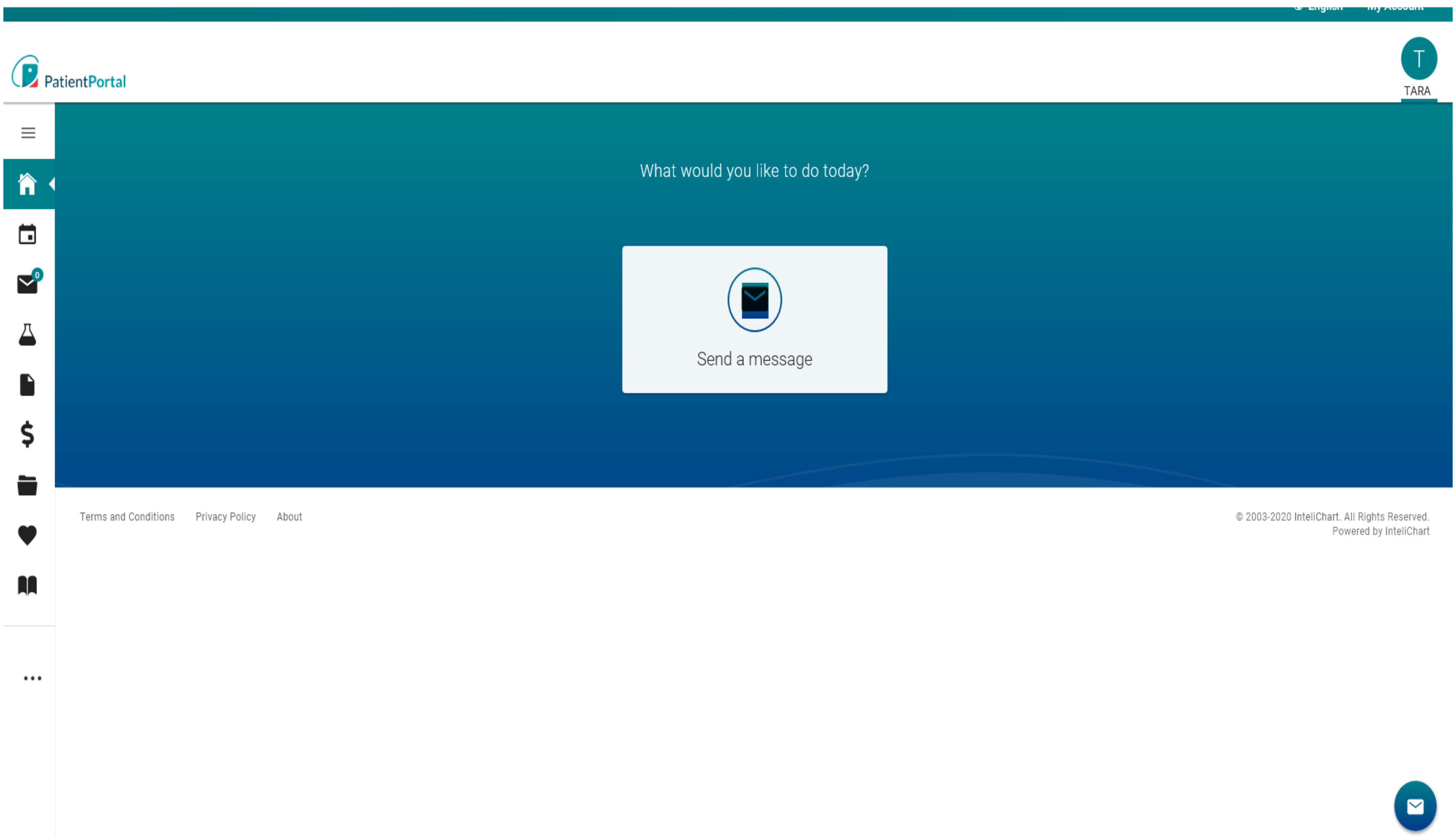
Intelichart Patient Portal:

