Birthdate 12/25/2014 Age: 0 Gender F

Preferred Language Prior Last Name

Race Ethnicity

Emergency Contact

Name

Phone

Relationship

Patient Portal Log in

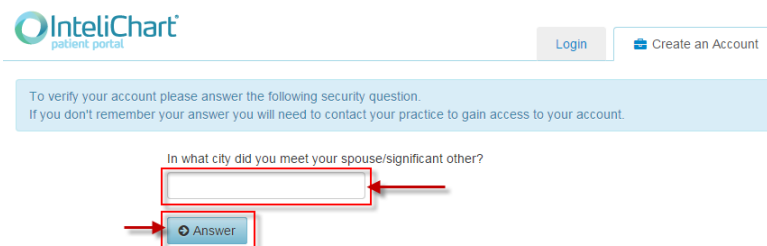
Logging into the Patient Portal can be done by the patient entering the email address and password that was entered during registration. Patients are also able to log into the Patient Portal using existing log in credentials for social media accounts (Facebook, Google+, Yahoo).

Forgot Password

A person unable to remember the Patient Portal login password can reset the password needed to login by using the “Forgot your password?” link on the Patient Portal login page.

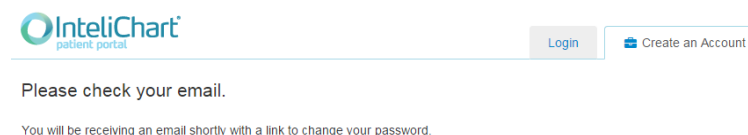
The email that is used to login to the Patient Portal will be entered. Click **Continue**

The security question established when the Patient Portal account was created will display. The same answer that was entered when the Patient Portal account was created will need to be entered. Click **Answer**



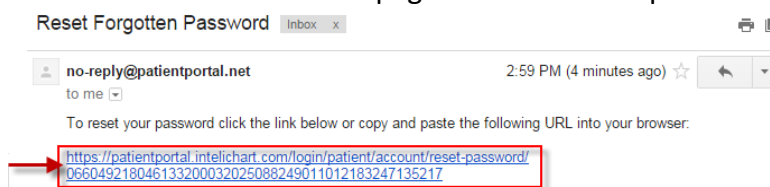
The screenshot shows the Intelichart Patient Portal login page. At the top, there is a header with the Intelichart logo and links for 'Login' and 'Create an Account'. Below the header, a blue box contains the text: 'To verify your account please answer the following security question. If you don't remember your answer you will need to contact your practice to gain access to your account.' The security question is 'In what city did you meet your spouse/significant other?'. There is a text input field for the answer, and a red arrow points to it. Below the input field is a button labeled 'Answer' with a red arrow pointing to it.

An email is sent which will allow the password to be reset.



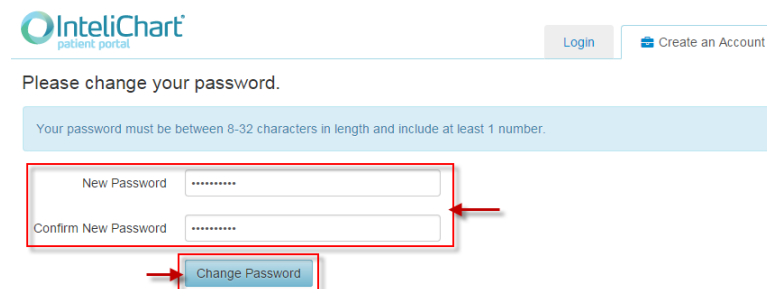
The screenshot shows the Intelichart Patient Portal login page. At the top, there is a header with the Intelichart logo and links for 'Login' and 'Create an Account'. Below the header, the text reads: 'Please check your email. You will be receiving an email shortly with a link to change your password.'

Clicking the URL link in the email launches the page where the new password will be set.



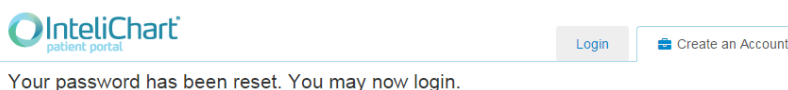
The screenshot shows an email from 'no-reply@patientportal.net' received 2:59 PM (4 minutes ago). The email body says: 'To reset your password click the link below or copy and paste the following URL into your browser:'. A red arrow points to the URL: 'https://patientportal.intelichart.com/login/patient/account/reset-password/066049218046133200032025088249011012183247135217'.

Enter and confirm the new password and click **Change Password**



The screenshot shows the Intelichart Patient Portal password reset page. At the top, there is a header with the Intelichart logo and links for 'Login' and 'Create an Account'. Below the header, the text reads: 'Please change your password. Your password must be between 8-32 characters in length and include at least 1 number.' There are two text input fields: 'New Password' and 'Confirm New Password'. A red arrow points to the 'New Password' field, and another red arrow points to the 'Confirm New Password' field. Below the input fields is a button labeled 'Change Password' with a red arrow pointing to it.

Password is reset. The new password will be used to log into the Patient Portal account.



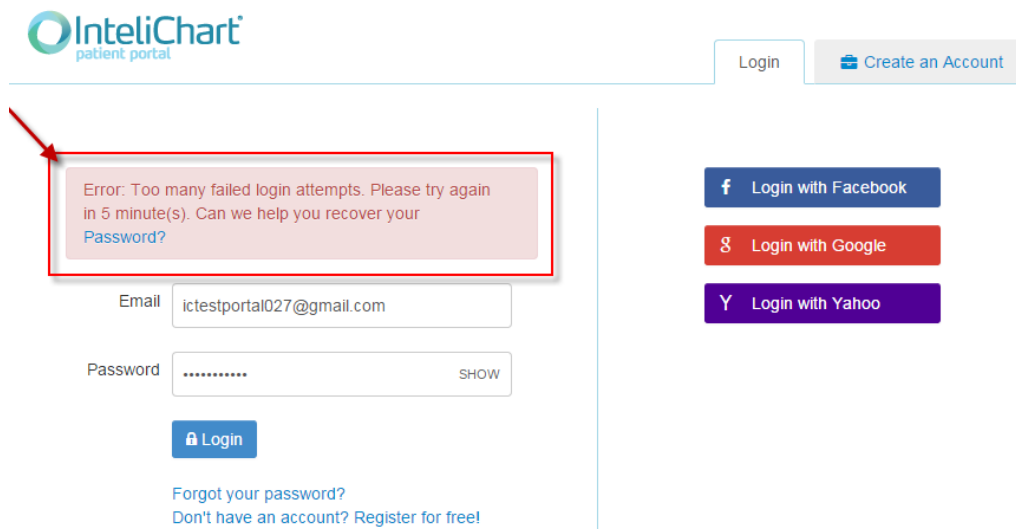
The screenshot shows the Intelichart Patient Portal password reset confirmation page. At the top, there is a header with the Intelichart logo and links for 'Login' and 'Create an Account'. Below the header, the text reads: 'Your password has been reset. You may now login.'



