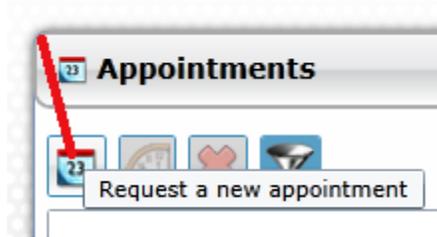


How to Use the Patient Portal

How do I request an appointment?

1. Under the “Appointments” tab, click the calendar.
2. To select multiple dates, hold down the shift key and click on the dates you are available.
3. A note box will appear on your screen. Please note whether afternoon or morning appointments are best for you.



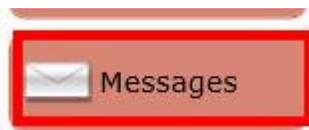
What do I do if I cannot read my labs online?

1. Click “Results”
2. Select “Diagnosis:”
3. A box will display with your results.

(note – only lab ordered after you have set up your Follow My Health record are transmitted. Lab results prior to registration are not imported.)

How do I request a prescription refill or ask a question about a refill?

1. Click on the tab “Message”
2. Select the envelope box for composing a message



- a.
 - i. Choose your provider
 - ii. Type in a subject
 - iii. Type a detail note
 - iv. Then hit send.

What if I cannot send a message?

Click on the envelope icon next to “Move To...” to generate a new message.

What if I cannot find the correct provider to send a message to?

Click the down arrow in the name box and select the appropriate provider.

What do I do if the “Add New Health Condition” box comes up after adding a condition?

1. When you add a condition your provider may want addition information. If the information is unknown, leave the box blank.
2. If you know when your doctor diagnosed you with this condition, press the calendar icon and select the appropriate date.

What does the “Resolved” box mean?

Resolved means that your doctor is no longer treating you for this condition and you can let us know the last time you saw your provider for this condition.

What does the “Identified By” box mean?

Identified by means the provider who is currently treating you for this condition.

What does the “Notes” box mean?

The Notes box is for any information that you feel is important for us to know (i.e. “My mother also has this condition” or “I am taking meds for this condition.”)

Our messages are checked Mon- Friday by our staff. If you do not hear back from our office within in one business day, please email EMRteam@nfobgyn.com