

Patient Portal Instructions

We have established an internet-based Patient Portal to help effectively and securely manage your healthcare information. The content in this document will guide you through the secure portal's most frequently-required functions. Should you have other questions about using the portal, please contact our office at **706-922-3376**.

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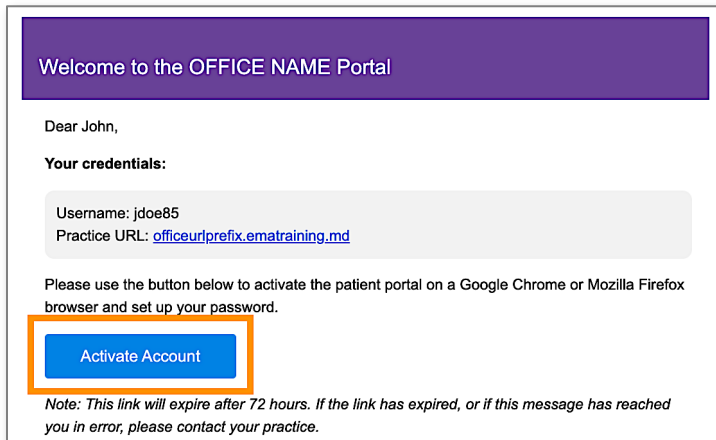
Patient Portal Instructions

Access the Patient Portal

Activate Your Patient Portal Account

An account must be created before you can use or access your data on the Patient Portal. Providing us with your email address will allow us to send you an email from the office that includes a link to activate your Patient Portal account.

1. Open the email from us with the subject, "Welcome to Your **Evans Dermatology** Patient Portal".
2. The email will include your Patient Portal *Username*, *Practice URL* (patient portal web address) and the steps for logging into the portal.
3. Select, Activate Account.



Welcome to the OFFICE NAME Portal

Dear John,

Your credentials:

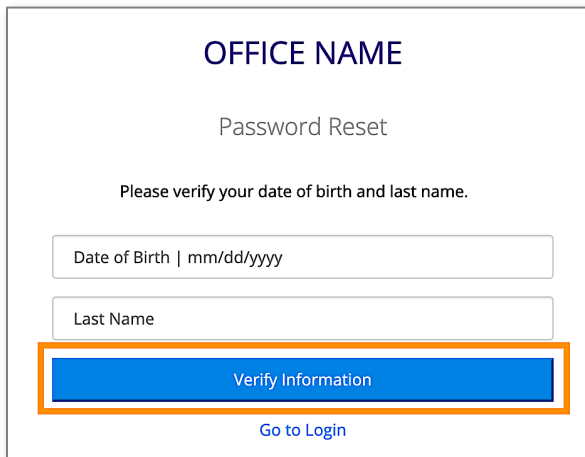
Username: jdoe85
Practice URL: [officeurlprefix.ematrainig.md](#)

Please use the button below to activate the patient portal on a Google Chrome or Mozilla Firefox browser and set up your password.

[Activate Account](#)

Note: This link will expire after 72 hours. If the link has expired, or if this message has reached you in error, please contact your practice.

4. You will be directed to the portal website, where you will be prompted to verify your identity by entering your *Date of Birth* and *Last Name*. Once entered, select **Verify Information**.



OFFICE NAME

Password Reset

Please verify your date of birth and last name.

Date of Birth | mm/dd/yyyy

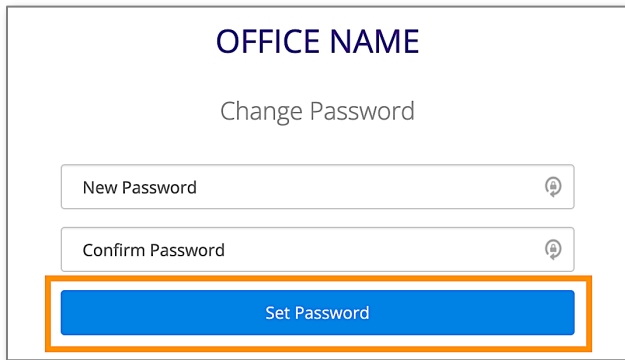
Last Name

[Verify Information](#)