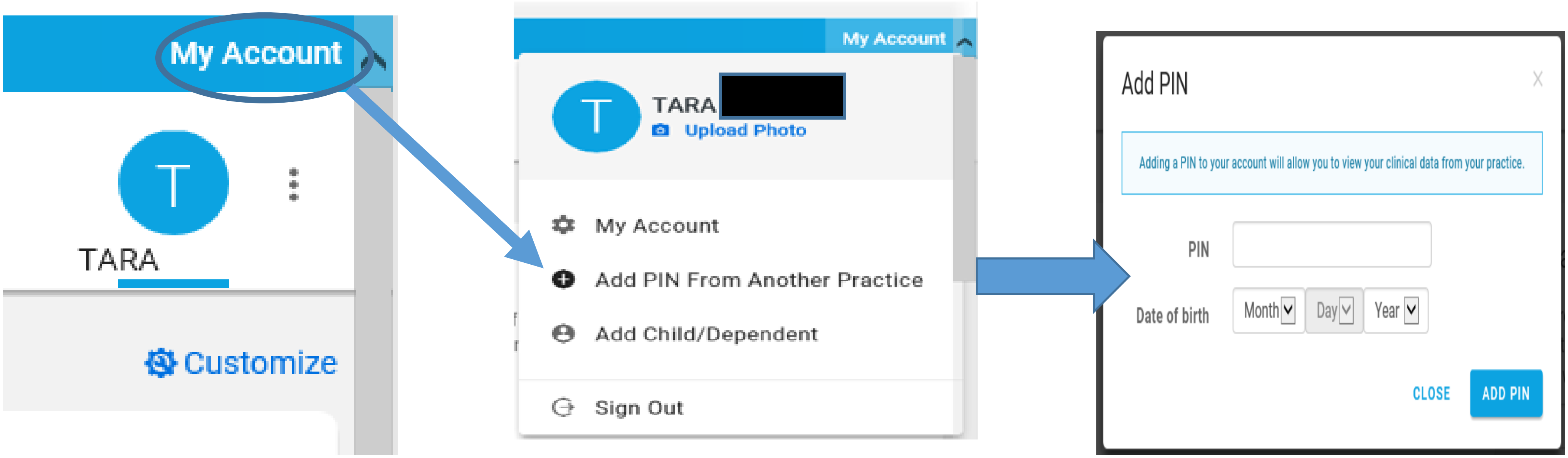
FAQ's

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

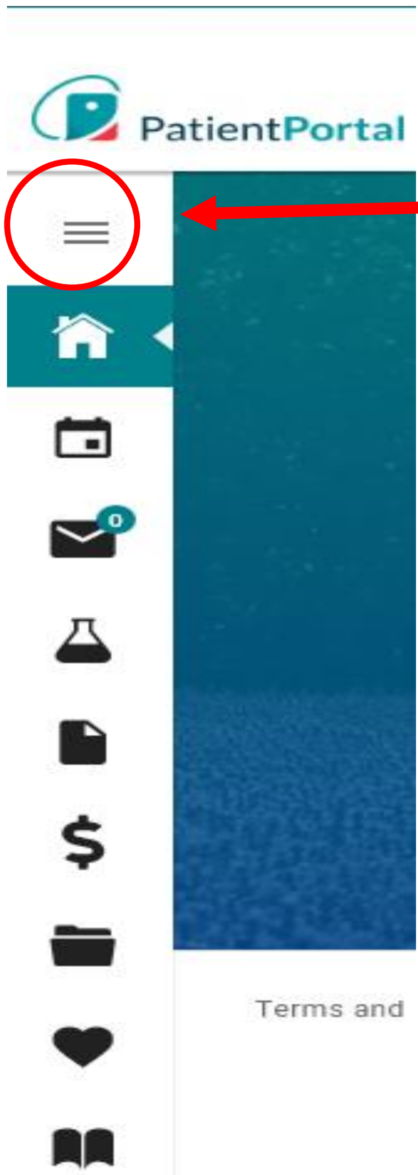


HOW DO I ADD MY PIN NUMBER FROM ANOTHER PRACTICE LOCATION?

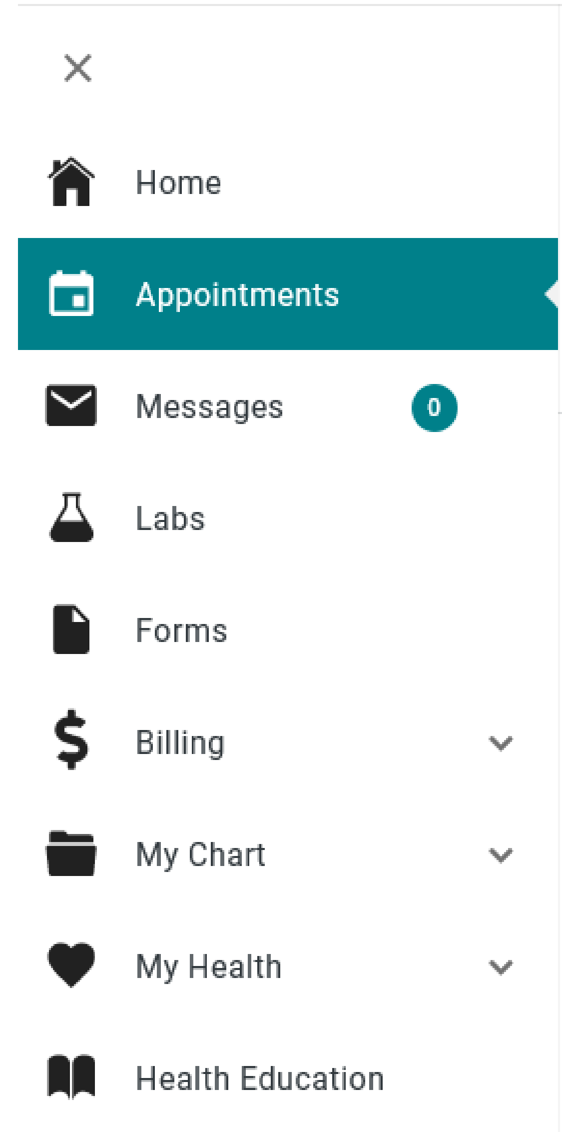
Step 1: Go to Top Right Corner of Screen MY ACCOUNT **Step 2: Add Pin from Another Practice** **Step 3: Enter PIN you were provided and Birthdate**



