PrimePATIENT Patient User Guide

Table of Contents

Getting Started	3
Accept PrimePATIENT Invitation	3
Login to PrimePATIENT	4
If You Forget Your Password	5
If You Forget Your Username	7
Access Disabled	8
Browser Requirements	8
Home	10
To Do's & Reminders	11
Messages	11
News and Announcements	11
Patient Education	11
Messages	11
Notification Email	11
Send New Message to Practice Staff	12
View and Reply to a Message from Practice Staff	14
View Sent Messages	17
Sort Messages	18
Filter Messages	19
Delete a Message	20
Reminders	21
Notification Email	21
View & Delete Reminders	21
Send a Message Inquiring About a Reminder	23
Appointments	24
Request an Appointment	24
View Requested and/or Scheduled Appointments	
Cancel Appointment	
Schedule a Real-time Appointment (if available)	
Patient Profiles	
View a Summary of All My Basic Contact Information	

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Basic Information: View and/or Update	
Employment: View and/or Update Employment	
Employment: Add New Employment	40
Employment: Delete Employment	41
Insurance: View and/or Update Insurance	42
Insurance: Add Insurance Coverage	
Insurance: Delete Insurance Coverage	44
Doctor: Preferred Doctor	45
Account Preferences	46
Health Information	47
View My Health Information	47
View My Chart Documents	49
Download My Health Information through VDT	
Download My Health Information on the Health Information Tab	
Transmit My Health Information	
View Activity Log	60
Send a Health Information Message to Medical Staff	
Billing	64
Make a Payment	64
Education	
Read News and Announcements from Your Practice	
Read Patient Education	69

The PrimePATIENT[®] user guide provides information on how to use Greenway Medical's consumer platform PrimePATIENT. The PrimePATIENT patient portal is a convenient and secure health-management tool you can use anywhere you have internet access. Through PrimePATIENT, you can: send secure messages to your provider, request an appointment, check on your lab results, pay your bill, view your health record, request a prescription refill, complete registration and health information forms, and read patient education.

Getting Started

First, you should contact your medical provider's office to request access to PrimePATIENT. As soon as your provider's office has processed your request, you will receive an e-mail invitation to create your account.

Accept PrimePATIENT Invitation

1. When you receive your e-mail invitation, click on the **Create My Patient Portal Account** in the e-mail.

	Dear maggie,
	As a valued patient, we hope you will enjoy the convenience of online access to our office. We invite you to join our patient portal, PrimePATIENT. After joining, you will have 24/7 access to your medical information, have the ability to send messages to the office, and request an appointment.
	To register for an account, click the link below. You will need to answer some basic information to verify your identity.
(Create my patient portal account
	Once your account is active, go to https://multest.secure.force.com/portal to log in to the patient portal.
	Please do not reply to this email. If you are experiencing any difficulties, please contact the practice at: (678) 390-1111
	Thanks,
	Greenway Clinic 100 Greenway Blvd Canollon, GA, 30116 (678) 390-1111

- 2. The Patient Portal Signup page will open in your browser.
- 3. Answer all the security questions to verify your identity and click **Continue**. (The questions below may be different than the questions you are asked to confirm.)

Sign Up Bra	ndon2		
Your Information			* indicates required field
Please verify the follow	ng information about yourself so that we can confirm your identit	У.	
	Last Name	*Zip Code]
*Date of Birth (mm	/dd/yyyy)		
Security Question			* indicates required field
	* What was the location of your last appointment?Select	One	
Cancel Continue			
	Privacy Policy Secu Copyright ©2011 Greenway Medic	rity Policy al. All Rights Reserved.	

If you are a responsible party signing up for an account for a patient you are responsible for, the information requested and the security questions will be about you, not the patient.

- 4. Review and agree to the terms of service and click **Continue**.
- 5. Verify your username and create your password. Click on Complete Signup.

	2941 Gent Quarters Circle Greenway, GA 30067 (770) 823-1239
Sigh op bo	
Set Up User ID and Password	" indicates required field
Set Up User ID and Password Please choose the username that you would like to use to login to the Portal	* indicates required field
Set Up User ID and Password Please choose the username that you would like to use to login to the Portal *Username bo smith	* indicates required field
Set Up User ID and Password Please choose the username that you would like to use to login to the Portal *Username bo smith Please choose the password that you would like to use when signing in to the	* indicates required field PrimePatient.
Set up User ID and Password Please choose the username that you would like to use to login to the Portal *Username bosmith Please choose the password that you would like to use when signing in to the *Password	* indicates required field PrimePatient. *Reenter Password

6. You will now have access to your Patient Portal account.

Login to PrimePATIENT

After you have completed the initial setup process, you can then log in to the patient portal using your username and password. Some practices will provide a link to the portal on their website. Clicking this link will take you to the Patient Portal Login page.

To access the practice's patient portal:

1. Go to the **Login** page and enter your **Username** and **Password**.

	The Ridge Practice 2941 Gant Quarters Circle Greenway, GA 30067 7708231239
Login	
Username	
Password	
Login	
Forgot Your Password?	
Forgot Username?	
Tern Copyright ©2013 Greenw G R E	is of Service ay Medical. All Rights Reserved. ENWAY

- 2. Click the **Login** button.
- 3. The Home Page will appear.

	The Ridge Practice 2941 Gant Quarters Circle Greenway, GA 30067 7708231239					Hello, Elisha Bell Patient Profiles Sign Out
Home Messages	Appointments Patient Profiles	Health Information	Prescriptions	Billing	Education	
lome						
Fo Dos & Reminders	Messages					See All Messages
You currently have no reminders.	News and Announceme	ents				See All Clinic News
	E Follow us on Twitter		f <u>Visit us o</u>	on Facebook		
	Patient Education					See All Health News
lome Messages Appointmen opyright © 2013 Greenway Medical 7 Il rights reserved. PrimeSuite United	ts Patient Profiles Health Infor echnologies, Inc., 121 Greenway Blvd., States Patent Number 7716072.	mation Prescriptions Carrollton, GA 30117, U.S./	Billing Educatio A.	n	GR	EENWAY

Your session will remain active for 15 minutes after the last activity. If you leave the portal open but it is inactive for 15 minutes or more, your account will automatically be logged at and you will be taken to the login screen.

If You Forget Your Password

You can reset your password from the login page at any time by clicking the **Forgot Your Password** link located below the Login button. You will then receive an email with a temporary password.

To reset your password:

- 1. Go to the **Login** page.
- 2. Click the Forgot Your Password link.

		The Bidge Practice 2945 Gart Quarters Critic Greenwy, GA 30667 7708231239
		00000
Login		
	Username	
	Password	
	Login	
	Forgot Your Password?	
	Eorgot.Username?	
	Copyright @2013 Greenway Medical, All Rights Re	served.
	GREENWAY	

3. Enter your **Username** and click the **Submit Name** button.

		The Ridge Practice 2941 Gant Quarters Code Greenway, GA 30067 7704231239
		CON PAR
Forgot Password		
	Username Submit Name	
	-automic rearres	2
	Jerma of Service	
	GREENWAY	

4. Select the correct option for the security question and then click Answer.

- 5. Check the email you have associated with your account to obtain your temporary password.
- 6. Return to the **Login** page.
- 7. Enter your Username.
- 8. Enter your temporary password. (Be sure to enter your temporary password exactly as it appears.)
- Change your password by entering a new password in the New Password field and in the Verify New Password field. (Both passwords must match or you will receive an error message.)
- 10. Click the Change Password button.
- 11. You will now have access to your Patient Portal account.

If You Forget Your Username

You can request to have your username sent to you via email at any time by clicking the **Forgot Username** link located below the Login button.

To reset your password:

1. Go to the **Login** page and click the **Forgot Username** link.

Madcal Practice		Greenway, GA 30067 7708231239
		00000
		L TAKES
ogin		
	Usemanie	
	Password	
	Login	
	Forgot Your Password?	
	Eorgot Username?	
	Convertely (1971) Conversion Marked All Distric Date	anad .
	contribut directs or country monitar we wolk to wea	to the .

2. Enter the email address you have associated with your account and answer any security questions asked.

the ridge Medical Practice	The Ridge Practice 2941 Gant Quaters Circle Greenway, GA 30067 (770) 823-1239
Forgot Username	e sent to your email address, please fill out the form below.
Email	Find Username
First Name	
Last Name	
Birthdate	
	Terms of Service Copyright ©2013 Greenway Medical. All Rights Reserved.
	G R E E N W A Y

- 3. Click the **Find Username** button.
- 4. You will receive an email with your username.

Access Disabled

The doctor's office can choose to temporarily disable your portal login for different reasons. If you receive the below notification when you try to login to your portal account, please contact your doctor's office.

the ridge	2941 Gant Quarters Circle Greenway, GA 30067 (770) 823-1239
Error: Your access is disabled. Contact your site administrator.	
Username	maggie.test@primepa
Password	
Login	
Forgot Your Password?	
Forgot Username?	
Terr Copyright ©2013 Greenv G R E	ns of Service vay Medical. All Rights Reserved. ENWAY

Browser Requirements

The portal is not supported in all browser types or browser versions. If your browser is not supported, a message will notify you along with a link to a webpage where you can update your browser.

To check if your browser is supported:

- 1. Go to the portal login page.
 - a. If your browser is supported, you will be able to login without receiving a message.
 - b. If your browser version does not meet the minimum browser version supported, you will receive this message:

2941 Gant Quarters Greenway, GA (770) 823	Circle 30067 -1239
Login	
It is necessary to update your browser to access this site.	
Copyright ©2013 Greenway Medical. All Rights Reserved.	
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c. If your browser is not fully supported, you will receive a message stating that the portal might not function correctly:

	2941 Gant Quarters Circle Greenway, GA 30057 (770) 823-1239
Login	
Username	
Password	
Login	
Forgot Your Password?	
Forgot Username?	
***You are using a browser which r	nay not be fully supported by this site.
Copyright ©2013 Greenway	of Service / Medical. All Rights Reserved.

- 2. Click the "Download Now" button. This will take you to a webpage that will allow you to update your browser. Follow the steps provided on this webpage to upgrade your browser.
- 3. Go back to the login page. You will now be able to access the portal.

Home

The **Home Page** is where you are taken after logging in to the portal. The **Home Page** shows your To Do List and Reminders, new Messages received, News and Announcements relating to your doctor's office, and Educational items.

	The Ridge P 2941 Gant Qu Greenway, GA 7708231239	ractice arters Circle A 30067					Hello, Maggie Test Patient Profiles Sign Out
Home Messages	Appointments	Patient Profiles	Health Information	Billing	Education		
Home							
To Dos & Reminders	Messages						See All Messages
You currently have no reminders.		Maggie	Please bring your	completed H	lealth	9:48 AM	Q
	News and	Announcemen	ts				See All Clinic News
	E Follow us o	on Twitter		f <u>Visit us</u>	on Facebook		
	Patient Edu	ucation					See All Health News
	What Is Pr	enatal Care?		Exerci	se During Pro	egnancy	
	Read More			Read I	More		
Home Messages Appointmen Copyright © 2013 Greenway Medical All rights reserved. PrimeSuite Unite	ts Patient Prof Technologies, In d States Patent N	iles Health Infori c., 121 Greenway Blu umber 7716072.	mation Billing Educat rd., Carrollton, GA 30117,	ion U.S.A.		G	REENWAY

To Do's & Reminders

The To Do's & Reminders section will show any forms that need to completed, upcoming appointments, or lab/scans that need to be reviewed.

Messages

The most recent messages received from the practice will be shown on the homepage.

News and Announcements

This section will include news and announcements related to the doctor's office. There might also be links to the physicians Twitter account or Facebook page in this section.

Patient Education

Links to educational material regarding your health will be shown in this section.

Messages

The **Messages** tab allows you to send and receive secure messages to and from the practice. For example, you might use the portal to send a message to the nurse or doctor, send a billing or insurance question, request a prescription refill, request an appointment, or send a general message to the office.

Your doctor's office may send you a secure message to the portal. These messages may include lab results and visit summaries, responses to messages you send to the office, messages requesting additional information, etc. You can view all communications from the practice through your patient portal.

Notification Email

When your doctor's office sends you a message on the portal, an email will be sent to the email address your doctor's office has on file notifying you that you have a new message. The email subject will be **You have a new message from your practice**.

