

Patient Portal User Guide

Essex Internal Medicine is pleased to welcome you its interactive, password protected Website. This site will open up a whole new world of 2 way communication between you and your doctor.

You will be able to create a message for your doctor or staff, request prescription refills, request preventive medicine services like mammograms and lab tests and request referrals. You can even request an appointment.


Your doctor will be able to send you an email indicating that your test results are available for review on your website page. He will also be able to remind you that you are due for an immunization or other service.

It all starts when you activate your account.

Our staff will record your email address and enable your account.

You will then receive an email that includes your USERNAME, your PASSWORD and a LINK to the Portal.

This LINK in the email brings you to a website that includes this log-in:



Please Enter your Login Credentials

Username

Password

SIGN IN >

[Forgot Password?](#)

Would you like to join our practice?
New patients can [Pre-Register](#)

Enter your Username and Password. Click on the Sign In button. You will arrive at the welcome window illustrated on the next page.























NOTE The first time you log in you will also be provided with information about the risks and benefits of electronic communication. You will be asked to consent to using the portal before continuing.

The screenshot shows the eClinicalWeb patient portal interface. The header features the 'eClinicalWeb' logo in white on a dark blue background. On the left side, there is a vertical navigation menu with several categories: 'Questions/Concerns' (with a sub-item 'Ask Your Doctor'), 'Messages' (with sub-items 'Inbox', 'Sent Messages', and 'Deleted Messages'), 'Account Information' (with sub-items 'Personal Information', 'Additional Information', and 'Reset Password'), 'Intake Forms' (with sub-items 'Surgical and Allergies' and 'Immunizations'), 'Review' (with sub-items 'Lab / Diagnostic Reports', 'Current Statement', 'Past Statement', 'Referrals', 'PHR-Complete Report', 'PHR-View', and 'Visit Summary'), 'Appointments' (with sub-items 'New Appointment', 'Current Appointment', and 'Historical Appointments'), and 'Requests' (with sub-items 'Refill Requests', 'Lab Request', and 'Referral Request').

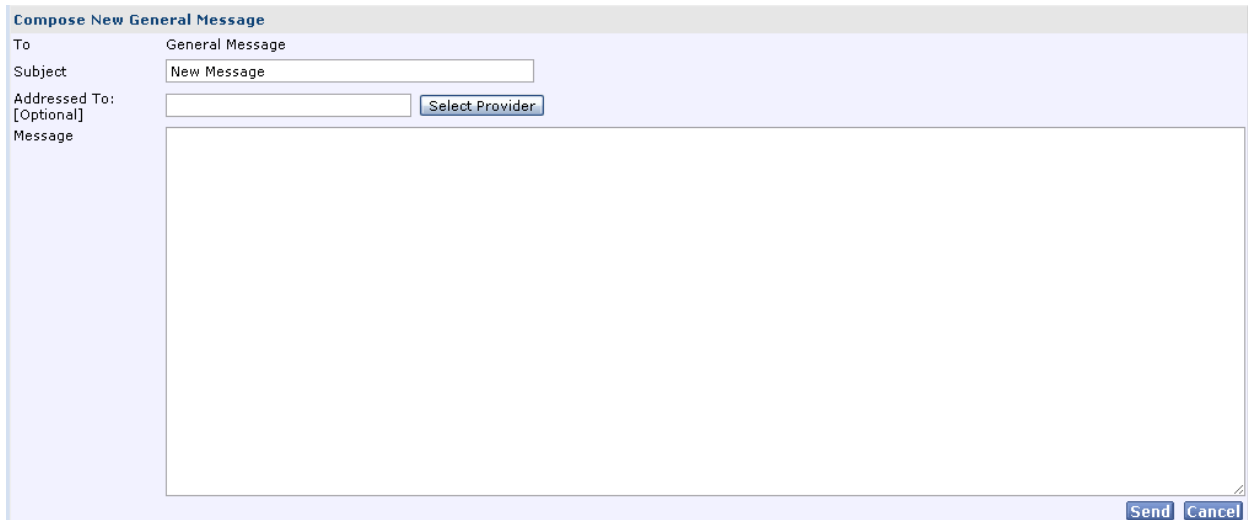
The main content area on the right is a light blue rounded rectangle. It begins with a 'Welcome' message to 'RODNEY HORNBAKE' and a sub-header 'Welcome to the interactive website for Essex Internal Medicine'. Below this, it lists several services available to the user, such as requesting appointments, viewing test results, and accessing the Personal Health Record (PHR). A prominent warning states: 'Please remember that this service is for non-urgent communications only! If you have an emergency needing clinical care, please dial 911.' Below the welcome message, there is a 'Personal Health Record' section with a 'Request your PHR' button, and a 'Messages' section showing '- No New Messages -'.

On the left side of the page is a list of all the functions of the Portal. These will be discussed in sequence on the pages that follow.