A notification email is sent letting the Patient Portal account holder know the password has been reset.

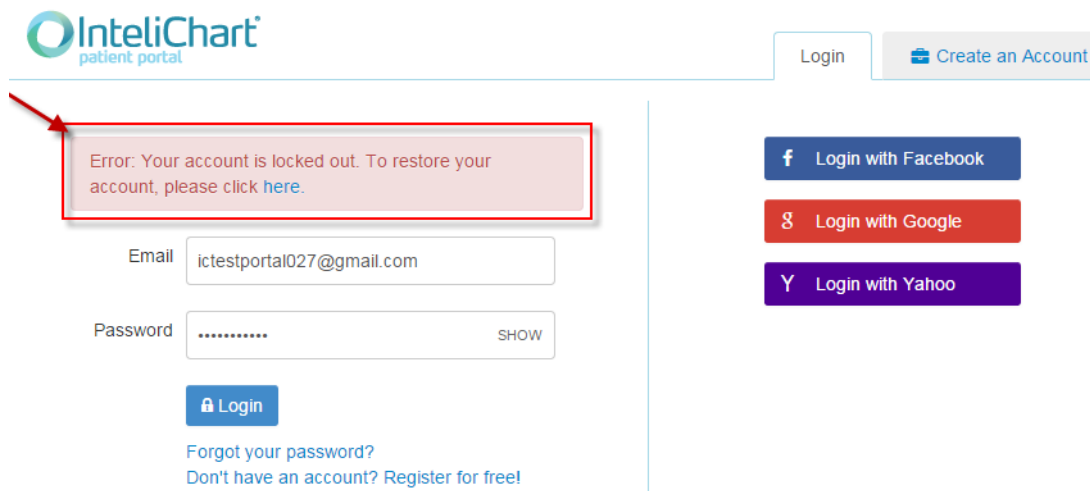
Patient Portal Lockout

For added security the Patient Portal has a “lockout” feature. A Patient Portal account will prevent a person from logging in for five minutes after five attempts to log in with the incorrect password.



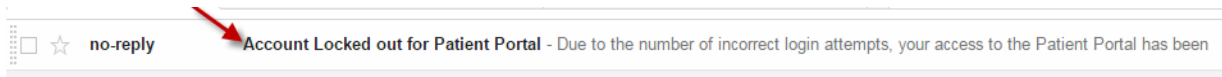
The screenshot shows the IntelliChart Patient Portal login interface. At the top left is the IntelliChart logo. To the right are 'Login' and 'Create an Account' buttons. A red arrow points to a red-bordered error box containing the text: 'Error: Too many failed login attempts. Please try again in 5 minute(s). Can we help you recover your Password?'. Below this is the login form with fields for 'Email' (containing 'icetestportal027@gmail.com') and 'Password' (masked with dots and a 'SHOW' link). A blue 'Login' button is below the password field. At the bottom are links for 'Forgot your password?' and 'Don't have an account? Register for free!'. On the right side, there are three social login buttons: 'Login with Facebook', 'Login with Google', and 'Login with Yahoo'.

After the five minute lockout period if there are additional attempts to log in with the incorrect password the Patient Portal account will be locked. When this occurs an email is sent that will allow the Patient Portal account password to be reset.

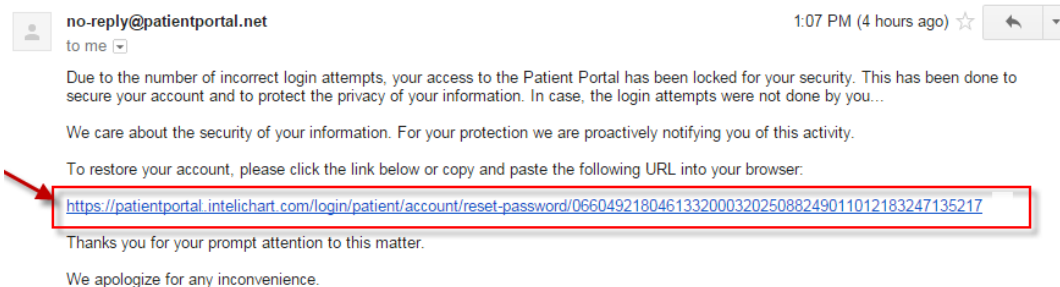


This screenshot is similar to the previous one, showing the IntelliChart Patient Portal login page. The red error box now contains the text: 'Error: Your account is locked out. To restore your account, please click here.'. The rest of the page, including the login form, social login buttons, and footer links, remains the same.

The Patient Portal Lockout email is sent to the email address that is used to log in.



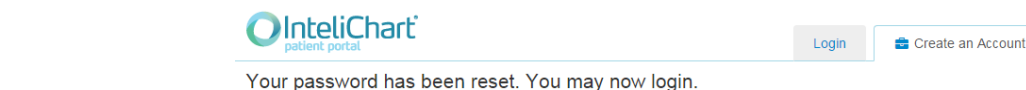
The Patient Portal Lockout email has a URL link that will allow the patient to reset the password.



Enter and confirm the new password and click **Change Password**

A screenshot of the Intelichart Patient Portal password reset form. The header shows the Intelichart logo and 'patient portal' text, with 'Login' and 'Create an Account' buttons. The main heading is 'Please change your password.' Below it, a blue box states: 'Your password must be between 8-32 characters in length and include at least 1 number.' The form has two input fields: 'New Password' and 'Confirm New Password', both with red boxes around them and red arrows pointing to them. Below the fields is a 'Change Password' button, also with a red box and a red arrow pointing to it.

Password is reset. The new password will be used to log into the Patient Portal account.



A notification email is sent letting the Patient Portal account holder know the password has been reset.

Home Page

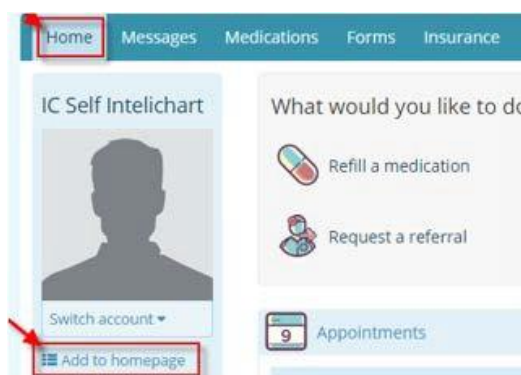
Add a Widget

Widgets, on the homepage, offer a quick and concise view to the patient's records/data such as Office visits, Hospital visits, Allergies, Conditions, Immunizations, Past Medical History, Family History, Social History, Vitals, Medications, Lab Tests, Appointments and Balances.

