



Patient Portal Instructions

We have established an internet-based Patient Portal to help effectively and securely manage your healthcare information. The content in this document will guide you through the secure portal's most frequently-required functions. Should you have other questions about using the portal, please contact our office at (360) 967-1038.

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Patient Portal Instructions

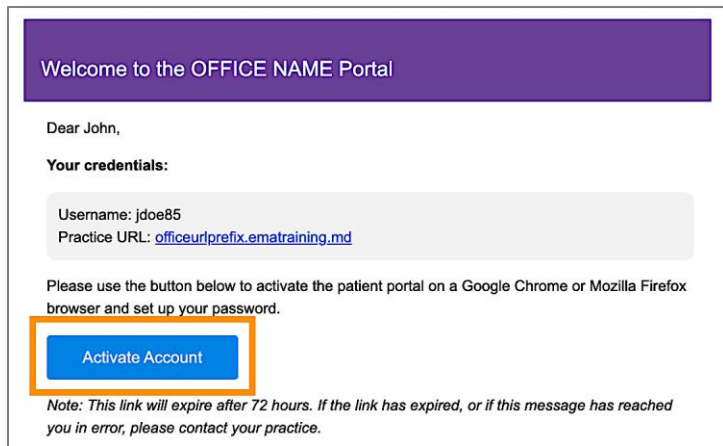
Access the Patient Portal

IMPORTANT NOTE: The patient portal must be accessed using a Google Chrome or Mozilla Firefox browser on a laptop or computer. To access the portal on a mobile device, download the APPatient app.

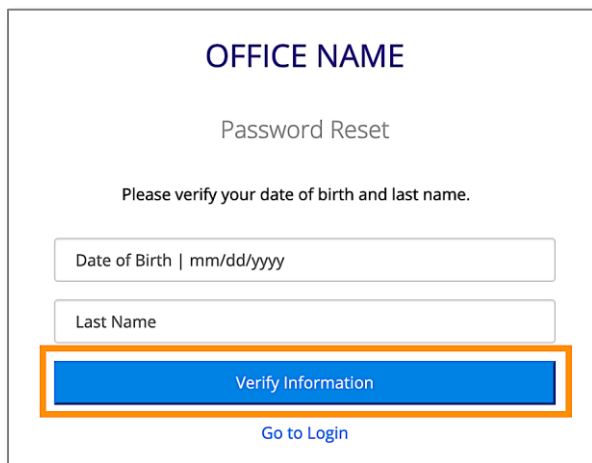
Activate Your Patient Portal Account

An account must be created before you can use or access your data on the Patient Portal. Providing us with your email address will allow us to send you an email from the office that includes a link to activate your Patient Portal account.

1. Open the email from us with the subject, “Welcome to Your Frontier Dermatology Patient Portal”.
2. The email will include your Patient Portal *Username*, *Practice URL* (patient portal web address) and the steps for logging into the portal.
3. Select, Activate Account.

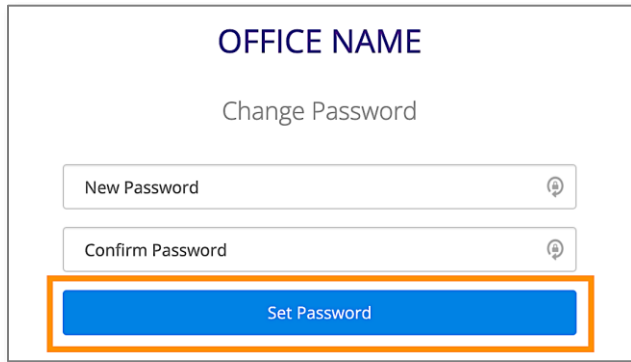


4. You will be directed to the portal website, where you will be prompted to verify your identity by entering your *Date of Birth* and *Last Name*. Once entered, select **Verify Information**.



5. You will be prompted to change your password. Once entered, select **Set Password**.

Patient Portal Instructions



OFFICE NAME

Change Password

New Password

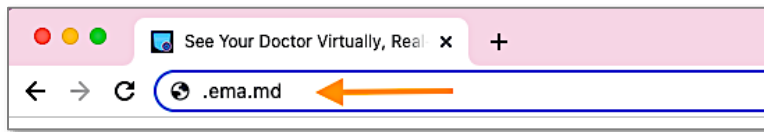
Confirm Password

Set Password

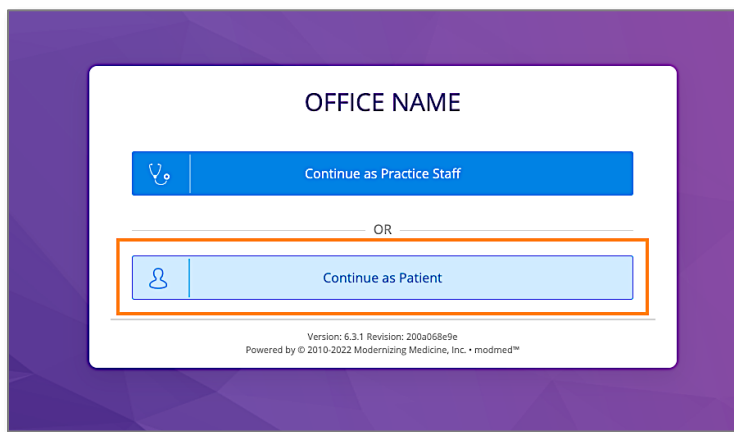
Log in to the Patient Portal

Once your account has been activated, you will be able to log in to the Patient Portal as needed. Follow the steps below to log in.