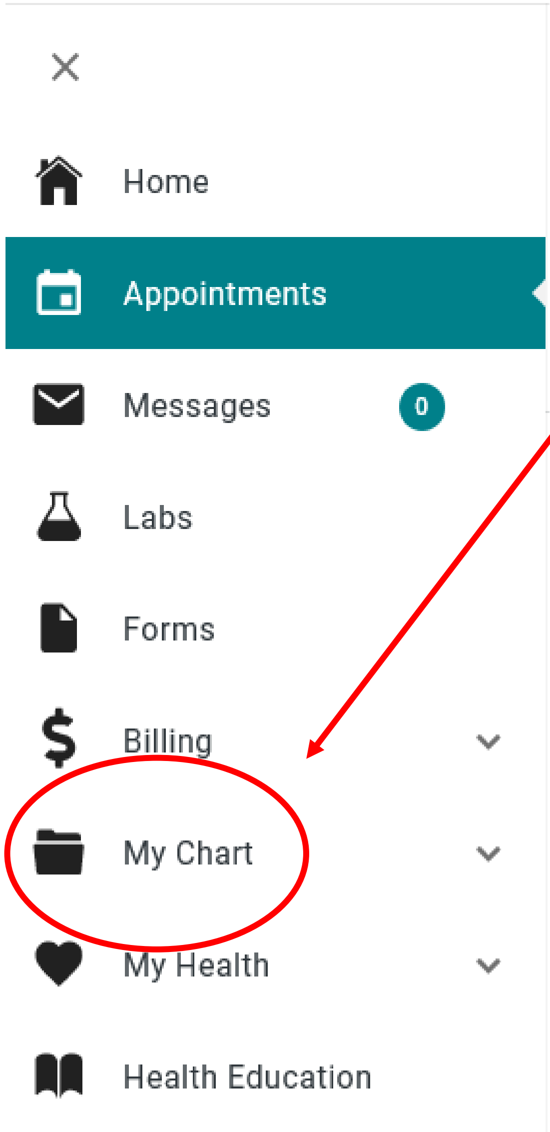
What are these icons located on the left of the sign in page for?



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.

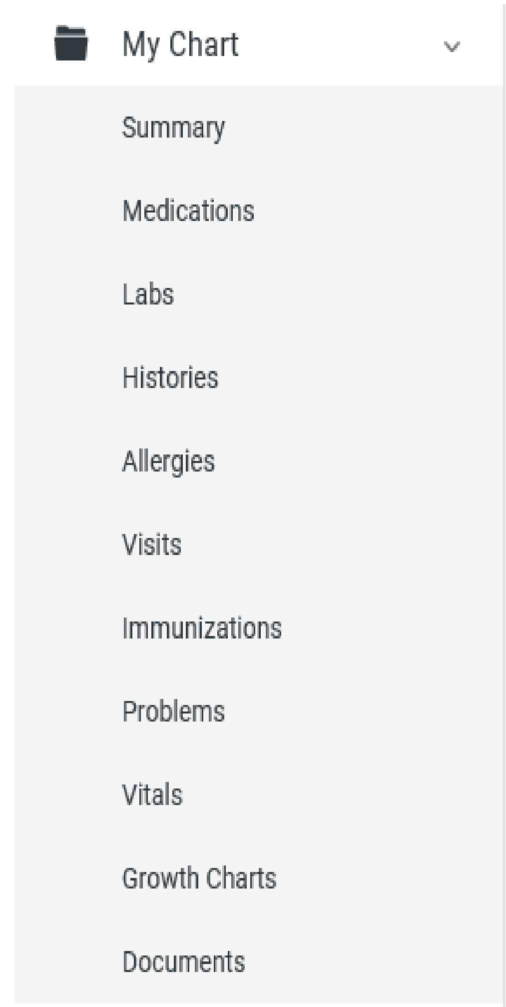


How do I see my CHART?