The body of the email will look like this:

Dear patient,
You have received a new message from your practice. Please use the following link to view your message.
New Message
Thanks,
Ridge 2941 Gant Quarters Circle Greenway, GA, 30067 7708231239

Clicking the New Message link should take you to the login page for your portal.

Send New Message to Practice Staff

To send a new message to your doctor's office:

- 1. **Login** to the portal.
- 2. Click the **Messages** tab on the navigation bar.

	The Ridge 2941 Gant Q Greenway, G 7708231239	Practice uarters Circle A 30067				Helk Caring for 1 other	o, Elisha Bell Patient Profiles Sign Out
Home Messages	Appointments	Patient Profiles	Health Information	Prescriptions	Billing	Education	
Messages						Select Patient: E	Elisha Bell 💌
Inbox Sent Messages New Message Delete	1-0 of 0		Filter Clear Filter			Sort By: Message Type	•

- 3. By default, the Inbox will appear.
- 4. Click the **New Message** button.

🔅 the	e ridge	The Ridge 2941 Gant Q Greenway, G 7708231239	Practice Jarters Circle A 30067				Hello, I Caring for 1 other <u>Pat</u>	lisha Bell ent Profiles Sign Out
Home	Messages	Appointments	Patient Profiles	Health Information	Prescriptions	Billing	Education	
Message	es						Select Patient: Elsi	ha Bell 💌
Inbox Sent	Messages	1-0 of 0						
New Message	Delete			Filter Clear Filter			Sort By: Message Type	
								J

5. Select the type of message you would like to send.

Note: Your doctor's office may have message types that are different than the types shown.

Home	Messages	Appointments	Patient Profiles	Health Information	Prescriptions	Billing	Education		
lessages							Select Pa	itient: Elish	a Bell 💌
Inbox <u>Sent M</u>	essages	1-0 of 0							
New Message	Denne in	-	_	FREE Coar Filter	_	_	Set By: Message	Type	
Home Messages Copyright © 2013 Gr All rights reserved. P	What is i Importa commun room. PrimePA By clicki If I have	the nature of a nt Information scations and re ATIENT's Waiver ing "I Agree" be an emergency	your message? Regarding the Pi quests. In case of Liability and low, I understar medical condition	Select one Selectiones Prescription Req Pt Communication Insurance Question Seneral Question Pt Comm Important Nurse Question Medical Records Doctor Question View More * 1 agree	thould be firm or go to the base Medical red to difficu	nited to non- e nearest en Records	emergency nergency 3, shortness of	ENV	YAY
							Cancel		

6. After selecting the Message type, read the Consent form and select **I Agree**.



- 7. Click **Continue**.
- 8. A New Message box will appear.

Home	Messages	Appointments	Patient Profiles	Health Information	Prescriptions	Billing	Education		
nbox (General Questi	on						×	Bell -
New Ac	ditional Deta	ils	* I	ndicates a required fie	Nature of	Message:			
	5)	* Patier mptoms & Complain	nt: Elisha Bell [*	Enter your me	essage here.		^	E
	ι	Physicia Jpcoming Appointme	an: Select One nt: Select One						L
	Bil	ling Range: Start Dat	te:					*	E.
ne									AY
right ghts									Г
									L
							Send	Cancel	

9. Complete each section and enter your message to the office. If a field is required, a red asterisk will appear.

Note: Your doctor's messages may have different sections than the fields shown.

- 10. After you type in your message, click the **Send** button.
- 11. A copy of the message you sent will now appear in the Sent Messages folder.

View and Reply to a Message from Practice Staff

To view a received message and/or reply to a message:

- 1. Login to the portal.
- 2. Click the **Messages** tab on the navigation bar.

🔅 th	e ridge	2941 Gant Q Greenway, G (770) 823-12	uarters Circle A 30067 39					Hello, cha chu Patient Profile Sign Qu
Home	Messages	Appointments	Patient Profiles	Health Information	Billing	Forms	Education	
Messag	es							
Inbox Ser	nt Messages	1-12 of 16 No	ixt					
(New Message	Delete)	(Filter) Glear Filter					Sort By: Message	Type 🚺
Admin (2)	cha	can I come at this time?				9:48 AM	
Admin	Chart Doc	cha	here	they are			9:14 AM	1

3. A loading box will appear while the portal connects to the doc server.

Medical Practice	5		Hello, Big Big Patient Profiles Sign Out
Messages		Select Patient: Big Big	-
Inbox Sent Messages 1-1 of 1			
New Message Delete		Sort By: Message Type	
Practice Admin Chart Document Big	hey there		
Home Messages Appointments Patient Profiles H	lealth Information Billing Educatio		
Copyright \textcircled{s} 2013 Greenway Medical Technologies, Inc., 121 All rights reserved. United States Patents Pending.	Greenway Blvd., Carrollton, GA 30117, U	J.S.A.	

4. By default, the Inbox will appear. All messages received from the practice will be displayed in the Inbox unless a message has been deleted.

2941 Gant Quarters Circle Greenway, GA 30067 (770) 823-1239								Hello, cha ch Patient Profile Sign Ov	
Home	Messages	Appointments	Patient Profiles	Health Information	Billing	Forms	Education		
Messag	es								
Inbox Ser	nt Messages	1-12 of 16 Ne	ext						
New Message) (Delete)		Filter	Clear Filter			Sort By: Message	Туре 💽	
Admin (2) Appl Brown cha can I come at this time?				come at this time?			9:48 AM		
Admin	Chart Docu	ument cha	here	they are			9:14 AM	Q.	

- a. The **Sender**, **Message Type**, **Patient**, **First Line of the Message**, and **Date** of the message or **Time** of the message if sent on the current date should show for all messages in the Inbox, in the Sent messages, and on the Home page.
- b. The attachment paperclip should only show on messages that have an attachment.

- c. Ten messages will display per page.
- 5. To select the message you would like to view, click on the message.

	The Ridge I 2941 Gant Q Greenway, G 7708231239	Practice Jarters Circle A 30067				Hello, Maggle Tes Patient Profile Sign Os	a s
Home Messages	Appointments	Patient Profiles	Health Information	Billing	Education		
Messages							
Inbox Sent Messages	1-1 of 1						
New Message Delete			Filter Clear Filter		Sort By	r: Message Type 🔹	1
m	Maggie	Please	bring your completed He	alth History for	ms to your	9:48 AM 🖉)
							1
							J
Home Messages Appointme	ents Patient Pro	files Health Infor	mation Billing Educat	tion		CREENWAY	r
Copyright © 2013 Greenway Medi All rights reserved. PrimeSuite Un	cal Technologies, I/ ited States Patent I	tc., 121 Greenway 8 Number 7716072.	vd., Carroliton, GA 30117,	U.S.A.		GREENWAT	

6. The message will appear.

Massages	Colort Dation to back back
messages	Select Patient: boots boots
Back Delete Thread	
From: boots boots To: Admin	July 31, 2013 at 01:43 PM
From: Admin To: boots boots	July 31, 2013 at 01:47 PM 🥖
From: Admin To: boots boots	July 31, 2013 at 01:52 PM 🥖
x	
	4
Reply	

- a. Historical messages will display when a message is opened.
- b. Each individual message with an attachment has a paperclip icon next to it. Click on the paperclip to open the attachment.

Note: If a connection to the document server cannot be established, a message will appear stating that the attachment cannot be viewed at this time.

7. To **reply**, type your message in the message text box below the incoming message.

The Ridge Practice 2941 Gart Quarters Circle Greenway, GA 20087 7708231239	Hello, Maggie Test Patient Profiles Sian.Out
Home Messages Appointments Patient Profiles Health Information Billing Education	
Messages	
Back Delete Thread	
From: To: Maggie Test	April 16, 2013 at 09:48 AM
Reply	
Home Messages Appointments Pakint Profiles Health Information Billing Education Cosyright © 2013 Onesmay Medical Technologies. Inc. 121 Onesmay Bird., Caroliton, GA 30117, U.S.A. Al rights research. Primaticus Hunde States Reune Number 771002.	GREENWAY

8. Click the **Reply** button to send the message. Your reply has been sent and will be saved in the Sent Messages folder until you delete it.

View Sent Messages

To view messages you sent to the doctor's office:

- 1. Login to the portal.
- 2. Click the **Messages** tab on the navigation bar.

the ridge	The Ridge Practice 2941 Gert Quarters Drote Greenway, GA 30067 7708231239			Hello, Haggle Estimut. In Sig	t Test tofies
Home Messages	Appointments Patient Profile	e Health Information	Billing Education		
Home					
To Dos & Reminders	Messages			See All Mess	ages
You currently have no reminders.	Kappe	Please bring your o	ompleted Health History	9;48 AM	E.
	News and Announceme	ents		See All Cirsi: N	ldws
	B tolos us on Tellar		I visit us on Facebook		
	Patient Education			See All Health A	
	What Is Prenatal Care?		Exercise During Pr	regnancy	
	Read Hore		field Hare		
li					
			2222		
nome I Messages Apportune	ents Patient Protes Health In	ormation Billing Educat	1 100	GREENWA	Y
Ni rights reserved. PrimeBuite Un	ited States Patent Number 7716272.	Bren, Carrinder, de 20117.			

- 3. By default, the Inbox will appear.
- 4. Click the **Sent Messages** link.

Medical Prac	idge	2941 Gant Qu Greenway, G 7708231239	arters Circle A 30067						Eatient Profi Sign O
Home No	issages A	ppointments	Patient Profiles	Healt	h Information	Billing	Education		
lessages									
nbox Sent Mes	ssages 1	-1 of 1		-					
New Message	Delete			Filter	<u>Clear Filter</u>		Sort By:	Message Typ	0
171		Maggie	Please	bring yo	our completed Hea	eith History for	ns to your	9148 AM	e.

5. The sent messages will appear.

Sort Messages

After having a portal account for some time, your message list might grow large and it will be difficult to find a message. In this instance you can sort the message list by Message Type, Message Sender, Date Received Ascending, Date Received Descending, and Has Attachments.

To sort the message list:

- 1. Login to the portal.
- 2. Click the **Messages** tab on the navigation bar.

the ridge	The Ridge Practice 2043 Gert Quarters Croke Greenway, GA 20067 7708231238				Hello, Haggle Test Patient Profiles Sign Out
Home Messages	Appointments Patient Profiles	Health Information	Billing Education	0.	
lome					
To Dos & Reminders	Messages				See All Messages
You currently have no reminders.	Happe	Please bring your or	impleted Health History	9148 AM	Ľ
	News and Announcemen	ts			See All Clinic News
	In Police us on Twitter		Visit us on Facebook		
	Patient Education				See All Health News
	What Is Prenatal Care?		Exercise During P	тедвансу	
			100		
iome Messages Appointmen	its Patient Profiles Health Info	mation (Billing Educat	on I	G	REENWAY
Il rights reserved. PrimeDulte Unit	ed States Patent Number 7716072.	Tel, Sameren, SA 20117.			

3. By default, the Inbox will appear. You can sort messages in the Inbox or in the Sent Messages list.

4. Hit the dropdown box next to **Sort By** and select the way you would like to sort the messages.



5. The messages will now be sorted.

Filter Messages

After having a portal account for some time, your message list might grow large and it will be difficult to find a message. In this instance you can filter the message list to find a message containing a certain word or phrase.

To filter the message list:

- 1. **Login** to the portal.
- 2. Click the Messages tab on the navigation bar.

the ridge	The Ridge Practice 2843 Gart Quartere Crobs Greenway, GA 20067 7708231228			Hello, Haggin Te Patent Profi Sign O
Home Messages	Appointments Patient Profiles	Health Information	Billing Educatio	on .
Home				
To Dos & Reminders	Messages			See All Message
You currently have no reminders.	Happie	Please bring your or	mplated Health History	9:48 AM 🦉
	News and Announcemen	See All Clinic New		
	B Police values Twitter			
	Patient Education			See All Health New
	What Is Prenatal Care?		Exercise During P	Ртедвавсу
tome Messages Appointme	nts Patient Profiles Health Infor	nation Billing Educati	on 1	Restaurant and a second
Separapht © 2013 Greenway Medici Al rights reserved. Primeduite Unit	d Technologies, Inc., 121 Greenway Br of States Patent Number 7716072	nd., Campilton, GA 30117. I		GREENWAY

3. By default, the Inbox will appear. You can filter messages in the Inbox or in the Sent Messages list.

4. Type in a word or phrase in the **Filter Box** and hit **Filter**. Only messages containing the entered word or phrase will show in the Inbox or Sent Messages list.