1. Open your internet browser on a computer or laptop and enter the following website URL into the address bar: **frontierdermatology.ema.md**

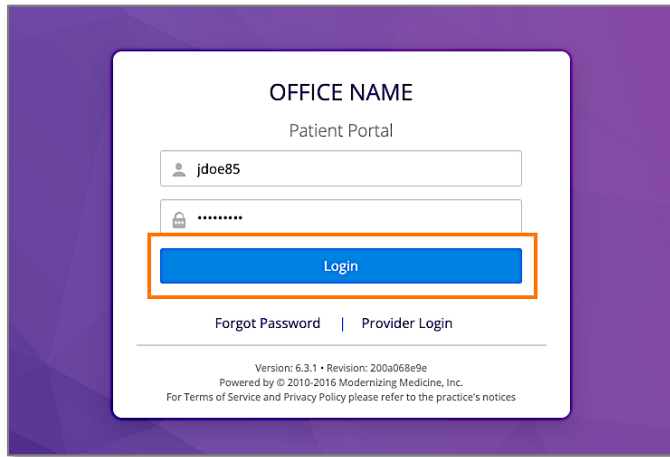


2. Select Continue as Patient.



3. Enter your Patient Portal Username and Password, then select **Login**.

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OFFICE NAME
Patient Portal

Login

[Forgot Password](#) | [Provider Login](#)

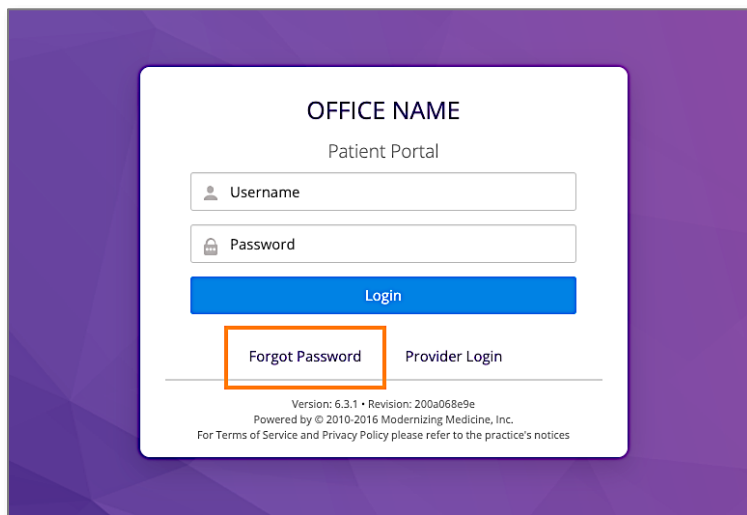
Version: 6.3.1 • Revision: 200a068e9e
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Forgot Password

Follow these instructions if you forgot your password and need to create a new one.

Note: These instructions will only work successfully if your Patient Portal account is already created, and the information entered is correct according to our records. If you have any trouble receiving your password reset link, please contact our office.

1. From the Patient Portal login screen, select **Forgot Password**.



OFFICE NAME
Patient Portal

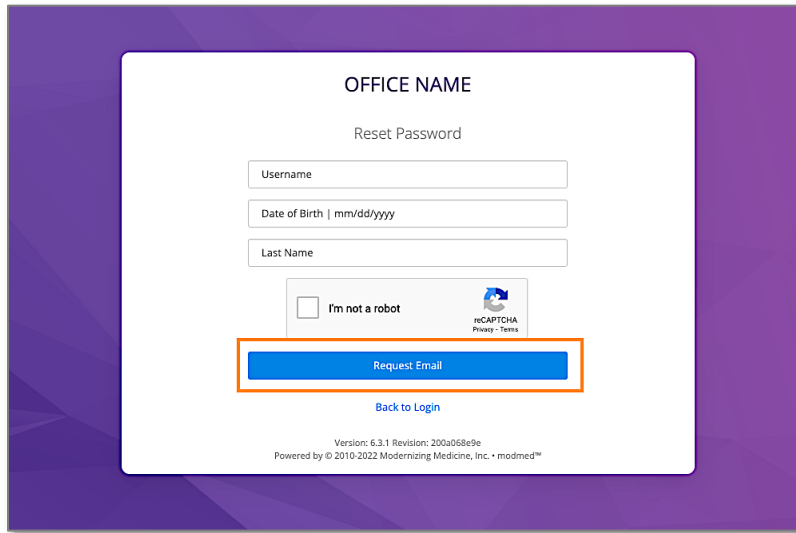
Login

Forgot Password | [Provider Login](#)

