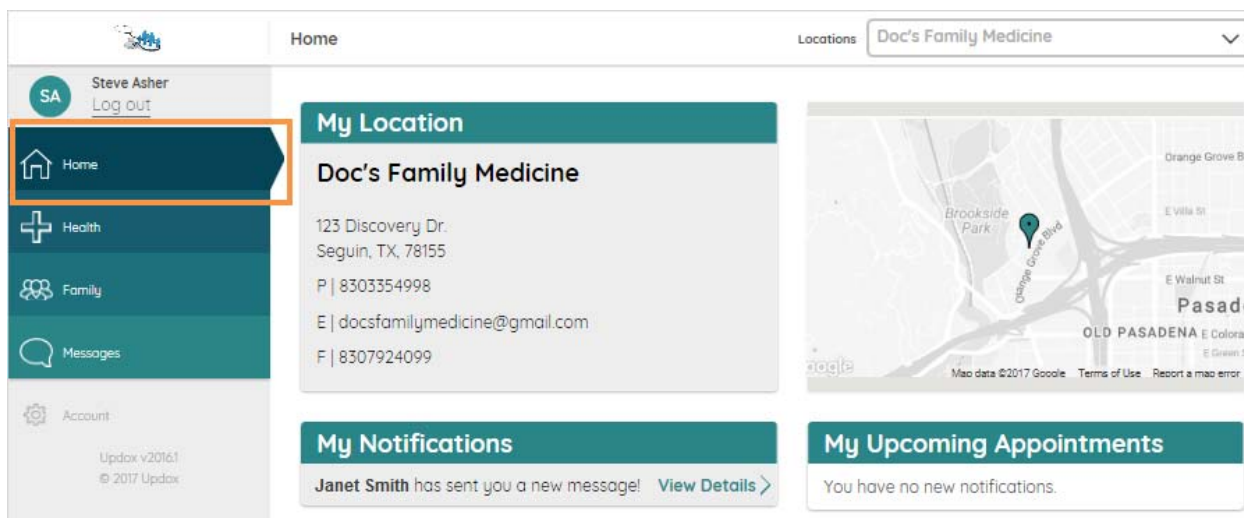# Welcome to eMDs Practice Partner Patient Portal powered by Updox!

The Patient Portal provides a convenient and secure communication link between you and your healthcare providers. Instructions for using the Portal are provided in this document.
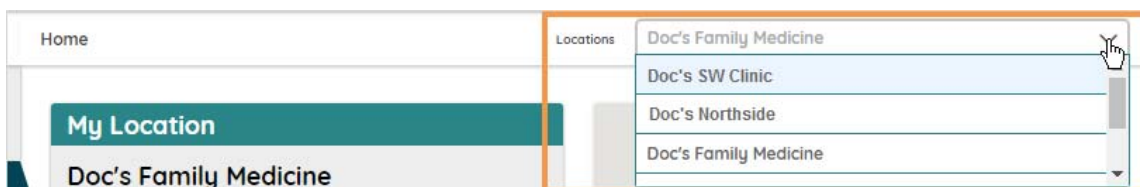
Home Tab

When you log in to your Patient Portal, the Home tab will be selected. (Example shown below.)


My Location

- The My Location section on the Home tab provides information about the clinic that is currently selected in the Locations field in the upper right corner of the Portal.

- If you see healthcare providers at another location associated with this clinic, you can display information about that location by clicking the drop-down button in the Locations field and then selecting the facility name.


My Notifications

- When a new message or health record is sent to your Patient Portal, the sender's name will be listed in the My Notifications section on the Home tab.

- To display the contents of a new message or health record, click the View Details link.
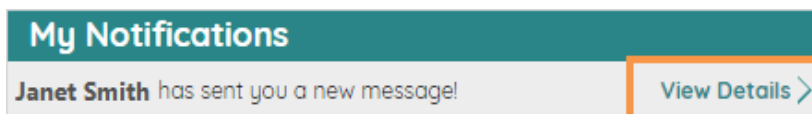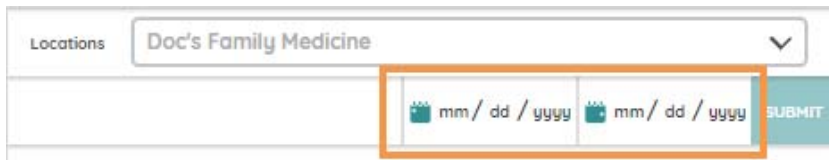
Health Tab