[Go to Login](#)


5. You will be prompted to change your password. Once entered, select **Set Password**.


Patient Portal Instructions



OFFICE NAME

Change Password

New Password 

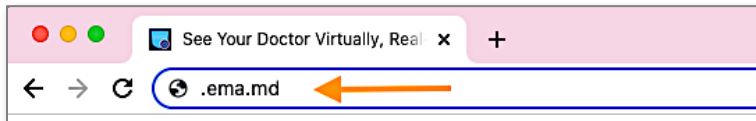
Confirm Password 

Set Password

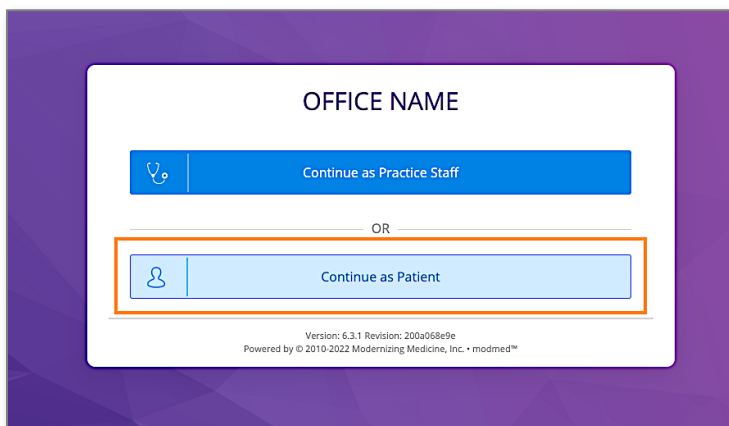
Log in to the Patient Portal

Once your account has been activated, you will be able to log in to the Patient Portal as needed. Follow the steps below to log in.


1. Open your internet browser on a computer or laptop and enter the following website URL into the address bar: **evansderm.ema.md**




2. Select Continue as Patient.



OFFICE NAME

 Continue as Practice Staff

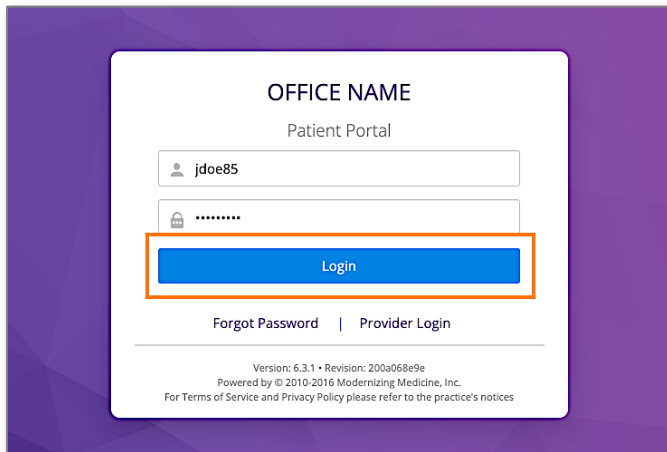
OR

 Continue as Patient

Version: 6.3.1 Revision: 200a068e9e
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3. Enter your Patient Portal Username and Password, then select **Login**.

Patient Portal Instructions



OFFICE NAME

Patient Portal

Login

[Forgot Password](#) | [Provider Login](#)

