



BANISTER-LIEBLONG CLINIC

Procedures

and

Guidelines

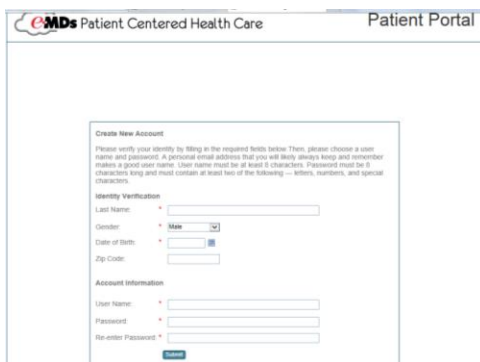
for using

Patient Portal

Welcome to Patient Portal! Following our procedures and guidelines should make this portal a useful tool for communication with our clinic.

After submitting the attached form you will receive an email from Portal Registration with a URL to Patient Portal - Create User Account site. Click on the link to open your internet browser to the access screen of portal.

To Create a New Account you will need to enter your Last Name, Gender, Date of Birth, and Zip Code (optional). On some browsers date of birth must be entered into the calendar by the **year first**, then month and day. Please note the rules for the User Name and Password: each must be at least 8 characters long and the password should include at least two of the following: letters, numbers, and special characters.



Write your User Name and Password here.

User Name:

Password:

Click the **Submit button** to create your Account.

The next screen you will see allows you to check the demographic information that the clinic has stored for you. Please double check this information and make corrections and additions, if needed. The only required field is the **contact method** field. Clicking the circle next to Portal Communication will make the Portal our first line of communication with you. Any changes you enter in this screen will be submitted to the clinic front office for updating your records when you click the **Submit button** at the bottom of the screen. You will be notified through the portal when the changes are applied.

You should receive an email thanking you for registering and giving you a new URL to access the login window. You will want to bookmark this URL to your favorites.

<http://www.healthportalsite.com>

You now have a Patient Portal account with Banister Lieblong Clinic!!!

When you log in to Patient Portal you will navigate using the labeled tabs under the clinic name. The tab with the circled (?) will open a new browser tab with instructions for using this portal. Please be aware that Banister Lieblong clinic does not use all of the features of this portal at the present time.

The Messaging Tab will give you access to messages the clinic sends to you through the Portal. You may send limited, secure messages to the clinic. These may include Appointment requests, Billing/Insurance questions, Referral Requests, or non-urgent Medical questions. Please be aware that messages will not go directly to any physician.

All messages addressed to a physician will be viewed by a member of the nursing staff first! This will allow all messages to be addressed in a timely manner.

The Patient Portal messaging is not intended to provide internet based diagnostic medical services. Also the following limitations apply:

- No internet based triage and treatment request. Diagnosis can only be made and treatment rendered after the patient schedules and SEES the doctor.
- Refills should not be requested by messaging. Use the Health Summary Tab Refill Requests button.
- If you have not received a response from a portal request **within 2 business days** it is **your responsibility** to contact the clinic by phone or in person.
- **No emergent communications or services.** Any emergent conditions should be seen by your nearest health care provider or **call 911.**

The Home Tab has a headline with seasonal information about our clinic such as, the beginning of flu shot scheduling.

On the left side you will find appointment information. At this time the Schedule Appointment button will put your name on a Wait List and a Scheduler will call you to schedule your appointment. The center section will list your current messages from the clinic that you can view with a mouse click. The right side lists your recently posted lab results (click to view) and lists certain clinical recommendations.