To display a list of the health records that have been sent to your Portal, click the Health tab. Records will be listed by date. (Example shown below.)
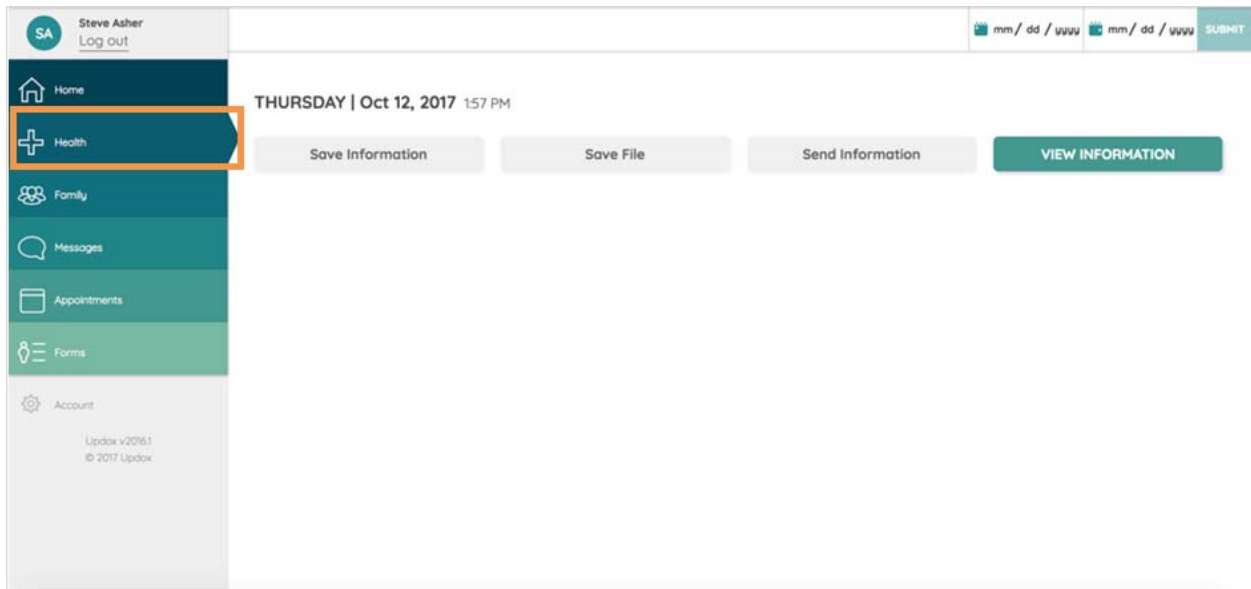
Search for a Health Record from a Specific Date

You can use the date range buttons to search for a record within a specific time frame.

Save or Send a Health Record

- If you want to save an HTML version of one of your health records to your computer, click the Save Information button.

- If you want to save an XML version of a health record to your computer, click the Save File button.

- If you want to send a health record to someone via email, click the Send Information button.

Display Your Health Record

To display a health record, click the View Information button. The health record will be displayed on the Health tab, as shown in the following example.
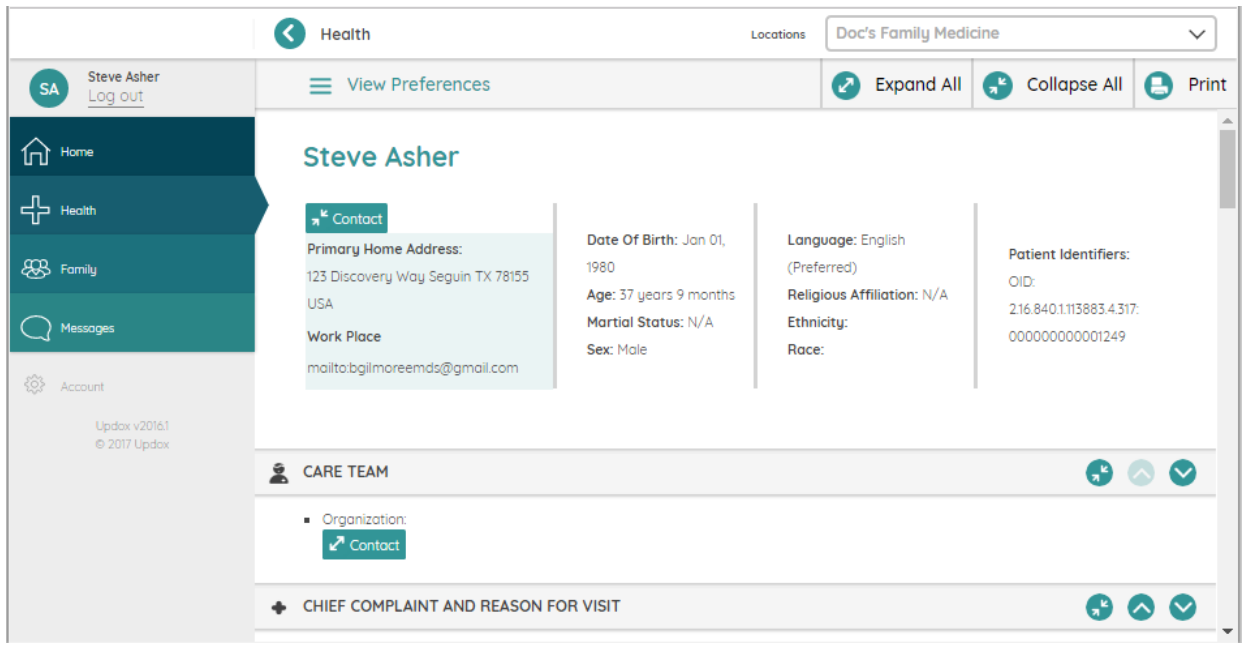
- To quickly find a particular section of the health record, click the Collapse All button located at the top of the record and then use the Expand button in a section header to display that section.


