

# 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 the location nearest to you.*

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# Patient Portal Instructions

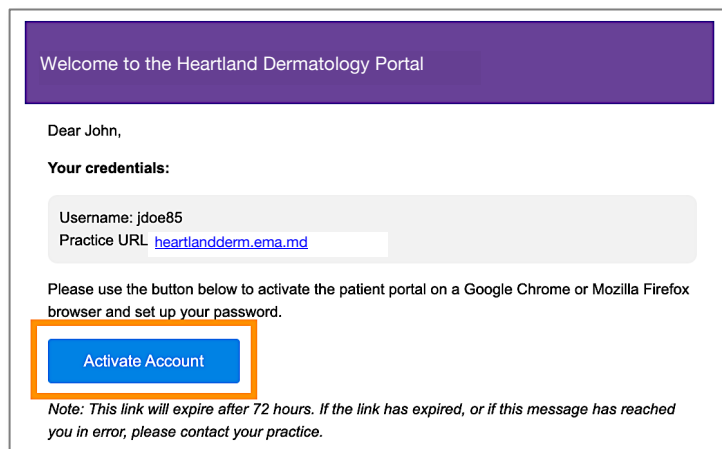
## Access the Patient Portal

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### 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.

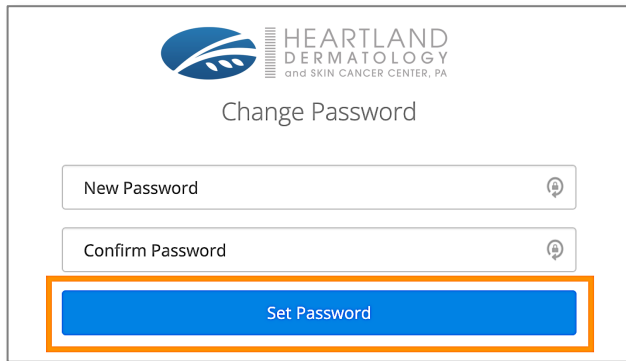
1. Open the email from us with the subject, "Welcome to Your Heartland Dermatology Patient Portal".
2. The email will include your Patient Portal *Username*, *Practice URL* (patient portal web address) and the steps for logging into the portal.
3. Select, Activate Account.



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**.