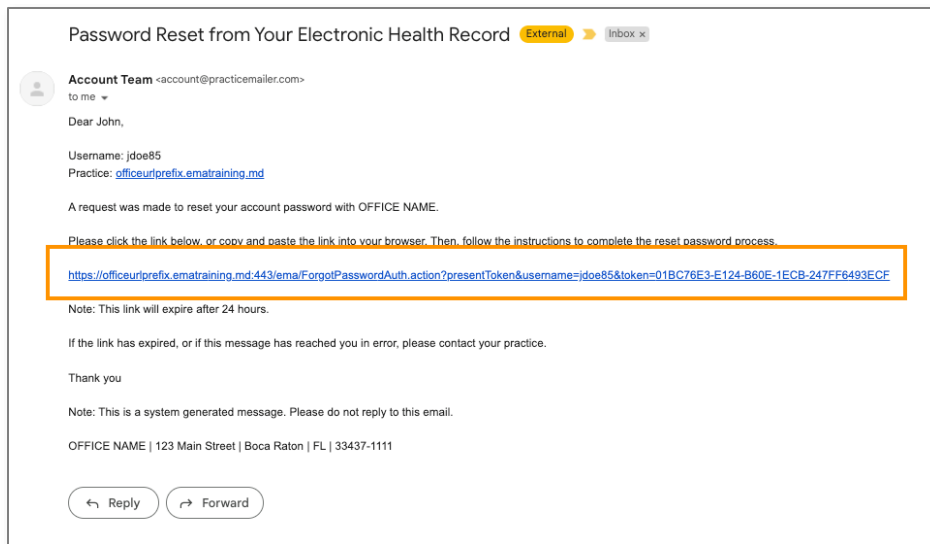
Version: 6.3.1 • Revision: 200a068e9e
Powered by © 2010-2016 Modernizing Medicine, Inc.
For Terms of Service and Privacy Policy please refer to the practice's notices

2. Enter the requested information, then select **Request Email**.

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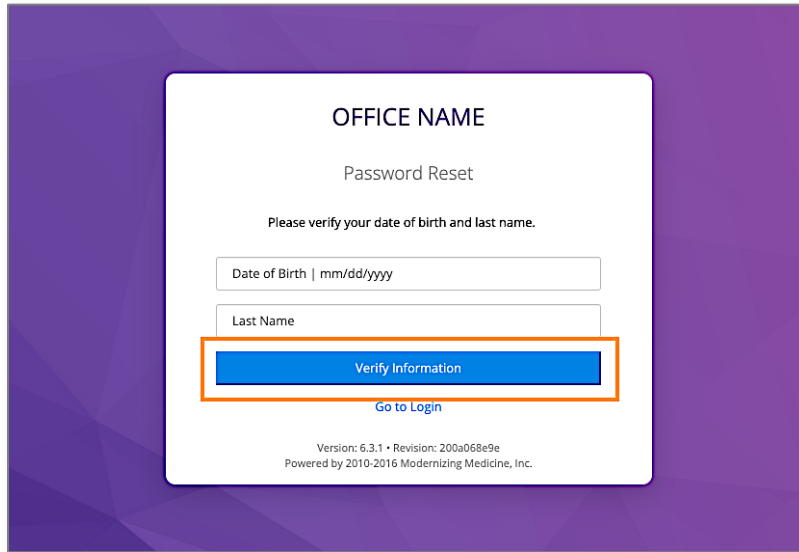


- Open your email and look for the message with the subject *Password Reset from Your Electronic Health Record*. The email will include your *Username* and *Practice* information, as well as a link to reset your Password. Select the link to continue.



- You will be prompted to enter your *Date of Birth* and *Last Name* to verify your identity. Once entered, select **Verify Information**.

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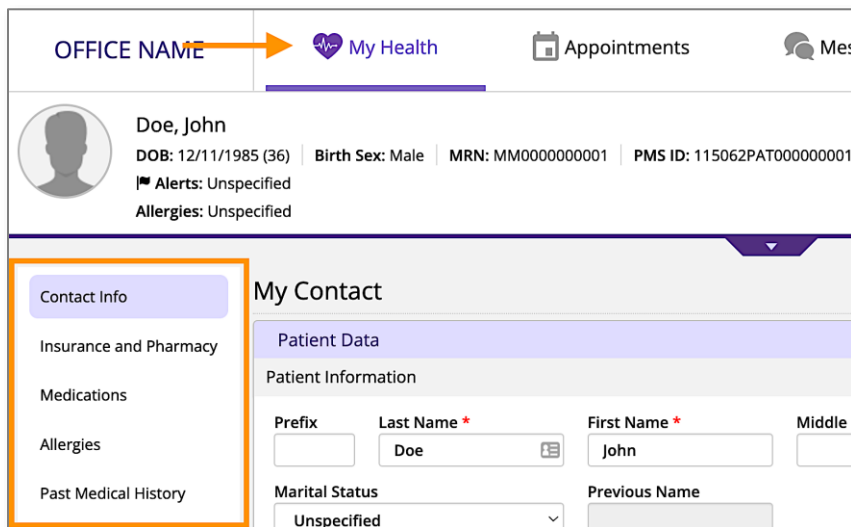
5. If the information is verified successfully you will be logged in to the portal.

Prepare for Your Visit

Add or Update Medical Information

In this section, you will learn how you can verify your contact and insurance information, update your medical history, and add your preferred pharmacy.

1. Once logged in to the Patient Portal, select **My Health** and navigate through the sections to enter and/or update your *Medications*, *Allergies* and Past Medical History.



- **Contact Info** – View basic contact and demographic information.
- **Insurance and Pharmacy** – View insurance information and add or edit pharmacies. See below for additional instructions.