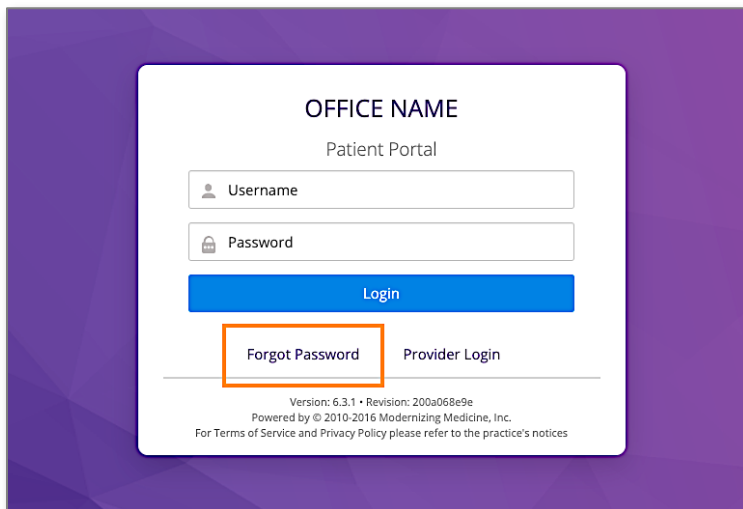
Version: 6.3.1 • Revision: 200a068e9e
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For Terms of Service and Privacy Policy please refer to the practice's notices

Forgot Password

Follow these instructions if you forgot your password and need to create a new one.

Note: These instructions will only work successfully if your Patient Portal account is already created and the information entered is correct according to our records. If you have any trouble receiving your password reset link, please contact our office.

1. From the Patient Portal login screen, select **Forgot Password**.



OFFICE NAME

Patient Portal

Login

Forgot Password | [Provider Login](#)

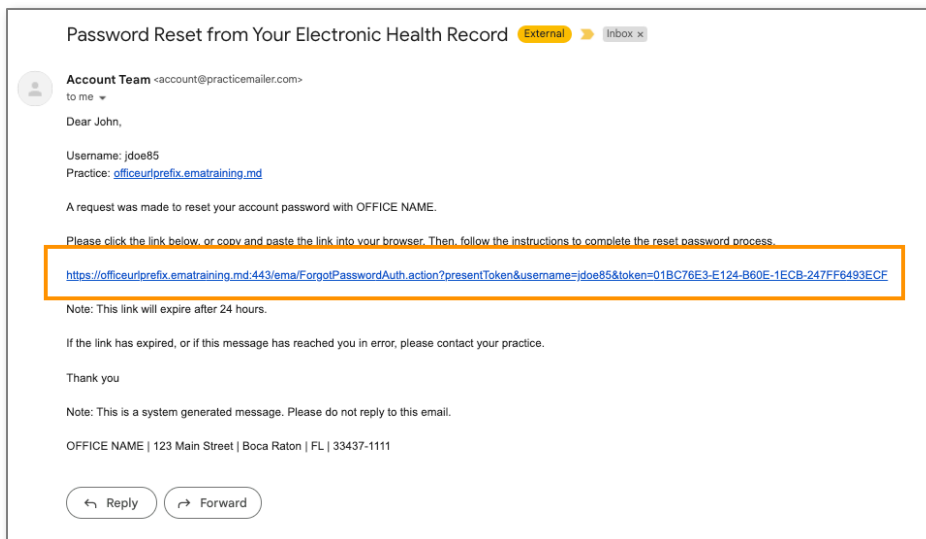
Version: 6.3.1 • Revision: 200a068e9e
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For Terms of Service and Privacy Policy please refer to the practice's notices

2. Enter the requested information, then select **Request Email**.

Patient Portal Instructions

The screenshot shows a web form titled "OFFICE NAME" with the subtitle "Reset Password". It contains three input fields: "Username", "Date of Birth | mm/dd/yyyy", and "Last Name". Below these fields is a reCAPTCHA widget with the text "I'm not a robot" and a checkbox. A blue button labeled "Request Email" is highlighted with an orange border. Below the button is a link "Back to Login". At the bottom, small text reads: "Version: 6.3.1 Revision: 200a068e9e Powered by © 2010-2022 Modernizing Medicine, Inc. • modmed™".

3. Open your email and look for the message with the subject *Password Reset from Your Electronic Health Record*. The email will include your *Username* and *Practice* information, as well as a link to reset your Password. Select the link to continue.



4. You will be prompted to enter your *Date of Birth* and *Last Name* to verify your identity. Once entered, select **Verify Information**.

Patient Portal Instructions

5. If the information is verified successfully you will be logged in to the portal.

Prepare for Your Visit

Complete Forms on the Patient Portal

Once you have activated your account, you may use the Patient Portal to complete visit forms and view your health information.