Home	Messages	opoetments	Patient Profiles	Health Information	Diling	Education		
lessages	5							
Inbox Sent h	dessages 1	I-1 of 1						
New Message	Delete		1	Filter Clear Filter		Sort By:	Message Type	
1		Маррия	Please	bring your completed He	alth History for	ms to your	9:48 AM	1.

5. To clear the filter and show all messages again, hit Clear Filter.

Delete a Message

To delete a message received from your doctor's office or a message you sent to the office:

- 1. Login to the portal.
- 2. Click the **Messages** tab on the navigation bar.
- 3. By default, the Inbox will appear.
- 4. Select the check box beside the message you would like to delete. You can select multiple messages.
- 5. Click the **Delete** button.

0000000	Messages	Appointments	Patient Profiles	Health Information	piling	Education		_
nbox Sent	:5 Messages	1-1 of 1						
New Message	e Delete		6	Filter Clear Filter		Sort 8	y: Message Type	
1		Маррия	Please	e bring your completed He	alth History form	s to your	9:48 AM	4.

Your messages have now been deleted.

Reminders

The **Reminders** tab allows you to view reminders sent to you or your dependents from the doctor's office. You can receive reminders about appointments and custom reminders. Custom reminders will be reminders asking you to take a certain action, such as setting up an annual check-up.

You can customize how long the reminders will be available for review and whether or not you receive an email when a new reminder is sent to the portal in the section titled "Account Preferences.".

Notification Email

When your doctor's office sends you a reminder on the portal, an email will be sent to the email address your doctor's office has on file notifying you that you have a new reminder. The email subject will be **You have a new reminder from your practice**.

The body of the email will look like this:

Hello John,
You have received a new reminder from your practice for John. Please use the following link to view the reminder.
New Reminder
Thanks,
2941 Gant Quarters Circle Greenway, GA, 30067 (770) 823-1239

Clicking the New Reminder link will take you to the login page for your portal.

View & Delete Reminders

To view a reminder and/or delete a reminder that has already been viewed and completed:

- 1. **Login** to the portal.
- 2. Click See All or go to the Messages tab, and then click on the Reminders sub tab.

the ridge	2941 Gant Q Greenway, G (770) 823-13	uarters Circle A 30067 39				Hello, Jo Account Pr	ohn Smith eferences Sign Out
Home Messages	Appointments	Patient Profiles	Health Information	Billing	Education		
Home							
Reminders See	Messages						See All
Custom Reminders For John: Please make an appointment for your annua exam.	Admin	Chart Docume	2 John	Your lab result	ts from your last vist an	re attached. Oct 3	• 2
	News and	Announcement	s				See All
Custom Reminders	E Follow us	E <u>Follow us on Twitter</u>			Slosed for Thanksaiving		
For John: Please go to the News section on the Education tab and note the holiday hours.	D Holiday H						
5244	Patient Ed	ucation					See All
Custom Reminders	Las clases	nara manejar el a	osteás	Kowst	n Mananing Stress		
For John: Please remember to make a follow up appointment with the consultant	Read Hore	Las claves para manejar el estres			Seed Hore		
	Insect Bite	s and Stings		Morde	duras y picaduras de	e insectos	
	Read More			And	llore		
Home Messages Appoint Copyright © 2013 Greenway Me	nents Patient Pro	files Health Infor	nation Billing Educa d., Carroliton, GA 30117	ition , U.S.A.		GREEN	NAY

 Or

🛟 the	e ridge 2941 Gant Que Greenway, GA (770) 823-123	arters Circle 30067 9				Hello, John Smith Account Preferences Sign Out
Home	Messages Appointments					
Messages	Reminders					
Remind	ers					
Reminders f	for John Smith					Send Message
Appointment R	teminders					
Patient	Instructions			Appoi	intment Date	
John Smith do	es not currently have any appointme	nt reminders				
Custom Remin	nders					
Patient	Message			Date F	teceived	
John Smith	Please make an appointment for y	our annual exam.		Wed O	ct 30 19:39:14 GMT 201:	3 View Details Delete
John Smith	Please go to the News section on t	the Education tab an	nd note the holiday hours.	Wed O	ct 30 19:39:14 GMT 201:	3 View Details Delete
John Smith	Please remember to make a follow	w up appointment w	ith the consultant.	Wed O	ct 30 19:39:14 GMT 2013	3 View Details Delete
Form Reminde	rs					
Patient	Form Name			Comp	lete By	
John Smith do	es not currently have any form remin	iders				
Home Messag Copyright @ 201 All rights reserve	ges Appointments Patient Profi 3 Greenvay Medical Technologies, Inc d. United States Patents Pending.	les Health Inform ., 121 Greenway Bly	nation Billing Educati d., Carroliton, GA 30117, U	on J.S.A.	I	GREENWAY

3. The reminders displayed are based on the patient selected in the patient picker. To view a different patient's reminders, change the patient in the dropdown box, or select View All to view all patients' reminders.

- 4. To view more information for each reminder, click View Details.
- 5. Once you no longer want the reminder displaying on the screen, you can click **Delete** to remove the reminder.

Send a Message Inquiring About a Reminder

To send a new message to your doctor's office:

- 1. **Login** to the portal.
- 2. Click See All or go to the Messages tab, and then click on the Reminders sub tab.
- 3. Click the Send Message button.

]					Hello, John Smith			
	eriage	2941 Gant Qu Greenway, GA	arters Circle 30067				Account Preferences			
· · · · · · · · · · · · · · · · · · ·	ai i i i i i i i i i i i i i i i i i i	(770) 823-123	9				<u>Sign Out</u>			
Home	Messages	Appointments	Patient Profiles	Health Information	Billing	Education				
Messages	Reminders									
Reminders										
Reminders f	or John Smi	th					Send Message			
Appointment R	eminders									
Patient	Instructions				Арроі	ntment Date				
John Smith doe	es not currently h	ave any appointme	nt reminders							
Custom Remin	ders									
Patient	Message				Date F	leceived				
John Smith	Please make a	n appointment for	your annual exam.		Wed O	ct 30 19:39:14 GMT 2013	View Details Delete			
John Smith	Please go to th	e News section on	the Education tab an	id note the holiday hours.	Wed O	ct 30 19:39:14 GMT 2013	View Details Delete			
John Smith	Please remem	ber to make a follo	w up appointment w	ith the consultant.	Wed O	ct 30 19:39:14 GMT 2013	View Details Delete			
Form Reminde	rs									
Patient	Form Name				Comp	lete By				
John Smith doe	es not currently h	ave any form remi	nders							
Home Messag	jes Appointme	nts Patient Prof	iles Health Inform	nation Billing Educati	on		GREENWAY			
Copyright © 2013 All rights reserve	3 Greenway Medic d. United States P	al Technologies, Ind Patents Pending.	., 121 Greenway Blv	d., Carroliton, GA 30117, I	J.S.A.					

4. Complete each section and enter your message to the office. If a field is required, a red asterisk will appear.

	the	e ridge	2941 Gant Qua Greenway, GA	rters Circle 30067						Hello, Jo Account Pr	ohn Smith
			(770) 823-1239								Sign Out
Hom											
Messa	iges	Reminders									
Rem	inde	arc									
Remin		010									sage
Appoir	Ge	neral Questi	on							×	
Patier	Add	litional Detai	ls	* Indi	ates a required	field	Nature of M	essage:			
John S			* Patier	t: John Smith	•		* Message Body	:			
Custor			Form in Questio	n: Select One	•						
Patier		Sy	mptoms & Complaint	s:							
John S John S											lelete
John S			Physicia	n: Select One	•						elete
Form F		U	pcoming Appointmer	t: Select One	•						100
Patier			Your Locatio	n: Select One	•						
John S		Bill	ing Range: Start Dat	e:							
		Bi	illing Range: End Dat	e:							
Home											AY
All rights											
											-
									Send	Cancel	
	-								_	_	

Note: your doctor's messages may have different sections than the fields shown.

- 5. After you type in your message, click the **Send** button.
- 6. A copy of the message you sent will now appear in the **Sent Messages** folder.

Appointments

You can use the portal to request an appointment for a particular date and time. Your request will be sent to the practice for confirmation. The practice will either schedule the appointment and send a confirmation, or deny your requested appointment due to availability.

Request an Appointment

To request an appointment with your doctor:

- 1. Login to the portal.
- 2. Click the **Appointments** tab on the navigation bar.
- 3. Click the **Request Appointment** button.

🛟 th	e ridge	The Ridge P 2941 Gant Qui Greenway, GA 7708231239	ractice arters Circle 30067				Hello, Elish Caring for 1 other <u>Patient F</u> Sig	a Bell Profiles In Out
Home	Messages	Appointments	Patient Profiles	Health Information	Prescriptions	Billing	Education	
ppoint	ments f	or Elisha I	Bell				Select Patient: Elisha B	ell 💌
Appoint	<u>ments</u> for Eli	isha Bell						
lequest Appoir	ntment							
Scheduled App	pointments							
Scheduled Da	ate/Time	Scheduled Cli	nician Ty	pe	Schedul	ed Location		
Requested App	pointment							
Requested D	ate/Time	Requested Cl	inician Ty	pe	Request	ed Location		
nequested b	ate/ mile	Nequested Ci	inclaim Ty	pe -	Request	eu Location		

4. The Request Appointment page will appear as a pop up window.

dditional Details	* Indicates a required field	Nature of Message:	
* Patient:	Elisha Bell 💌	* Message Body:	*
What day best fits your schedule?:	Select One 💌		
* Within what time frame would you like to be seen?:	First Available 💌		
What time best fits your schedule?:	Select One		
Which provider would you like to see?:	Select One 💌		-
At which location would you like to be seen?:	Select One		
ease prioritize the following items to better enable us to schedule your appointment.:	Select One		
	Select One •		
	Select One V		
	Select One 💌		
			Send Cano

- a. Click the dropdown to select the **Patient** for whom the appointment is for.
- b. Click the dropdown to select which Day works best for you

What day best fits your schedule?:	Select One 💌
	Select One
	Monday Tuesday Wednesday Thursday Friday Saturday

c. To indicate the **Time Frame** for your requested appointment, click the down arrow then select (click) your choice from the dropdown list. To be seen as soon as possible, click the **First Available** option.



d. Select the **Time** (morning or afternoon) that will best fit your schedule.



e. To indicate a **Provider** preference for your appointment request, click the down arrow then select (click) your choice from the dropdown list. (The list of providers you will see will be different from the list you see below.)



f. If applicable, select the **Location** for your appointment.



g. In order to better fulfill your request, the practice will need to know which of the above choices is most important to you. **Prioritize** the appointment items by choosing the most important item first.



Once a choice is selected, the choice should not display again as a choice for the proceeding priority dropdown boxes.

h. Add any **additional information** about your appointment request that will be helpful for the practice to know. For example, you might describe the symptoms you are experiencing. You will type this information in the **Message Body** text box.

Patient: What day best fits your schedule?: Within what time frame would you like to	Elisha Bell 💌 Select One 💌	 Message Body: insert message here regarding your request for your appointment. 	*
be seen?: What time best fits your schedule?: Which provider would you like to see?:	First Available		
Ad mean octation housy you meet to be seen?: ase prioritize the following items to better enable us to schedule your appointment.:	- Select One		

- 5. When all required information has been entered, click the **Send** button. Clicking the **Cancel** button will close the window and you will lose all of your selections.
- 6. If a required field is missing, the missing field will be highlighted when you hit **Send**. Enter the missing information and then hit **Send** again.

Sending an appointment request will send the Appt Request message type to PrimeSUITE[®] via taskcreate.

	_						-	
Λ	ac mar of		cinetine cinet inc	correct as a	he for	ad in more	" Comt Ma	
\square	CODVOIA	Jour ann	ommentre	ouesi can	De tou	1101 1111 2001	r sem we	ssages page.
	•••• <i>i</i>	our app	01111110110 10	queece eur	00100	110 111 900	1 00110 1.100	souges puger

Home	Messages	Appointments	Patient Profiles	Health Information	Prescriptions	Billing	Education	
Messag	es						Select Patient: A	I Patients 💌
Inbox Sent	t Messages	1-4 of 4						
New Messag	Delete			Filter Clear Filter			Sort By: Message Type	
Practice	Appt. Reg	unt Elisha	Would	d like to see Dr. X in the	main office. I feel	like I am getti	ng Apr 2	
Practice	Appt. Reg	unt Elisha	Insert	t Message here regardin	g your request for t	the	Apr 2	
🗌 Admin		etton Elisha	test n	nessage			Apr 11	
Admin	Doctor Qu	extion Elisha	test				Mar 28	

The requested appointment will appear in your list of requested appointments on the **Appointments** tab while waiting for practice approval.