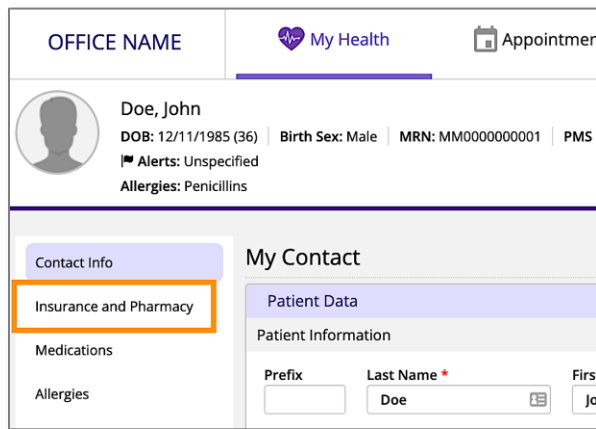
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- **Medications** - Add or edit your medications list.
- **Allergies** - Add or edit your allergies.
- **History** – Add or update Past Medical History, Specialty-Specific History, Social History and Family History.
- **Tests & Results** - View any result that your medical provider has posted.

Add Your Preferred Pharmacy

In this section, you will learn how to add your preferred pharmacy to your patient chart. Adding your pharmacy will assist our office with sending electronic prescriptions and medication refills.

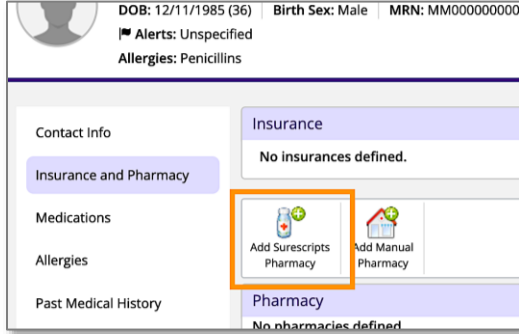
1. From the *My Health* section of the portal, select **Insurance and Pharmacy**.



The screenshot shows a patient portal interface for 'John Doe'. The top navigation bar includes 'OFFICE NAME', 'My Health', and 'Appointments'. The patient's profile information is displayed, including DOB (12/11/1985), Birth Sex (Male), MRN (MM0000000001), and Allergies (Penicillins). The 'My Contact' section is active, showing a sidebar with 'Contact Info', 'Insurance and Pharmacy' (highlighted with an orange box), 'Medications', and 'Allergies'. The main content area shows 'Patient Data' and 'Patient Information' with input fields for Prefix, Last Name (Doe), and First Name (Jo).

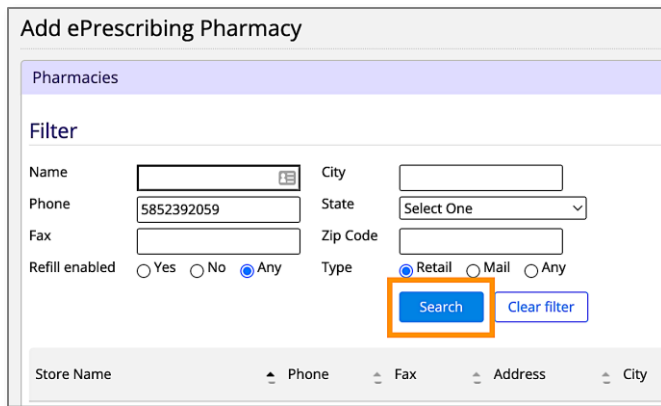
2. There are two options to enter your pharmacy information, *Add Surescripts Pharmacy* and *Add Manual Pharmacy*.
 - **Add Surescripts Pharmacy** (*try this option first*) – Allows you to search for registered pharmacies that are capable of sending and receiving electronic prescription requests.
 - **Add Manual Pharmacy** – If you were not able to find your preferred pharmacy through the Surescripts option, you can use Add Manual Pharmacy to manually enter pharmacy information to your chart. It is recommended that you first attempt to add a Surescripts pharmacy before using this method.
3. Select Add Surescripts Pharmacy.

Patient Portal Instructions

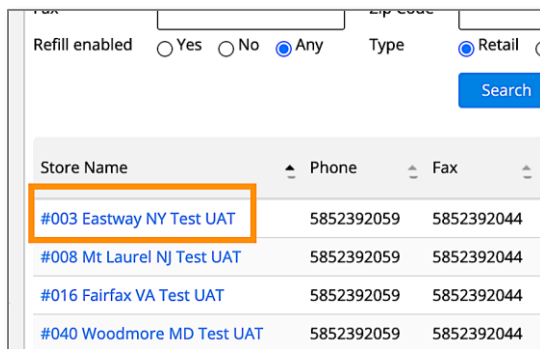


4. Use the *Filter* options to find your preferred pharmacy. Then, select **Search**.

Tip: Not all fields are required. Use any combination of the criteria to locate your pharmacy. Common search methods include *Phone* number only, or *Name* and *Zip Code*.



5. Locate the pharmacy in the list of results by verifying the name and address. Once found, select the blue *Store Name* to add the pharmacy.

