inTouch™ Patient Web Portal

You may have noticed your healthcare provider entering your information into a computer or tablet today. That's because your physician's practice has elected to use InSync® as its new electronic medical records (EMR) solution, allowing the practice to securely access your medical history with the click of a mouse.

One of the highlights of the InSync® solution is its inclusion of an online Patient Portal feature, inTouch™, which allows the practice and patient to securely communicate electronically with one another. The Patient Portal is an easy-to-use tool for patients to manage their appointments and visit history, as well as communicate with the practice.

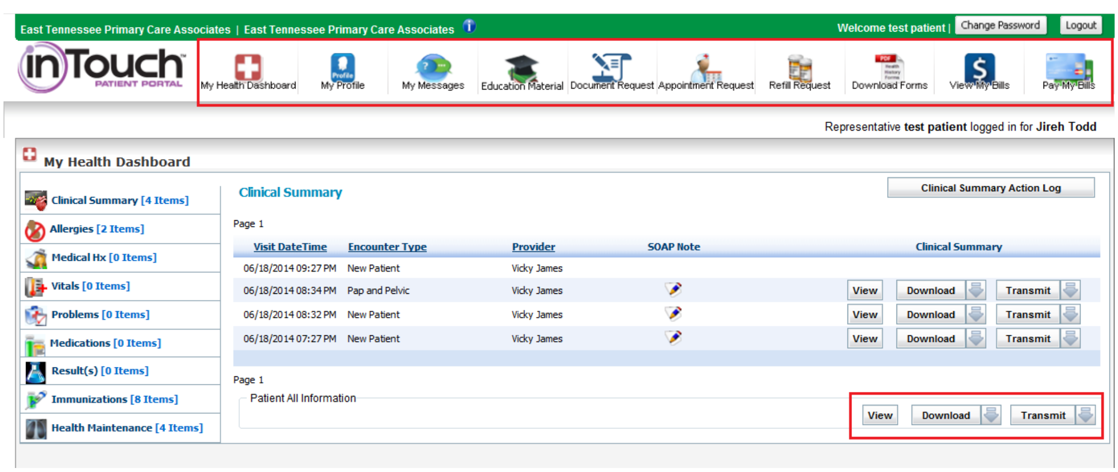
When you register yourself with the practice as a patient, you will receive an e-mail from the practice with a secure URL, username, and temporary password. Click the URL to open into your Web browser.

Enter log-in information, including date of birth (DOB) and home zip code, and click the "Login" button to access the Portal.

Similarly, your representatives can also communicate with the practice electronically once the practice configures your representative's details in the system. A printed document with login credentials is handed over to the representative. With the help of login credentials, your representative can log in to the portal and start electronic communication with the practice users. Upon logging in, the representative's name will display in the top right corner along with the patient's name. Clinical Summary Action Log button on the Dashboard provides you logs of view, download, and transmit actions.

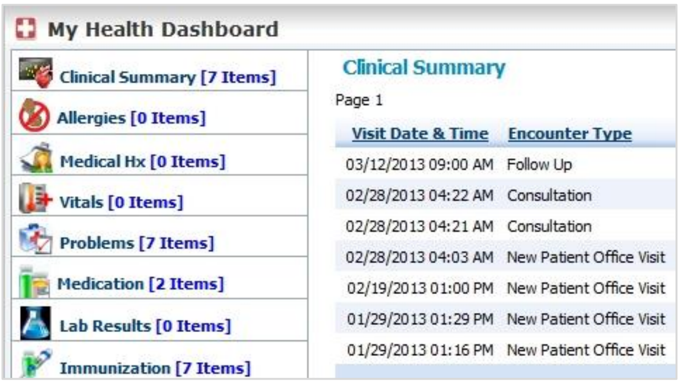
inTouch™ Dashboard

Upon log-in, you will see the following displayed on the Patient Portal Dashboard: My Health Dashboard, My Profile, My Messages, Patient Education, Document Request, Appointment Request, Refill Request, Download Forms, View My Bills, and Pay My Bills.



The practice name will display at the top left corner of the screen; your name will display at the top right corner. Click the "Logout" button at any time to log out of the Patient Portal. Click the "My Health Dashboard" icon at the top of the screen to return to the Dashboard at any time.

Dashboard elements will display on the left side of the screen. Click on the blue link to open that section of the Patient Portal for viewing.