Once the appointment has been scheduled, you will receive an e-mail message confirming your appointment. The scheduled appointment will now move from the **Requested Appointments** list to the **Scheduled Appointments** list with an appointment date and time.

View Requested and/or Scheduled Appointments

Scheduled Appointments are being run upon selection of the tab in the portal.

To view requested and/or scheduled appointments:

- 1. **Login** to the portal.
- 2. Click the Appointments tab on the navigation bar. The scheduled appointments will show under the **Scheduled Appointments** section. The requested appointments will show under the **Requested Appointment** section.

	2941 Gant Quarte Greenway, GA 30 (770) 823-1239	rrs Circle 067			Hello, cha c <u>Patient Profi</u> <u>Sign C</u>		
Home Message	s Appointments Pa	tient Profiles Health Info	rmation Billing	Forms Educat	tion		
ppointments							
Appointments for c	ha cha						
Request Appointment							
Scheduled Appointments							
Scheduled Date/Time Scheduled Clinician Type Scheduled Location							
6/18/2013 10:00 AM	Dr Ingram	(BDT) - Meeting	g The Ridge Practice Inc.		View Detai		
Requested Appointment							
Requested Date/Time	Requested Clinician	Туре	Requested Location	Replied On			
Wednesday Morning	Jack Ace	Next Week	Early Memorial Hospital	6/13/2013 11:06 AM	View Respon		
Tuesday Morning	Jack Ace	Next Week	Fairview Park Hospital	6/13/2013 9:48 AM ^I	View Respon		
Monday Morning	Jack Ace	Next Week	Early Memorial Hospital	6/11/2013 4:12 PM	View Respon		
Tuesday Morning	Jack Ace	Next Month	Hospital Two - Outpatient		View Deta		
		This Week	Hospital Two - ER		View Deta		
Monday Morning							
Monday Morning Thursday Morning		First Available	Hospital One - Outpatient		View Deta		
Monday Morning Thursday Morning Tuesday Morning		First Available This Week	Hospital One - Outpatient Hospital Two - Outpatient		View Deta View Deta		
Monday Morning Thursday Morning Tuesday Morning Monday Morning		First Available This Week First Available	Hospital One - Outpatient Hospital Two - Outpatient Fairview Park Hospital	6/11/2013 9:35 AM	<u>View Deta</u> <u>View Deta</u> <u>View Respon</u>		

- 3. To view the details of a scheduled appointment, click the **View Details** link. A new message window will open showing the appointment details.
 - A. The Detail View for scheduled appointments shows the Appointment Date, Time, Clinician, Location, Type of Appointment, and a map to the associated location.



- a. Scheduled Appointment for [Patient Name] should be at the top of the window.
- b. The correct month and date should be seen in the box to the left of the appointment details.
- c. The practice name and address should be seen in a message window on the map.
- d. On the map, dragging the symbol will change the view to street view at the location the is dropped. Press the x in the top right corner to exit street view.
- e. The plus sign zooms in the map. The minus sign zooms out of the map.
- f. Press in the lower right corner of the window to expand the window.
- g. Click **Close** to exit the appointment details window.
- B. To view the details of a requested appointment, click the "View Details" link. A new message window will open showing the requested appointment details.
 - a. The Detail View for requested appointments shows the information filled out when requested an appointment: What day best fits your schedule, Within what time frame would you like to be seen, What time best fits your schedule, Which provider would

you like to see, At which location would you like to be seen, and the message entered.



- b. Scheduled Appointment for [Patient Name] should be at the top of the window.
- c. The correct month and date should be seen in the box to the left of the appointment details.
- d. The practice name and address should be seen in a message window on the map.
- e. On the map, dragging the symbol will change the view to street view at the location the is dropped. Press the x in the top right corner to exit street view.
- f. The plus sign zooms in the map. The minus sign zooms out of the map.
- g. Press in the lower right corner of the window to expand the window.
- h. Click Close to exit the appointment details window.
- 4. If the office has replied to the appointment request, the date and time the doctor's office replied to the request will be listed. Click the View Response link to open the message sent by the office.

🛟 the	the ridge 2943 Gant Quarters Circle Creenway, CA 30067 (770) 823-1239									
Home	Messages	Appointments P	atient Profiles	Health Info	mation	Billing	Forms	Education		
Appoint	ments									
Appointme	ents for cha	a cha								
Request Appoin	stment									
Scheduled App	pointments									
Scheduled Da	te/Time	Scheduled Clini-	cian Ty	pe		Schedu	led Location			
6/18/2013 10:	00 AM	Dr Ingram	(80	DT) - Meeting		The Rid	pe Practice Inc.		View Details	
Requested App	pointment						37			
Requested Da	ate/Time	Requested Clinician	Туре		Requeste	d Location	Replied On			
Wednesday Mo	orning	Jack Ace	Next Week		Early Mem	orial Hospital	6/13/2013 1	1:06 AM	View Response	

5. The message sent from the office will open in a window.

Patient Profiles	Health Information	Billing	Forms	Education June 13	, 2013 at 10:59 AM			
				June 13	, 2013 at 10:59 AM			
				June 13	, 2013 at 10:59 AM			
				June 13	, 2013 at 10:59 AM			
From: Admin To: cha cha June 13, 2013 at 11:06								
. ingram Pib on Tu	esuay, June 10, 201	13, at 10.00 A	an ior (801) -	Meeting.				
					6			
les Health Informatic 121 Greenway Blvd., Car	on Billing Forms E rollton, GA 30117, U.S.A.	ducation		G R	EENWAY			
	F. Ingram MD on Tu	F. Ingram MD on Tuesday, June 18, 201 F. Ingram MD on Tuesday, June 18, 201 Files Health Information Billing Forms E 121 Greenway Bivd., Carrollton, GA 30117, U.S.A.	F. Ingram MD on Tuesday, June 18, 2013, at 10:00 A	T. Ingram MD on Tuesday, June 18, 2013, at 10:00 AM for (BDT) -	June 13 T. Ingram MD on Tuesday, June 18, 2013, at 10:00 AM for (BDT) - Meeting. The s Health Information Billing Forms Education 121 Greenway Brd., Carroliton, GA 30117, U.S.A.			

Cancel Appointment

To cancel a requested appointment and/or a scheduled appointment with your doctor:

- 1. Login to the portal.
- 2. Click the **Appointments** tab on the navigation bar.

the ridge	Ridge 2941 Gant Quarters Greenway, GA 3006 7708231239	Circle 7				Hello, patient test Patient Profiles Sign Out
Home Messages	Appointments Pat	ient Profiles	Health Information	Billing	Education	
Appointments						
Appointments for pat	tient test					
Request Appointment						
Scheduled Appointments						
Scheduled Date/Time	Scheduled Clinic	ian T	ype	Sc	heduled Location	
7/29/2013 8:30 AM	Dr. Ingram	() S	RPE) - OB U/S Follow Up onographer	The	a Ridge Practice Inc.	View Details
Requested Appointment						
Requested Date/Time	Requested Clinician	Туре	Reque	sted Location	Replied Or	1
Wednesday Morning	Doctor Greenway	Next Week	5010 S	ervice Location		View Details
Home Messages Appointn	nents Patient Profiles	Health Inform	nation Billing Educat	ion		
Copyright © 2013 Greenway Med All rights reserved. United States	dical Technologies, Inc., 123 s Patents Pending.	Greenway Blv	d., Carrollton, GA 30117,	U.S.A.		GREENWAY

- 3. Go to the Appointments for [Patient Name] section.
- 4. Locate the appointment you wish to cancel. Click the **View Details** link.

	Ridge 2941 Gant Quarten Greenway, GA 300 7708231239	s Circle 67				Hello, patient test <u>Patient Profiles</u> <u>Sign Out</u>				
Home Messages	Appointments Pa	tient Profiles	Health Information	Billing	Education					
Appointments										
Appointments for patient test										
Request Appointment										
Scheduled Appointments										
Scheduled Date/Time	Scheduled Clini	cian T	ype	Sch	eduled Location					
7/29/2013 8:30 AM	Dr. Ingram	() S	RPE) - OB U/S Follow Up onographer	The	Ridge Practice Inc.	View Details				
Requested Appointment										
Requested Date/Time	Requested Clinician	Туре	Reque	sted Location	Replied On					
Wednesday Morning	Doctor Greenway	Next Week	5010 S4	ervice Location		View Details				
Home Messages Appointm	ents Patient Profiles	Health Inform	nation Billing Educati	on		GREENWAY				
Copyright © 2013 Greenway Med All rights reserved. United States	lical Technologies, Inc., 12 Patents Pending.	1 Greenway Blv	d., Carroliton, GA 30117, I	J.S.A.						

5. If you are **cancelling a requested appointment**, the Requested Appointment page will appear.

Preferred Day	
Preferred Time	Morning
Requested Clinician	
Requested Location	

If you are **cancelling a scheduled appointment**, the Scheduled Appointment page will appear.



- 6. Do one of the following:
 - A.) Click the **Cancel Request** button to cancel a requested appointment.

- B.) Click the **Cancel Appointment** button to cancel a scheduled appointment.
- 7. Once a cancellation request has been submitted, Cancellation Pending will show in place of the View Details link.

the ridg	e 2941 Gant Quarte Greenway, GA 30 (770) 823-1239	rs Circle 067					Hello, maggle test Patient Profiles Sign Out
Home Message	s Appointments Pa	atient Profiles	Health Information	Billing	Forms	Education	
Appointments							
Appointments for m	aggie test						
Request Appointment							
Scheduled Appointments							
Scheduled Date/Time	Scheduled Clinic	tian Type		Schedu	led Location	_	
6/24/2013 8:30 AM	New Resource	(BDT) - BP Check Only	The Ridg	e Practice Inc.	c	ancellation Pending
Requested Appointment							
Requested Date/Time	Requested Clinician	Туре	Requested	d Location	Replied On	_	
Tuesday Morning		This Week	Early Memo	orial Hospital		C	ancellation Pending
Home Messages Appoin Copyright © 2013 Greenway M	tments Patient Profiles edical Technologies, Inc., 1	Health Inform 21 Greenway Blv	nation Billing Forms d., Carroliton, GA 30117,	Education U.S.A.		GRI	ENWAY

8. If the user decides to cancel the appointment they can select Cancel Appointment and an "Appt Cancel" message type will be sent to PrimeSUITE via taskcreate with all of the appointment information for the appointment that needs to be cancelled.

The appointment will not be removed from the Appointments tab until the doctor's office has removed the appointment in their system.

Schedule a Real-time Appointment (if available)

Your doctor's office may allow you to schedule an appointment through the portal directly into their scheduling system. This is called Real-time appointment scheduling. Not all doctor's offices use this feature.

To schedule a real-time appointment with your doctor:

- 1. Login to the portal.
- 2. Click the **Appointments** tab on the navigation bar.
- 3. In the **Schedule an Appointment** section: (**Note**: The options you will see will be different than the options below).