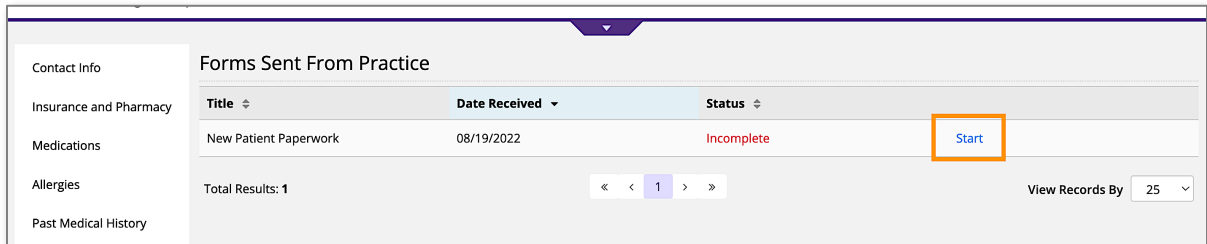
1. Once logged in to the Patient Portal, select **My Health** from the main navigation bar.

2. From the *My Health* page, select **My Forms**.

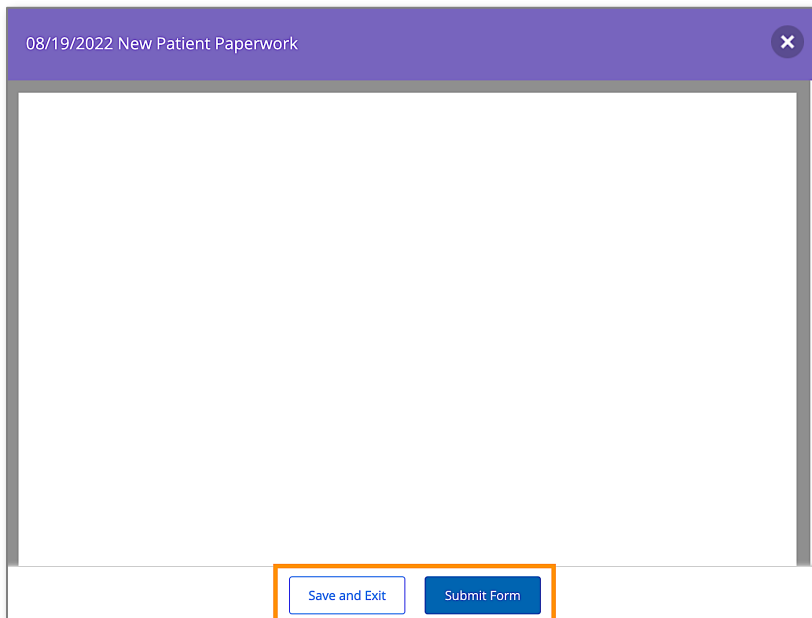
Patient Portal Instructions



3. Any forms that have been assigned to you will be available to review and edit. Select **Start** to begin reviewing the forms and making applicable changes.



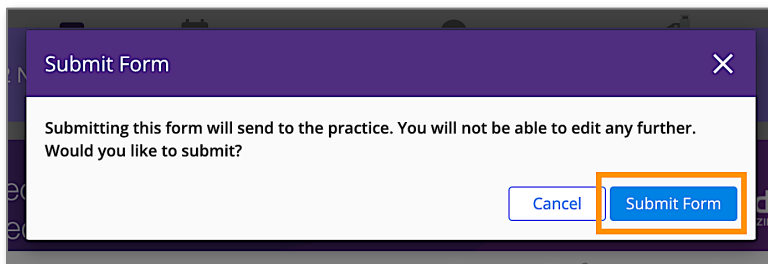
4. A pop-up window will appear with the specified form. You can place your cursor in the appropriate fields and enter the applicable information. You have the option to *Save and Exit* or *Submit Form*.
- **Save and Exit** - Marks the form In Progress and allows you to continue to edit.
 - **Submit Form** - Closes the form and submits it to the office.