Clinical Summary – visit history
Allergies – current allergies
Medical Hx – medical history
Vitals – current vital signs
Problems – current/resolved problem list
Medication – current/discontinued medication list
Lab Results – lab result history
Immunization – recommended/vaccine history
Health Maintenance – previously administered/recommended health screenings

Patients can view the clinical summary document by clicking the "View" button. The clinical summary document can also be downloaded or transmitted in xml or report format, by clicking the arrow key next to "Download" or "Transmit" buttons and clicking the "C-CDA xml" or "Clinical Summary". The View, Download, and Transmit buttons shown below the grid in the Patient All Information section can be used to view/ download/ transmit a clinical summary for all the closed/ended encounters.

Viewing Lab Results

To view/print patient lab results:

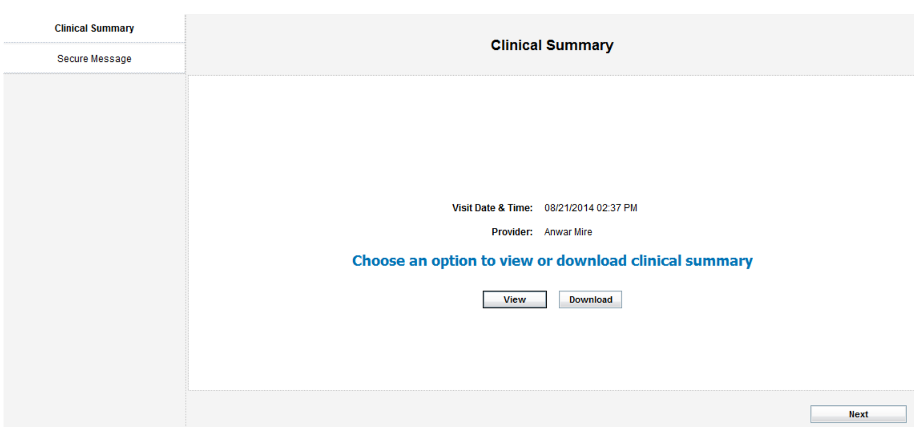
1. Click the Lab Results link on the Dashboard.
2. Click the "+" symbol next to the test name to view lab details.
3. Click the icon on the far right corner of the screen to open a PDF for printing.

Viewing Clinical Summary upon logging in

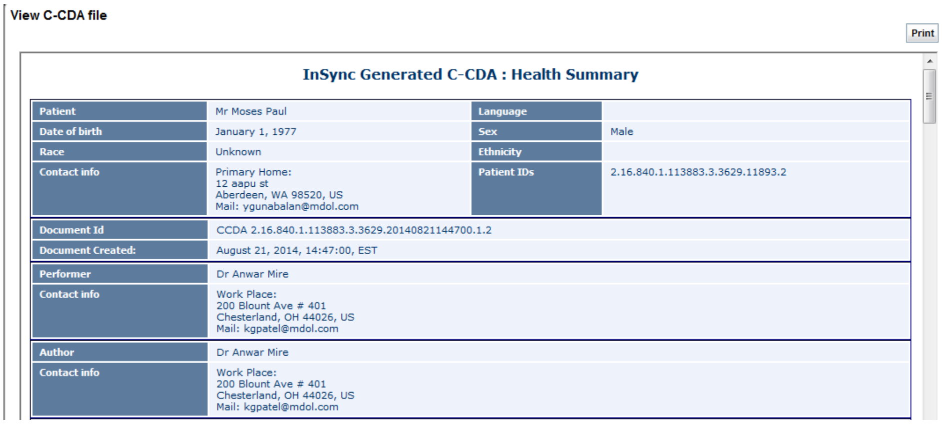
You can view or download the clinical summary for closed/ended encounters.