¢	† M		Practic	ģg	e	T1 29 Gr (7	he Rid 941 Ga reenwa 70) 82	ige P nt Qu ny, G 3-12	ract Jarter A 300 39	ice rs Circ 067	le							Hello, Maggie Te Patient Profi Sign C
Но	me		Mes	sage	:S	Арро	ointme	ints	Pa	itient	Profi	les	Healt	Information	Prescriptions	Billing	Forms	Education
ad	oir	ntn	ner	nts														
Ар	poir	ntme	ents	for	Mag	gie 1	Fest							_				
Scl	hed	ule a	an Aj	рроі	intm	ent								Available	Appointment	s	Re	quest Appointme
hoose	e a D	ate												Dr.Henry G	rey			
0		Ар	ril 20	13					Ma	iy 20	13		0	8:00 am	Leeds L	anding		View Deta
Su	Мо	Tu	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa					
	1	2	3	-4	- 5	6				1	2	3	- 4					
7	8	9	10	11	12	13	5	6	7	8	9	10	11					
14	15	16	17	18	19	20	12	13	14	15	16	17	18					
21	22	23	24	25	26	27	19	20	21	22	23	24	25					
28	29	30					26	27	28	29	30	31						
lect	Арре	ointn	nent 1	Гуре	~	_								-				
			-5	elect	One	•												
ease Inicia	selec	t clin	ician a	and/o	r loca	stion:												
] Joh	n Sm	ith												-				
Mar	y Gir	sler																
l Ten	ry Jol	hnsor	1															
And	hor H	lospit	al															
Car	rolito	n Cli	nic															
Dec	atur	Hosp	ital Nore	in all														
Nev	vnan	Hosp	ital	nudi														
Tan	ner N	ledica	al Cen	ter W	/est									1				
nd App	pointr	ment	8											-				

- a. Use the calendar to select the date you wish to come into the office.
- b. Select the appointment type from the drop-down menu.
- c. Select the clinician you wish to schedule an appointment with.
- d. If your practice has multiple locations, select the location you wish to be seen.
- e. Click the **Find Appointments** button.
- 4. A list of available appointments will appear in the Available Appointments section.

					Appo		ma		Dent	PTORE	ea -	near	Tarronnadon	PTES	orgoons billing	Forms Educat
рроі Арроі	ntn	ents	for	Mag	gie 1	est	_	_	_	_	_					
Sched	lule	an A	ppo	intre	ent								Available	Арро	intments	Request App
oose a (Date	,	_									_	Dr.Henry G	rey		
0	٨	pril 2	013					Ma	y 20	13		0	8:00 am		Leeds Landing	Sie
Su Mo	Т	We	Th	Fr	Sa	Su	Мо	Tu	We	Th	Fr	Sa				
1		2 3	4	5	6				1	2	3	4				
7 8		2 10	11	12	13	5	6	7	8	9	10	11				
14 15	1	5 17	18	19	20	12	13	14	15	16	17	18				
21 22	2	24	25	26	27	19	20	21	22	23	24	25				
28 29	3	0				26	27	28	29	30	31					
lect App	alat	ment	Tune													
case sele nician John Sm Mary Gi Terry Jo cation Anchor Carroliti Decatur Laurel H Newnan	nith nsile ihnsi Hoss seigh Hos	inician phal línic pital ta Hos pital cal Ce	pital	r locr	etion:								_			

- 5. Click **View Details** beside the appointment you want to schedule.
- 6. Click the **Schedule Appointment** button.
- 7. Your appointment has now been scheduled. The appointment will appear under the Scheduled Appointments section. (**Note**: It might take a few minutes for the appointment to appear.)

If there is not an open appointment during your requested time, you can request an appointment by clicking the Request Appointment link and then following the steps in the section titled "Request an Appointment."

Patient Profiles

The patient portal will allow you to view and update your personal information including basic contact information, employment information, insurance information, preferred doctor, and preferred pharmacy. Any time you add, delete, or update information in the Patient Profiles section, your request will be sent to the practice for confirmation.

View a Summary of All My Basic Contact Information

To view a summary of your patient profile:

- 1. Login to the portal.
- 2. Click the **Patient Profiles** tab on the navigation bar.
- 3. The **Summary** page will automatically load.
- 4. On this page, you can view a brief summary of the information your doctor has on record for you. If there has been a request to update a field, the updated information or field will not show until the practice accepts it.

Medical Pract	dge	2941 Gant Qua Greenway, GA (770) 823-1239	rters Circle 30067						Caring for 1	Hello, boots boots other <u>Patient Profiles</u> <u>Sign Out</u>
Home Me	ssages Ap	pointments	Patient Pro	ofiles		rmation		Forms	Education	
Summary Basic	c Information	Employment	Insuran	ice	Preferred Pr	ovider				
Patient Pro	files							Select Patie	nt: boots boots	•
BASIC INFORM	ATION		Update	EMF	LOYMEN	Г			View and Edit	All Employments
Name:	boots boots			NAM	IE	STATUS		ACTIVE		PHONE
Address:	Georgia 3740	5		INS	URANCE				View and E	dit All Insurance
Primary Phone:	(555) 555-77	77		TYP	E NAME	POLICY	# GROL	JP # EFFEC	TIVE DATE	ACTIVE
Email:	john@codesci	ence.com								
SSN:	782-37-8222									
PROVIDERS										
Preferred:										
**The information	displayed is a	reflection of the	information	in your	doctor's syst	em and ma	y not be editat	le or reflective of	the information ye	ou have entered.
Home Messages A Copyright © 2013 Green All rights reserved. Unite	ppointments way Medical Te ad States Pater	Patient Profil echnologies, Inc. hts Pending.	es Health , 121 Greem	Inform way Blvd	ation Billin	g Forms GA 30117,	Education U.S.A.		GR	EENWAY

To select another patient's information to view or edit, select the patient from the dropdown box.

Basic Information: View and/or Update

To view and/or update your basic contact information:

- 1. Login to the portal.
- 2. Click the Patient Profiles tab on the navigation bar.
- 3. Click the **Basic Information** tab on the navigation bar, OR click the **Update** link in the **Basic Information** section.

Note: To select another patient's information to view or edit, select the patient from the dropdown box.

- 4. You can view your contact information that your doctor has on file for you.
- 5. If you wish to update this information, go to the field that you need to update.
- 6. Delete the current information that is in that field.
- 7. Enter your new information. When a field is updated, the field will turn yellow.

<u>atient Pr</u> ofile			Select Patient: Elisha Bell
ave Changes (*required field)			
Patient Id:	26097	Primary Phone:	(770) 548-6879
First Name:*	Elisha	Evening Phone:	(770) 548-6879
Middle Name:	L.	Day Phone:	
Last Name:*	Bell	Cell Phone:	
Preferred Name:	Elisha	Email:	elishabell@greenwavmedical.com
Date of Birth:*	12/30/1980	Address Line 1:	121 Greenway Medical Blvd
SSN:	541-24-8908	Address Line 2:	121 Oreenway medicar bive.
Drivers License:		City:	Carroliton
Gender:	Female	State:	Georgia
Race:	White	Zip Code:*	30117
Ethnicity:	Not Hispanic or L	County:	Carroll
Marital Status:	Married	Country	
Primary Language:	English	country.	USA

8. Click the **Save Changes** button. This will create a request, with your changes, that is sent to your doctor's office. The updated field will turn grey when the **Save Changes** button is selected.

Home Messages App	ointments Pa	itient Profiles	Health Information	Billing	Forms	Education	
ummary Basic Information	Employment	Insurance	Preferred Provider				
tient Profile					Select Pa	tient: boots boots	
ave Changes							*required
First Name:*	boots			Primary	Phone:	(555) 555-7777	
Middle Name:				Work	Phone:		
Last Name:*	boots			Cell	Phone:		
Preferred Name:	booty				Email:	john@codescience.c	om
Date of Birth:	2/2/1965			Address	Line I:		
SSN:	782-37-8222			Address	Line 2:		_
Drivers License:	[City:		
Genders	Unknown		•		State:	Georgia	÷
Race:	Unknown		•	Zip	Code:*	37405	
Ethnicity:	Unknown		•	0	ountry:	United States	٠
Marital Status:	None						
Primary Language:	English		•				
		ields highlighted	I in gray contain changes	pending approve	sl.		
**The information displayed is a r	eflection of the in	formation in you	r doctor's system and may	not be editable	or reflective	of the information you	i have entered

9. As soon as your doctor's office reviews and accepts your updated information, the changes you made will show in the patient portal.

Employment: View and/or Update Employment

To view and/or update my employment information:

- 1. Login to the portal.
- 2. Click the **Patient Profiles** tab on the navigation bar.
- 3. Click the **Employment** tab on the navigation bar, OR click the **View and Edit All Employments** link in the Employment section.

🔅 th	e ridge	2941 Gant Qua Greenway, GA (770) 823-1239	rters Circle 30067					Hello, cha cha Patient Profile Sign Ou
Home	Messages Ap	pointments	Patient Profiles	Health Information	Billing	Forms	Education	
Summary	Basic Information	Employment	Insurance	Preferred Provider				
	Status	: Please C	hoose a Status	•	Street A	ddress 1		
	Employer:	Rath & Body)	Works		Street A	ddress 2		
						-		
	Phone	· · · · · · · · · · · · · · · · · · ·				City		
	Phone					State	- Please Choose a Sta	te

- 4. You can view your employment information that your doctor has on file for you.
- 5. If you wish to update this information, go to the field that you need to update.
- 6. Delete the current information that is in that field.
- 7. Enter your new information. When a field is updated, the field will turn yellow.
- 8. Click the **Save Changes** button. This will create a request, with your changes, that is sent to your doctor's office. The updated field will turn grey when the **Save Changes** button is selected.
- 9. As soon as your doctor's office reviews and accepts your updated information, the changes you made will show in the patient portal.

Employment: Add New Employment

To add your employment information:

- 1. Login to the portal.
- 2. Click the **Patient Profiles** tab on the navigation bar.
- 3. Click the **Employment** tab on the navigation bar, OR click the **View and Edit All Employments** link in the Employment section.
- 4. Click the **New Employment** button.
- 5. A New Employment page will open.
- 6. Enter your employment information
- 7. When finished, click the **Add Employment** button.

40

Status:	Full-time	- Street Address	121 Greenway Blvd
Employer:*	nway Medical Technologies	Street Address	
Phone:		2	
		City	Carrollton
		State	Georgia
		Zip	30116

- 8. Your new employment information will appear on the patient portal in a read-only format.
- 9. Click the **Save Changes** button. This will create a request, with your changes, that is sent to your doctor's office.
- 10. As soon as your doctor's office reviews and accepts your new employment, you will be able to edit your new employment information in the patient portal.

If you have more than one employer, you can add multiple employers in this section.

Employment: Delete Employment

To delete your employment information:

- 1. **Login** to the portal.
- 2. Click the **Patient Profiles** tab on the navigation bar.
- 3. Click the **Employment** tab on the navigation bar, OR click the **View and Edit All Employments** link in the Employment section.
- 4. Click the **Delete Employment** link beside the employment you wish to delete.

🔅 th	e ridge	2941 Gant Qui Greenway, GA (770) 823-123	arters Circle 30067 9					Hello, cha cha Patient Profiles Sign Out
Home	Hessages App	pointments	Patient Profiles	Health Information	Billing	Forms	Education	
New Employme Bath & Bod	nt) (Save Changes) (y Works Status:	*required fi	eld)	3	Street	Address 1		Delete Employer
New Employme Bath & Bod	y Works	required fi	eid)				5-8 ect P	Delete Employer
	Employer:*	Bath & Body	Works		Street	Address 2		
						State (Please Choose a S	tate (4)

- 5. A Delete Employment Confirmation will open.
- 6. If you want to delete this employment, click **OK**.
- 7. If you do not want to delete this employment, click **Cancel**.
- 8. Your employment information will be removed from the patient portal.
- 9. A request to delete your employment will be sent to your doctor's office.

Insurance: View and/or Update Insurance

To view and/or update my insurance information:

- 1. Login to the portal.
- 2. Click the **Patient Profiles** tab on the navigation bar.
- 3. Click the **Insurance** tab on the navigation bar, OR click the **View and Edit All Insurance** link in the Insurance section.
- 4. You can view the insurance information that you have entered on the portal.

Note: for GR, insurance will not be updated from PS; insurance will only be displayed if the patient enters insurance information on the portal.

- 5. If you wish to update this information, go to the field that you need to update.
- 6. Delete the current information that is in that field.
- 7. Enter your new information. When a field is updated, the field will turn yellow.
- 8. Click the **Save Changes** button. The updated field will turn grey when the Save Changes button is selected.

imary Insurance			Delete Covera
Insurance Company: *	Test Insurance Compa	Address Line 1:	
Insurance Plan:		Address Line 2:	
Policy Holder:		City:	
Policy Number:	99999999	State:	Choose a State 💌
Group Number:	9999	Zip:	
Start Date:	04/01/2013	Priority: *	Choose Priority 💌
me Messages Appointments P	atient Profiles Health Information Pre	scriptions Billing Forms Educatio	

9. A request, with your changes, will be sent to your doctor's office.

As soon as your doctor's office reviews and accepts your updated information, the changes you made will show in the patient portal.