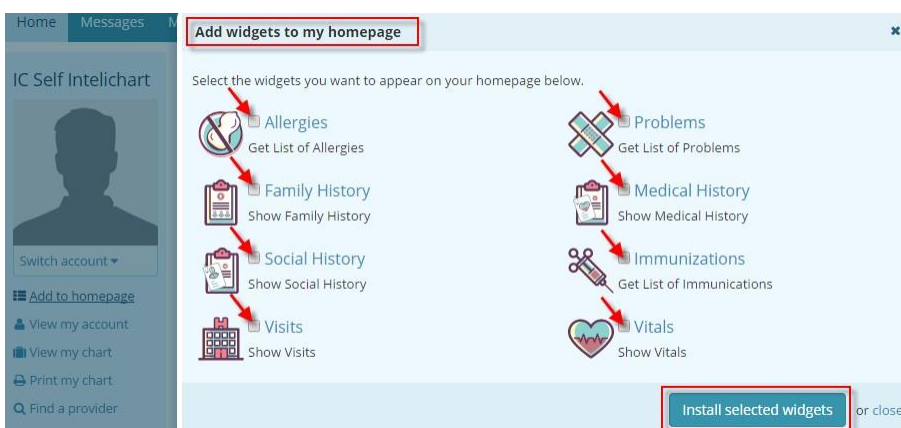
The widgets show only the most recent five records/data. The patient can see all records in their respective pages. Click the widget title link to go to the respective page or through the navigation tab on the top.

To add a widget, on the home page do the following:

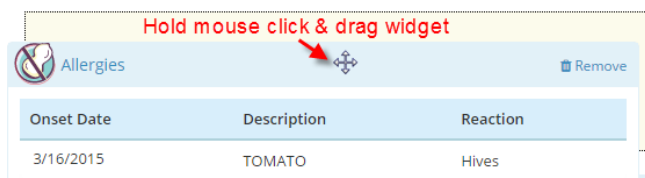
- Click **Add to Homepage**. The **Add widgets to my homepage** pop-up displays.



- Click check boxes to the left of each widget then click **Install Selected Widget** to add widgets to the home page.



- To re-arrange the widgets, drag and drop using the widget title.

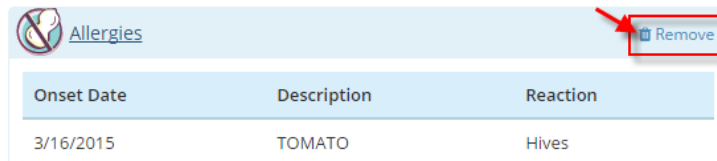


Remove a Widget

To remove a widget, on the homepage do the following:

- Hover mouse over the right-side of the title-bar of the widget that the patient wants to remove. Click **Remove**.

The widget is removed instantly.



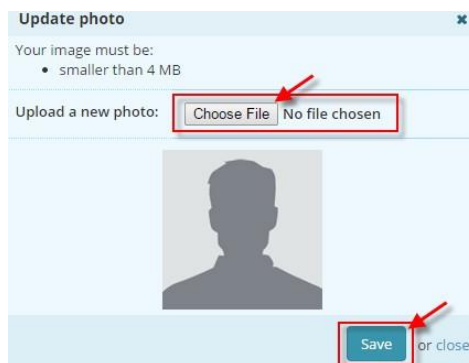
Change Profile Picture

The patient can personalize their IntelliChart® account by adding a picture to their profile. To change profile picture, on the homepage do the following

- Hover mouse over the profile picture and click **Update Photo**.



- Click **Choose File** and choose the photo to upload as the profile picture; then click **Save**.

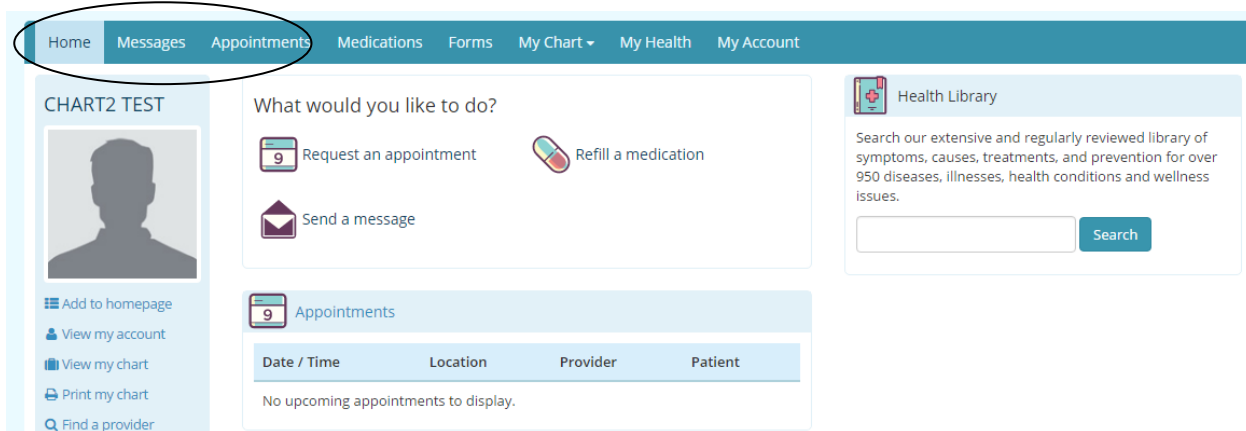


The profile picture is now displayed.