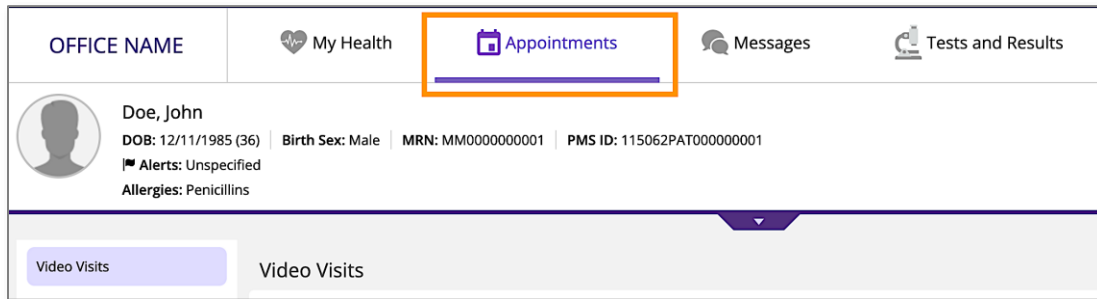


Access Your Medical Records

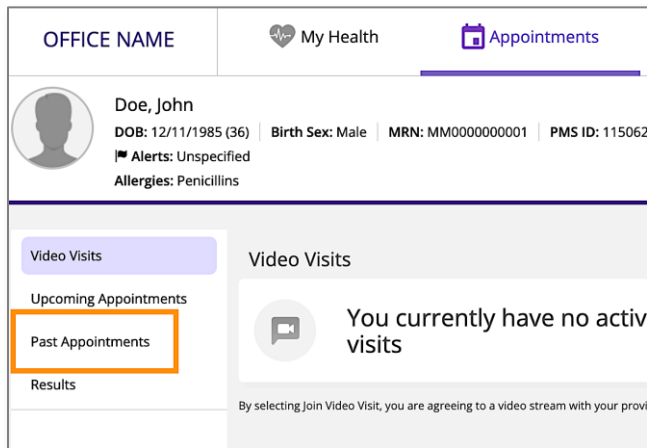
View, Download, and Print Your Visit Notes

The Patient Portal allows you to access your medical records, including completed visit documentation from your doctor or other qualified healthcare provider. The following instructions will guide you through how to locate these records within the portal.

1. Once logged in to the portal, select **Appointments** from the main navigation bar.

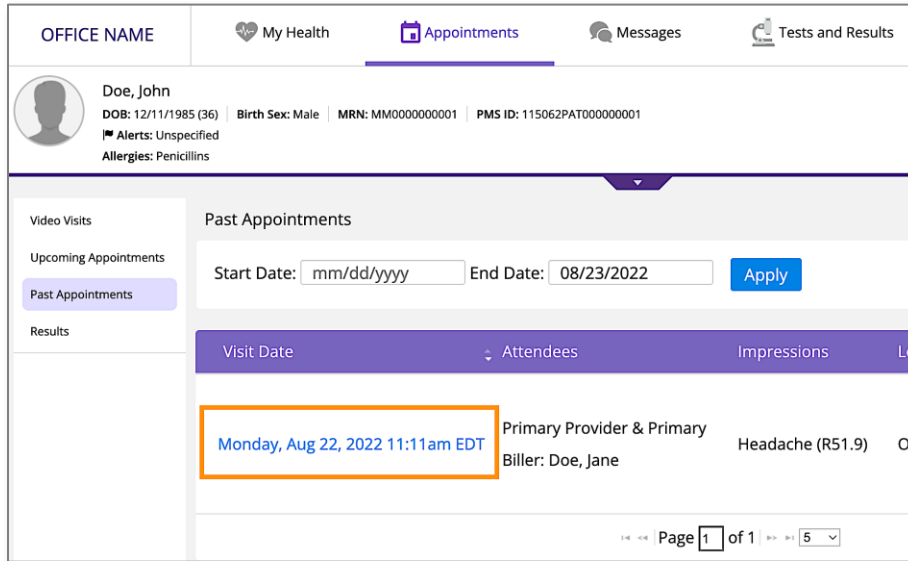


2. Select Past Appointments.



3. From the *Visit Date* column, select the blue hyperlink for the visit documentation you would like to view.

Patient Portal Instructions



The screenshot shows the patient portal interface for John Doe. At the top, there are navigation tabs: OFFICE NAME, My Health, Appointments (selected), Messages, and Tests and Results. Below the navigation, the patient's name and profile information are displayed: Doe, John, DOB: 12/11/1985 (36), Birth Sex: Male, MRN: MM0000000001, PMS ID: 115062PAT000000001. There are also alerts and allergies listed: Alerts: Unspecified, Allergies: Penicillins.