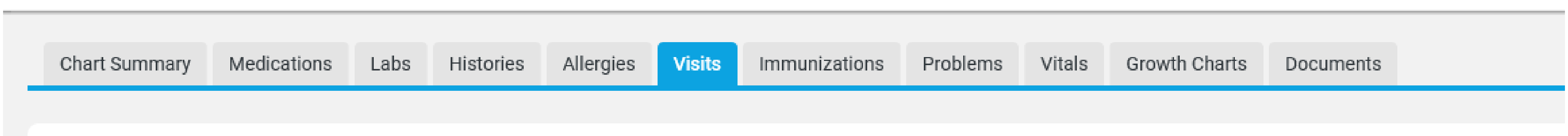


To view PATIENT CHART, click on MY CHART. The different areas of your CHART will open up as seen on the picture on the right.

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

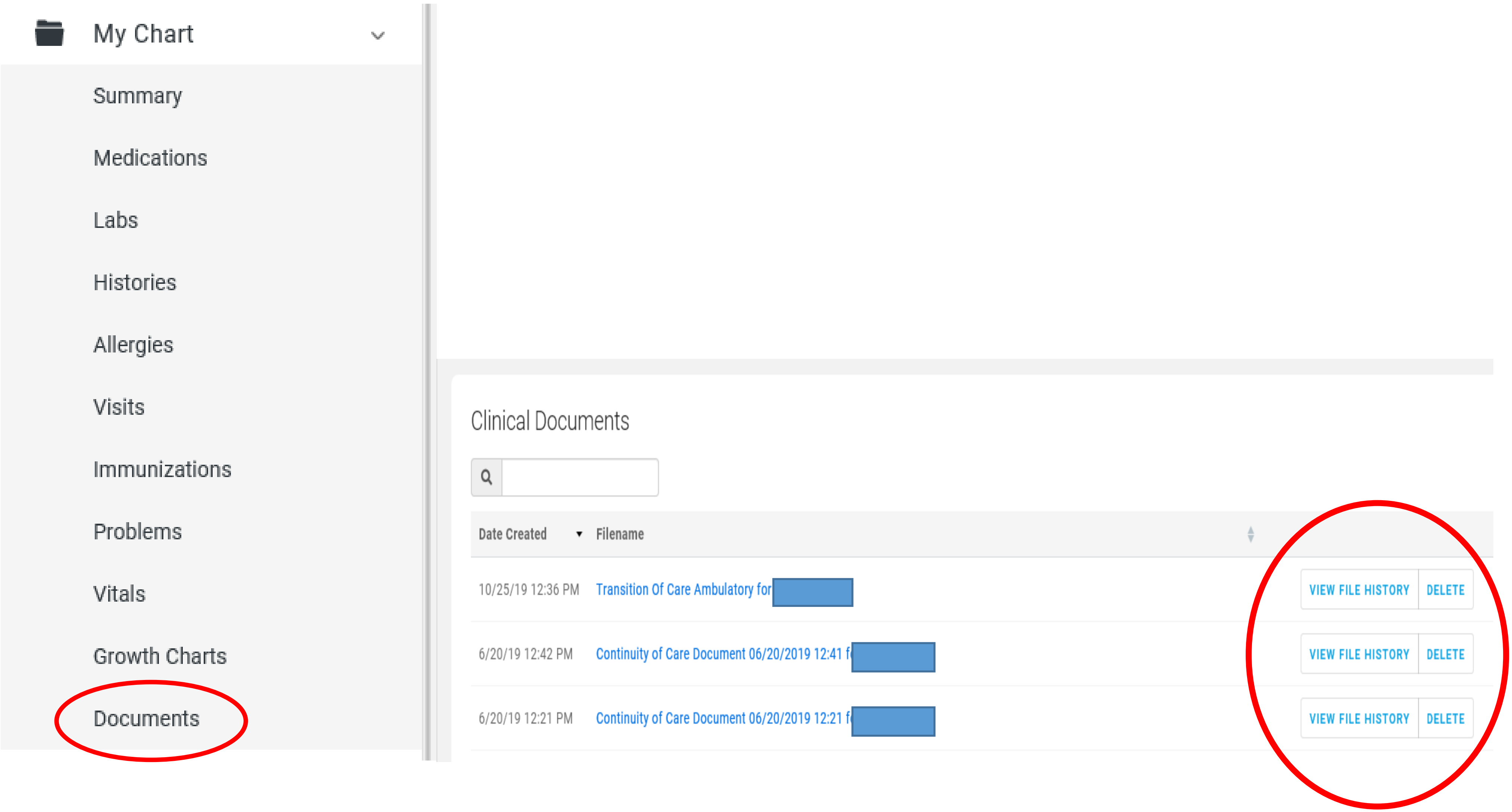


You will also notice the tabs are visible on top of screen from LEFT TO RIGHT for your use