Insurance: Add Insurance Coverage

To add your insurance information:

- 1. Login to the portal.
- 2. Click the **Patient Profiles** tab on the navigation bar.
- 3. Click the **Insurance** tab on the navigation bar, OR click the **View and Edit All Insurance** link in the Insurance section.
- 4. Click the **New Insurance** button.
- 5. A New Insurance page will open.
- 6. Enter your insurance information.
- 7. When finished, click the **Create Coverage** button.

nsurance		
Insurance Company: *	Address Line 1:	
Insurance Plan:	Address Line 2:	
Policy Holder:	City:	
Policy	State:	Choose a State 👻
Group	Zip:	
Number:	Priority: *	Choose Priority 👻
		Gana

- 8. Your new Insurance information will appear on the patient portal in a read-only format.
- 9. A request, with your new insurance, will be sent to your doctor's office.
- 10. As soon as your doctor's office reviews and accepts your new insurance coverage, you will be able to edit your insurance information in the patient portal.

If you have more than one health insurance policy, you can add additional insurance policies in this section.

Insurance: Delete Insurance Coverage

To delete your insurance information:

- 1. **Login** to the portal.
- 2. Click the **Patient Profiles** tab on the navigation bar.
- 3. Click the **Insurance** tab on the navigation bar, OR click the **View and Edit All Insurance** link in the Insurance section.
- 4. Click the **Delete Coverage** link beside the insurance you wish to delete.

Home Messages Appo	pintments R	atient Profiles	Health Information	Prescriptions	Billing	Education	
						Su	mmary
Basic Information Employment	Insurance	Doctor	Preferred Pharmacy				
Patient Profiles						Select Patient	Elisha Bell
New Insurance Save Changes	(*required fie	eld)					
Primary Insurance		10000					Delete Cover
Insurance Company: *	United Healt	thcare		Address	Line 1:		
Insurance Plan:				Address	Line 2:		1
Policy Holder:					City:		1
Policy Number:	GW1854188	UN			State:	[
Group Number:	458245				Zip:		1
Start Date:				Pri	ority: *	- Choose Priority - 💌	
Secondary Insurance							Delete Cover
Insurance Company: *	medicare			Address	Line 1:		
Insurance Plan:				Address	Line 2:		
Policy Holder:					City:		1
Policy Number:	1234567894	4			State:		
Group Number:					Zip:		1
Start Date:		1		Pri	ority: *	Choose Priority 💌	

- 5. A Delete Insurance Confirmation window will open.
- 6. If you want to delete this coverage, click **OK**.

	The page a developer-	t https://greenwaydev2- edition.na14.force.com says:
Y	Are you sure coverage?	you would like to delete this insurance
		Cancel OK

- 7. If you do not want to delete this coverage, click **Cancel**.
- 8. Your insurance information will be removed from the patient portal.

A request to delete your insurance has been sent to your doctor's office.

Doctor: Preferred Doctor

Your preferred provider will be displayed on the portal but the information cannot be edited. To view your preferred provider:

- 1. **Login** to the portal.
- 2. Click the **Patient Profiles** tab on the navigation bar.

3. Click the **Preferred Provider** tab on the navigation bar, OR click the **Update** link in the Providers section.

🛟 the	e ridge	The Ridge Pr 2941 Gant Qua Greenway, GA (770) 823-123	actice Inters Circle 30067 9				Hello, test test Patient Profiles Sign Out
Home	Messages	Appointments	Patient Profiles	Health Information	Billing	Education	
Summary	Basic Information	on Employment	Insurance	Preferred Provider			
Patient Preferred Pr	Profiles rovider						Select Patient: test test •
			Preferred Pro	vider:			

4. You can now view the preferred provider that is selected in your doctor's system.

Account Preferences

The account preferences tab allows you to set settings for custom reminders.

To Set Account Preferences:

- 1. Login to the portal.
- 2. Click the **Patient Profiles** tab on the navigation bar, or the **Account Preferences** link on the top right side of the screen.

2941 Gant Quai Greenway, GA (770) 823-1239	rters Circle 30067								Accoun	Hello, m2 m2 t Preferences Sign Out
Home Messages Appointments	Patient Pro	files H	Health Inform	nation	Billing	E	Education			
Summary Basic Information Employment	Insuran	ce Pi	referred Prov	ider A	count Prefer	ences				
Patient Profiles				/	-	Se	lect Patie	nt: m2 m2		-
BASIC INFORMATION	Update	EMPL	OYMENT					View and E	dit All Emp	oloyments
Name: m2 m2		NAME		s	TATUS					PHONE
Address: Chattanooga Tennessee 3740	5	INSU	RANCE					View an	d Edit All	Insurance
Primary Phone:		TYPE	NAME	POLI	CY #	GROU	JP #	EFFECTIVE	DATE	
Date of Birth: 02/02/1965										
SSN: 987-13-4910										
PROVIDERS										
Preferred:										
**The information displayed is a reflection of the 	information es Health , 121 Greenv	in your d	octor's system ion Billing Carrollton, G/	Educati	not be edita	able or r	eflective of	the informatio	REEI	e entered.

- 3. Click the Account Preferences tab on the navigation bar.
- 4. You can select how many days you want reminders to display on the reminders page and if you want an email sent when a new reminder is available.

	e ridge	2941 Gent Que Greenway, GA (770) 823-1235	ners Orde 30067				Hello, John Smith Account Preferences Sion Out
Home	Messages Ap	pointmenta	Patient Profiles	Health Information	n Billing	Education	
Summary	Basic Information	Employment	Insurance	Preferred Provider	Account Preference	()	
Account	Preference	es					
Save Chang	05						
Days to D	isplay Reminders	Never Stop		•	Send Reminder	Email: 👿 J	ohn Smith

- a. Select the dropdown box next to **Days to Display Reminders** to select the number of days you want the reminders to display. This field will default to Never Stop.
- b. Check the checkbox next to **Send Reminder Email** if you want to receive reminders; uncheck the checkbox next to **Send Reminder Email** if you do not want to receive reminders. This field will be defaulted as checked.
- c. Click Save Changes.

Health Information

You may view or download a clinical summary concerning your most recent office visit, as well as lab and test results. If the document server is down, an error message will display when the Health Information tab is clicked on notifying the user that this tab is not available at that point in time.

View My Health Information

To view a summary of my office visit:

- 1. Login to the portal.
- 2. Click the **Health Information** tab on the navigation bar.

- 3. Go to the **Office Visits** section, or to the **OfficeVisit** link. The 5 most recent visits will display in the **Office Visits** section; a complete list of visits will display in the **OfficeVisit** tab (the section on the left side of the page).
- 4. Click the **View Health Info** link for the date of the visit you want to view.

Office Visits Section:

	ridge	The Ridge 2941 Gant Greenway, 770823123	e Practice Quarters Circle GA 30067 9				Hello, Ma Patir	ggie Test Int Profiles Sign Out
Home	Messages	Appointment	s Patient Profile	s Health Information	Billing	Education		
Health In	formati	ion						
		Office	Visits	Activity	Log Chart	Documents		
Summary		Descrip	tion	Visit D	ate Descrip	tion	Visi	t Date
OfficeVisit	Þ	View H	ealth Info 🔕	Tuesday 04/16/2	013			
ChartDocument	•							
Home Messages	Appointmer	nts Patient P	rofiles Health Inf	ormation Billing Educati	ion		GREENV	VAY
Copyright © 2013 G All rights reserved. F	ireenway Medica PrimeSuite Unit	al Technologies, ed States Paten	Inc., 121 Greenway t Number 7716072.	Blvd., Carrollton, GA 30117, I	U.S.A.			

Office Visit Tab:

the Medice	ridge	2941 Gant Qu Greenway, G (770) 823-12	uarters Circle A 30067 39					Hello, patient test Patient Profiles Sign Out
Home	Messages	Appointments	Patient Profiles	Health Information	Billing	Forms	Education	
Health I	nformat	ion						
Summary		Office V	isit					Send Message
Official		Descriptio	n	1	Visit Date			
ChartDocume	nt	Visit Sum	mary O		Thursday 06/20	0/2013		

5. Your Office Visits Summary will appear in another tab or window.

Cumulative Medical Summary:

The complete medical summary is called an ambulatory summary or C-CDA. The fields included in this document are Demographics and Care Team information, Encounter Information, Medication Allergies, Medication List, Problems, Procedures, Vitals, Laboratory Values/Results, Care Plan Goals and Instructions, Social History, Immunizations, Encounter Diagnosis, Cognitive and Functional Status, and Referral information.

To view a complete medical summary of all office visits:

- 1. Login to the portal.
- 2. Click the **Health Information** tab on the navigation bar.
- 3. Go to the Office Visits section
- 4. Click on the **Medical Summary** link.

the ridge	20	11 Gant Out	arters Circle				Hello, John Smith
	Gi (7	eenway, GA	30067				Account Preferences
		, 0, 020 120	-				<u>sign out</u>
Home Messages	Арро	ointments	Patient Profiles	Health Information	Billing	Education	
Health Informat	ion						
	4	Office Vis	its Med	dical Summary Activity L	og Chart D	ocuments	
Summary		Description	1	Visit Dat	te Descripti	on	Visit Date
OfficeVisit		Visit Summ	hary 😃	Wednesday 10/30/201	.3 View Doo	ument	Wednesday 10/30/2013
ChartDocument		Visit Summ	hary 😃	Tuesday 10/30/201	.2		
Home Messages Appointme	nts I P	atient Profi	les i Health Inforr	nation Billing Educatio	nl		1
Copyright © 2013 Greenway Medic	al Tech	nologies, Inc	., 121 Greenway Blv	d., Carrollton, GA 30117, U.	S.A.		GREENWAY
All rights reserved. United States F	atents	Pending.					

5. The complete medical summary will open in a new tab.

View My Chart Documents

Chart Documents have to be sent from the office in a message. Once the message is sent, the chart documents can be viewed by clicking the attachment to the message or by go to the Health Information tab.

To view a document from my office visit:

- 1. **Login** to the portal.
- 2. Chart documents can be accessed in three places: on the **Homepage** in the message section, on the **Messages** tab in a message, and on the **Health Information** tab in the Chart Documents section.
 - a. On the **Homepage** or **Messages** tab, click on the paperclip in the message title, or open the message and click on the paperclip.

Messages			See All Messages
Admin(2)	Insurance Question maggie	test	Apr 23
Practice	Chart Document maggie	Chart Document for visit on 4/23/2013.	Apr 23 🖉
Practice	Chart Document maggie	attachment	Apr 23 🥑

b. On the **Health Information** tab, click the **View Document** link for the date of the visit you want to view.

the the	e ridge	The Ridge P 2941 Gant Qu Greenway, GA 7708231239	ractice arters Circle \ 30067				,	Hello, maggie te Patient Profil Sign O
Home	Messages	Appointments	Patient Profiles	Health Information	Prescripti	ons Billing	Education	
Health	Informat	tion						
		Office Vis	sits	Activity	Log Char	t Documents		
Summary		Descriptio	n	Visit O	ate Desc	ription		Visit Date
OfficeVisit		•			Mew	Document	Tuesi	day 04/23/2013
ChartDocum	ent				View	Document	Tues	day 04/23/2013
		-						

3. Your **Chart Document** will appear in another tab or window.

Download My Health Information through VDT

To download a summary of my office visit from the OfficeVisit link:

- 1. Login to the portal.
- 2. Click the **Health Information** tab on the navigation bar.
- 3. Go to the **Office Visits** section, or to the **OfficeVisit** link.

- 4. Click the View Health Info link for the date of the visit you want to download.
- 5. Your Office Visits Summary will appear.
- 6. Click the Blue Button Download My Data icon located in the top right hand corner.

View Sumr	nary 🦹 🦹 Transmit Summar	y Blue Button Download My Data	
	Visit Specific C	G R E E N W A Y	y - Maggie Test
Docur	nent Information		
Authore	d By:	Detail:	
Name:	Jack Ace	Title:	Visit Specific Clinical Summary
Address:	1009 Clinic Av	Description:	Summarization of episode note (34133-9 LOINC)
	Suite 121 Carroliton, GA 301171111	Created On:	Tuesday, April 16, 2013 at 12:32 :54 pm (-0400)
Work :	(770) 555-7323	Visit Date:	Tuesday, April 16, 2013 at 4:15 :00 pm (-0400)
Patien	t Information		
Patient D	etail		
Name:	Maggie Test	Patient Numbe	er: 26101
Address:	121 Greenway Blvd	Date of Birth:	Friday, January 15, 1988
	building 1 Carroliton CA 20116	Gender:	Female
	US	Race:	Other Race
Home :	778-555-5555	Language:	en
Care Tea	m Detail		
Allergies	and Adverse Reactions		
Name		Reaction	Notes
Adhesive T	ape		
Mar all a shi			

7. Click the **I Accept** button, to acknowledge you understand that by downloading and saving a copy of your clinical summary, you are now responsible for protecting your health information from others.

