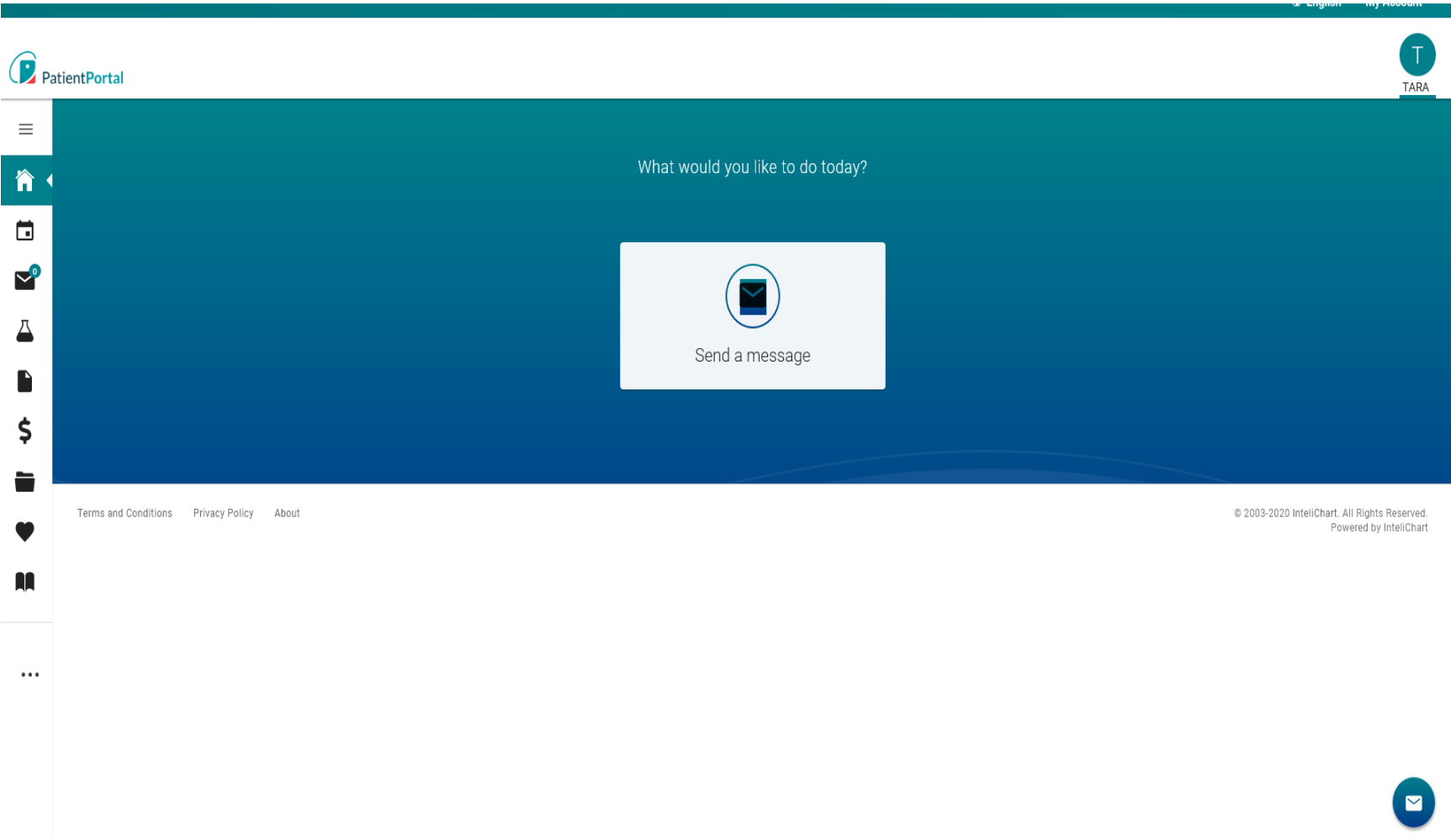
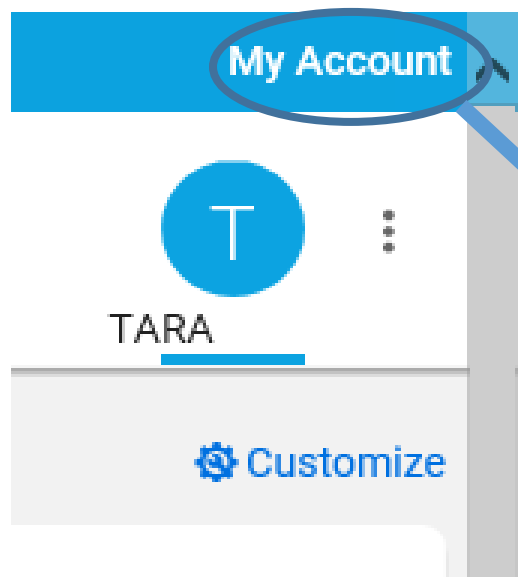