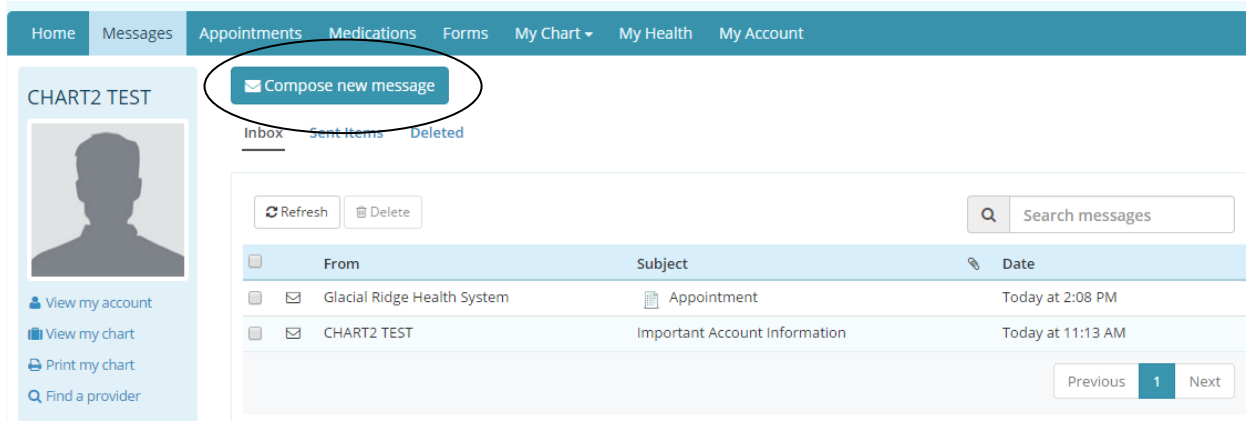


Send a Message

1. Access the Patient Portal
 - a. Click on Messages



- b. Click on Compose New Message



- i. Click on the Practice Drop Down Arrow and select Glacial Ridge Health System
 - ii. Click on the Location Drop Down Arrow and select a location
 1. Brooten Medical Center
 2. Glenwood Medical Center
 3. Glacial Ridge Hospital
 - iii. Click on the To Drop Down to select who you want to send your message to
 1. The selections are dependent on what you picked for a Location
 - iv. Type in a Subject
 - v. Type in the body of the message
 - vi. Click on Send Message
 - c. To Reply to a Message coming from the practice Go to Messages and make sure you are in the Inbox

- i. Click on the message you would like to view
- ii. You will now have a Back, Reply, and a Delete option

Request an Appointment

1. Access the Patient Portal
 - a. Click on Request an appointment

The screenshot shows the Patient Portal interface. At the top is a navigation bar with links: Home, Messages, Appointments, Medications, Forms, My Chart, My Health, and My Account. Below this, on the left, is a sidebar for 'CHART2 TEST' with a user profile icon and links: Add to homepage, View my account, View my chart, Print my chart, and Find a provider. The main content area has a section titled 'What would you like to do?' with three options: 'Request an appointment' (which is circled), 'Refill a medication', and 'Send a message'. To the right is a 'Health Library' section with a search bar and a 'Search' button. Below the 'What would you like to do?' section is an 'Appointments' section with a table header: Date / Time, Location, Provider, Patient. The table content says 'No upcoming appointments to display.'

- i. Click on the Drop down arrow and select the Location for the desired appointment
 1. Brooten Medical Center
 2. Glenwood Medical Center
 3. Glacial Ridge Health System
 - ii. Click on the Drop Down Arrow and select the Provider you would like to request an appointment with
 - iii. Click on the Drop Down Arrow and select an appropriate Appointment Type
 - iv. Describe the reason for your visit

The screenshot shows the appointment request form. It has four main sections: 'Location' with a dropdown menu showing 'Glenwood Medical Center'; 'Provider' with a dropdown menu showing 'SCHLUETER, JEFFREY A - Clinic - GMC'; 'Appointment Type' with a dropdown menu showing 'Office Visit - GMC'; and 'Please describe the reason for your visit' with a text box containing the text 'Cough'.

- v. Indicate if you have a new insurance or if you will present insurance at the appointment
 1. If you click on Add New Insurance you will be prompted with additional boxes for insurance information
 2. This information will be sent to the business office

Insurance ☒ Add New Insurance

Insurance Provider	Subscriber/Policy ID	Name On Card
<input type="text"/>	<input type="text"/>	<input type="text"/>
Group Number	Plan Number	
<input type="text"/>	<input type="text"/>	

☐ Will present insurance or payment method at appointment

b. Preferred Appointment Times

- i. You can click on the Next Available or indicate your choices
- ii. Click on the calender icon behind the first choice field to select your first choice date
- iii. Click on the drop down in the Time field to indicate if any time, morning, or afternoons work best for you
- iv. If desired enter a second and third choice
- v. Once you have the information filled in click on Request Appointment

Request an Appointment ✕

Please note this not an actual appointment, but only a request for one. We will contact you for a confirmation shortly after. Thank you!

Location

Provider

Appointment Type

Please describe the reason for your visit

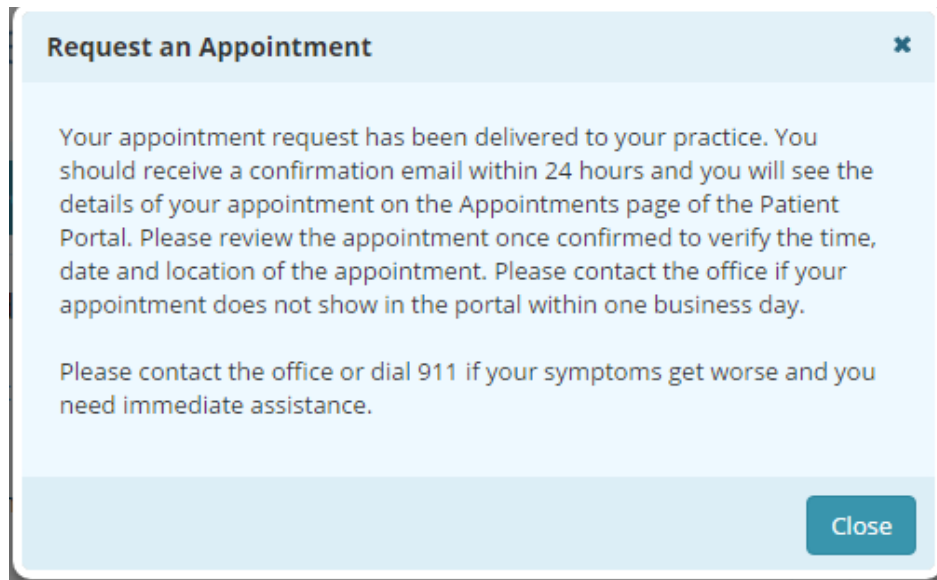
Insurance ☐ Add New Insurance
☒ Will present insurance or payment method at appointment

Preferred Appointment Times
 Select the following checkbox if you would like to get an appointment as early as possible. ☐ Next Available