Dide Dutton Distion	ner	×
I understand that by copy of my medical s computer, I am now the information and p	downloading and saving a summary to my responsible for securing protecting it from access ies.	E
by unauthorized entit		-

8. If you do not agree, click the **I Decline** button and the file will not be downloaded.

- 9. Select the button next to Download Text to download the file as a text file, or select the button next to Download Data to download the file as an .xml file. In most cases, the .xml file download will be the best option.
- 10. The file should now download to your local computer.

Download My Health Information on the Health Information Tab

To download a summary of my office visit from Blue Button on the Health Information tab:

- 1. Login to the portal.
- 2. Click the **Health Information** tab on the navigation bar.
- 3. Go to the **Office Visits** section, or to the **OfficeVisit** link.
- 4. Click the **Blue Button** for the date of the visit you want to download.

Office Visits Section:

	je	he Ridge P 941 Gant Qu ireenway, G/ 708231239	ractice arters Circle A 30067					Hell	, Maggie Test Patient Profiles Sign Out
Home Message	is App	ointments	Patient Profiles	Health Informat	ion B	tilling	Education		
Health Inform	ation								
		Office Vi	sits	A	tivity Log	Chart Do	cuments		
Summary		Descriptio	n		Visit Date	Description	n		Visit Date
OfficeVisit	×.	View Healt	th Inf	Tuesday 04	4/16/2013				
ChartDocument	Þ								
Home Messages Appoin	tments	Patient Prof	iles Health Info	rmation Billing E	ducation			GREE	NWAY
Copyright © 2013 Greenway N All rights reserved. PrimeSuite	fedical Tec United St	hnologies, In ates Patent N	c., 121 Greenway B umber 7716072.	livd., Carrollton, GA 3	0117, U.S.A.	-		GREE	

Office Visit Tab:

the Medic	e ridge	2941 Gant Qu Greenway, G/ (770) 823-12:	arters Circle A 30067 39					Hello, patient ter Patient Profile Sign Ot
Home	Messages	Appointments	Patient Profiles	Health Information	Billing	Forms	Education	
lealth I	nformat	tion						
Summary		Office V Descriptio	n sit	0	Visit Date			Send Message
OfficeVisit		Visit Sum	mar O	23	Thursday 06/20	/2013		
ChartDocume	ent							

5. Click the **I Accept** button, to acknowledge you understand that by downloading and saving a copy of your clinical summary, you are now responsible for protecting your health information from others.



- 6. If you do not agree, click the **I Decline** button and the file will not be downloaded.
- 7. Select the Text button to download the file as a text file. In the future there will be a choice to choose text or xml but currently only the text is available.
- 8. The file should now download to your local computer.

Transmit My Health Information

You have the ability to send your clinical summary to a provider or a personal health management account such as Healthvault.

To send a clinical summary:

- 1. Login to the portal.
- 2. Click the **Health Information** tab on the navigation bar.

- 3. Go to the **Office Visits** section, or to the **OfficeVisit** link. The 5 most recent visits will display in the **Office Visits** section; a complete list of visits will display in the **OfficeVisit** tab (the section on the left side of the page).
- 4. Click the View Health Info link for the date of the visit you want to view.
- 5. Click the **Transmit Summary** tab.

View Summary
Transmit Clinical Summary to National Health Information Network Direct Address
Please select the documents you would like to send:
Text (a human-readable version of the summary that can be opened in a text editor)
Please select the recipients: Open Address Book
d
Transmit The Clinical Summary

- 6. Select if you want to transmit a text version of the clinical summary, **xml** version of the clinical summary, or **both**.
- 7. Click the **Open Address Book** button to open the address book and select the recipients.

		Action	S	Name	Location	Direct Address
act	Select			DTS 515 - Domain-bound LDAP		dts515@direct2.direct-test.com
act	Select			DTS 517 - Discover LDAP certific		dts517@direct3.direct-test.com
act	Select			DTS 520 - No valid Certificate fo		dts520@direct5.direct-test.com
act	Select			Dwayne_Taylortest01@direct.he		Dwayne_Taylortest01@direct.he
act	Select			greenway_test_account@direct.u		greenway_test_account@direct.
act	Select			kellymorris@direct.myupdox.con		kellymorris@direct.myupdox.co
	Select	Edit	Delete	Maggie Smith	Carrollton Clinic	kellymorris@direct.myupdox.co
act	Select			Mike Healthvault		mike_witting@direct.healthvault
act	Select			mike@d.updoxqa.com		mike@d.updoxqa.com
act	Select			mike@direct.myupdox.com		mike@direct.myupdox.com
Add Clea	New Cont r Search Pa	act arameters		i⊲ ≪ Page 2	of 4 🏼 🕬 🕬	View 11 - 20 of
iele	ected Re	cipients	Clear Rec	i <u>pients</u>		

a. The first column designates whether the contact is a **personal contact** that the patient added or a **global contact** that was already in the address book. There is hovertext for this field.

- b. The second column contains the Action buttons. Only **personal** contacts can be **edited** or **deleted**. **All** contacts can be **selected**.
- c. The third, fourth, and fifth columns contain the contacts name, location, and direct address in that order.
- d. The **Page navigation** allows users to go forward or backward one page, go to first or last page, or enter a page number to navigate the pages.
- e. The **page** a user is on and how many pages are in the address book is displayed. There are **ten** contacts shown on each page.
- 8. Press **Select** to add contacts to the recipient list. There is **not** a limit to the number of recipients who can be selected.

Ad	dress Be	ook				ж
		Action	s	Name	Location	Direct Address
Pract	Select			DTS 515 - Domain-bound I DAP		dts5158duert2.dreat-test.com
Pract	Select			DTS 517 - Discover LDAP certific		dts517@direct3.direct-test.com
Pract	Select			DTS 520 - No valid Certificate fo		dts520@direct5.direct-test.com
Pract	Select			Dwayne_Taylortest01@direct.he		Dwayne_Taylortest01@direct.hei
Pract	Select			greenway_test_account@direct.u		greenway_test_account@direct.u
Pract	Select			kellymorris@direct.myupdox.con		kellymorris@direct.myupdox.com
	Select	Edit	Delete	Maggie Smith	Carrollton Clinic	kellymorris@direct.myupdox.com
Pract	Select			Mike Healthvault		mike_witting@direct.healthvault.e
Pract	Select			mike@d.updoxqa.com		mike@d.updoxqa.com
Pract	Select			mike@direct.myupdox.com		mike@direct.myupdox.com
Add	New Cont or Search P	act	1	14 H Page 2	of 4 +> +1	View 11 - 20 of 38
Sele	icted Re	cipients	<u>Clear Reci</u>	pients		
						OK Cancel

9. Contacts that are selected as recipients will appear in the Selected Recipients box.

Au	uress be	JOK .					
		Action	s	Name	Location	Direct Address	
Pract	Select			DTS 515 - Domain-bound LDAP	¢	dts515@direct2.direct-test.com	
Pract	Select			DTS 517 - Discover LDAP certific		dts517@direct3.direct-test.com	
Pract	Select			DTS 520 - No valid Certificate fo		dts520@direct5.direct-test.com	
Pract	Select			Dwayne_Taylortest01@direct.he		Dwayne_Taylortest01@direct.hei	
Pract	Select			greenway_test_account@direct.v		greenway_test_account@direct.u	
Pract	Select			kellymorris@direct.myupdox.com		kellymorris@direct.myupdox.com	
	Select	Edit	Delete	Maggie Smith	Carrollton Clinic	kellymorris@direct.myupdox.com	
Pract	Select			Mike Healthvault		mike_witting@direct.healthvault./	
Pract	Select			mike@d.updoxqa.com		mike@d.updoxqa.com	
Pract	Select			mike@direct.myupdox.com		mike@direct.myupdox.com	
Add	New Cont	act					
Clea	r Search Pi	arameters		14 <4 Page 2	of 4 => ==	View 11 - 20 of 38	
Sel	ected Re	inlents	Clear Rev	iniante			
kell	vmorris®	direct m	wundox co	mmike witting@direct health	ault com:		
	Jinoinae	un eccin	Jupuox.co	inclinice_initially with excitement	autoon,		

- a. To clear **one** recipient, click on the direct address.
- b. To clear all recipients, click on the Clear Recipients link.

10. Patients can search their address book by entering part of a name, location, or direct address.

	Action	15	Name	Location	Direct Address
t Select			DTS 515 - Domain-bound LDAP		dts515@direct2.direct-test.com
t Select			DTS 517 - Discover LDAP certific		dts517@direct3.direct-test.com
Select			DTS 520 - No valid Certificate fo		dts520@direct5.direct-test.com
Select			Dwayne_Taylortest01@direct.he		Dwayne_Taylortest01@direct.he
t Select			greenway_test_account@direct.u		greenway_test_account@direct.
Select			kellymorris@direct.myupdox.com		kellymorris@direct.myupdox.co
Select	Edit	Delete	Maggie Smith	Carrollton Clinic	kellymorris@direct.myupdox.co
t Select			Mike Healthvault		mike_witting@direct.healthvault
Select			mike@d.updoxqa.com		mike@d.updoxqa.com
t Select			mike@direct.myupdox.com		mike@direct.myupdox.com
dd New Co lear Search elected R	ntact Parameters tecipients	s <u>Clear Rec</u>	ie << Page 2 pients	of 4 => +=	View 11 - 20 of :

- a. Available selections will begin to appear as characters are entered in the search box. The list will be filtered with each character added to the search box. For example, if mi is entered in the name box, only names that contain mi will appear in the list.
- b. As additional characters are added in the name, location, or direct address search field, the list will be filtered by these characters. Only contacts that contain these characters in each field will be displayed in the list.
- c. Contacts in the filtered list can be selected as recipients by clicking Select.
- 11. Click **Edit** to edit a personal contact.

Pract Select DTS 515 - Domain-bound LDAP (dts515@di Pract Select DTS 517 - Discover LDAP certific dts517@di Pract Select DTS 520 - No valid Certificate fo dts520@di Pract Select DTS 520 - No valid Certificate fo dts520@di Pract Select Drast_avjortest01@direct.het Dwayne_Taylortest01@direct.het Pract Select greenway_test_account@direct.ut greenway Pract Select Kellymorris@direct.myupdox.con kellymorris	rect2.direct-test.com rect3.direct-test.com rect5.direct-test.com aylortest01@direct.hei
vact Select DTS 515 - Domain-bound LDAP dts5159di vact Select DTS 517 - Discover LDAP certific dts5179di vact Select DTS 520 - No valid Certificate fo dts5209di vact Select Dwayne_Taylortest010@direct.he Dwayne_T vact Select greenway_test_account@direct.u greenway vact Select kellymorris@direct.myupdox.con kellymorris@direct.ic Select Edit Delete Maggie Smith Carrollton Clinic	rect2.direct-test.com rect3.direct-test.com rect5.direct-test.com 'aylortest01@direct.he
ract Select DTS \$17 - Discover LDAP certific dts5170di ract Select DTS \$20 - No valid Certificate fo dts5200di ract Select Dwayne_Taylortest010direct.hel Dwayne_T ract Select greenway_test_account@direct.u greenway ract Select kellymorris@direct.myupdox.con kellymorris@direct.w Select Edit Delete Maggie Smith Carrollton Clinic	rect3.direct-test.com rect5.direct-test.com 'aylortest01@direct.hei
act Select DTS S20 - No valid Certificate fo dtsS209di act Select Dwayne_Taylortest01@direct.hei Dwayne_T act Select greenway_test_account@direct.u greenway, act Select kellymorris@direct.myupdox.con kellymorris I Select Edit Delete Maggie Smith Carrolton Clinic kellymorris	rect5.direct-test.com aylortest01@direct.he
act Select Dwayne_Taylortest01@direct.hel Dwayne_Taylortest01@direct.hel Dwayne_Taylortest01@direct.hel act Select greenway_test_account@direct.u greenway, kellymorris@direct.myupdox.con kellymorris act Select Edit Delete Maggie Smith Carrolton Clinic kellymorris	aylortest01@direct.hei
act Select greenway_test_account@direct.u greenway, act Select kellymorris@direct.myupdox.con kellymorri Select Edit Delete Maggie Smith Carrolton Clinic kellymorri	
act Select kellymorris@direct.myupdox.con kellymorri I Select Edit Delete Maggie Smith Carroliton Clinic kellymorri	_test_account@direct.u
Select Edit Delete Maggie Smith Carrollton Clinic kellymorri	s@direct.myupdox.con
	s@direct.myupdox.con
act Select Mike Healthvault mike_witti	ng@direct.healthvault.
ract Select mike@d.updoxqa.com mike@d.up	ndoxqa.com
ract Select mike@direct.myupdox.com mike@direct	ct.myupdax.com
Add New Contact Clear Search Parameters Selected Recipients Clear Recipients	View 11 - 20 of 3

The edit box will appear under the contacts list. Changes can be made to the **name**, **location**, or **direct address**. Press **Update** to save the changes or **Cancel** to undo the changes.