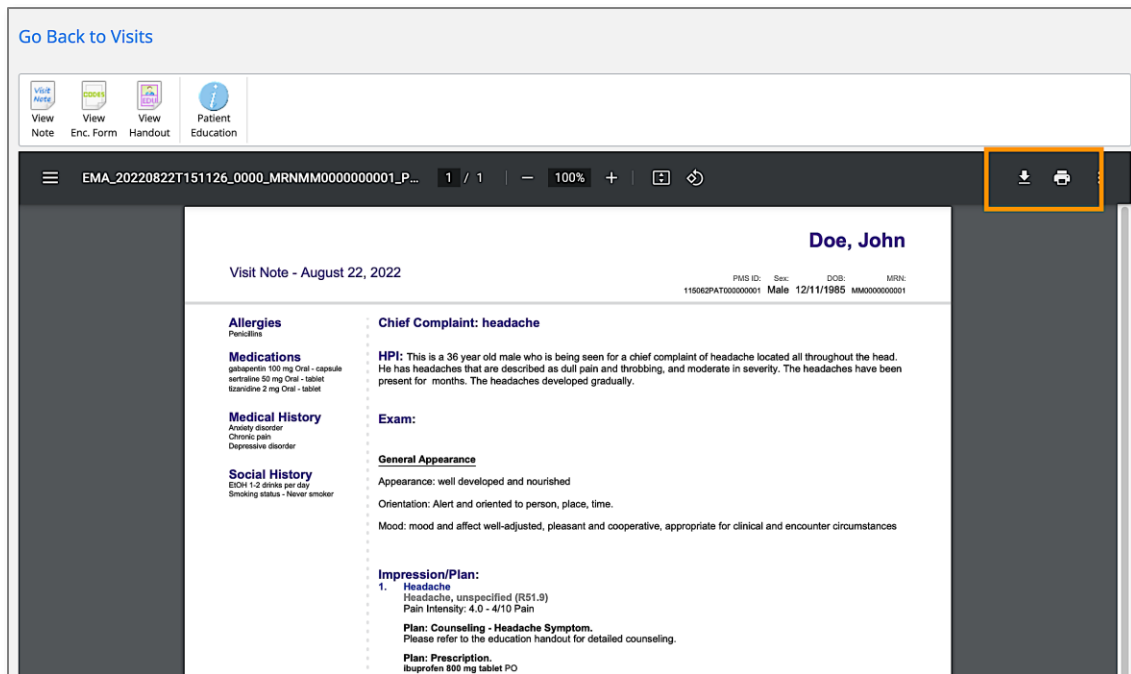
The main content area is titled "Past Appointments" and includes a search filter for Start Date and End Date (08/23/2022). Below the filter is a table of appointments. The first appointment is highlighted with an orange box:

Visit Date	Attendees	Impressions	Location
Monday, Aug 22, 2022 11:11am EDT	Primary Provider & Primary Bill: Doe, Jane	Headache (R51.9)	Office

At the bottom of the page, there is a pagination control showing "Page 1 of 1" and a dropdown menu set to "5".

Note: If the visit link is in plain black font, this means the visit is not ready to be viewed. Check back later, or contact our office.

- Your internet browser's PDF viewer should open the document for you to view. You should also have options to download or print the document.



The screenshot shows a PDF document viewer displaying a visit note for John Doe. The document title is "Visit Note - August 22, 2022". The patient's name "Doe, John" is displayed in the top right corner. The document content is organized into sections:

- Allergies:** Penicillins
- Medications:** gabapentin 100 mg Oral - capsule, cetirizine 5 mg Oral - tablet, lizatidine 2 mg Oral - tablet
- Medical History:** Anxiety disorder, Chronic pain, Depressive disorder
- Social History:** EOH 1-2 drinks per day, Smoking status - Never smoker
- Chief Complaint:** headache
- HPI:** This is a 36 year old male who is being seen for a chief complaint of headache located all throughout the head. He has headaches that are described as dull pain and throbbing, and moderate in severity. The headaches have been present for months. The headaches developed gradually.
- Exam:**
- General Appearance:** Appearance: well developed and nourished, Orientation: Alert and oriented to person, place, time, Mood: mood and affect well-adjusted, pleasant and cooperative, appropriate for clinical and encounter circumstances
- Impression/Plan:**
 - Headache: Headache, unspecified (R51.9), Pain Intensity: 4.0 - 4/10 Pain
 - Plan: Counselling - Headache Symptom. Please refer to the education handout for detailed counseling.
 - Plan: Prescription. Ibuprofen 300 mg tablet PO

In the top right corner of the PDF viewer, there is a download icon (a downward arrow) and a print icon (a printer), both of which are highlighted with an orange box.