- To choose the sections that you want to see each time you view your health record, click View Preferences. If there is a check in the check box next to a section title, that section will always be displayed when you view your health record. To hide a section, remove the check mark. (Click the check box to remove a check mark - click again to add it back.) You can also move sections up or down using the arrows to the right of the section title. Be sure to click the Save Preferences button.
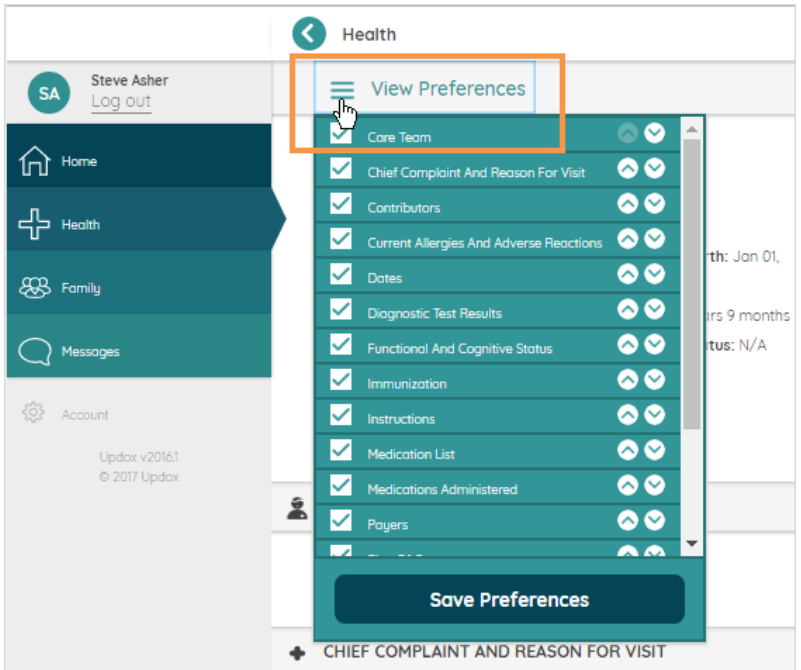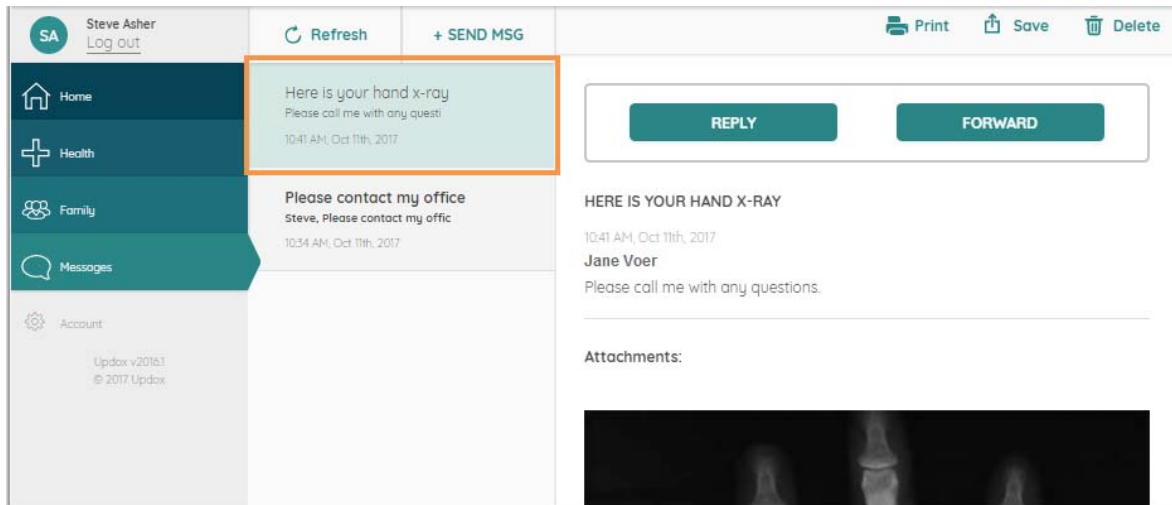
Messages Tab

