



# Challis Area Health Center

## Patient Portal FAQs

### Patient Portal

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#### What is the Patient Portal?

The Patient Portal is an online service that provides patients secure access to their health information. Various features may be available on the portal at your practice's discretion, including the ability to send messages to your health care providers, schedule appointments, and pay bills online.

#### Who can use the Patient Portal?

Any active patient may be eligible to register for and use the Patient Portal. If you are authorized, a family access account can be created that will allow you to access selected family members' health information.

### Security

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#### How secure is the Patient Portal?

All communications between you and your provider's office are carried over a secure, encrypted connection. This secure connection utilizes industry standard Secure Socket Layer (SSL) encryption to ensure secure data transmission as well as server-side digital certificate authentication. To prohibit unauthorized access, all medical information is stored behind our firewall in our electronic medical record system.

You should always make sure that the email address on file for your account is accurate, as notifications from the portal are sent to the email address on file. Make sure to sign out of your account each time you are finished using the portal.

#### What if my password is stolen?

Change your password immediately by completing one of the following options:

- Sign in to the Patient Portal, go to Security Settings, and reset your password.
- Click Forgot your password on the sign-in page and enter your email address to request a password reset email.
- Contact your provider's office and request a password reset email.

#### What if I forget my password?

On the sign-in page, click Forgot your password and enter your email address to request a password reset email.

#### What if I'm unable to access the Patient Portal?

Please contact your provider's office to register or to verify your information.

#### How do I sign out?

Click the Sign Out link at the right of the screen. Alternatively, if your keyboard remains idle for 10 minutes or more, you will receive a pop-up window asking if you are still actively using the portal. If you do not click the OK button, you will be signed out automatically. Any information you have typed and not saved or sent will be lost.

*Note: Do not use a public computer to access your health information.*

## Signing Up

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### **What do I need to access the Patient Portal?**

- An email address
- Access to a computer and the internet

### **How do I register for the Patient Portal?**

To register for the Patient Portal, click the Sign up today link on the sign-in page, then enter your information.

### **How do I sign in to the Patient Portal?**

To sign in to the Patient Portal, enter your email address and password on the sign-in page, then click the Sign in button.

### **What is a family access account?**

A family access account allows you to access multiple patients' information using one Patient Portal account. If you are a patient at the practice, you can also view your own information using the same account.

Your access level to each patient is managed by the patient or by the practice. You may be given either full access to the patient health record, or billing-only access, which is limited to the billing section of the Patient Portal.

### **How do I create a family access account?**

There are a few ways to create a family access account. First, the patient or the practice can send you an email invitation to access the patient's information.

Or, if you already have a portal account, and the patient has consented for you to view their information, you can follow the steps below:

- Click the My Profile tab.
- Select the Family Access page.
- Click the Add Patient button.
- Follow the instructions to add the patient's information to your existing portal account.

If you do not already have a portal account, you can follow the steps below:

- Click the Sign up today link on the sign-in page.
- Under "Who will use this account?" select Patient's family member.
- Follow the instructions to create an account.

### **How do I sign in to my family access account?**

Sign in using your email address and password. If you have access to multiple patients' information, you will be able to choose which patient's information to view using the menu at the -left corner of the screen.

### **I share an email address with a family member. Can we create separate Patient Portal accounts using the same email address?**

Family members cannot sign in to separate accounts using the same email address. Instead, you can set up a family access account so that one family member has access to both family members' information. Refer to "What is a family access account?" and "How do I create a family access account?" for more information.

## How do I invite a family member to access my information?

- Click the My Profile tab.
- Select the Family Access page.
- Click the Invite Family Member button.
- Follow the instructions to invite a family member to access your information.

## My Profile

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### How do I edit my profile information?

- Click the My Profile tab.
- Click the Edit link.
- Update your information as required.
- Click the Submit button.

### How do I edit how my contact preferences for different types of notifications?

- Click on the My Profile tab.
- Select My Notifications.
- Indicate your contact preferences for different types of notifications.
- Click the Save button.

*Note: Portal users cannot deactivate email notifications, as at least one method of communication is required.*

### How do I view my insurance information?

- Click the My Profile tab.
- Select Insurance.

*Note: If your insurance information has changed, please contact your provider's office.*

## Appointments

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### How do I schedule an appointment?