After logging in to Patient Portal You will see this Display.

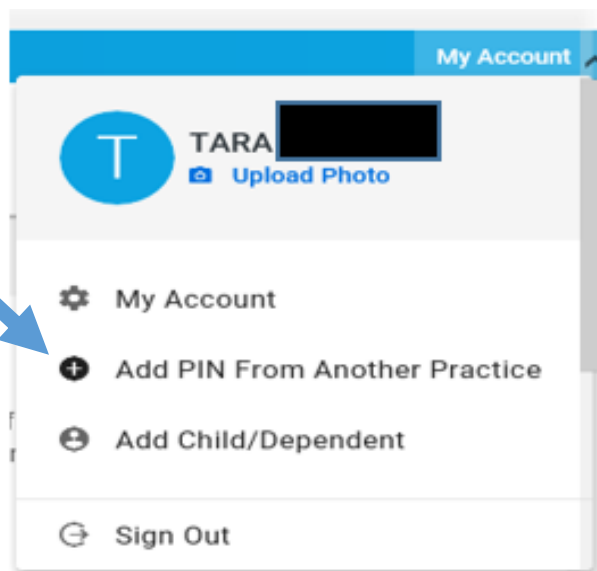


HOW DO I ADD MY PIN NUMBER FROM ANOTHER PRACTICE LOCATION?

Step 1: Go to Top Right Corner of Screen MY ACCOUNT



Step 2: Add Pin from Another Practice



Step 3: Enter PIN you were provided and Birthdate

A screenshot of the 'Add PIN' form. The form has a title 'Add PIN' and a close button 'X'. Below the title is a message: 'Adding a PIN to your account will allow you to view your clinical data from your practice.' The form contains two main sections: 'PIN' with a text input field, and 'Date of birth' with three dropdown menus for 'Month', 'Day', and 'Year'. At the bottom right are two buttons: 'CLOSE' and 'ADD PIN'.

What are these icons located on the left of the sign in page for?

The diagram illustrates the navigation menu on the left of the PatientPortal sign-in page and the resulting menu on the right. A red circle highlights the three horizontal lines icon (hamburger menu) on the left. A red arrow points from this icon to a text box explaining its function. A large red arrow points from the text box to the right-hand menu, which is the result of clicking the hamburger menu icon.

On Left of Screen you see these ICONS. By clicking on the 3 gray lines the Tabs open up to let you know what each tab stands for. You may then begin Navigating to the various areas of your PATIENT PORTAL account by clicking on the area you would like to visit.

Left Side Icons (Top to Bottom):

- Home (House icon)
- Appointments (Calendar icon)
- Messages (Envelope icon)
- Labs (Flask icon)
- Forms (Document icon)
- Billing (Dollar sign icon)
- My Chart (Folder icon)
- My Health (Heart icon)
- Health Education (Book icon)

Right Side Menu (Top to Bottom):

- Home
- Appointments
- Messages (0)
- Labs
- Forms
- Billing (Dropdown arrow)
- My Chart (Dropdown arrow)
- My Health (Dropdown arrow)
- Health Education

How do I see my CHART?

To view PATIENT CHART, click on MY CHART. The different areas of your CHART will open up as seen on the picture on the right.