Click the Messages tab to view a list of all the messages that you have sent or received.
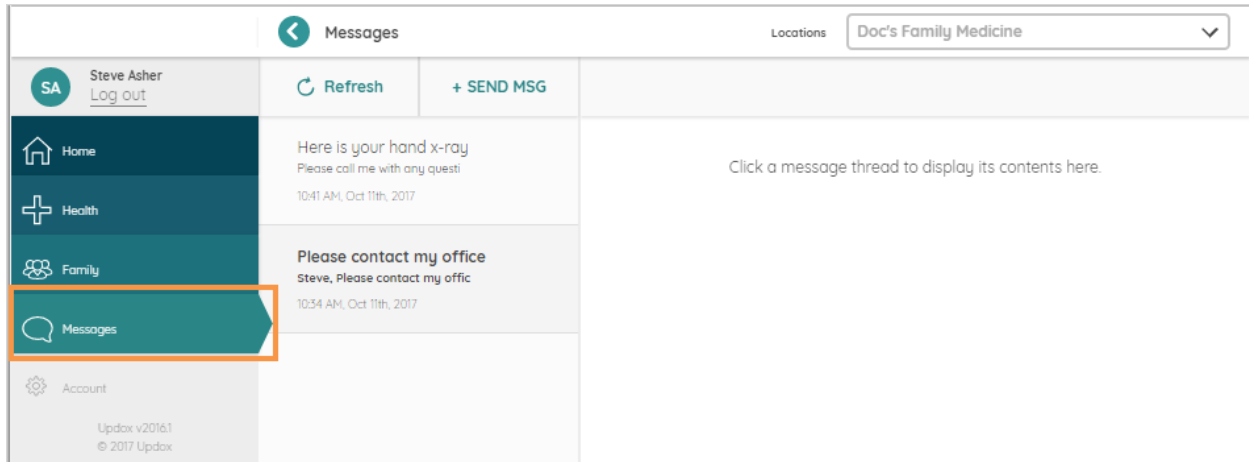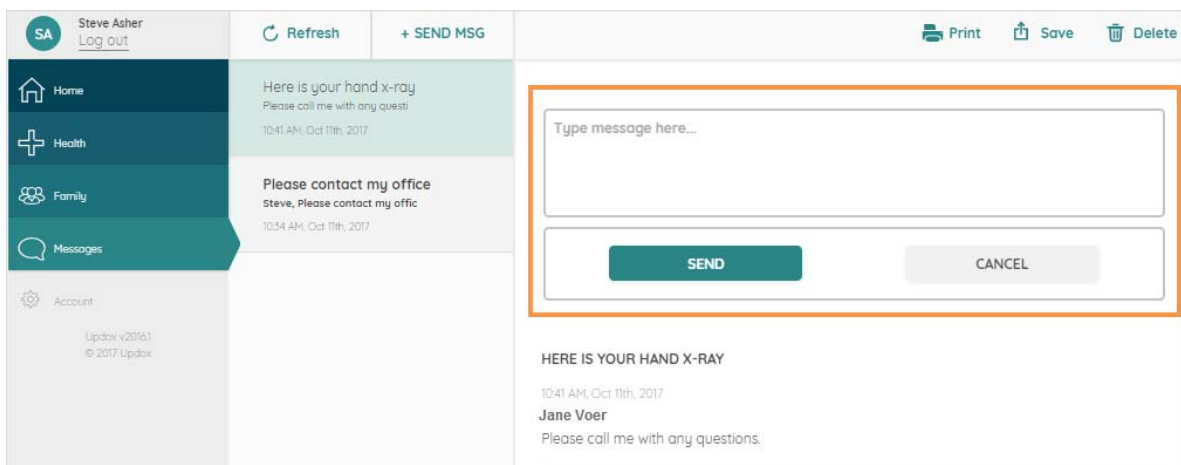