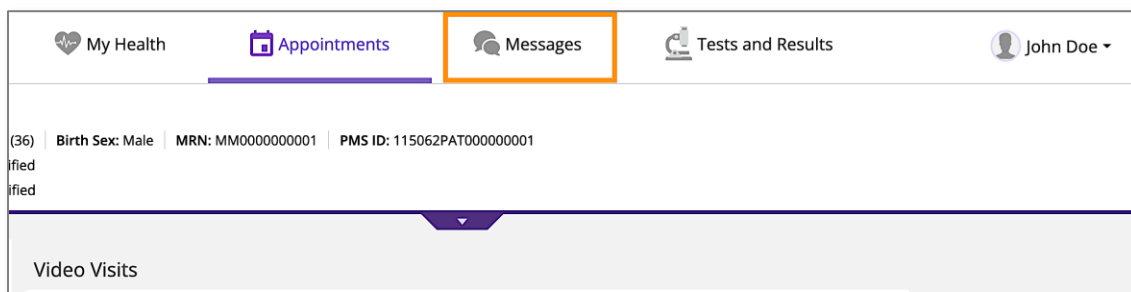
Communicate with Our Office

Send a Portal Message to Our Office

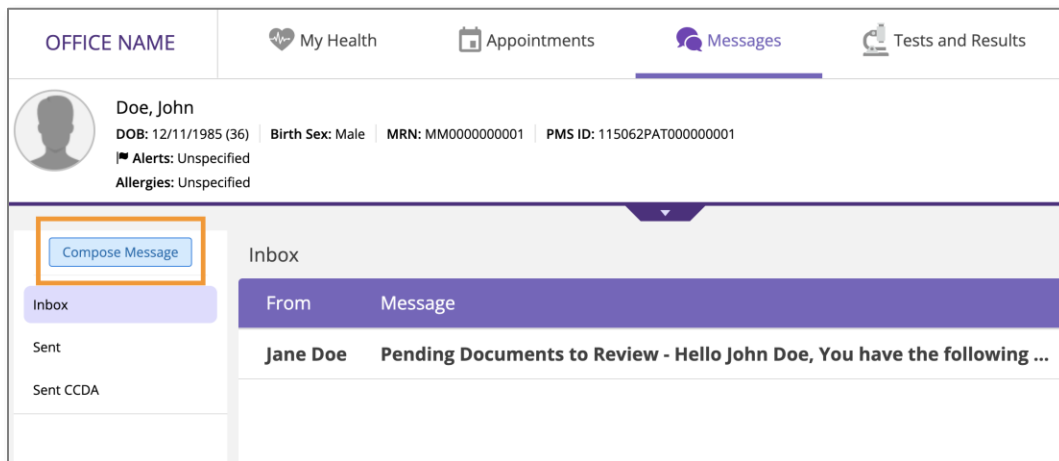
The Patient Portal provides a self-contained method of communicating with our office using secure messaging protocols.

Note: If you are experiencing a medical emergency or need immediate assistance, please call 911.

1. Once logged in to the Patient Portal, select **Messages** from the main navigation bar.

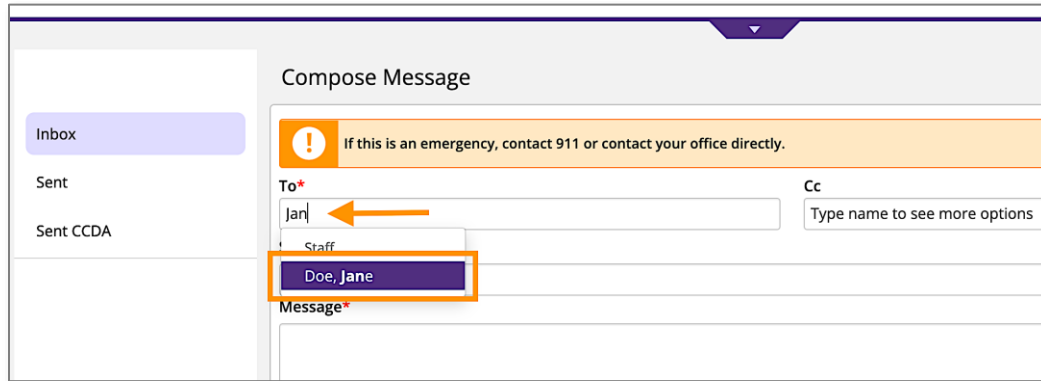


2. Select Compose Message.



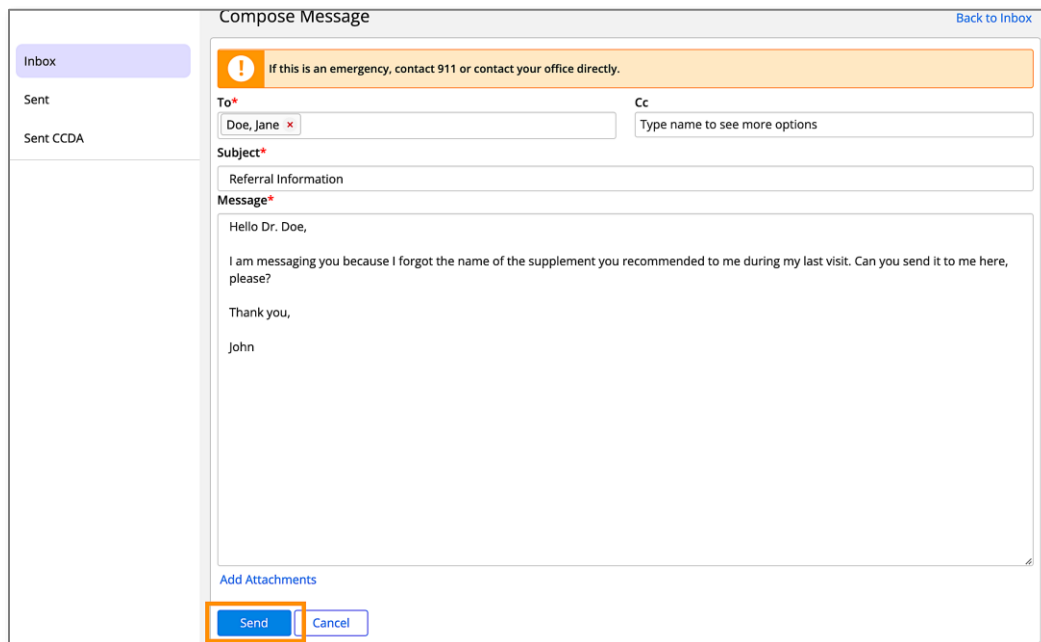
3. Enter the recipient into the *To* field.