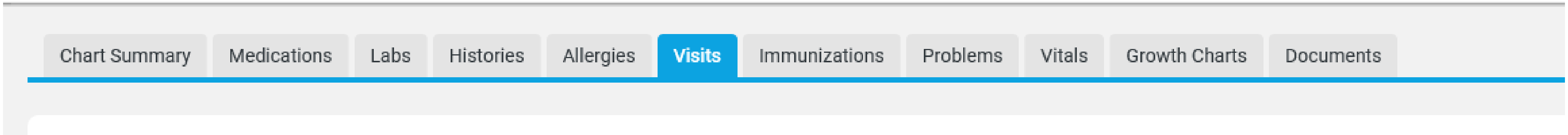


I have opened MY CHART section and I still cant see all of my records?

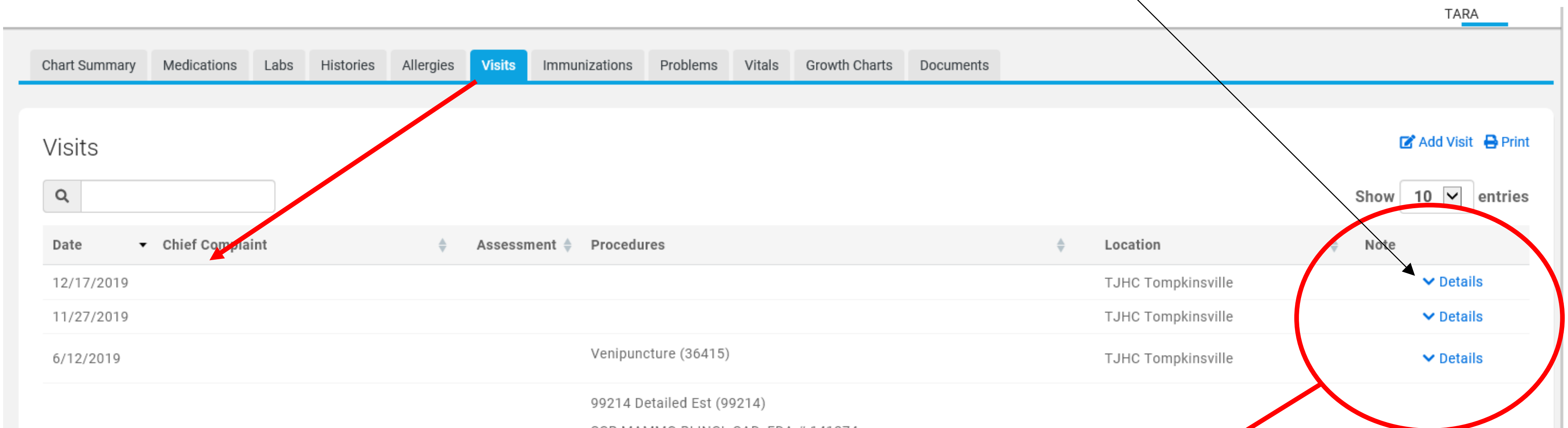
There are 2 tabs that show more detailed records. Please remember that some results are not able to break out into individual sections. All are visible in the DOCUMENTS sections. In the Documents section you are able to view, download, and save or you can electronically send a document to a Provider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