For example, to see your allergies, click on the word ALLERGIES.

Home

Appointments

Messages 0

Labs

Forms

Billing

My Chart

My Health

Health Education

My Chart

- Summary
- Medications
- Labs
- Histories
- Allergies
- Visits
- Immunizations
- Problems
- Vitals
- Growth Charts
- Documents

You will also notice the tabs are visible on top of screen from LEFT TO RIGHT for your use

Chart Summary Medications Labs Histories Allergies **Visits** Immunizations Problems Vitals Growth Charts Documents

I have opened MY CHART section and I still cant see all of my records?

There are 2 tabs that show more detailed records. Please remember that some results are not able to break out into individual sections. All are visible in the DOCUMENTS sections. In the Documents section you are able to view, download, and save or you can electronically send a document to a Provider by secure messaging. A special secure address is required to use this function.

My Chart ▾

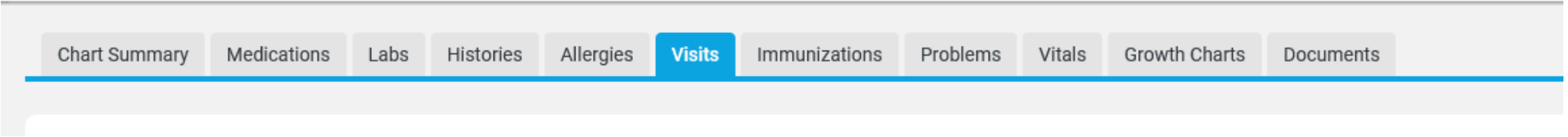
- Summary
- Medications
- Labs
- Histories
- Allergies
- Visits
- Immunizations
- Problems
- Vitals
- Growth Charts
- Documents**

Clinical Documents

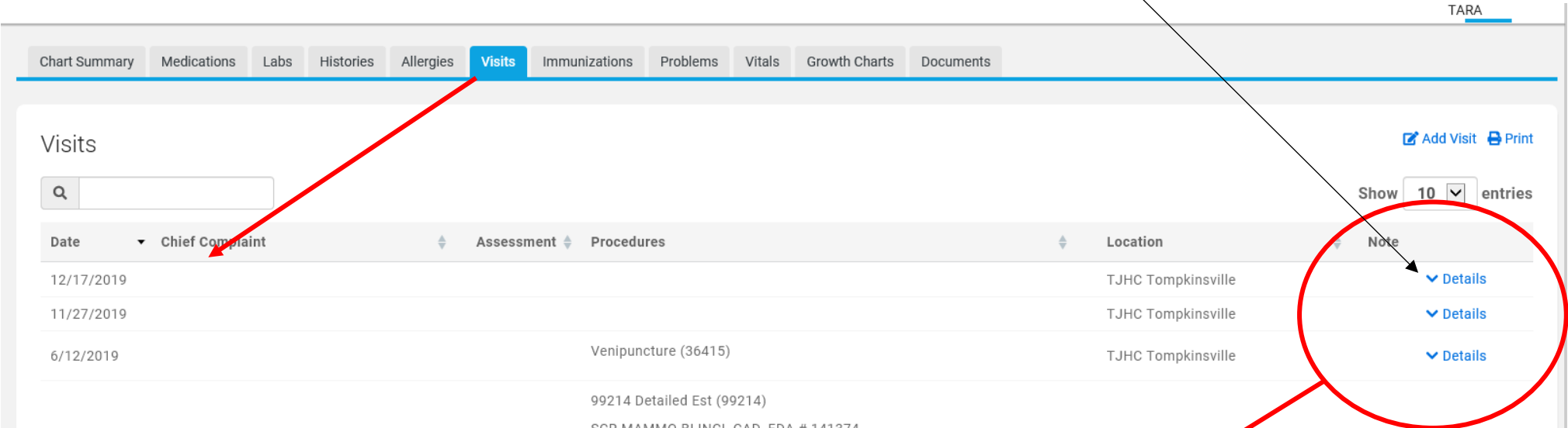
🔍

Date Created ▾	Filename	
10/25/19 12:36 PM	Transition Of Care Ambulatory for [REDACTED]	VIEW FILE HISTORY DELETE
6/20/19 12:42 PM	Continuity of Care Document 06/20/2019 12:41 f [REDACTED]	VIEW FILE HISTORY DELETE
6/20/19 12:21 PM	Continuity of Care Document 06/20/2019 12:21 f [REDACTED]	VIEW FILE HISTORY DELETE

