His Branches Health Services Patient Web Portal

Patients enrolled in any of our offices may choose to sign up for our Patient Web Portal, a secure online way to review basic medical information about them drawn from our Electronic Record.

What is Available Online?

Once signed up and logged in to the Patient Web Portal, a patient may view lists of their Medical Conditions, Allergies, Medications, and selected Lab Results

Additional functionality for the Portal is currently under development. Plans are in progress for future versions to include the ability to request medication refills, request an appointment, or communicate with the practice. These functions are available now on our website at www.hb-health.org/online.htm.

How Do Patients Sign Up?

- Patients are required to sign up for the Patient Web Portal in person at one of our offices for security.
- The user name for the Portal's secure website, www.ViewMyMed.com is always the patient's e-mail address, which must be entered into the patient's chart in our Electronic Medical Record for a patient to participate.

- A Patient Portal Information Sheet is then printed with a unique temporary password consisting of letters, numbers, and dashes. The password is not case-sensitive, so the patient does not have to use capital letters when logging in, but they do need to include the dashes between letters.
- The patient has 30 days to use their temporary password to login before it expires.

How is Security Maintained?

The first time a patient logs in they will be prompted to change their password. The password is not communicated to the practice. There is no way for the practice to look up what a patient's password is. If a patient forgets their password, it can be reset in the office within Medical Records with the patient's chart open. When the request has been sent to the Portal to reset the password to a temporary password, it will be necessary to re-print the Portal Info Sheet to provide the temporary password again to the patient. Resetting the password submits an entry to the Portal queue. It may take up to an hour for that password reset request to be processed.

For security reasons, His Branches Health Services will never provide a password to a patient by mail or over the phone. If the patient does not have a visit, they will be required to present at the front desk with proper identification before the password is reset and a new Portal Info Sheet is provided.

When Is New Information Available Online?

When a patient who is signed up for the Portal comes in for an office visit and their encounter is "closed" in the medical record, their up-to-date chart information is sent securely to the Portal. If lab results come in between visits, the office must be asked to update the information on the Portal before the patient can view it there. When an update is sent to the Portal, the data is queued and may take up to an hour before the Portal is updated and the new data can be viewed online.

What Does an Online Patient Medical Summary Look Like?

Identified as a printable "Continuity of Care Document" the summary indicates when the online material was last updated and provides identifying information about the patient, followed by lists drawn from their medical chart, as depicted in the Test Patient example on the next page.

Continuity of Care Document

Report as of : 2012-08-11 07:56:14

Personal Data - Patient, Test A

Patient, Test A 100 Shadyside Ln Rochester, NY, 14699	DOB: 01/02/54 585-222-2222 Home Email:tpatient@viewtest.com

Conditions

Condition	Current Status
401.1 - Essential HTN	Active
272.0 - Hypercholesterolemia	Active
250.00 - Diabetes mellitus II, uncomplicated	Active
278.01 - Obesity, morbid	Active
724.2 - Low back syndrome	Active
305.1 - Smoker, continuous	Active

Allergies, Adverse Reactions, Alerts

Substance	Reaction	Current Status
Allergy - Shellfish	Hives	Active

Medications

Medication	Instructions	Current Status
Bystolic 10mg	1 tablet orally in the morning	Active
Claritin 10mg	1 po qd	Active
Coenzyme Q10 50mg	2 capsules once a day	Active
Metformin 500mg	1 tablet orally twice a day	Active
Simvastatin 40mg	1 tablet at bedtime	Active

Laboratory Results

	2011-09-15	2012-03-12
Creatinine	1.0	1.1
BUN	20	18
CH/HDL ratio	5.8	4.4
Triglycerides	211	189
LDL	144	104
HDL	35	38
Cholesterol	204	168
HgA1C	8.2	7.6
Hemoglobin		13.9
Hematocrit		41