To view/Download clinical summary:

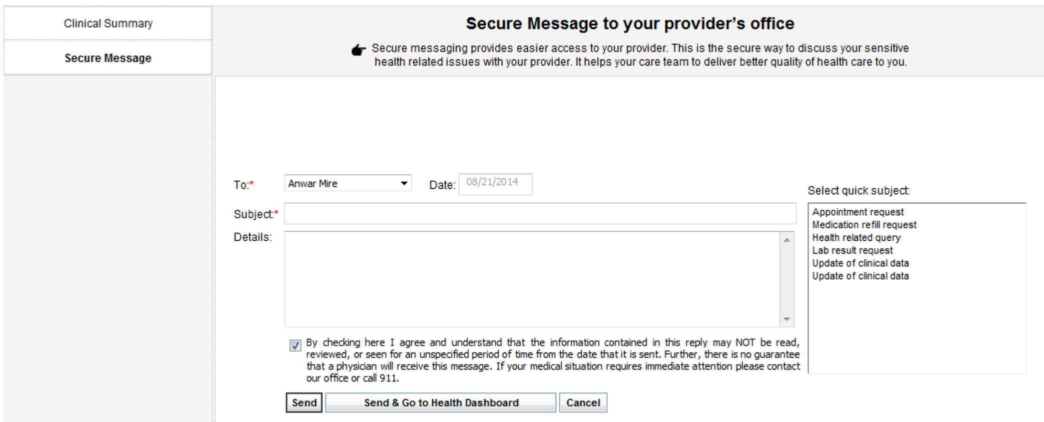
1. Upon log-in, you will see the Clinical Summary screen.



2. Click the “View” button to view the clinical summary or click the “Download” button to download the clinical summary.



3. Click CLOSE to close the clinical summary.
4. Click the “Next” button or click “Secure Message” on the left side. The Secure Message to your Provider’s office screen is displayed.



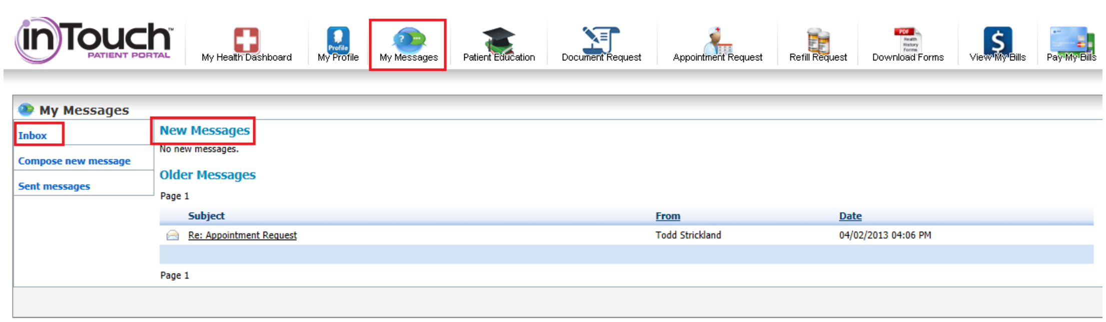
5. Enter the details to send to the practice user, select the check box and click the “Send” button.
6. Click “Send & Go to Health Dashboard” to navigate to the My Health Dashboard screen.

Patient Profile

Patients can view their Patient Information page, which includes demographic, contact, and billing details, by clicking on the “My Profile” icon at the top of the screen. Click “Print” to print the displayed information.

Communicating With the Practice

Patients can communicate with the practice electronically through the Patient Portal. Messages can be read and composed by clicking the “My Messages” icon at the top of the screen.

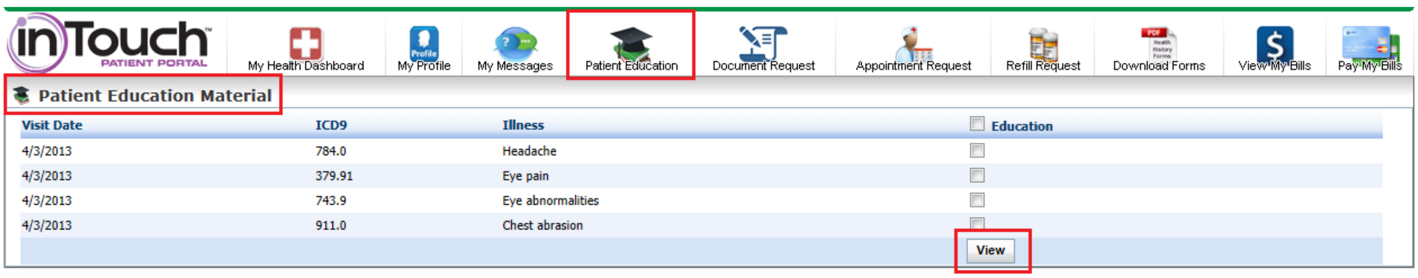


To view incoming messages, click the “Inbox” link on the left side of the screen. To view messages that you have previously sent to the practice, click “Sent Messages.”