View or Reply to a Message

- To view the contents of a message, click the message.
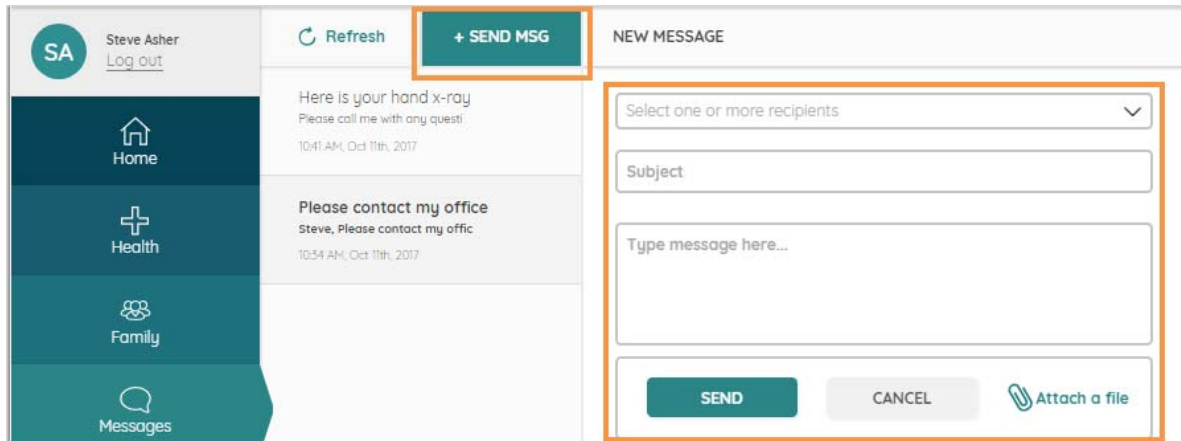

- Clicking the Reply button will display a field in which you can type a response to the message.
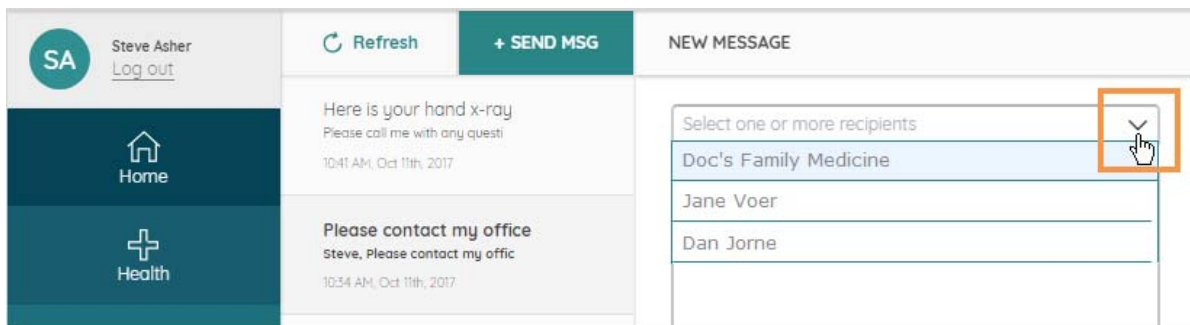
Create a New Message

If you want to send a new message to your doctor or to clinic staff, click the SEND MSG button to display fields in which you can select the recipients and type a subject and a message.

(You can add recipients by clicking the drop-down button and then selecting a recipient.)

Family Tab

If you log in to your Patient Portal and click the Family tab, you will see your name at the top of the tab, and there will be a check mark to the right of your name.
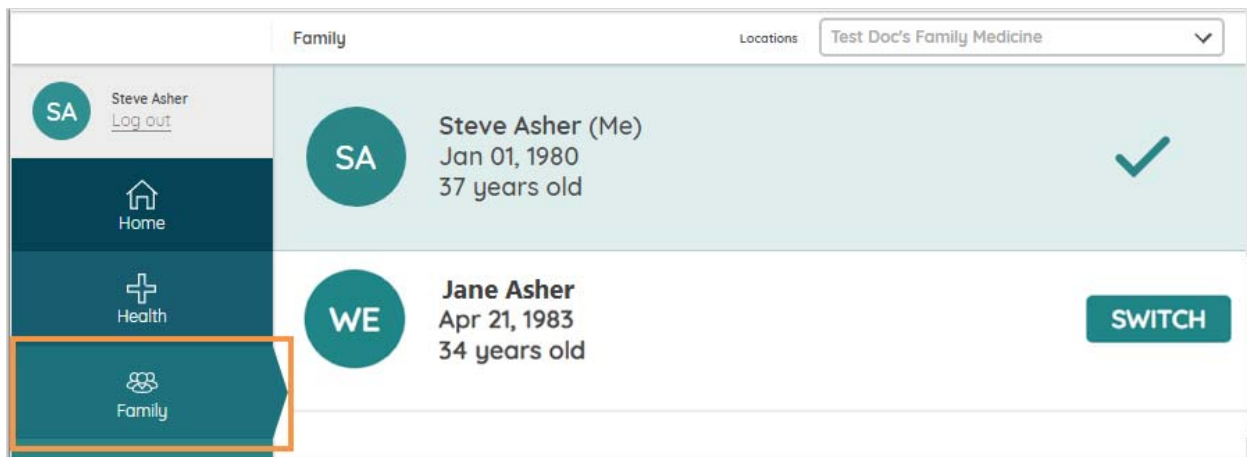
You may also see a family member's name, with a SWITCH button to the right of their name. If you see a family member's name, that means they have granted you access to their Portal. (Instructions for granting access are provided in the Account Tab section of this document.)