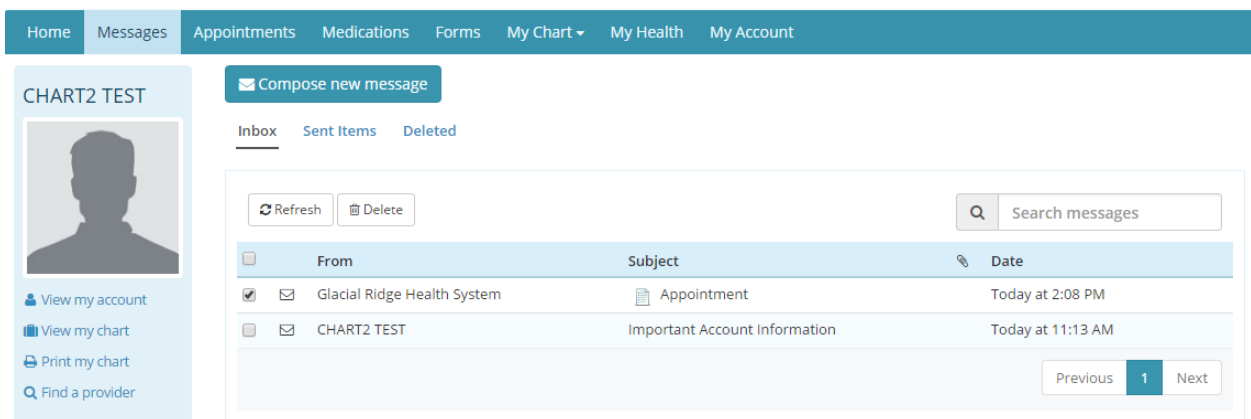
First Choice	<input type="text" value="11/4/2016"/>	Time	<input type="text" value="1 to 4:30"/>
Second Choice	<input type="text"/>	Time	<input type="text" value="- Select -"/>
Third Choice	<input type="text"/>	Time	<input type="text" value="- Select -"/>
Optional			
Optional			

Request Appointment or Cancel Appointment Request

- c. You will get a Request an Appointment pop-up
 - i. After reading information click on Close

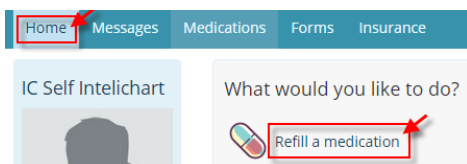


- d. Once your appointment has been scheduled you should receive an email alert prompting you to check your portal. You will receive a secure message in the message center confirming the appointment. You should also receive an email alert prompting you to check your portal.



Request a Medication Refill

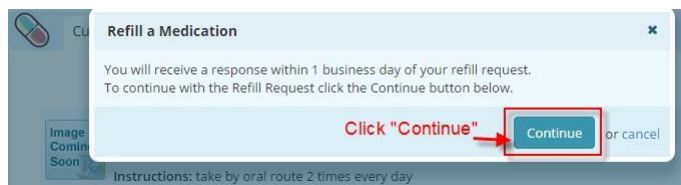
A request for a medication refill can be made only on medications prescribed by the patient's physician. Click **Refill a Medication** from the homepage



or Click **Refill** below medication on the Medication Page



- The patient will be presented with the practice/facility's Medication Refill disclaimer.



- Select who the request will be sent to (medication refill groups from practice/facility).
- Select a Pharmacy from **Preferred Pharmacy** then click **Submit**.



If a patient does not have a pharmacy added the patient portal, when the patient request a refill the patient will be prompted to add their pharmacy.

By adding a pharmacy the patient can save pharmacies to use for medication refill request.

- Pharmacies [Add a pharmacy](#)

- ## Search for pharmacy

-
- Add a Pharmacy**
- Search for pharmacies [Manually add a pharmacy](#)
- Search term
 1
 i.e. Walgreens or CVS
- Location
 2
 Zip Code displays from patient address. Patient can enter different zip code if needed.
 By default we use your Zip Code on file. You may enter in anything you want here.
- Search pharmacies**
- Enter the pharmacy name & then click "Search pharmacies".
- Map Satellite
- 1 **CVS Pharmacy - Photo**
 2585 Leon C Simon Drive, New Orleans, LA 70122, United States
 3
- 2 **CVS Pharmacy - Photo**
 2585 Leon C Simon Drive, New Orleans, LA 70122, United States
- Click "Save this location" to add the pharmacy to the patient portal
- Cancel

 **CVS Pharmacy - Photo**
2585 Leon C Simon Drive, New Orleans, LA 70122, United States
Your pharmacy was saved successfully.

Manually Add a Pharmacy

1. Click Manually Add a Pharmacy
2. Provide as much data as possible
3. Click Save to add the pharmacy

The screenshot shows a form titled "Add a Pharmacy" with a close button (X) in the top right corner. At the top, there is a search bar with the text "Search for pharmacies" and a button labeled "Manually add a pharmacy" which is circled in red with a red circle containing the number 1. Below this, there are input fields for "Name", "Phone", and "Website (optional)". The "Name" and "Phone" fields are circled in red, and a red arrow points from a red circle containing the number 2 to the "Phone" field. Below these fields is the "Address" section, which includes a note "All of the following fields are optional." and input fields for "Address Line 1", "Address Line 2", "City", "State", and "Zip". At the bottom of the form is the "Preferred Pharmacy" section, which includes a checkbox labeled "Would you like to make this your preferred pharmacy?". Below this is a "Save" button, which is circled in red with a red circle containing the number 3. A "Cancel" button is located in the bottom right corner of the form.

The Pharmacy is now listed under the Pharmacies. The patient can also search for a pharmacy in the practice's location and then save it to the pharmacy list. To make changes to the pharmacy information, click **Edit**. To remove pharmacy, click **Remove**.

The screenshot shows a section titled "Pharmacies" with a plus icon and a button labeled "Add a pharmacy". Below this is a search bar with the text "Search:". To the right of the search bar is a "Show" dropdown menu set to "10" and the text "entries". Below the search bar is a table with the following columns: "Name", "Address", "Phone", "Remove", and "Edit". The first row of the table is highlighted with a red border and contains the following information: "CVS Pharmacy - Photo", "2585 Leon C Simon Drive, New Orleans, LA 70122, United States", and "(504) 284-2122". Below the table is a pagination bar that says "Showing 1 to 1 of 1 entries" and has buttons for "Previous", "1", and "Next".

Patient Portal Forms

The patient can access and print static forms from this tab to be completed anytime.

Click on the Forms tab and view any pending, completed and available forms.

Under **Pending Forms** a patient will see any forms that have been uploaded via the Practice Portal that can be completed and submitted online at any time.

To view forms click the **View Form** button.

Under **Available Forms** a patient will see a listing of any “static” form(s) that were made “available” in the practice portal. Click the **View Form** button to view, open and save forms to print off and complete if and when they are needed.

Available Forms

Search

Show 10 entries

Title	Practice
Test Form	Community Physician Group
IC Test Static Form	Community Physician Group

View Form

View Form

Click here to open a form.



NOTE: Use the **Search** box feature in each section on the Forms tab to more quickly find a form in the list or forms. Begin typing the name of the form and it will bring up any that meets those criteria.