To send a message to the practice:

1. Click “Compose new message.”
2. Select the staff member to receive the message by using the “To” drop-down list.
3. Select the Priority Level of the message using the drop-down list.
4. Enter the Subject of the e-mail.
5. Type the message into the “Details” field.
6. Click “Send” to send the message.

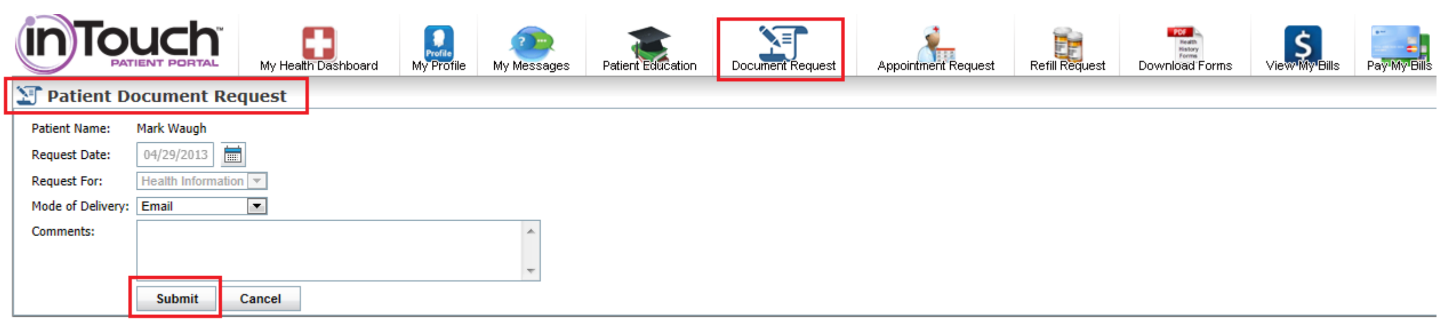
Viewing Patient Education Materials



Patients can view educational materials for existing conditions by clicking on the “Patient Education” icon at the top of the screen. To view materials for a specific illness, click the checkbox in the column to the right of the Illness and click “View.” To view materials for all recorded illnesses, first click the checkbox next to “Education” at the top of the column; then click “View.”

Submitting a Document Request

Patients can submit document requests to the practice using secure messaging. To send a document request, click the “Document Request” icon on the top menu bar.



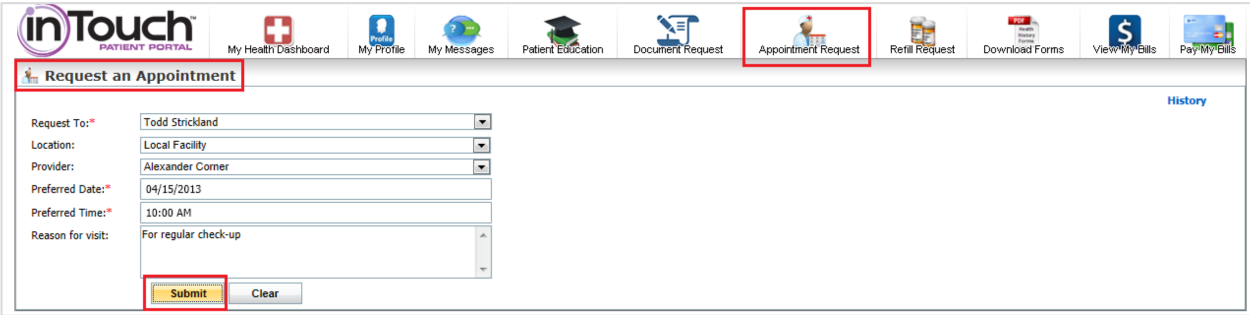
This will open the Patient Document Request screen. The Patient Name and Request Date will prepopulate.

To finish sending a document request:

1. Select the Mode of Delivery for the requested document (e.g., fax, e-mail, or print).
2. Type a message into the Comments field, if desired.
3. Click “Submit” to send the document request.

Appointment Requests

To book appointments from the Patient Portal, click the “Appointment Request” icon at the top of the screen.