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

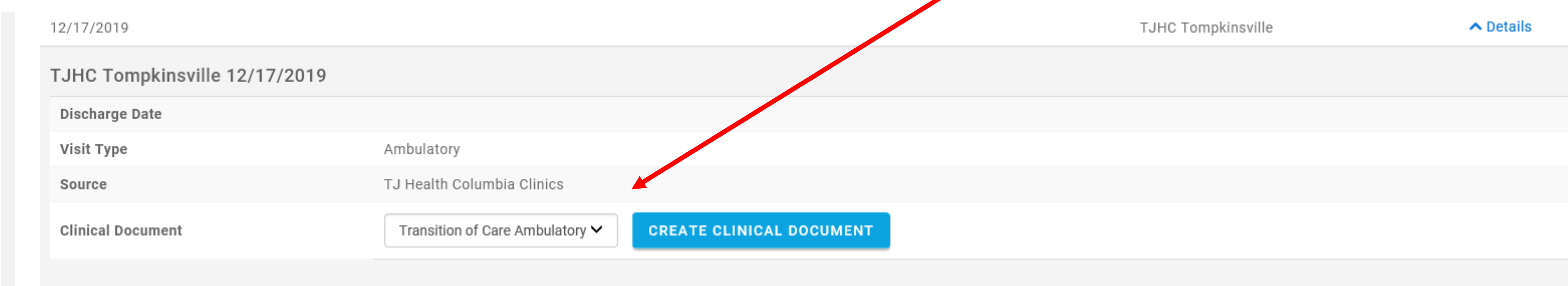


Dates of VISITS will be Visible in Left of Column On the right Side you will Notice DETAILS tab. By clicking on the down Arrow Beside Details it will open the Visit Summary

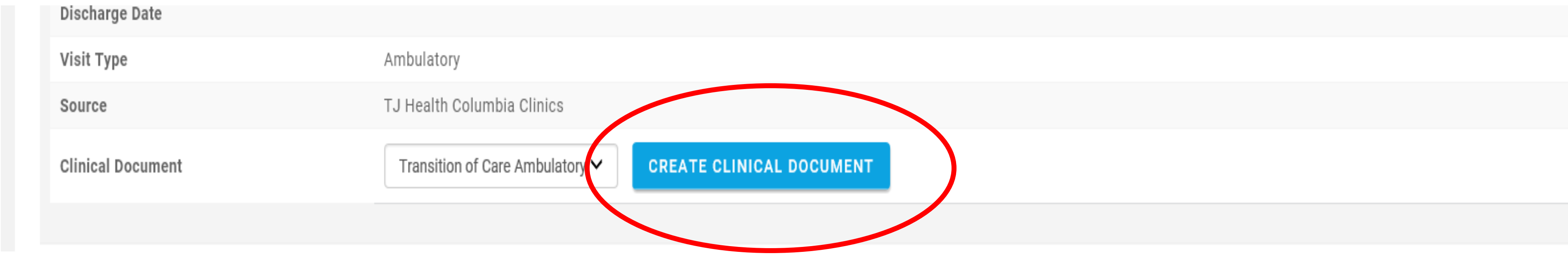


Create: You now are ready to Create a Clinical Document or Summary of the Visit Details to Print

or DownLoad. Specialty Test may be found here.



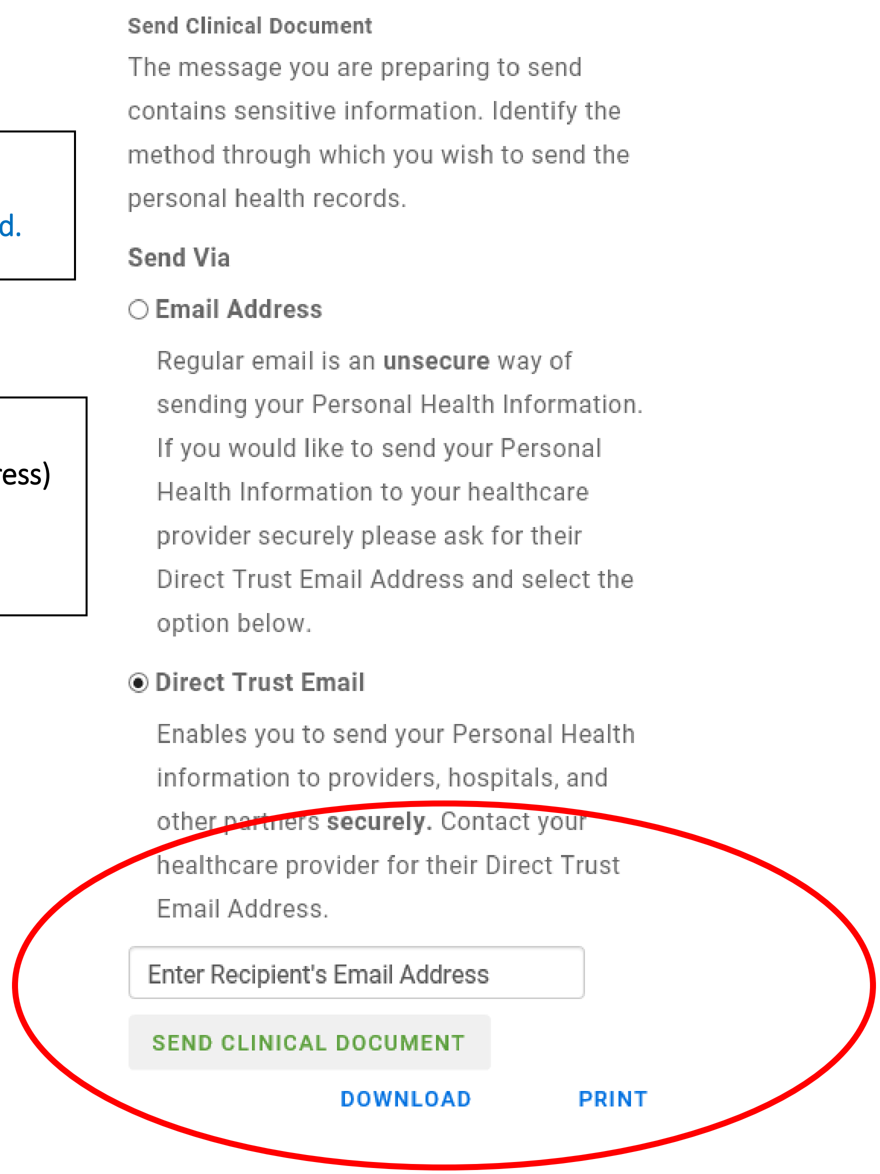
DOWNLOAD SEND:



