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PGSFL Patient Portal Guide

With the new Patient Portal you will have access to your medical record on any device. You can use it with any Internet browser. It has an intuitive layout and menu options for an easy navigation.
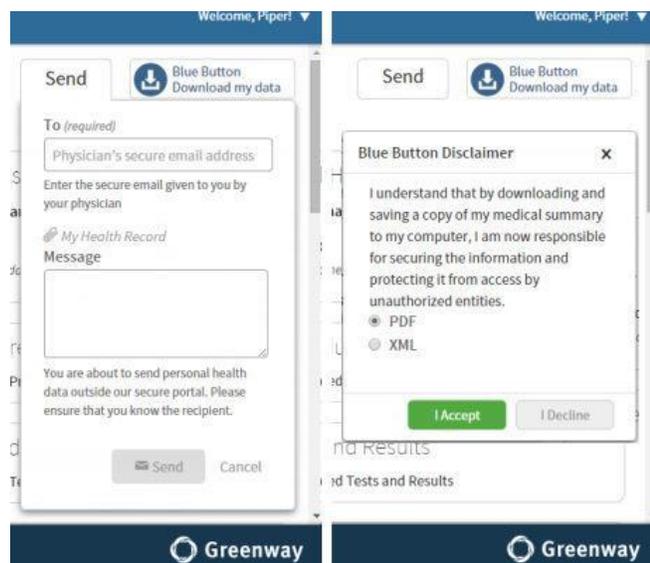
You will be able to:

- Contact your physician
- Request appointments
- Edit your personal information
- Access your medical record including labs and tests
- Request medication refills
- Pay your bills
- Request e-visits.

The new patient portal is free and you can be part of it. It is by invitation; please call our office and we will send you the invitation.
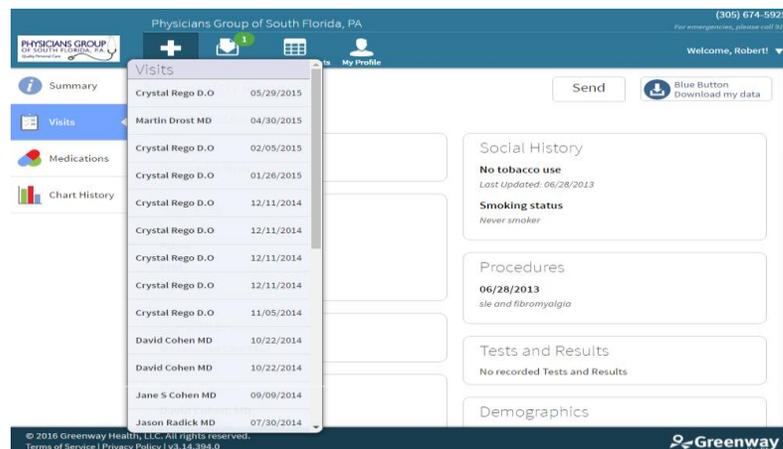
1. Patient Portal Menu

1.1. Summary Tab

- By clicking on Summary tab you will be able to see a summary of your entire medical record including labs and test results

- **Send** their CCD to another care provider directly from the portal, or download their **Blue Button** data as PDF or XML. This can be done for a specific visit (from the **Visits**) or for all visits (from the **Summary**).

1.2. Visits Tab

By clicking on Visits tab you will be able to check your past visits and the medical notes.

1.3. Medications Tab

By Clicking on Medications tab you will be able to see your current medications and request a medication refill (see image)

2. How to check and send messages

By clicking on my messages tab you can see and check your inbox. You also can create a new message by selecting a subject from the menu bar:

- As a medical question (to your provider)
- Request a medical record
- Ask an Insurance question (billing questions)
- Ask a general question
- Attach a file with your question
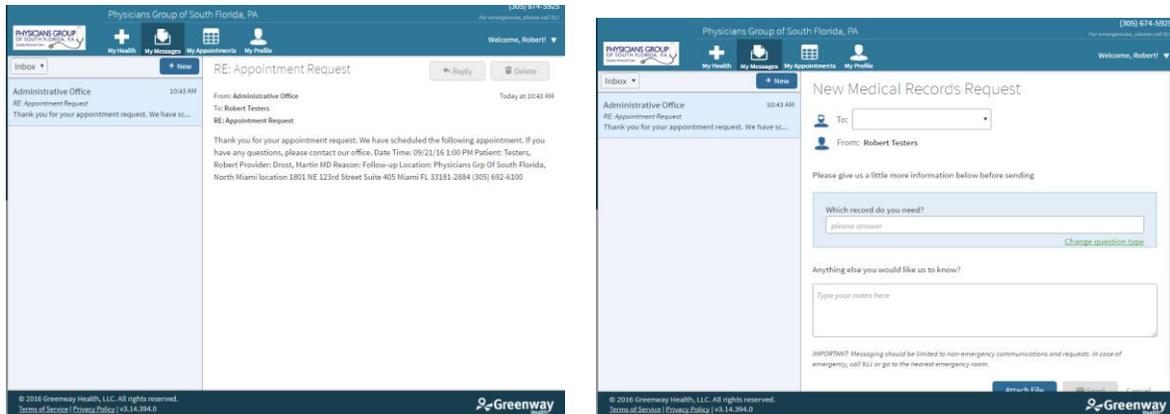
When sending a **New** message, users can:

- Select the care provider to communicate with. Only care providers marked in the **Physician Selection** of the Practice Settings can be selected.

3. How to request an appointment or review an existing

By clicking on my appointments tab you can check your future appointments or request a new appointment.
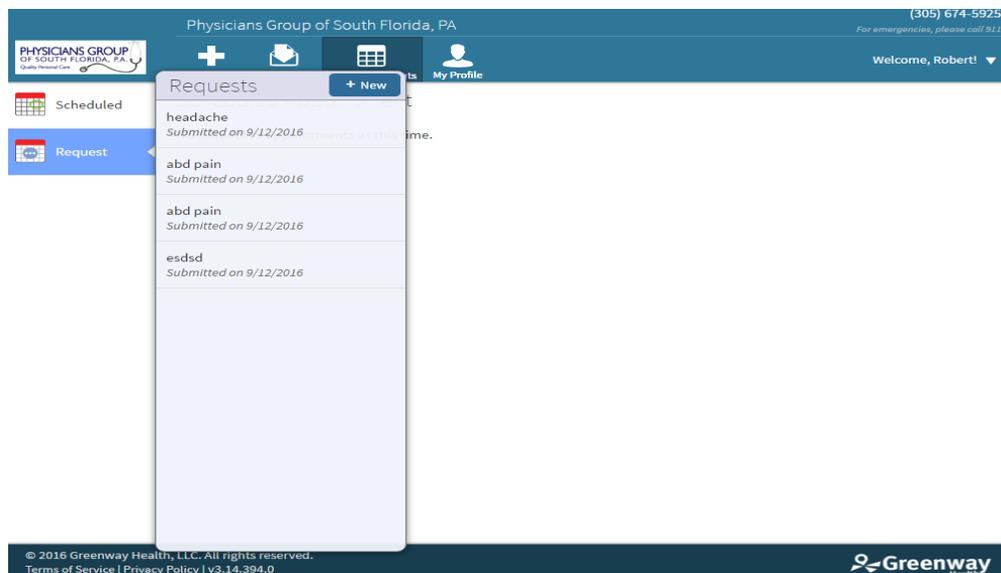
4. How to change your profile information

By clicking on my profile tab you can check and edit your personal information. There are two options:

- **My information:** You can submit any corrections or updates of your personal information
- **My Insurance**: You can check your insurance information and submit any corrections or updates.

Caution - **Changes will not show up on the portal until they are approved reconciled by the practice. Changes are approved and reconciled using your EHR. For details on doing this, see your EHR's documentation**

5. How to create a patient portal account

You must receive an invitation to create a patient portal account. You can request it on your next appointment or just calling our office. We will send you an invitation. You just need to provide an e-mail address.

Here are some recommendations:

Official/Federal Domains not to use:

.EDU
.GOV

.MIL
.ORG

Internet Provider Domains not recommended due to high level ANTI-SPAMMING security:

Comcast.net
Comcast.com
AOL.com
Timewarner.x
ATT&T.net
ATT&T.com
Earthlink.net
Verizon.net
Verizon.com

Recommended Domains:
Gmail.com
Yahoo.com
Hotmail.com
*another non ISP issue email