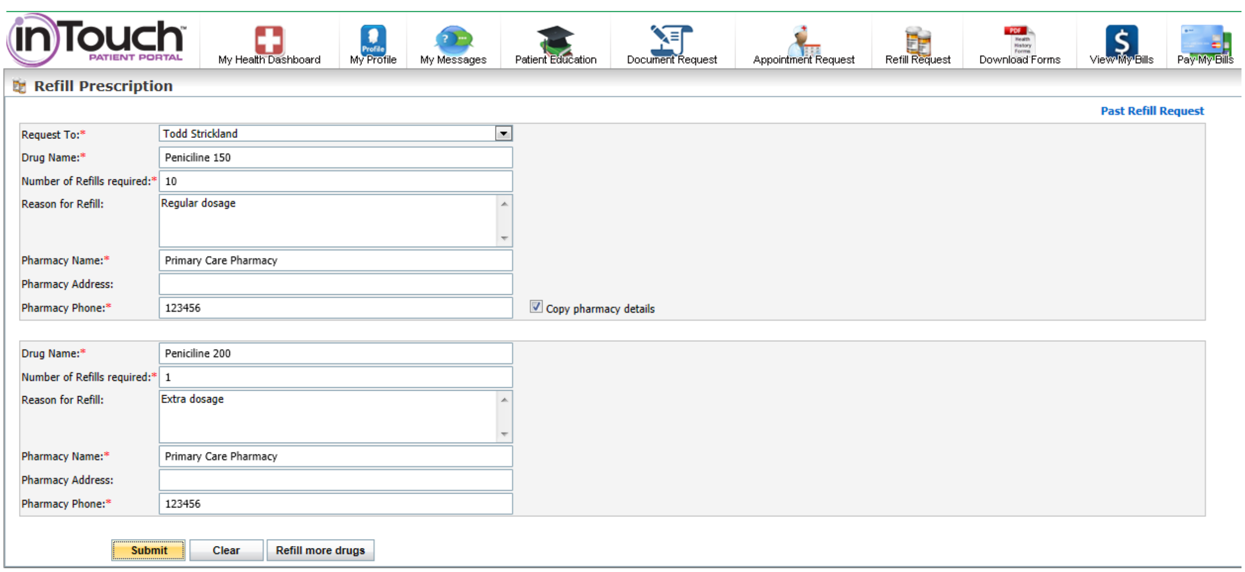


1. Select the staff member to send the request to using the “Request To” drop-down list.
2. Select the Location for the visit using the drop-down list.
3. Select your clinician’s name using the Provider drop-down.
4. Enter the Preferred Date for the appointment.
5. Enter the Preferred Time for the appointment.
6. Type the Reason for Visit into the text box.
7. Click “Submit” to send the appointment request.

Click the blue “History” link on the right side of the screen for a quick view of appointment history.

Requesting a Prescription Refill

To request a prescription (Rx) refill, click the “Refill Request” icon at the top of the screen.



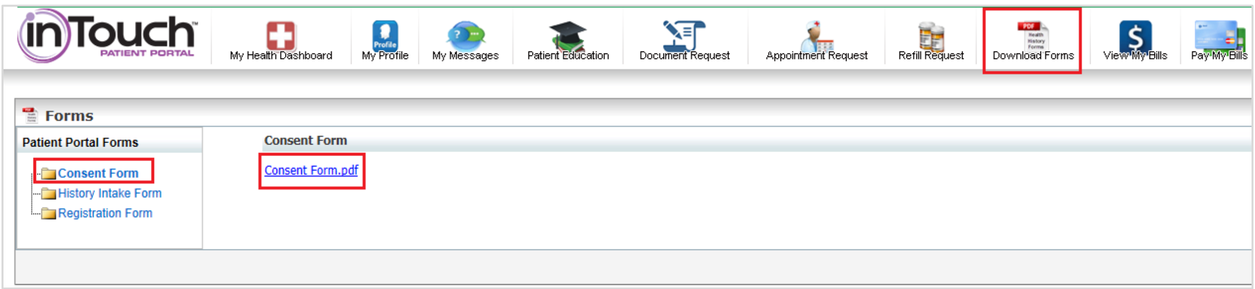
1. Select the staff member you want to receive the request using the “Request To” drop-down list.
2. Enter the Drug Name.
3. Enter the exact Number of Refills you want to request.
4. Type the Reason for Refill, if necessary, into the text box.
5. Enter the Name of the Pharmacy where you want to pick up the Rx.
6. Enter the Pharmacy Address, if necessary.
7. Enter the Pharmacy Phone Number.