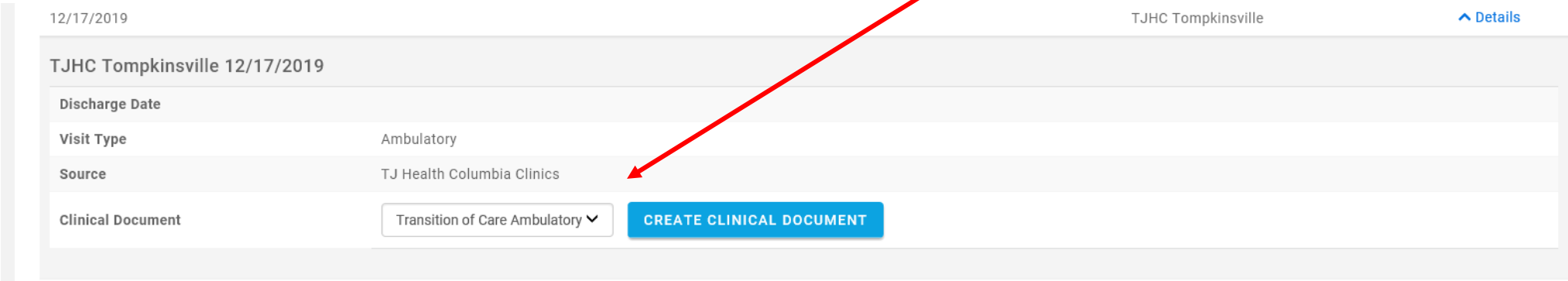
VISIT TAB: You can also view more detailed records in the VISITS tab. Look for the date of service as seen below




Dates of VISITS will be Visible in Left of Column On the right Side you will Notice DETAILS tab. By clicking on the down Arrow Beside Details it will open the Visit Summary



Create: You now are ready to Create a Clinical Document or Summary of the Visit Details to Print or DownLoad. Specialty Test may be found here.



DOWNLOAD SEND:

Discharge Date	
Visit Type	Ambulatory
Source	TJ Health Columbia Clinics
Clinical Document	<div>Transition of Care Ambulatory </div> <div>CREATE CLINICAL DOCUMENT</div>

After Clicking Create Clinical Document,

A Pop up will be visible on the screen with the following listed.

- **UNSECURE SEND VIA E-Mail**
- **DIRECT TRUST EMAIL** (requires special direct email address)
- **DOWNLOAD** to personal computer or flash drive
- **PRINT:** print

Send Clinical Document

The message you are preparing to send contains sensitive information. Identify the method through which you wish to send the personal health records.

Send Via

☐ Email Address

Regular email is an **unsecure** way of sending your Personal Health Information. If you would like to send your Personal Health Information to your healthcare provider securely please ask for their Direct Trust Email Address and select the option below.

☒ Direct Trust Email

Enables you to send your Personal Health information to providers, hospitals, and other partners **securely**. Contact your healthcare provider for their Direct Trust Email Address.