Available Forms

Search

Insurance

Insurance policies can be viewed by clicking on the “Insurance” tab. The patient can also send a message to report any changes or problems by clicking, **Report a problem with this policy.**



Report a problem ✕

Select message group to receive message

To: ▼

Subject: Regarding Insurance: Policy No: 123456789

Message:

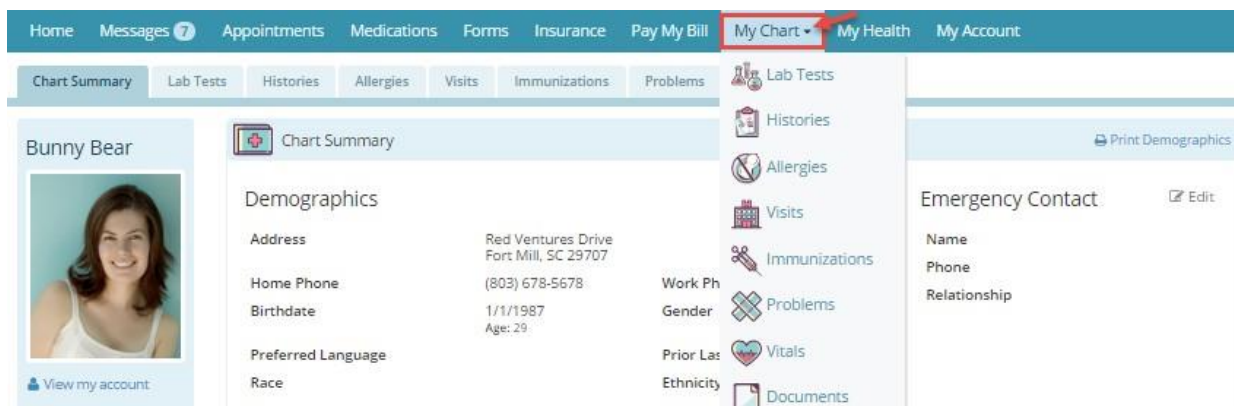
Type the content of the message & click send.

or close

My Chart Summary

My Chart

My Chart page provides an overview of Lab Tests, Histories, Allergies, Visits, Immunizations, Problems, Vitals and Documents. The most recent 5 records will display on each widget. To see any particular health record in more detail, click on the widget title or click on respective tab. Hover over My Chart to expand the My Chart menu.



My Chart – Lab Tests

Lab results can be viewed and printed from the Lab Tests page.

Different lab results show in the columns by date. Use the scroll bar on right of the window to view any that you can't view in the window.

Home Messages 12 Medications Forms Insurance Pay My Bill My Chart ▾ My

Chart Summary Lab Tests Histories Allergies Visits Immunizations Problems

Jasmeen Test

View my account View my chart Print my chart

Lab Tests

Click to show only abnormal result

Click to print lab results

Filter Abnormal Test Results

Search:

Labs broken down by date

Item	Unit	Range	3/23/2015	3/23/2015	3/20/2015
AFP	mg/dl	15-19		11	
Billirubin	mg/dl	10-17	12		
CPK	mg/dl	10-12			15

- Click **Details** link on a specific visit date or to create Clinical Document CCDA.

Q

Show 10 entries

Date	Chief Complaint	Assessment	Procedures	Location	Note
3/26/2015	Medicare initial preventive	Chest pain, unspec	Abdom aneurysm endovas rpr (75953)	North Avenue	Details

- A patient can choose to create a “Transition of Care Ambulatory”, “Ambulatory Summary”, or a “Clinical Summary” and then click **Create Clinical Document**

Date	Chief Complaint	Assessment	Procedures	Location	Note
3/26/2015	Medicare initial preventive	Chest pain, unspec	Abdom aneurysm endovas rpr (75953)	North Avenue	Details

North Avenue 3/26/2015

Discharge Date

Visit Type

Source Center City Specialists

Clinical Document

Transition of Care Ambulatory

Transition of Care Ambulatory

Ambulatory Summary

Clinical Summary

Create clinical document

- The Clinical Document created here will show on the Patient Portal Documents Page in the Clinical Document section.

The screenshot displays the Patient Portal interface. At the top, a navigation bar includes tabs for Histories, Allergies, Visits, Immunizations, Problems, Vitals, and Documents. The Documents tab is highlighted with a red box and an arrow. Below this, the Documents section shows a table with columns for Date Uploaded, Filename, and Description. A single entry is listed: 3/23/15 12:21 PM, 3814 - static form.png. Below the table, it says 'Showing 1 to 1 of 1 entries' with Previous, 1, and Next buttons. The Clinical Documents section is also visible, with a red box around its header and an arrow pointing to it. It includes a search bar, a 'Show 10 entries' dropdown, and a table with columns for Date Created and Filename. A single entry is listed: 3/24/15 2:47 PM, Clinical Summary for Jasmeen Test. Below the table, there are 'View File History' and 'Delete' buttons.

Date Uploaded	Filename	Description
3/23/15 12:21 PM	3814 - static form.png	

Showing 1 to 1 of 1 entries

Previous 1 Next

Date Created	Filename
3/24/15 2:47 PM	Clinical Summary for Jasmeen Test

View File History Delete

Clinical Documents (CCDA)

The Clinical Documents section of the Documents page is where CCDA's have been either sent to the patient portal or generated in the Patient Portal from a visit.

The screenshot shows the 'Documents' tab selected in the top navigation bar. Below it, the 'Documents' section displays a table with columns: Date Uploaded, Filename, and Description. A single entry is shown: 3/23/15 12:21 PM, 3814 - static form.png. Below the table, it says 'Showing 1 to 1 of 1 entries' with 'Previous', '1', and 'Next' buttons. The 'Clinical Documents' section is highlighted with a red box. It features a search bar, a 'Show 10 entries' dropdown, and a table with columns: Date Created, Filename, and actions. A single entry is shown: 3/24/15 2:47 PM, Clinical Summary for Jasmeen Test. The 'View File History' and 'Delete' buttons for this entry are highlighted with a red box.

Date Uploaded	Filename	Description
3/23/15 12:21 PM	3814 - static form.png	

Showing 1 to 1 of 1 entries

Previous 1 Next

Clinical Documents

Search:

Show 10 entries

Date Created	Filename	
3/24/15 2:47 PM	Clinical Summary for Jasmeen Test	View File History Delete

A record of events that have occurred with a Clinical document is available to be reviewed by clicking the “View File History” button. The date and time of events such as the viewing, downloading, printing, or sending are displayed in the file history window.

The screenshot shows a modal window titled 'File History: Ambulatory Summary for Jasmeen Test'. It contains a table with columns: Date, Event, and Triggered By. A single entry is shown: 03/23/2015 12:21 PM, View, Jasmeen Test. Below the table, it says 'Showing 1 to 1 of 1 entries' with 'Previous', '1', and 'Next' buttons. The 'View File History' button in the background is highlighted with a red box.