8. To order an additional Rx from the same pharmacy, click the “Copy pharmacy details” checkbox.
9. To send the refill request, click “Submit.”
10. To order an additional Rx, click “Refill more drugs.”

Click the blue “Past Refill Request” link on the right side of the screen to view previously submitted Rx requests.

Downloading Forms

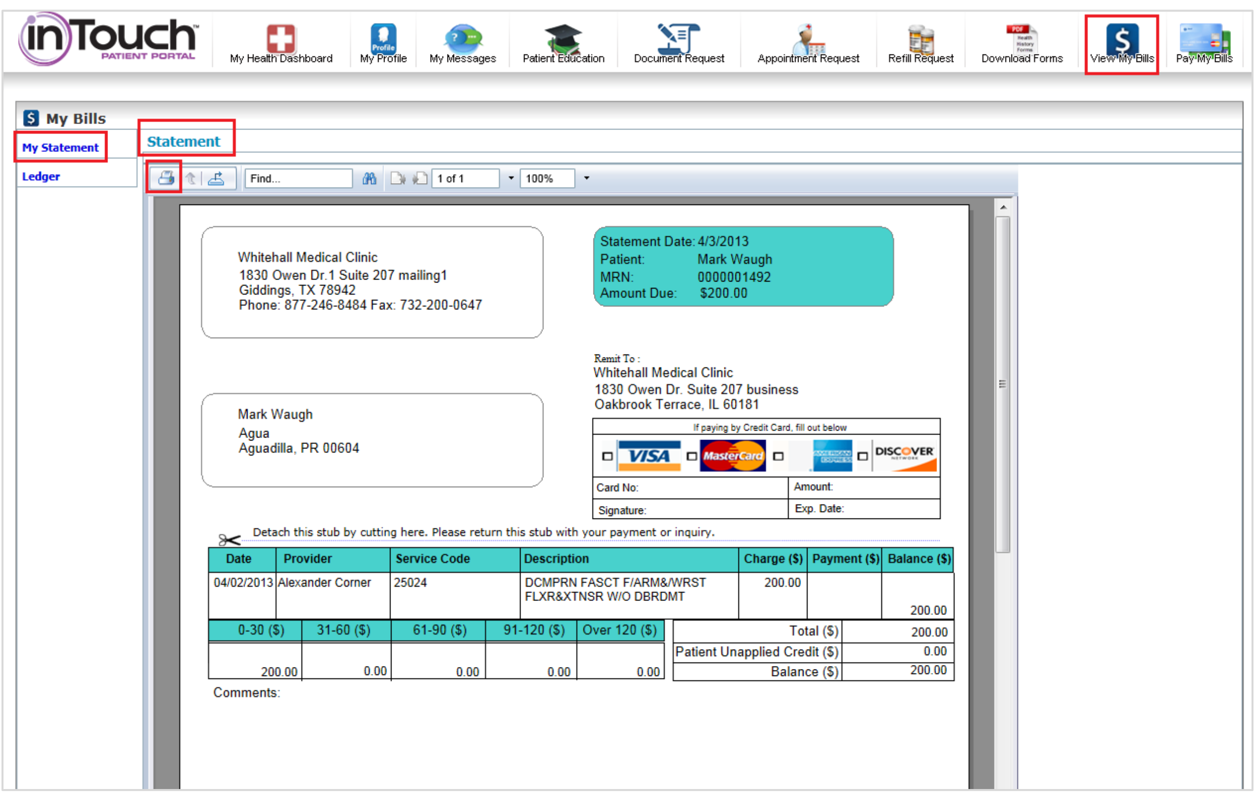
The practice may make a number of forms (history intake, consent, registration) available for download through the InTouch™ Patient Portal. To access these forms, click the “Download Forms” icon at the top of the screen.



Click on the blue link on the left side of the screen to view a list of all forms included in that category. Click on the form name to download a PDF of the form for printing.

Viewing Patient Statements

Patients can view their bills and statements directly on the Patient Portal by clicking the “View My Bills” icon at the top of the screen.



The patient’s most recent statement will display, along with date of service and charge details. Click the blue “Ledger” link on the left side of the screen to view a complete financial ledger that includes charge level details for each visit.