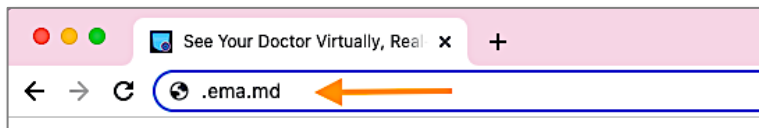
# Patient Portal Instructions



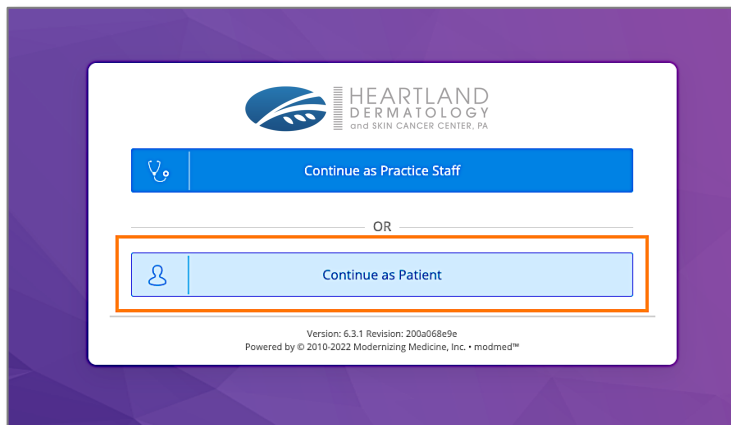
## Log in to the Patient Portal

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: **heartlandderm.ema.md**

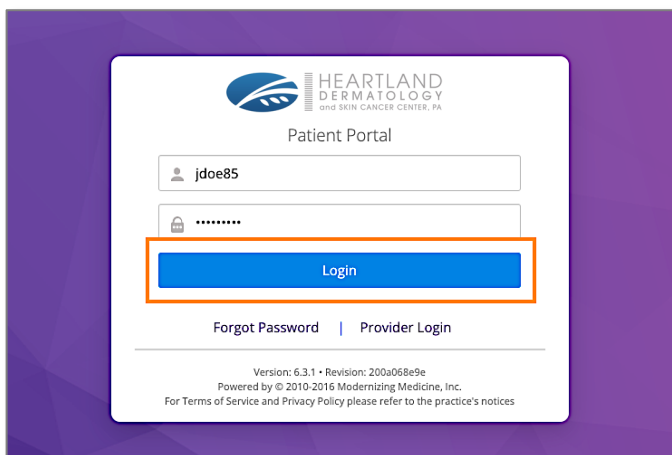


2. Select Continue as Patient.



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

# Patient Portal Instructions



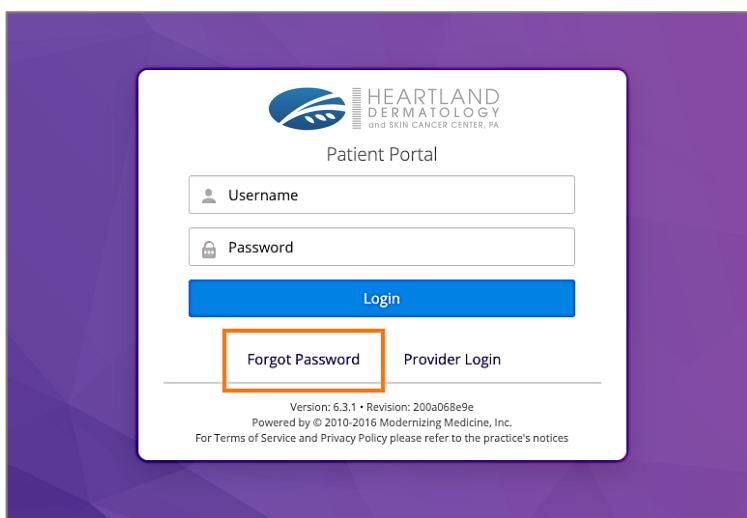
The screenshot shows the Heartland Dermatology Patient Portal login interface. At the top is the logo for HEARTLAND DERMATOLOGY and SKIN CANCER CENTER, PA. Below the logo is the text "Patient Portal". There are two input fields: the first contains the username "jdoe85" and the second contains a masked password "\*\*\*\*\*". A blue "Login" button is positioned below the password field and is highlighted with an orange rectangular border. Below the "Login" button are two links: "Forgot Password" and "Provider Login". At the bottom, there is a version number "Version: 6.3.1 • Revision: 200a068e9e", a copyright notice "Powered by © 2010-2016 Modernizing Medicine, Inc.", and a reference to the practice's notices.

## 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**.



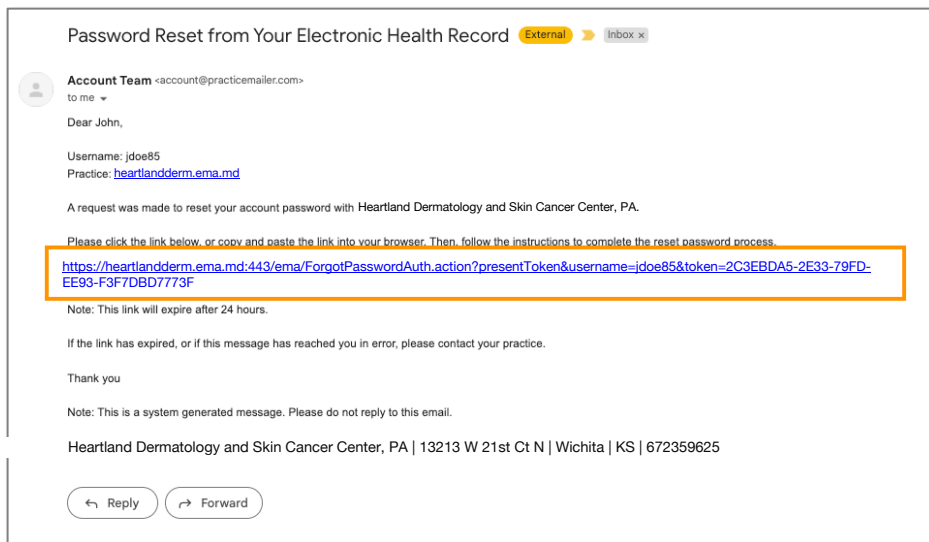
This screenshot shows the same Patient Portal login interface as the first image. In this view, the "Forgot Password" link is highlighted with an orange rectangular border. The "Username" and "Password" fields are empty. The "Login" button is still present and visible. The footer information remains the same.