The check mark to the right of a name tells you that person's health records and messages are currently being displayed in your Patient Portal, and the SWITCH button to the right of a name tells you that you can display that person's health records and messages in your Portal.

So, if you click the SWITCH button to the right of a family member's name, several things will happen:

- The Home, Health, and Messages tabs in your Patient Portal will display information pulled from the *family member's* Patient Portal. (In other words, if you click the SWITCH button and then click the Health tab, you will see the family member's health records instead of yours.)

- The SWITCH button next to the family member's name will change to a check mark to indicate that *their* health records are currently being displayed on the Home, Health, and Messages tabs.

- And the check mark to the right of your name will change to a SWITCH button.

To display *your* information on the Home, Health, and Messages tab again, click the SWITCH button next to your name.

Appointments Tab

On the Appointments tab, you can request an appointment to be added to the Wait List, as well as view upcoming and past appointments.
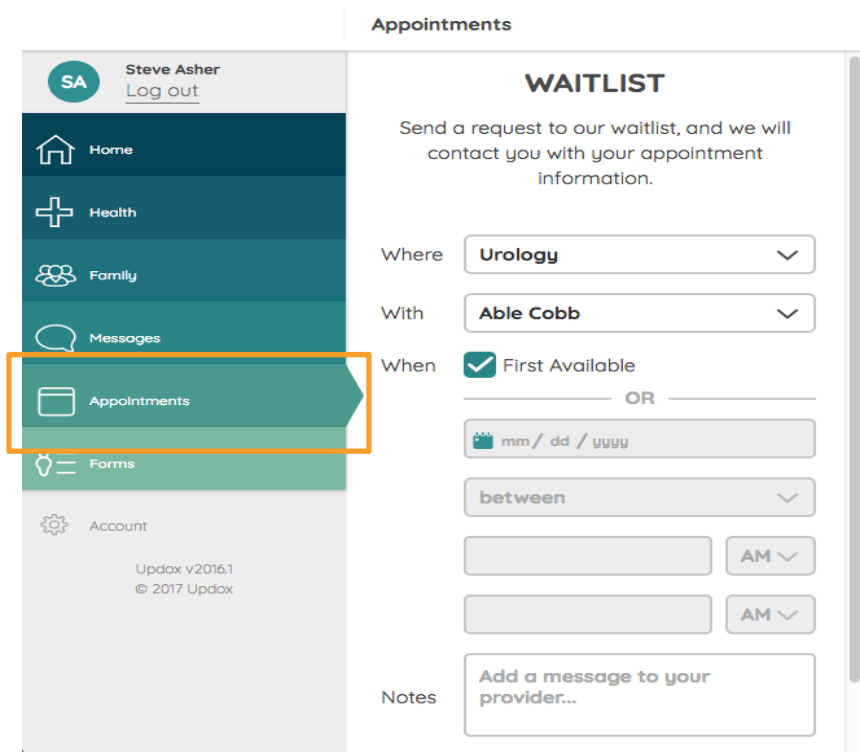
To schedule a Wait List appointment, you will need to provide the following information:

- Where: The location of the facility you wish to visit.
- With: The provider you wish to see.
- When: The time you are requesting.

    Note: the **First Available** checkbox will be selected by default.

Unchecking the First Available box will allow you to request a Wait List appointment for a specific date and time.

- Enter the date of your appointment request.
- Choose your timeframe: between, before or after.
- Define the appropriate time value(s).
- Enter notes relevant to your appointment request (optional).
- Click the 'Request Waitlist' to submit your appointment Wait List request to your clinic.