- Click the Appointments tab.
- Select Schedule New. (If you do not see this option, your practice has not enabled web-scheduling. Refer to "How do I request an appointment?" below.)
- Select the reason for your visit and enter additional details.
- Click the Select appointment link.
- Select your provider and office location, then choose an available appointment from the calendar under Available Appointments. *Note: Some providers may not have enabled online scheduling. If you do not see your usual provider listed, you can instead request an appointment. Refer to "How do I request an appointment?" below.*
- Click the Review and schedule link.
- Review your appointment information.
- Click the Schedule this appointment link. *Note: The availability of this feature is at the discretion of your practice.*

### How do I reschedule an appointment?

- Click the Appointments tab. Your scheduled appointments will appear listed under Upcoming Appointments.
- Click the Reschedule link that appears beneath the date of your appointment.
- Select an available appointment from the calendar.
- Click the Reschedule Appointment button.

*Note: The availability of this feature is at the discretion of your practice.*

## **How do I request an appointment?**

It is at your practice's discretion to allow online appointment scheduling. If your practice does not allow online appointment scheduling, you can request an appointment by sending a message to your provider. To do so:

- Click the Messages tab.
- Click the Compose Message button.
- Select the Appointments and scheduling option from the message type dropdown menu.
- Select your provider, office location, and your preferred time of day and days of week.
- Type your subject and message.
- Click the Send button.

## **How do I view upcoming appointments?**

Click the Appointments tab. Your scheduled appointments will appear listed under Upcoming Appointments.

## **What are "Recommended Appointments"?**

Recommended appointments are appointments your provider believes are important to maintaining your health. To schedule a recommended appointment, click Schedule Online or Request Appointment below the recommended appointment and follow the steps outlined in either "How do I schedule an appointment?" or "How do I request an appointment?"

## **Where can I fill out medical forms before my appointment?**

- Click the Appointments tab.
- Select Medical Forms.
- Click the desired form. Forms with a computer icon can be completed and submitted online, while forms with a printer icon can be printed out, completed, and brought with you to your appointment.

*Note: The availability of this feature is at the discretion of your practice.*

## **Why doesn't anything happen when I click on a medical form?**

Adobe Acrobat is required to view and print forms on the portal. On the Medical Forms page, you will see a note indicating this requirement, along with a link to download this program for free.

## **How do I view past appointments?**

- Click the Appointments tab.
- Select Past.
- Select the desired timeframe from the Past Appointments dropdown menu.

# **Messages**

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## **How do I ask my provider a question?**

*Note: The availability of this feature is at the discretion of your practice.*

- Click the Messages tab.
- Click the Compose Message button.
- Select the message type from the dropdown options based on the ic of your question.
- Select your provider and office location.
- Type your subject and message.
- Click the Send button

## How soon can I expect a response from my provider?

Your provider's office will make every effort to respond to your messages within a timely manner. Please do not expect a response on weekends or holidays. If you need to speak with the office sooner, please call the office directly. Urgent matters should not be dealt with via the Patient Portal.

## How do I view messages and/or responses from my provider?

- Click the Messages tab.
- Select Inbox.
- Click the desired message in your inbox to read the message.

## Why can't I delete my sent and archived messages?

You cannot permanently delete sent or archived messages. This is because all messages that you send and receive in the Patient Portal are part of your medical record.

## Billing

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### How do I view my account balance?

*Note: The availability of this feature is at the discretion of your practice.*

Click the Billing tab. Your list of charges will be listed by date of visit, followed by your account balance, under Recent Charges Payable Online.

### How do I ask a question about my account balance?

- Click the Messages tab.
- Select Compose Message.
- Select the Billing and Payments option from the message type dropdown menu.
- Select your provider and office location.
- Type your subject and message.
- Click the Send button.

### How do I view my payment history?

- Click the Billing tab.
- Select Payments.
- Select the payment you would like to view.
- Click the View detail link.

### How do I view my account statements?

- Click the Billing tab.
- Select Statements.
- Select the patient statement you would like to view.
- Click the View detail link

### How do I manage my saved credit and debit cards?

- Click the Billing tab.
- Select Payment Methods.

From here you can:

- Click Add a Credit Card to save a new card for future payments.

- Click Make Default to set a saved card as your default payment method.
- Click the Delete link to remove a saved card from the portal.

### **Why doesn't anything happen when I click "View Detail" or "View Receipt?"**

Adobe Acrobat is required to view and print statements and forms on the Patient Portal. When you click the Billing tab, you will see a note indicating this requirement, along with a link to download this program for free.

## **My Health**

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### **Why can't I view my test results?**

It is at your provider's discretion to make test results available. Your provider must authorize the release of your test results in order for them to post to your Patient Portal account. Only test results which are considered appropriate for release will be accessible through the Patient Portal.

### **How do I request a prescription?**

- Click the Messages tab.
- Select Compose Message.
- Select Prescriptions and refills from the message type dropdown menu.
- Select your provider and office location.
- Type your subject and message.
- Click the Send button.