5. Once complete, select **Submit Form**.

You will receive a pop-up alerting you that you are submitting the form to the office and you will not be able to edit any further. When ready, select **Submit Form**.

Patient Portal Instructions



Add or Update Medical Information

In this section, you will learn how you can verify your contact and insurance information, update your medical history, and add your preferred pharmacy.

1. Once logged in to the Patient Portal, select **My Health** and navigate through the sections to enter and/or update your *Medications*, *Allergies* and Past Medical History.

- **Contact Info** – View basic contact and demographic information.
- **Insurance and Pharmacy** – View insurance information and add or edit pharmacies. See below for additional instructions.
- **Medications** – Add or edit your medications list.
- **Allergies** – Add or edit your allergies.
- **History** – Add or update Past Medical History, Specialty-Specific History, Social History and Family History.
- **Tests & Results** – View any result that your medical provider has posted.

Add Your Preferred Pharmacy

In this section, you will learn how to add your preferred pharmacy to your patient chart. Adding your pharmacy will assist our office with sending electronic prescriptions and medication refills.

1. From the *My Health* section of the portal, select **Insurance and Pharmacy**.

Patient Portal Instructions

OFFICE NAME | My Health | Appointment

Doer, John
DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS
Alerts: Unspecified
Allergies: Penicillins

Contact Info | **Insurance and Pharmacy** | Medications | Allergies

My Contact

Patient Data

Patient Information

Prefix | Last Name * | First

| Doe | Jo

2. There are two options to enter your pharmacy information, *Add Surescripts Pharmacy* and *Add Manual Pharmacy*.

- **Add Surescripts Pharmacy** (*try this option first*) – Allows you to search for registered pharmacies that are capable of sending and receiving electronic prescription requests.
- **Add Manual Pharmacy** – If you were not able to find your preferred pharmacy through the Surescripts option, you can use Add Manual Pharmacy to manually enter pharmacy information to your chart. It is recommended that you first attempt to add a Surescripts pharmacy before using this method.

3. Select Add Surescripts Pharmacy.

DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001
Alerts: Unspecified
Allergies: Penicillins

Contact Info | **Insurance and Pharmacy** | Medications | Allergies | Past Medical History

Insurance

No insurances defined.

Add Surescripts Pharmacy | Add Manual Pharmacy

Pharmacy

No pharmacies defined.

4. Use the *Filter* options to find your preferred pharmacy. Then, select **Search**.

Tip: Not all fields are required. Use any combination of the criteria to locate your pharmacy. Common search methods include *Phone* number only, or *Name* and *Zip Code*.

Add ePrescribing Pharmacy

Pharmacies

Filter

Name | City

Phone | 5852392059 | State | Select One

Fax | Zip Code

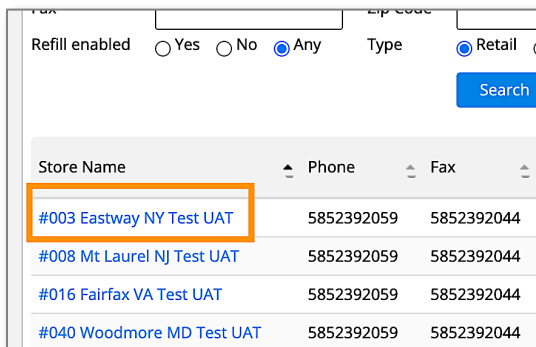
Refill enabled | Yes | No | Any | Type | Retail | Mail | Any

Search | Clear filter

Store Name | Phone | Fax | Address | City

Patient Portal Instructions

5. Locate the pharmacy in the list of results by verifying the name and address. Once found, select the blue *Store Name* to add the pharmacy.