Forms Tab

On the Forms tab, you can complete forms provided by your clinic and submit them for review.
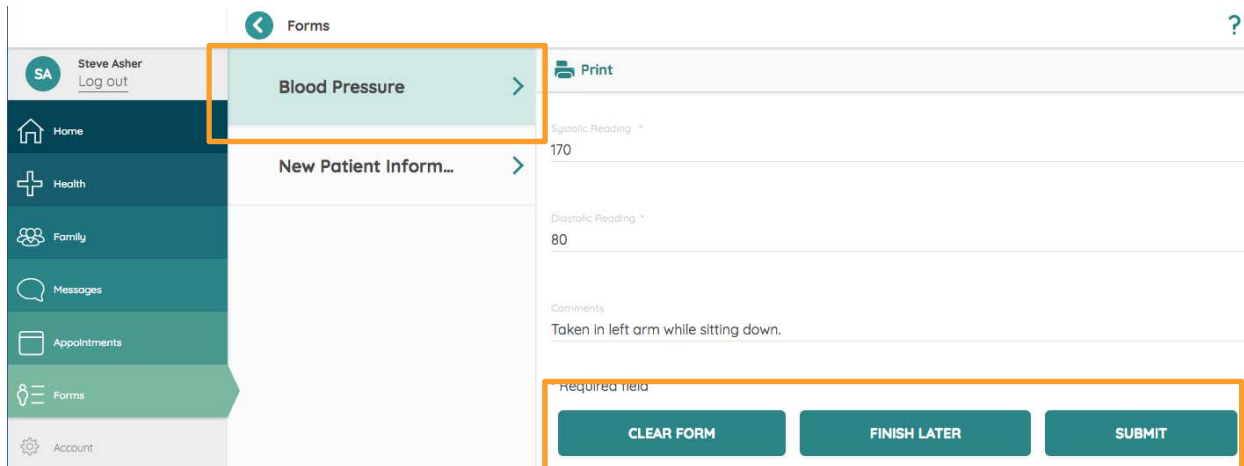
Clicking on the form title (i.e. Blood Pressure) will cause the details to display on the right-hand side. Required data fields will be noted with an asterisk (*).

- **Clear Form** will clear all the data you've entered so you can start over.

- **Finish Later** will save your work and allow you to finish the form later.

- **Submit** sends the form with your data to the clinic.

Account Tab

On the Account tab, you can change the information in your Portal profile, and you can give family members access to your Patient Portal.
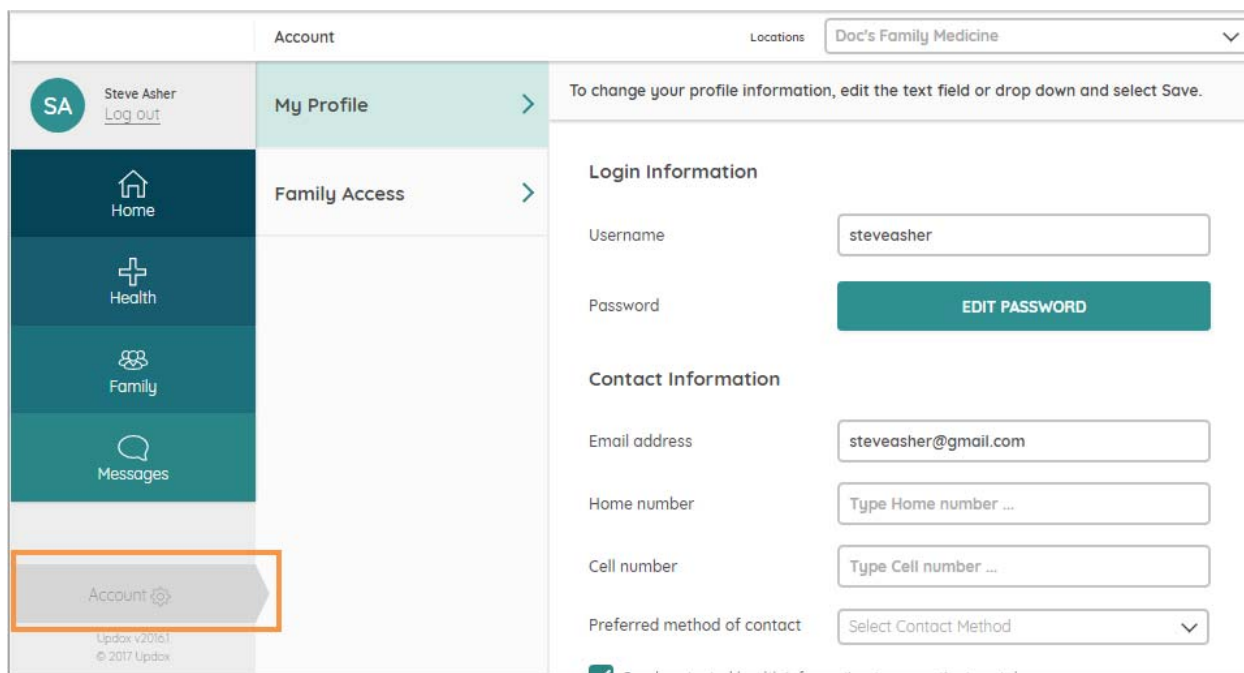
My Profile