After Clicking Create Clinical Document,

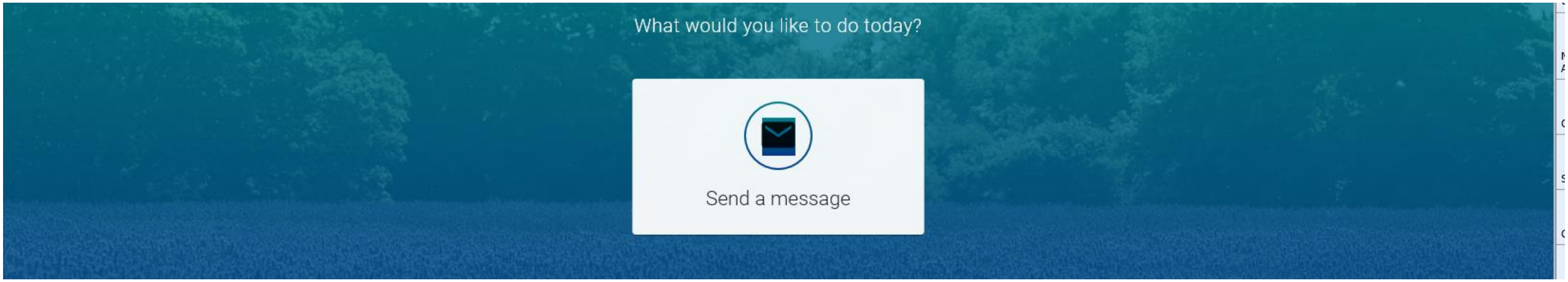
A Pop up will be visible on the screen with the following listed.

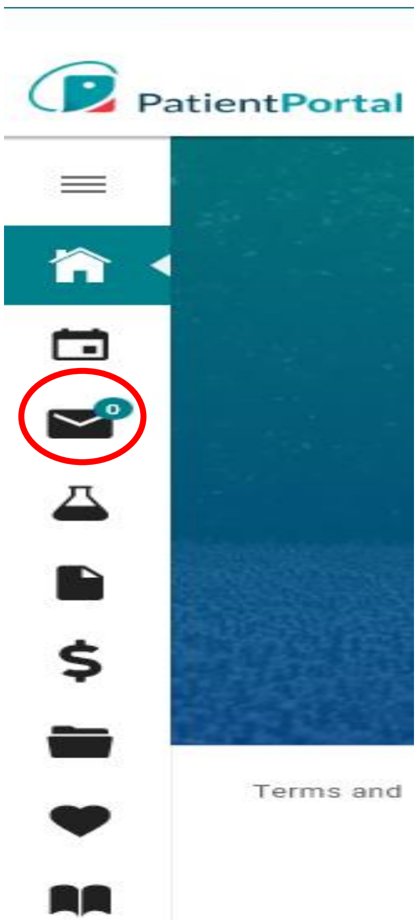
- UNSECURE SEND VIA E-Mail
- DIRECT TRUST EMAIL (requires special direct email address)
- DOWNLOAD to personal computer of flash drive
- PRINT: print



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? 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 abou 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 you Portal Account to view return message. Look for the envelop icon.