Date	Event	Triggered By
03/23/2015 12:21 PM	View	Jasmeen Test

Showing 1 to 1 of 1 entries

Previous 1 Next

The option to delete a Clinical Document is available. Clicking the “Delete” button will remove a CCDA from the Clinical Document’s section of the Documents Page.

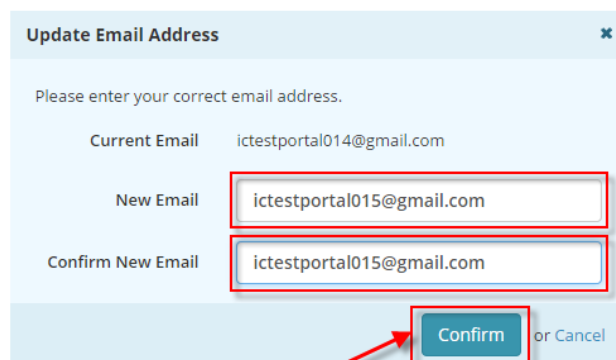
The screenshot shows the 'Clinical Documents' section with a table of documents. The 'Delete' button for the document 'Transition of Care - Ambulatory for Jasmeen Test' is highlighted with a red box and a red arrow.

Date Created	Filename	
3/24/15 2:47 PM	Clinical Summary for Jasmeen Test	View File History Delete
3/23/15 12:21 PM	Transition of Care - Ambulatory for Jasmeen Test	View File History Delete
3/23/15 12:21 PM	Ambulatory Summary for Jasmeen Test	View File History Delete
3/23/15 12:21 PM	Clinical Summary for Jasmeen Test	View File History Delete

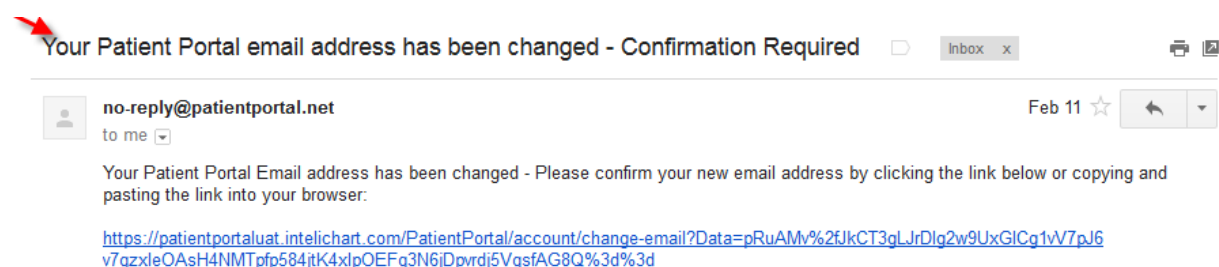
My Account

Through the My Account page, the patient can change their email and/or Password and view and add any Associated Practices. The My Account page allows patients make adjustments to social media login settings and notifications.

- Click **(Change)** link to the right of the email address to change the login email address



- After changing the email a validation email will be sent to the new email address.



- An email is also sent to the prior email address letting the patient know the user name has been changed.

Patient Portal User name changed

Inbox x



no-reply@patientportal.net

to me

Feb 26



This email has been sent to notify you that your Patient Portal User-name has been changed. If you did not initiate this request call your practice immediately to notify them.

- Click **Change Password** to change the login password.

- For security reasons the patient will be prompted to enter their current password, the new password, then confirm the new password and click **Change Password**.

When the password has been changes an email is sent letting the patient know that their password has been changed.

Patient Portal password changed

Inbox x



no-reply@patientportal.net

to me

Mar 10 (3 days ago)



This email has been sent to notify you that your Patient Portal password has been changed.If you did not initiate this request call your practice immediately to notify them.

Notifications

On the My Account page the IntelliChart® Patient Portal allows the patient to set up notifications and reminders.

1. Scroll down the My Account page to the **Notifications** section.
2. Patient may adjust notifications by clicking **Edit Notification Settings** and add their cellular number for text messages.

The screenshot shows the 'Associated accounts' section with one entry: 'IC Baby Intelichart'. Below this is the 'Notifications for IC Self Intelichart' section. It displays contact information: Phone: (704) 465-8998, Email: ictestportal014@gmail.com. A red box labeled '1' highlights the clock icon, and another red box labeled '2' highlights the 'Edit notification settings' link. Below this is a table of notification events.

Notification Event	Delivery Method	Details	Actions
Appointment Reminder	Email	2 days before	Delete notification
Appointment Reminder	Text Message (SMS)	2 days before	Delete notification

Edit Notification Settings window displays

3. Email address used for Notifications can be changed (will not change email for login).
4. Phone number for text message Notifications can be changed.
5. To change text message Notifications a cell service carrier will be selected.
6. Save notification settings.

The 'Edit notification settings' window contains a note: 'NOTE: This email address is only used for notifications and will not affect your login email.' Below the note are three input fields: 'Email' with the value 'trainicportal+21072@gmail.com' (labeled 3), 'Mobile' with the value '(888) 777-9311' (labeled 4), and 'Carrier' with the value 'AT&T Wireless' (labeled 5). At the bottom, there is a 'Save notification settings' button (labeled 6) and a 'close' link.

The Patient Portal patient will add Notifications that are sent by clicking the **Add a Notification** link. The patient can also provide a **Preferred Contact method**.

Notifications for Chart1 Test

Preferred Contact Method: Text (selected)

Mobile: (888) 777-9311 Email: trainicportal+21072@gmail.com [Edit notification settings](#) [Add a notification](#)

Notification Event	Delivery Method	Details	Actions
Appointment Reminder	Email	2 days before	Delete notification
Cancel Appointment	Email		Delete notification

7. The Patient Portal patient will select the **Notification Event** from the dropdown.
8. The **Delivery Type** will be selected (text, email, or both).
9. **Save Notification** will create the notification in the Patient Portal for the patient.

Add Notification

Notification Event: - Select - (7)

Delivery Type: - Select - (8)

[Save Notification](#) (9) [close](#)

Notifications can be deleted by Patient Portal patients by clicking the **Delete Notification** link.

Notifications for IC Self Intelichart

Phone: (704) 465-8998 Email: ictestportal014@gmail.com [Edit notification settings](#) [Add a notification](#)

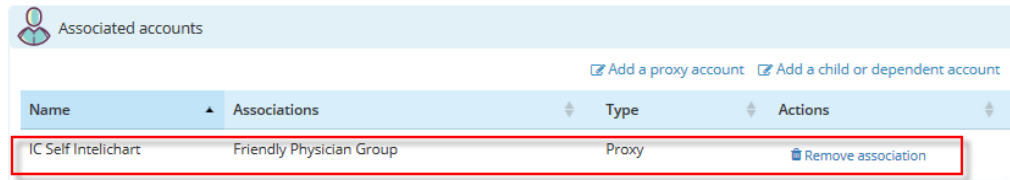
Notification Event	Delivery Method	Details	Actions
Appointment Reminder	Email	2 days before	Delete notification
Appointment Reminder	Text Message (SMS)	2 days before	Delete notification



NOTE: The Patient Portal is setup to have a default (standard) group of notifications to assist a patient with being aware of actions by the practice that affect their portal. If a patient **deletes a notification** this will affect that ability to be aware of actions by the practice that affect their portal.