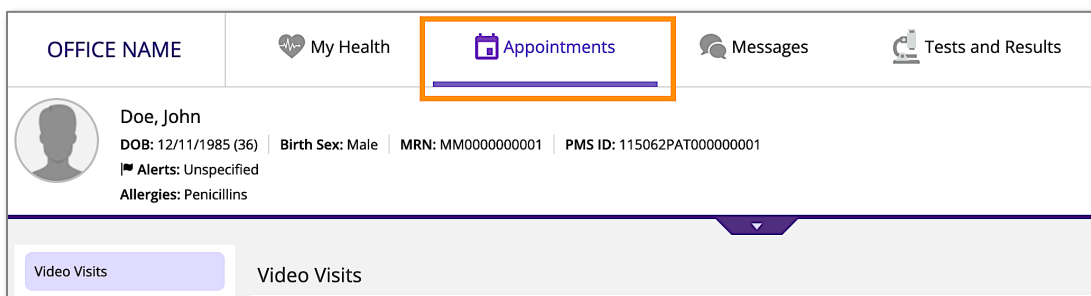
Store Name	Phone	Fax
#003 Eastway NY Test UAT	5852392059	5852392044
#008 Mt Laurel NJ Test UAT	5852392059	5852392044
#016 Fairfax VA Test UAT	5852392059	5852392044
#040 Woodmore MD Test UAT	5852392059	5852392044

Access Your Medical Records

View, Download, and Print Your Visit Notes

The Patient Portal allows you to access your medical records, including completed visit documentation from your doctor or other qualified healthcare provider. The following instructions will guide you through how to locate these records within the portal.

1. Once logged in to the portal, select **Appointments** from the main navigation bar.

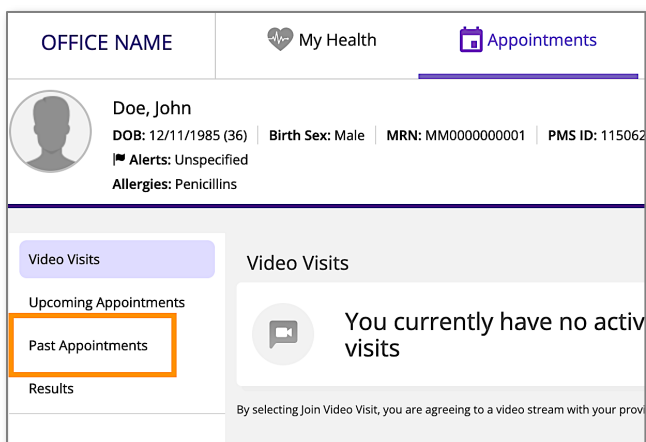


OFFICE NAME | My Health | **Appointments** | Messages | Tests and Results

Doe, John
DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS ID: 115062PAT000000001
Alerts: Unspecified
Allergies: Penicillins

Video Visits | Video Visits

2. Select Past Appointments.



OFFICE NAME | My Health | **Appointments**

Doe, John
DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS ID: 115062
Alerts: Unspecified
Allergies: Penicillins

Video Visits | Video Visits

You currently have no active visits

By selecting Join Video Visit, you are agreeing to a video stream with your provider

Upcoming Appointments | **Past Appointments** | Results

Patient Portal Instructions

- From the *Visit Date* column, select the blue hyperlink for the visit documentation you would like to view.

OFFICE NAME | My Health | Appointments | Messages | Tests and Results

Doe, John
 DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS ID: 115062PAT000000001
 Alerts: Unspecified
 Allergies: Penicillins

Video Visits | Upcoming Appointments | **Past Appointments** | Results

Past Appointments
 Start Date: mm/dd/yyyy | End Date: 08/23/2022 | Apply

Visit Date	Attendees	Impressions	Location
Monday, Aug 22, 2022 11:11am EDT	Primary Provider & Primary Biller: Doe, Jane	Headache (R51.9)	Office

Page 1 of 1 | 5

Note: If the visit link is in plain black font, this means the visit is not ready to be viewed. Check back later, or contact our office.

- Your internet browser's PDF viewer should open the document for you to view. You should also have options to download or print the document.