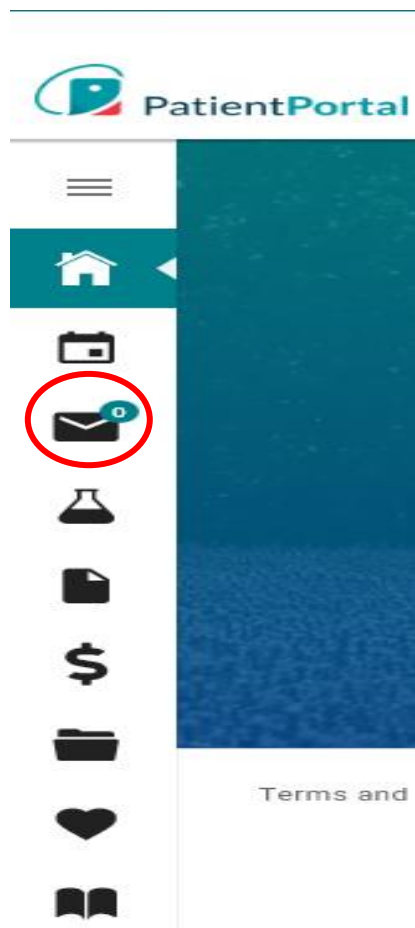
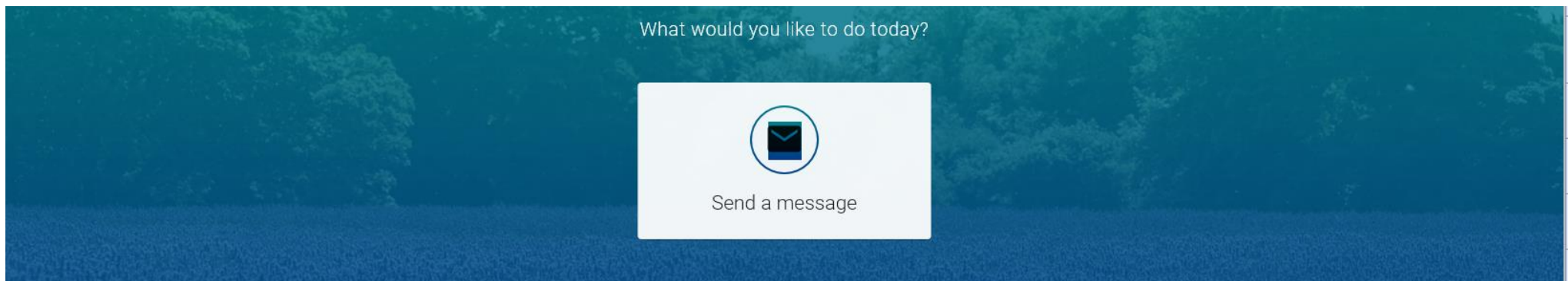
SEND CLINICAL DOCUMENT

DOWNLOAD

PRINT

How can I request a refill on my medications or communicate with my Provider by the portal?