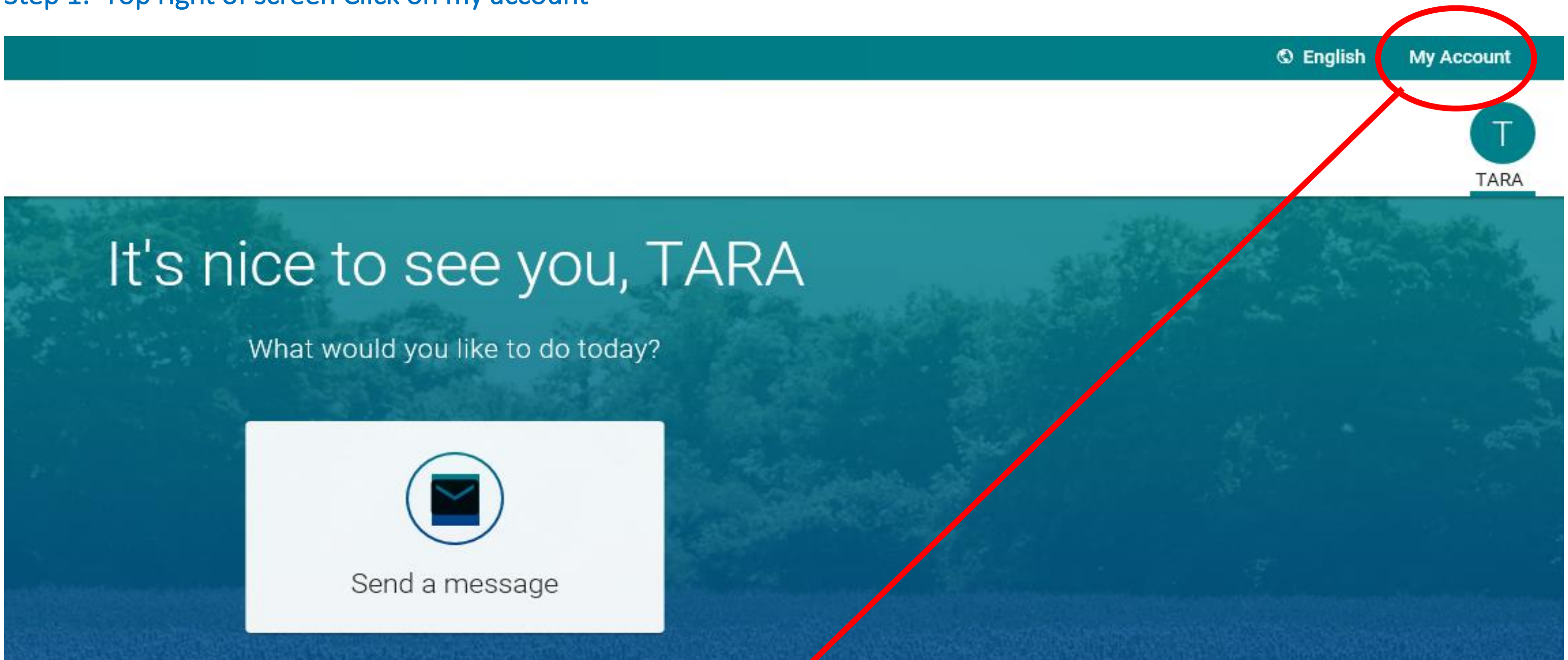




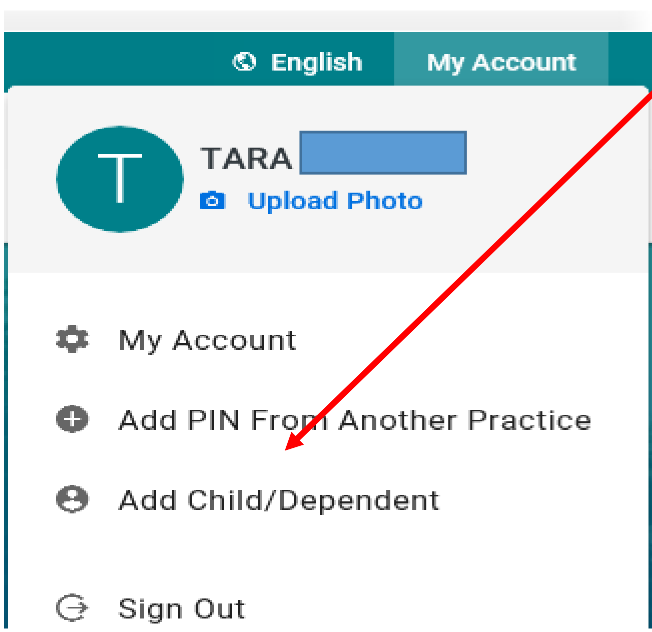
Can I add my dependent children under my account?

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