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

# Patient Portal Instructions

The screenshot shows a web form titled "Reset Password" for Heartland Dermatology and Skin Cancer Center, PA. The form includes input fields for "Username", "Date of Birth | mm/dd/yyyy", and "Last Name". Below these fields is a checkbox labeled "I'm not a robot" next to a reCAPTCHA logo. A blue button labeled "Request Email" is highlighted with an orange rectangle. Below the button is a link "Back to Login". At the bottom, small text indicates the version (6.3.1) and copyright (© 2010-2022 Modernizing Medicine, Inc. - modmed™).

3. 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.



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

# Patient Portal Instructions

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

## Prepare for Your Visit

### Complete Forms on the Patient Portal

Once you have activated your account, you may use the Patient Portal to complete visit forms and view your health information.

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

2. From the *My Health* page, select **My Forms**.

# Patient Portal Instructions

Family History  
Problem List  
**My Forms** 1  
Language: English  
Ethnic Group: Not Hispanic or La  
Gender Identity: Unspecified  
Patient Preferred Pronoun: - Select One -

- Any forms that have been assigned to you will be available to review and edit. Select **Start** to begin reviewing the forms and making applicable changes.

Title	Date Received	Status
New Patient Paperwork	08/19/2022	Incomplete

Total Results: 1

« < 1 > »

View Records By 25

- A pop-up window will appear with the specified form. You can place your cursor in the appropriate fields and enter the applicable information. You have the option to *Save and Exit* or *Submit Form*.
- Save and Exit** - Marks the form In Progress and allows you to continue to edit.
  - Submit Form** - Closes the form and submits it to the office.

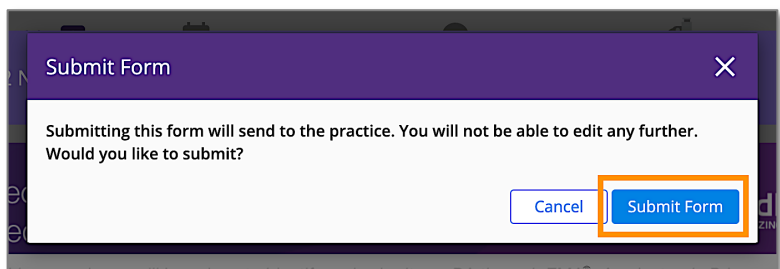
08/19/2022 New Patient Paperwork

Save and Exit Submit Form

- Once complete, select **Submit Form**.

You will receive a pop-up alerting you that you are submitting the form to the office and you will not be able to edit any further. When ready, select **Submit Form**.

# Patient Portal Instructions



## 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.
- **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**.



# Patient Portal Instructions

HEARTLAND DERMATOLOGY and SKIN CANCER CENTER, PA

My Health

Appointments

Doe, John

DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS

Alerts: Unspecified

Allergies: Penicillins

Contact Info

Insurance and Pharmacy

Medications

Allergies

My Contact

Patient Data

Patient Information

Prefix Last Name \* First

Doe 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.

Doe, John

DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS

Alerts: Unspecified

Allergies: Penicillins

Contact Info

Insurance and Pharmacy

Medications

Allergies

Past Medical History

Insurance

No insurances defined.

Add Surescripts Pharmacy

Add Manual Pharmacy

Pharmacy

No pharmacies defined.

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*.

# Patient Portal Instructions

**Add ePrescribing Pharmacy**

**Pharmacies**

**Filter**

Name  City   
Phone  5852392059 State  Select One  
Fax  Zip Code   
Refill enabled ☐ Yes ☐ No ☒ Any Type ☒ Retail ☐ Mail ☐ Any  
**Search** **Clear filter**

Store Name Phone Fax Address City

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.