Proxy Account

A Proxy User will display on the Patient Portal **My Account** page in the **Associated Accounts** section. The Patient Portal account user can remove a Proxy by clicking the **Remove Association** link.

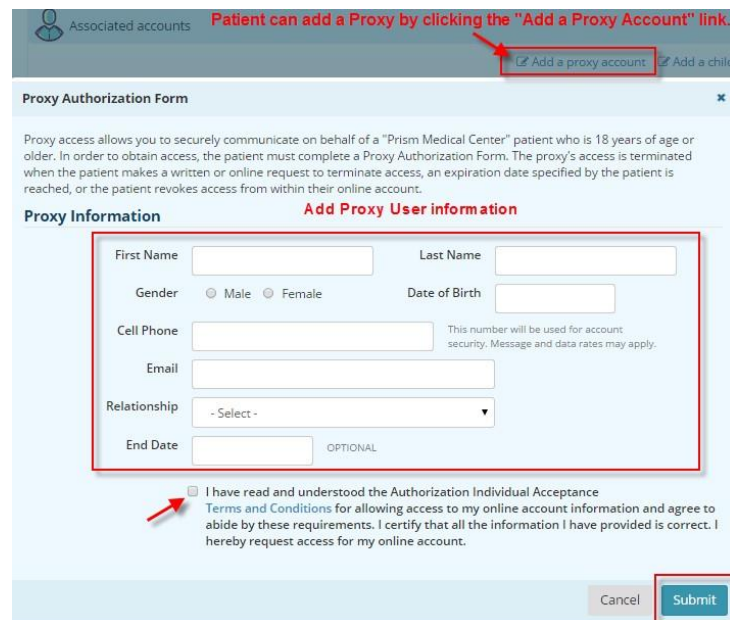


Name	Associations	Type	Actions
IC Self Intelichart	Friendly Physician Group	Proxy	Remove association

The Proxy User can access the Patient Portal account for the person that they are a proxy for from the **Switch Account** link.



The patient can also establish Proxy access from the Portal **My Account** page in the **Associated Accounts** section by clicking the **Add a Proxy Account** link.



Patient can add a Proxy by clicking the "Add a Proxy Account" link.

[Add a proxy account](#) [Add a child](#)

Proxy Authorization Form

Proxy access allows you to securely communicate on behalf of a "Prism Medical Center" patient who is 18 years of age or older. In order to obtain access, the patient must complete a Proxy Authorization Form. The proxy's access is terminated when the patient makes a written or online request to terminate access, an expiration date specified by the patient is reached, or the patient revokes access from within their online account.

Proxy Information **Add Proxy User information**

First Name Last Name

Gender ☐ Male ☐ Female Date of Birth

Cell Phone This number will be used for account security. Message and data rates may apply.

Email

Relationship

End Date OPTIONAL

☐ I have read and understood the Authorization Individual Acceptance Terms and Conditions for allowing access to my online account information and agree to abide by these requirements. I certify that all the information I have provided is correct. I hereby request access for my online account.

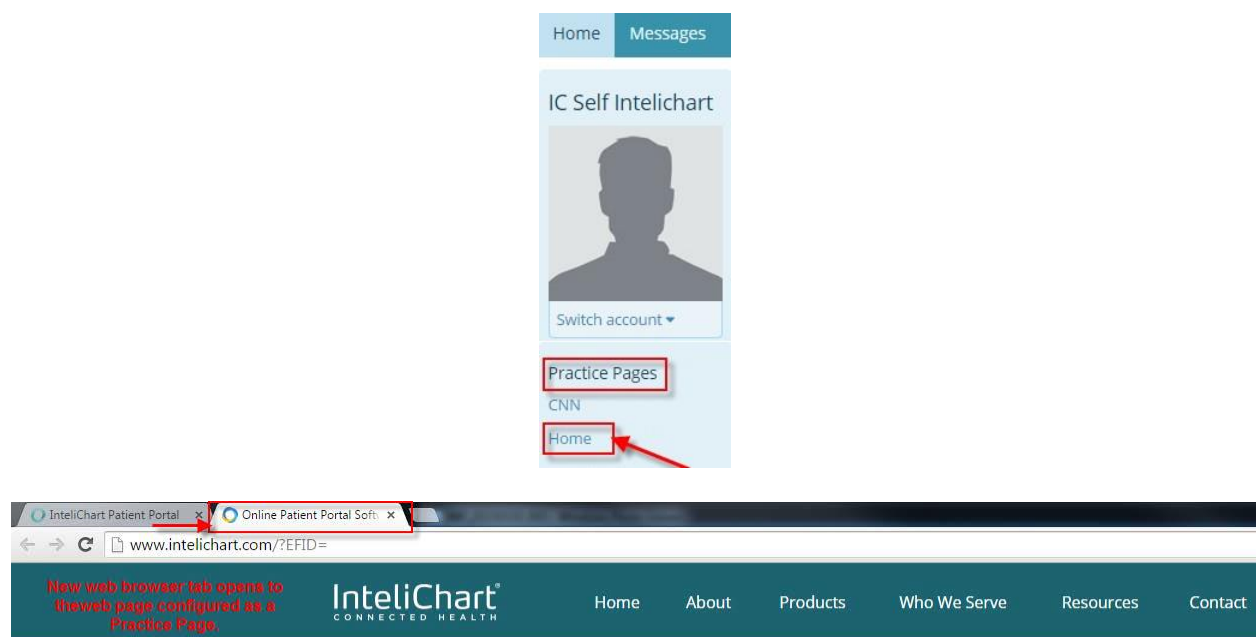
[Cancel](#) [Submit](#)

When the patient clicks the **Submit** button the same process previously discussed will allow the Proxy User to get an email to accept and verify the proxy access.

Practice Pages

Practice Pages can be added via the Practice Portal for the patient to have convenient access to helpful websites from the Patient Portal.

To access any -configured Practice Page, click on the hyperlink(s) under the **Practice Pages** section. This will open the configured Practice Page as a new tab in the web browser the patient is using.



Patient Engagement

The Intelichart Patient Portal promotes patient engagement and enhances the patient experience, while streamlining communication between practices and patients.



NOTE: Websites with SSL Certificate can be enabled to display in a new browser window.