Go Back to Visits

View Note | View Enc. Form | View Handout | Patient Education

EMA_20220822T151126_0000_MRNMM0000000001_P... | 1 / 1 | 100% | Download | Print

Doe, John
 PMS ID: 115062PAT0000000001 | Sex: Male | DOB: 12/11/1985 | MRN: MM0000000001

Visit Note - August 22, 2022

Allergies
 Penicillins

Medications
 gabapentin 100 mg Oral - capsule
 sertraline 50 mg Oral - tablet
 lisinidine 2 mg Oral - tablet

Medical History
 Anxiety disorder
 Chronic pain
 Depressive disorder

Social History
 EOH 1-2 drinks per day
 Smoking status - Never smoker

Chief Complaint: headache

HPI: This is a 36 year old male who is being seen for a chief complaint of headache located all throughout the head. He has headaches that are described as dull pain and throbbing, and moderate in severity. The headaches have been present for months. The headaches developed gradually.

Exam:

General Appearance
 Appearance: well developed and nourished
 Orientation: Alert and oriented to person, place, time.
 Mood: mood and affect well-adjusted, pleasant and cooperative, appropriate for clinical and encounter circumstances

Impression/Plan:
 1. Headache
 Headache, unspecified (R51.9)
 Pain Intensity: 4.0 - 4/10 Pain
Plan: Counseling - Headache Symptom.
 Please refer to the education handout for detailed counseling.
Plan: Prescription.
 ibuprofen 800 mg tablet PO

Patient Portal Instructions

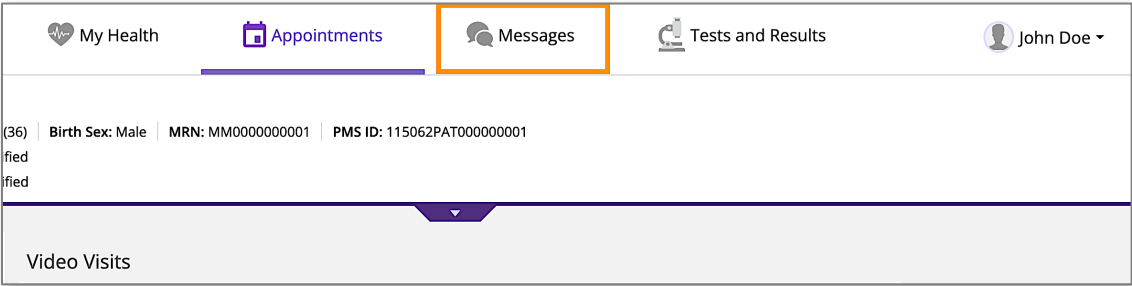
Communicate with Our Office

Send a Portal Message to Our Office

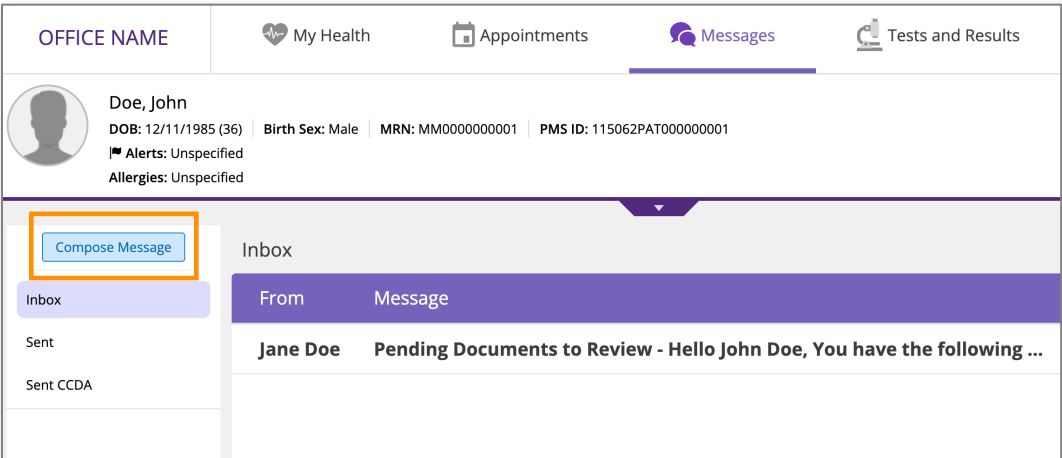
The Patient Portal provides a self-contained method of communicating with our office using secure messaging protocols.