Store Name	Phone	Fax
#003 Eastway NY Test UAT	5852392059	5852392044
#008 Mt Laurel NJ Test UAT	5852392059	5852392044
#016 Fairfax VA Test UAT	5852392059	5852392044
#040 Woodmore MD Test UAT	5852392059	5852392044

## 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.

**HEARTLAND**  
DERMATOLOGY  
AND SKIN CANCER CENTER, PA

**My Health** **Appointments** **Messages** **Tests and Results**

**Doe, John**  
DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS ID: 115062PAT000000001  
Alerts: Unspecified  
Allergies: Penicillins

**Video Visits** Video Visits

2. Select Past Appointments.

# Patient Portal Instructions

HEARTLAND DERMATOLOGY AND SKIN CANCER CENTER, PA

My Health Appointments

Doe, John  
DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS ID: 115062  
Alerts: Unspecified  
Allergies: Penicillins

Video Visits

Upcoming Appointments

Past Appointments

Results

Video Visits

You currently have no active visits

By selecting Join Video Visit, you are agreeing to a video stream with your provider.

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

HEARTLAND DERMATOLOGY AND SKIN CANCER CENTER, PA

My Health Appointments Messages Tests and Results

Doe, John  
DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS ID: 115062PAT000000001  
Alerts: Unspecified  
Allergies: Penicillins

Video Visits

Upcoming Appointments

Past Appointments

Results

Past Appointments

Start Date: mm/dd/yyyy End Date: 08/23/2022 Apply

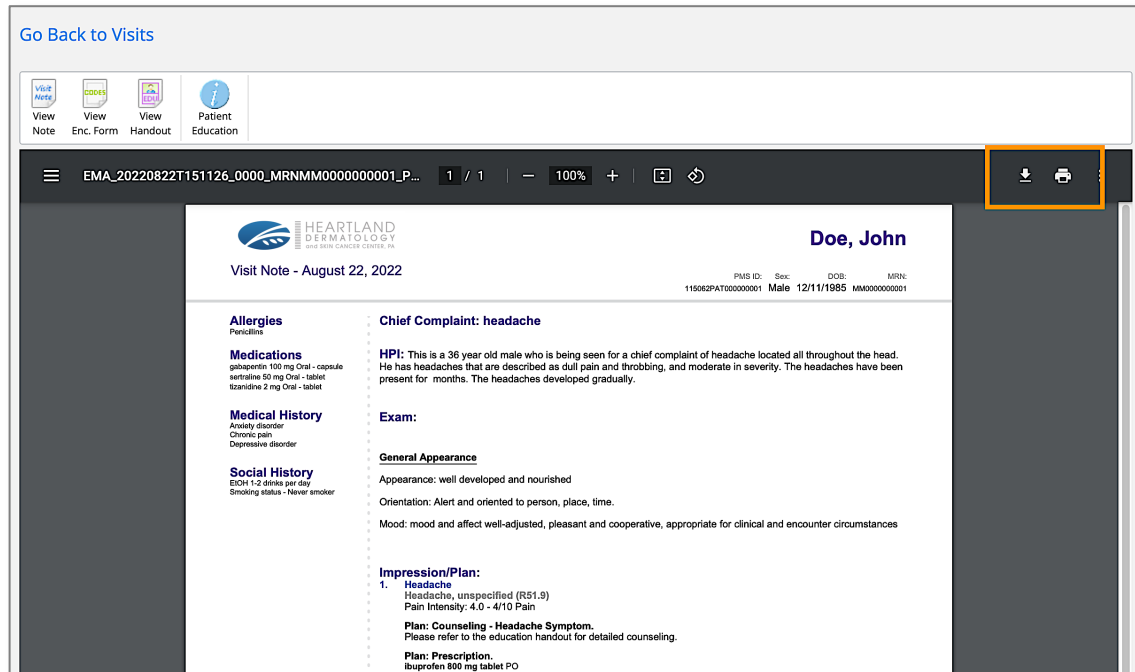
Visit Date	Attendees	Impressions	Location
Monday, Aug 22, 2022 11:11am EDT	Primary Provider & Primary Biller: Doe, Jane	Headache (R51.9)	Office