Here is a summary of all your options

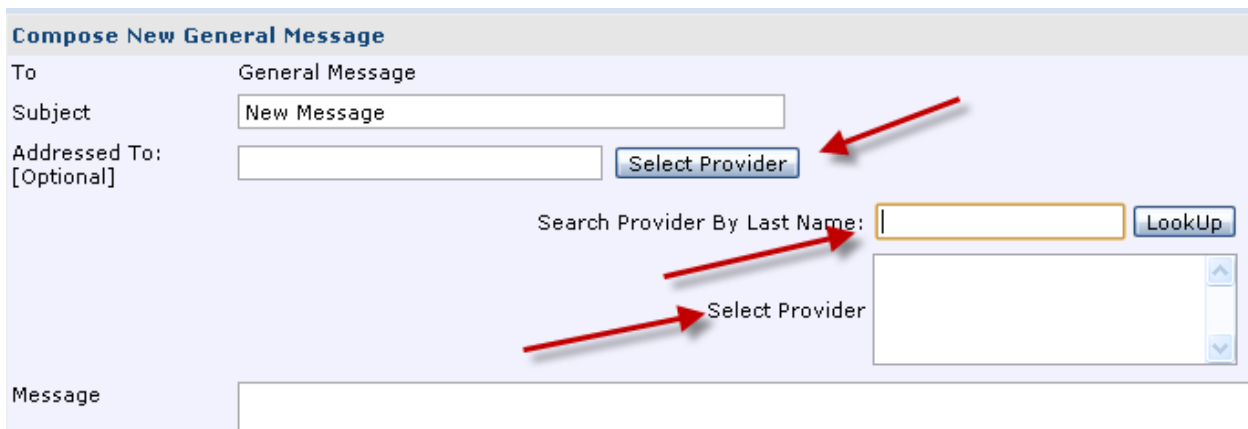
<p>Questions/Concerns</p> <p> Ask Your Doctor</p> <p>Messages</p> <p> Inbox</p> <p> Sent Messages</p> <p> Deleted Messages</p> <p>Account Information</p> <p> Personal Information</p> <p> Additional Information</p> <p> Reset Password</p> <p>Intake Forms</p> <p> Surgical and Allergies</p> <p> Immunizations</p> <p>Review</p> <p> Lab / Diagnostic Reports</p> <p> Current Statement</p> <p> Past Statement</p> <p> Referrals</p> <p> PHR-Complete Report</p> <p> PHR-View</p> <p> Visit Summary</p> <p>Appointments</p> <p> New Appointment</p> <p> Current Appointment</p> <p> Historical Appointments</p> <p>Requests</p> <p> Refill Requests</p> <p> Lab Request</p> <p> Referral Request</p>	<p>Ask Your Doctor. See the next page</p> <p>Messages From here you can view messages from your doctor, view messages you have sent and see messages you have deleted</p> <p>Account Information. From here you can change personal information add information and reset your password. (The system does require that passwords be adequately secure.)</p> <p>Intake forms are not currently being used. Go to www.EssexInternalMedicine.com to download forms related to registration, your annual physical or release of information.</p> <p>Review. From here you can</p> <ul style="list-style-type: none">• review lab and other test results,• view statements,• review reports from consultants,• view or print your Personal Health Record or PHR <p>Appointments. From here you can</p> <ul style="list-style-type: none">• request an appointment• check the time and date of an upcoming appointment• cancel or request to change an appointment• view appointments that have already taken place <p>Requests. From here you can request</p> <ul style="list-style-type: none">• a prescription renewal• a preventive services test such as a mammogram• a referral to a specialist
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Ask Your Doctor brings you to this screen



The screenshot shows a web form titled "Compose New General Message". The form has a light blue header and a white body. On the left side, there are labels for "To", "Subject", "Addressed To: [Optional]", and "Message". The "To" field is set to "General Message". The "Subject" field contains "New Message". The "Addressed To:" field is empty, with a "Select Provider" button to its right. Below these fields is a large white text area for the message. At the bottom right of the form, there are "Send" and "Cancel" buttons.

Clicking on the Select Provider button brings additional options:



This screenshot shows the same "Compose New General Message" form, but with additional search options. The "Select Provider" button is highlighted with a red arrow. Below it, there is a search section with the label "Search Provider By Last Name:" followed by an input field and a "LookUp" button. Below the search section is a list box labeled "Select Provider" with a scroll bar. A red arrow points to the "LookUp" button, and another red arrow points to the "Select Provider" list box. The "Message" label and text area are visible at the bottom left.

Enter the first letter of your doctor's last name.

Click on the LookUp button.

Select your doctor from the list that appears.

Then compose your message and click on send when ready. You can expect a reply within 1 business day.

NOTE. When we send you a message or post items for your review, you will receive an email alert. Follow the link in the email to the Portal. Then log in with your username and password. Items for your attention will be highlighted.

A link to the Portal can also be found at www.EssexInternalMedicine.com