Note: If you are experiencing a medical emergency or need immediate assistance, please call 911.

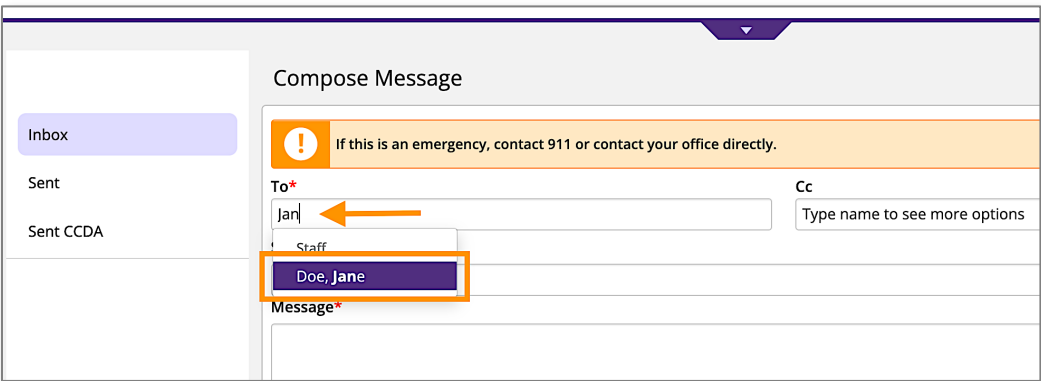
1. Once logged in to the Patient Portal, select **Messages** from the main navigation bar.



2. Select Compose Message.



3. Enter the recipient into the *To* field.



Tip: If you start typing the first few letters of the recipient's name, it will narrow the list and allow you to find them more quickly and easily.

Patient Portal Instructions

4. Enter the subject of the message into the **Subject** field.
5. Enter your message into the **Message** field.
6. When you are ready to send your message, select **Send**.

The screenshot shows the 'Compose Message' interface. On the left is a sidebar with 'Inbox', 'Sent', and 'Sent CCDA'. The main area has a title bar 'Compose Message' with a 'Back to Inbox' link. Below the title bar is an orange warning box: 'If this is an emergency, contact 911 or contact your office directly.' The form fields are: 'To*' (Doe, Jane), 'Cc' (Type name to see more options), 'Subject*' (empty), 'Referral Information' (empty), and 'Message*' (containing a sample message). At the bottom are 'Add Attachments', 'Send', and 'Cancel' buttons. The 'Send' button is highlighted with an orange box.

Read and Reply to Portal Messages

Our office may send messages to you through the portal. These messages could include documents; such as test results, or just a general message regarding your care. Follow these steps to view and/or reply to a portal message.

1. Log in to the Patient Portal and select **Messages** from the main navigation bar.

The screenshot shows the Patient Portal main navigation bar. It includes tabs for 'My Health', 'Appointments', 'Messages', and 'Tests and Results'. The 'Messages' tab is highlighted with an orange box. Below the navigation bar, there is a patient information section showing '(36) Birth Sex: Male | MRN: MM000000001 | PMS ID: 115062PAT000000001'. Below this is a 'Video Visits' section.

2. To read a message, select anywhere in the corresponding line.

Patient Portal Instructions

From	Message	Received On
Jane Doe	LAB RESULTS - Hello John, We received your lab results. Everything ...	08/19/2022 05:02 PM
Jane Doe	Pending Documents to Review - Hello John Doe, You have the following ...	08/19/2022 02:21 PM

3. To reply to a message, select **Reply** or **Reply All**.

Message Details

From: Jane Doe
To: John Doe
Cc: Medical Assistant

Subject: LAB RESULTS
August 19, 2022 8:02:49 PM

Attachments
JohnDoeLabs.pdf (293.0k)

Hello John,

We received your lab results. Everything came back within normal limits.

I've attached the results for reference. We will discuss them in more detail during your follow-up. Until then, continue the medications and call the office if it gets worse.

Dr. Doe

Reply Reply All Forward

4. Enter your response into the *Message* field, then select **Send**.