Page 1 of 1

**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.

# Patient Portal Instructions



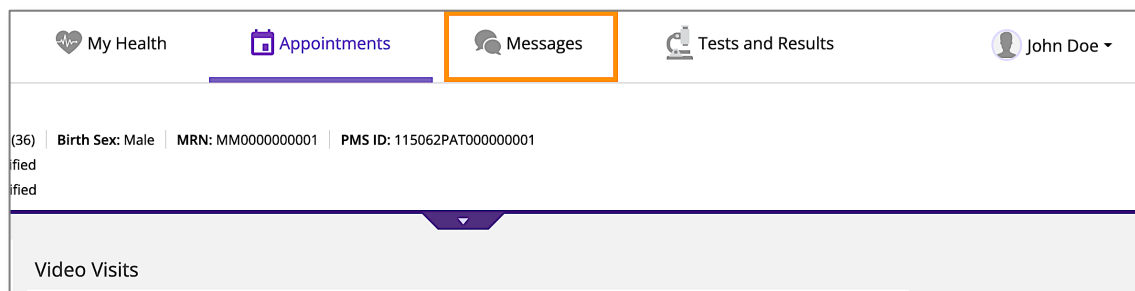
## Communicate with Our Office

### 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.

# Patient Portal Instructions

The screenshot shows the Patient Portal interface for John Doe. At the top, there are navigation tabs: My Health, Appointments, Messages (highlighted), and Tests and Results. Below the navigation bar, the patient's profile is displayed, including a profile picture, name (Doe, John), DOB (12/11/1985 (36)), Birth Sex (Male), MRN (MM0000000001), and PMS ID (115062PAT000000001). There are also links for Alerts and Allergies. On the left side, there is a sidebar with a 'Compose Message' button highlighted by an orange box. Below the sidebar, there is a list of messages in the 'Inbox' tab. The first message is from Jane Doe with the subject 'Pending Documents to Review - Hello John Doe, You have the following ...'.

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

The screenshot shows the 'Compose Message' form. On the left, there is a sidebar with 'Inbox', 'Sent', and 'Sent CCDA' tabs. The main area is titled 'Compose Message'. At the top, there is a warning banner: 'If this is an emergency, contact 911 or contact your office directly.' Below the banner, there are fields for 'To\*', 'Cc', and 'Message\*'. The 'To\*' field contains the text 'Jan' and an orange arrow points to it. Below the 'To\*' field, there is a dropdown menu with 'Staff' and 'Doe, Jane' (highlighted by an orange box). The 'Cc' field has a placeholder text 'Type name to see more options'. The 'Message\*' field is empty.

**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**.

# Patient Portal Instructions

**Compose Message** [Back to Inbox](#)

**Warning:** If this is an emergency, contact 911 or contact your office directly.

**To\*** Doe, Jane **Cc** Type name to see more options

**Subject\*** Referral Information

**Message\***

Hello Dr. Doe,

I am messaging you because I forgot the name of the supplement you recommended to me during my last visit. Can you send it to me here, please?

Thank you,

John

[Add Attachments](#)

**Send** **Cancel**

## 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.

**My Health** **Appointments** **Messages** **Tests and Results** **John Doe**

(36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PAT000000001

Video Visits

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

**HEARTLAND** **My Health** **Appointments** **Messages** **Tests and Results** **John Doe**

**Compose Message**

**Inbox**

From	Message	Received On
Jane Doe	LAB RESULTS - Hello John, We received your lab results. Everything ...	08/19/2022 05:02 PM
Jane Doe	Pending Documents to Review - Hello John Doe, You have the following ...	08/19/2022 02:21 PM

# Patient Portal Instructions

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

The screenshot shows the 'HEARTLAND DERMATOLOGY AND SKIN CANCER CENTER, PA' patient portal. The user is logged in as 'John Doe'. The 'Messages' tab is selected. The message details show a message from 'Jane Doe' to 'John Doe' with the subject 'LAB RESULTS' dated August 19, 2022. The message body includes a greeting, lab results summary, and an attachment 'JohnDoeLabs.pdf'. At the bottom of the message, the 'Reply' and 'Reply All' buttons are highlighted with an orange box, along with a 'Forward' button.

HEARTLAND DERMATOLOGY AND SKIN CANCER CENTER, PA

My Health Appointments Messages Tests and Results John Doe

Doe, John  
DOB: 12/11/1985 (36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PAT000000001  
Alerts: Unspecified  
Allergies: Unspecified

Compose Message

Message Details [Back to Inbox](#)

Inbox  
Sent  
Sent CCDA

From: Jane Doe  
To: John Doe  
Cc: Medical Assistant

Subject: LAB RESULTS  
August 19, 2022 8:02:49 PM

Attachments  
[JohnDoeLabs.pdf](#) (293.0k)

Hello John,

We received your lab results. Everything came back within normal limits.

I've attached the results for reference. We will discuss them in more detail during your follow-up. Until then, continue the medications and call the office if it gets worse.

Dr. Doe

Reply Reply All Forward

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