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Tip: If you start typing the first few letters of the recipient’s name, it will narrow the list and allow you to find them more quickly and easily.

4. Enter the subject of the message into the **Subject** field.
5. Enter your message into the **Message** field.
6. When you are ready to send your message, select **Send**.

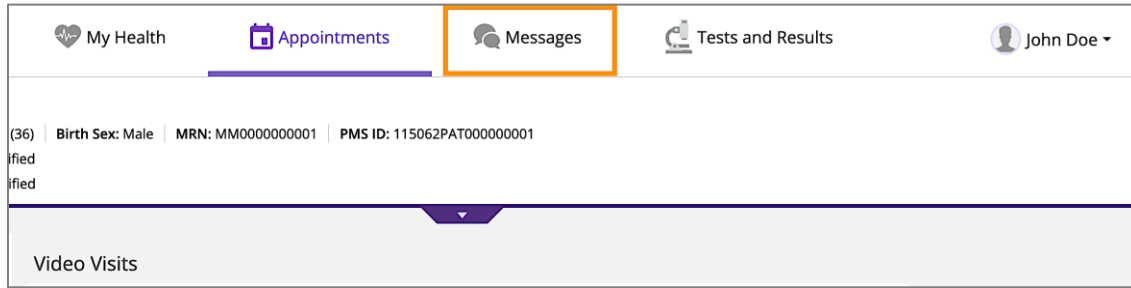


Read and Reply to Portal Messages

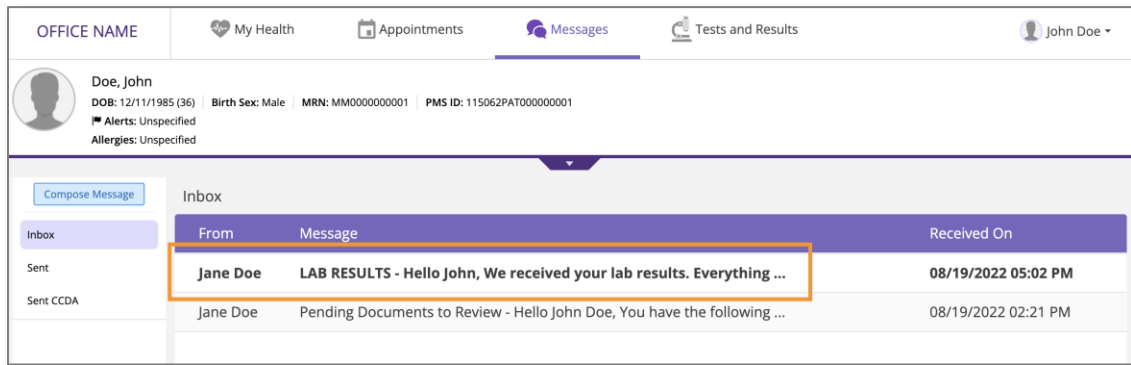
Our office may send messages to you through the portal. These messages could include documents; such as test results, or just a general message regarding your care. Follow these steps to view and/or reply to a portal message.

1. Log in to the Patient Portal and select **Messages** from the main navigation bar.

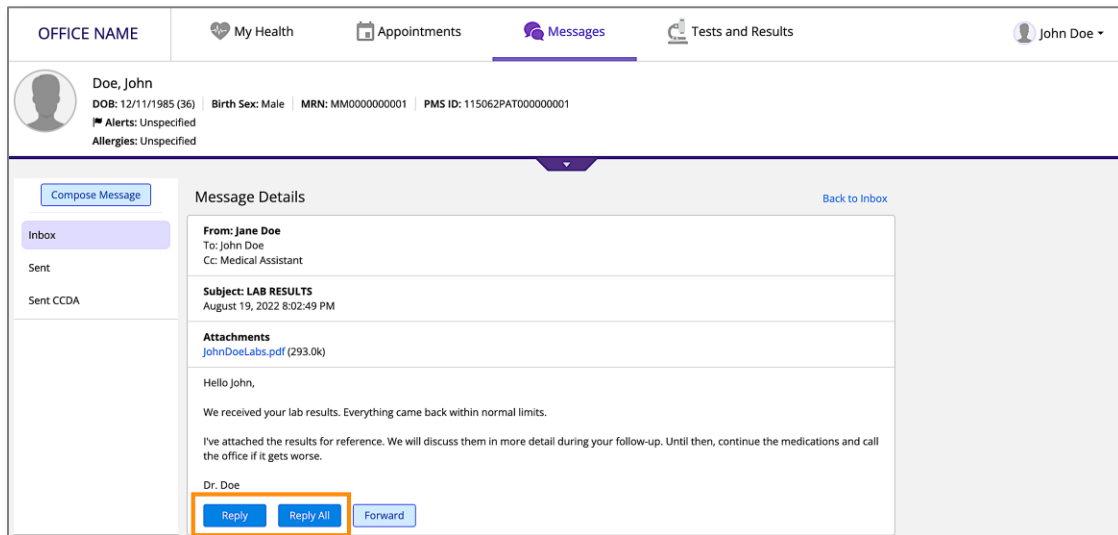
Patient Portal Instructions



2. To read a message, select anywhere in the corresponding line.



3. To reply to a message, select **Reply** or **Reply All**.



4. Enter your response into the *Message* field, then select **Send**.