- In the My Profile section of the Account tab, you can change your Portal username and password, your contact information, and your preferred language, location, and time zone.

- You can also stop the clinic from sending any more messages or health information to your Portal by removing the check from the 'Send protected health information to my patient portal' check box. (Click the check box to remove the check; click again if you want to add it back.)

- When you make changes, be sure to scroll to the bottom and click the SAVE button.

Family Access

The Family Access section of the Account tab allows you to give family members access to your Patient Portal. There are two ways to provide access to your Patient Portal: You can **create a new user**, or you can **grant access** to someone who already has a Patient Portal account with the clinic where you have your Patient Portal account. Both options are explained below.

- If you **create a new user** account for someone, you must give that person the link to the Patient Portal login page, along with the username and password for the account that you created for them. When the person enters the username and password in the login page for the Patient Portal, *your* Portal will be displayed, and they will be able to see all of your health records and messages.

  To create a new user account, type the person's first name, last name, username, and password in the applicable fields. If you want the account to be disabled after a certain amount of time, enter an expiration date (this is optional). Click the CREATE USER button to finish creating the account.

- You can **grant access** to someone *only* if that person already has a Patient Portal account with the same clinic where you have your Patient Portal account. When you grant access to someone, they will be able to access *your* Portal information from within *their* Portal.

  To grant access to someone, you must get the username and password for *their* Portal account, enter *their* username and password into the GRANT AN EXISTING USER ACCESS section of the Account tab on *your* Patient Portal, and click the GRANT ACCESS button.
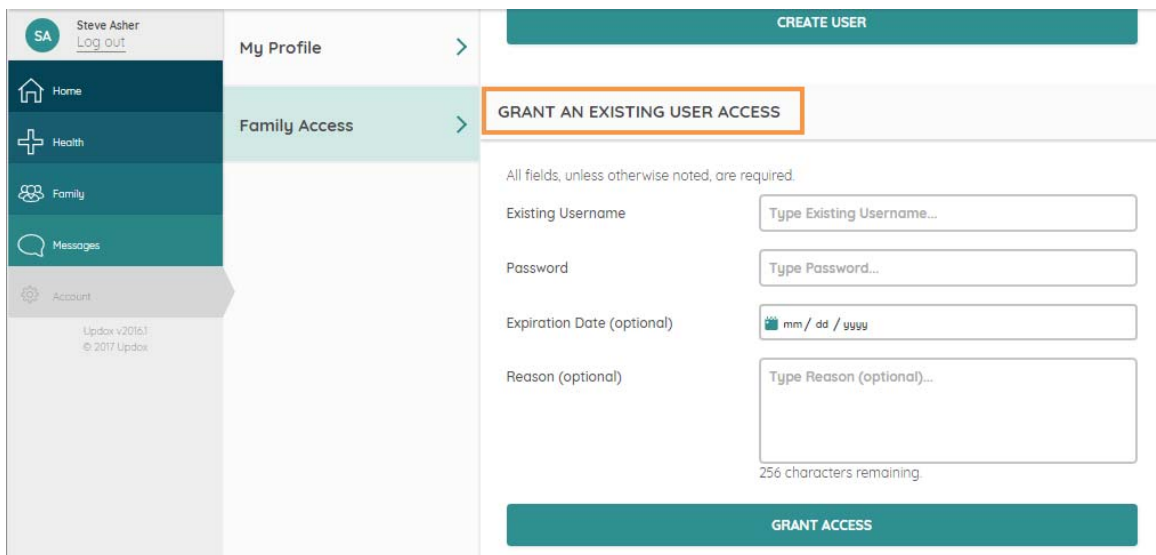
The next time they log in to their Portal, they will see your name on the Family tab in their Portal - and if they click the SWITCH button next to your name, *your* health records and messages will be shown on the Health and Messages tabs in *their* Portal. (See the Family Tab section of this document for more information.)

Log Out of the Portal

To log out of your Patient Portal, click the LOG OUT link located under your name in the upper left corner of the Patient Portal.