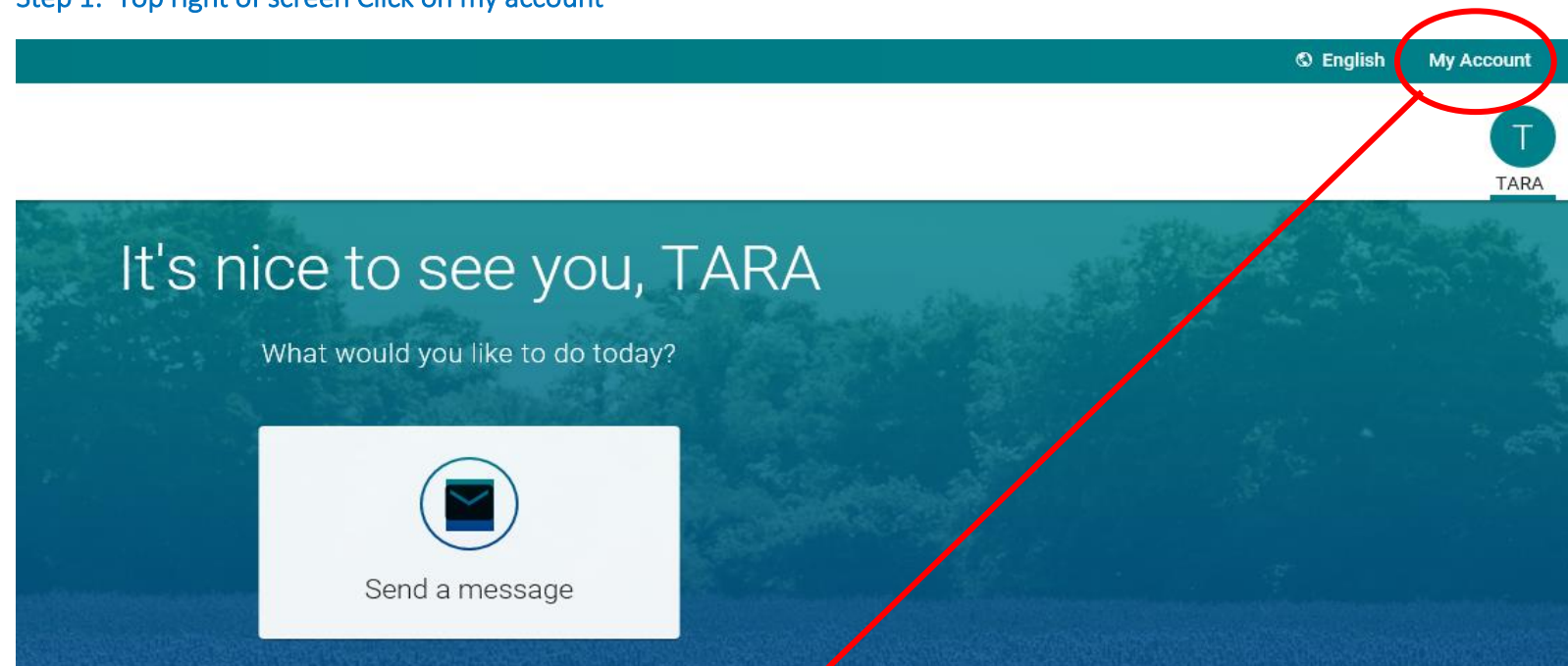
Once you have logged into the patient portal, you will see “What would you like to do today? You may click on the Send message to send secure message to your provider requesting refills or any other message you need to communicate. Please make sure you include specifics about which medications need refills. Also include your pharmacy name so that we can verify we have correct information. You will receive a message by email when your provider has responded. You can log into your Portal Account to view return message. Look for the envelop icon.



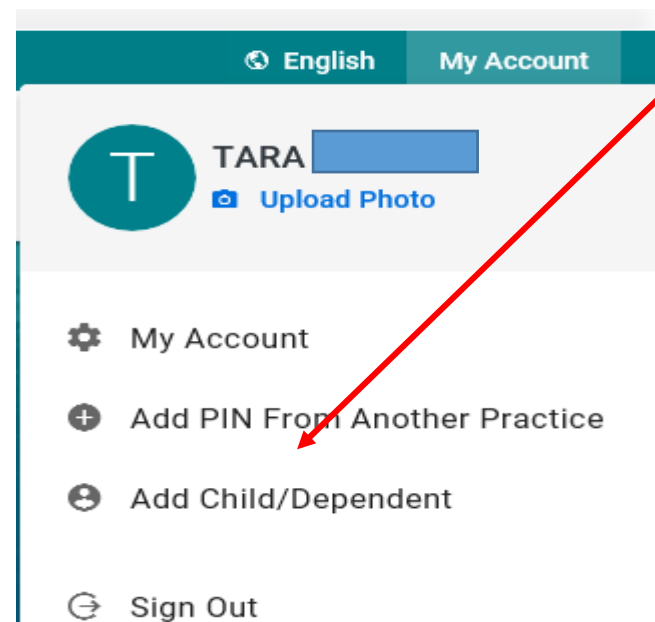
Can I add my dependent children under my account?

Yes, you can add children

Step 1: Top right of screen Click on my account



Step 2: Click on Add Child/Dependent



Step 3: Enter Child/Dependent Pin that was provided at registration and the Birthdate

A screenshot of the 'Add a child/dependent account' form. The form has a title 'Add a child/dependent account' at the top. Below the title, there is a 'PIN' field with a text input box. Below the PIN field, there is a 'Date of birth' section with three dropdown menus for 'Month', 'Day', and 'Year'. At the bottom right of the form, there are two buttons: 'CLOSE' and 'ADD ACCOUNT'.