The Health Summary Tab allows you to view the documentation the clinic has recorded on your Current Problems, Past Problems, Past Medical History, Medications, Family History, Allergies and Adverse Reactions, Vitals, Immunizations, Surgeries, Test Results and other Documents. You can use this page to:

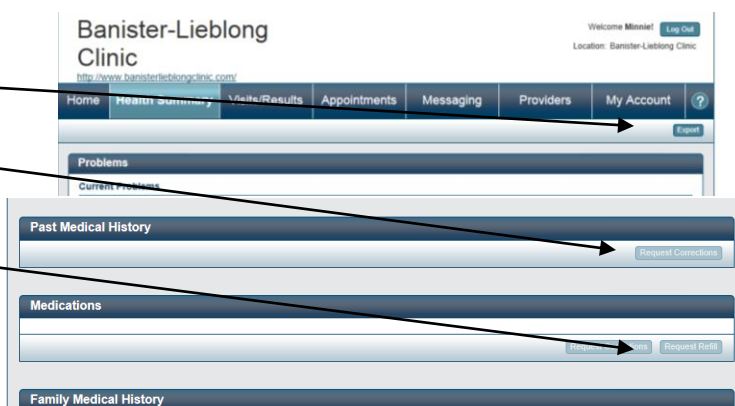
Export your Medical History

Send a correction request to the clinic

Ask for refills for Medications prescribed by our providers.

Please note that it may take up to two business days for the refill request to be addressed. You may receive a message that an office visit is required before the medication can be refilled.

If you have not had a response to your request in two business days, call the clinic.



Refer to the online directions if you need help with any of these features. Remember any request for changes will be reviewed and input by clinic staff.

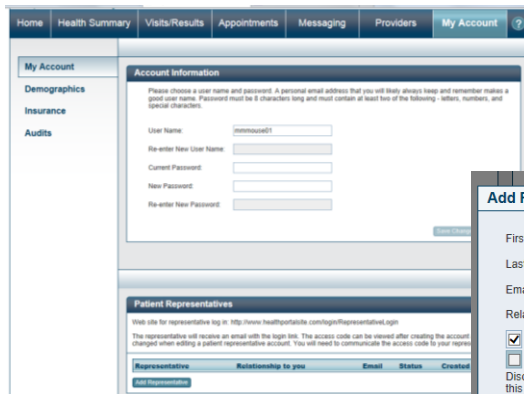
The Visit/Results Tab grants another access to lab results. There will also be access to a summary of your visits notes on this list.

The Appointments Tab allows you to request an appointment with one of our physicians. Be sure to select a reason for your visit or add a comment if you choose Other.

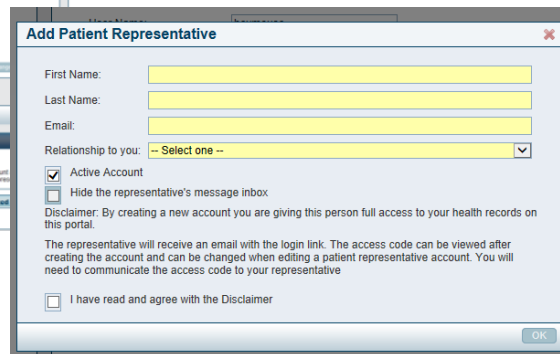
Remember: At this time you will only be added to the Wait list and someone will call you with an available time and date.

The Providers Tab displays a list of our providers and a map to our location.

The My Account Tab is where you can change your password, request an update to Demographic or Insurance information or audit the accesses made to your account. Remember any change request made to your Demographics or Insurance will be reviewed and input by our staff. **Insurance changes require a new copy of your insurance card.** You must present it to the front desk on your next visit to the clinic.



The bottom of this screen allows you to appoint patient representatives. If you need to give someone access to this portal to help you manage your medical situation you will enter their name, relationship to you and their secure email address.



Once this information has been entered, click the box next to “I have read and agree with the Disclaimer” and click OK. The My Account Tab will reappear with a green line under the Tabs containing the words:

Patient representative has been created. You must give this access code to your representative:#####

ACCESS CODE _____

The eight digit code will be required for the Representative to access your Portal. They will receive an email with the URL link to login as a Patient Representative. <http://www.healthportalsite.com/login/RepresentativeLogin>

Note: Patient Representative must have the access code, first and last name as entered by the patient and the patient’s last name to log into Patient Portal as your representative.

Refer to the online directions if you need help with any of these features.