		Actions		Name	Location		Direct	Address	
				mi			updox		T
	Select	Edit	Delete	Maggie Smith	gie Smith Carrollton Clinic		kellymorris@direct.myupdox		:on
ract	Select			mike@d.updoxqa.com		n	nike@d.updox	kqa.com	
ract	Select			mike@direct.myupdox.com		n	nike@direct.m	nyupdox.com	
ract	Select			mike@direct.updoxqa.com		п	nike@direct.u	pdoxqa.com	
ract	Select			samirpatel@direct.myupdox.com	1	s	amirpatel@dii	rect.myupdox.	om
	Maggie Sr	nith	Carr	oliton Clinic cellymorrist	9direct.myupdox.cor	Update	Cancel		
Clea	Maggie Sr r Search Pa	nith arameters	Carr	ollton Clinic cellymorris(€direct.myupdox.cor	Update	Cancel	View 1 - 5 c	3
Clea	Maggie Sr r Search Pa	nith arameters	Carr	ollton Clinic cellymorrist	direct.myupdox.cor of 4 ⇒> ⇒⊨	Update	Cancel	View 1 - 5 c	3
Clea	Maggie Sr Ir Search Pa acted Re ymorris@	nith arameters cipients 'direct.m	Clear Reci yupdox.co	ollton Clinic cellymorrist read Page 1 pients m;	9direct.myupdox.cor of 4 → >=	Update	Cancel	View 1 - 5 c	f 3
Clea	Maggie Sr ir Search Pi ected Rei ymorris@	nith arameters cipients direct.m	Carr <u>Clear Rec</u> yupdox.co	ollton Clinic cellymorrist i < << Page 1 pients m;	edirect.myupdox.cor of 4 →> >=	Update	Cancel	View 1 - 5 c	3
Clea	Maggie Sr ir Search Pi ected Re ymorris@	nith arameters cipients direct.m	Carr <u>Clear Reci</u> yupdox.co	oliton Clinic cellymorrisi eq. << Page 1 pients m;	8direct.myupdox.cor of 4 →> >=	Update	Cancel	View 1 - 5 c	f 3

12. To delete a personal contact, press **Delete**.

Ado	dress Bo	ook				ж
		Actions		Name	Location	Direct Address
Pract	Select			DTS 515 - Domain-bound LDAP	-	dts515@direct2.direct-test.com
Pract	Select			DTS 517 - Discover LDAP certific		dts517@direct3.direct-test.com
Pract	Select			DTS 520 - No valid Certificate fo		dts520@direct5.direct-test.com
Pract	Select			Dwayne_Taylortest01@direct.he		Dwayne_Taylortest01@direct.hei
Pract	Select			greenway_test_account@direct.u		greenway_test_account@direct.u
Pract	Select			kellymorris@direct.myupdox.com		kellymorris@direct.myupdox.com
	Select	Edit	Delete	Maggie Smith	Carrollton Clinic	kellymorris@direct.myupdox.com
Pract	Select			Mike Healthvault		mike_witting@direct.healthvault.
Pract	Select			mike@d.updoxqa.com		mike@d.updoxqa.com
Pract	Select			mike@direct.myupdox.com		mike@direct.myupdox.com
Add Clear Sele	New Cont r Search Pr rcted Rec	act arameters cipients	<u>Clear Rec</u>	re << Page 2	of 4 av an	View 11 - 20 of 38

The address book will be greyed out and an action box will appear. Press **OK** to delete the contact; press **Cancel** to go back to the address book.

	Actions		Name		Location	Direct Address	
				mi			updox
	Select	Edit	Delete	Maggie Smith		arralltan Clinia	kellymorris@direct.myupdox.c
act	Select			mike@d.u	Delete this item?		mike@d.updoxqa.com
act	Select			mike@dire			mike@direct.myupdox.com
act	Select			mike@dire			mike@direct.updoxqa.com
act	Select			samirpate	ОК	Cancel	samirpatel@direct.myupdox.co

13. To add a new personal contact, press the Add New Contact button.

			_			
		Action	S	Name	Location	Direct Address
ract	Select			DTS 515 - Domain-bound LDAP		dts515@direct2.direct-test.com
ract	Select			DTS 517 - Discover LDAP certific		dts517@direct3.direct-test.com
ract	Select			DTS 520 - No valid Certificate fo		dts520@direct5.direct-test.com
ract	Select			Dwayne_Taylortest01@direct.hea	2	Dwayne_Taylortest01@direct.hea
ract	Select			greenway_test_account@direct.u		greenway_test_account@direct.u
ract	Select			kellymorris@direct.myupdox.com	1	kellymorris@direct.myupdox.com
2	Select	Edit	Delete	Maggie Smith	Carrollton Clinic	kellymorris@direct.myupdox.com
ract	Select			Mike Healthvault		mike_witting@direct.healthvault.
ract	Select			mike@d.updoxqa.com		mike@d.updoxqa.com
ract	Select			mike@direct.myupdox.com		mike@direct.myupdox.com
Add Clea	New Cont	act	5	14 <4 Page 2	of 4 🌬 🕬	View 11 - 20 of 38
Sel	ected Re	cipients	Clear Rec	ipients		

a. Enter the contact's **name**, **location**, and **direct address**. Press **Add** to add the contact to the address book or **Cancel** to go back to the previous screen.

	Actions	Name	Location	Direct	Address
		mi		updox	
act	Select	mike@d.updoxqa.com		mike@d.updox	(qa.com
act	Select	mike@direct.myupdox.com		mike@direct.m	nyupdox.com
act	Select	mike@direct.updoxqa.com		mike@direct.u	pdoxqa.com
act	Select	samirpatel@direct.myupdox.com		samirpatel@di	rect.myupdox.com
[Name	Location Direct Address	Add	Cancel	
lea	Name Ir Search Parameters	Location Direct Address re reget 1 of 4	Add	Cancel	View 1 - 4 of 37
îlea Geld	Name r Search Parameters ected Recipients	Location Direct Address	Add	Cancel	View 1 - 4 of 3
ilea	Name r Search Parameters ected Recipients ymorris@direct.myup	Location Direct Address Location Page 1 of 4 lear Recipients dox.com:	Add	Cancel	View 1 - 4 of 3
lea el	Name r Search Parameters ected Recipients <u>g</u> ymorris@direct.myup	Location Direct Address	Add	Cancel	View 1 - 4 of 3

- b. When **Add** is selected, the direct address will be checked to verify it is a valid address. If the address is not a valid address, an error message will appear and the contact will not be saved. If the address is a valid address, the contact will be saved.
- 14. Select **OK** to select the recipients.
- 15. The recipients will be listed in the text box on the transmit page.



- 16. Click Transmit the Clinical Summary to send the summary to the selected recipients.
- 17. A success message will appear if the summary was transmitted successfully.

View Activity Log

The Activity Log specifies when your Health Information was accessed and by whom it was accessed.

To view the activity log:

- 1. Login to the portal.
- 2. Click the **Health Information** tab on the navigation bar.
- 3. Under to the **Office Visits** section, click the **Activity Log** link.

the ric	ge	The Ridge Practice 2941 Gent Quarters Circle Greenway, GA 30067 7708231239			Hello, Maggie Te Patient Profile Sign Or
Home Mess	lages Ap	pointments Patient Profiles	Health Information Billing) Education	
ealth Infor	matio	Office Visits	Activity Log Ch.	art Documents	
Summary		Description	Visit Date De	scription	Visit Date
fficeVisit	۰.	View Health Info O	Tuesday 04/16/2013		
hartDocument	Þ				
e Messages An	nointmente	Patient Profiles Health Infor	nation Billion Education		
e Messages Ap	pointments	Patient Profiles Health Infor	mation Billing Education		GREENWAY

4. The activity log will open. The activity log should be a cumulative list of all health information link items. The log should list who accessed the CCD, the date the CCD was accessed, and the activity (view or download).

G R E E N W A Y										
Activity History										
Patient: boots boots										
Action (Access Type)	Document	Date and Time of Action	Performed By							
Viewed	Visit on 7/31/2013 9:44:36 AM	8/14/2013 5:15:22 PM	boots boots							
Viewed	Visit on 7/31/2013 9:44:36 AM	8/14/2013 5:17:24 PM	boots boots							
Viewed	Visit on 7/31/2013 9:44:36 AM	8/20/2013 3:00:53 PM	boots boots							
Viewed	Visit on 7/31/2013 9:44:36 AM	8/20/2013 3:09:43 PM	boots boots							
Viewed	Visit on 7/20/2012 3:34:55 PM	8/20/2013 3:09:49 PM	boots boots							
Viewed	Visit on 7/31/2013 9:44:36 AM	8/20/2013 3:09:52 PM	boots boots							
Viewed	Visit on 7/31/2013 9:44:36 AM	8/20/2013 3:09:56 PM	boots boots							
Viewed	Visit on 7/20/2012 3:34:55 PM	8/26/2013 12:48:54 PM	boots boots							
Viewed	Visit on 7/20/2012 3:34:55 PM	8/26/2013 3:59:32 PM	boots boots							
Viewed	Visit on 7/20/2012 3:34:55 PM	8/27/2013 11:59:51 AM	boots boots							
Viewed	Visit on 7/31/2013 9:44:36 AM	8/28/2013 1:37:23 PM	boots boots							
Viewed	Visit on 7/31/2013 9:44:36 AM	8/28/2013 10:39:59 PM	boots boots							
Viewed	Visit on 7/31/2013 9:44:36 AM	8/29/2013 9:39:16 AM	boots boots							
Viewed	Visit on 7/20/2012 3:34:55 PM	8/29/2013 9:39:42 AM	boots boots							
			Accessed: 2:04:58 PM							

Note: Whichever patient is selected in the patient picker is whose activity log you will be viewing.

Send a Health Information Message to Medical Staff

There is a link to send a message to the doctor's office on the Health Information tab. If you have questions about your Health Summary while viewing your Health Summary, click this link to easily send a question to your doctor's office.

To send a Health Information Message to the Doctor from the Health Information tab:

- 1. **Login** to the portal.
- 2. Click the **Health Information** tab on the navigation bar.
- 3. Go to the **OfficeVisit** link on the left side of the page.

the ridge Medical Practice	The Ridge Practice 2941 Gant Quarters Circle Greenway, GA 30067 7708231239			Hello, Maggie Test Patient Profiles Sign Out
Home Messages Ap	pointments Patient Profiles	Health Information	Billing Education	
Health Informatio	n			
	Office Visits	Activity Log	Chart Documents	
Summary	Description	Visit Date	Description	Visit Date
OfficeVisit 🕨	View Health Info	Tuesday 04/16/2013		
Home Messages Appointments Copyright © 2013 Greenway Medical Te All rights reserved. PrimeSuite United 3	Patient Profiles Health Inform chnologies, Inc., 121 Greenway Bh itates Patent Number 7716072.	mation Billing Education rd., Carrollton, GA 30117, U.S.A	L	GREENWAY

4. Click the **Send Message** link.

the rid	lge	The Ridge Practice 2941 Gant Quarters Circle Greenway, GA 30067 7708231239			Hello, Maggie Tes Patient Profile Sign Ou
Home Messa Health Infor	nges App matior	oointments Patient Profiles H	lealth Information	Billing Educat	on
Summary OfficeVisit ChartDocument	Þ	Office Visit Description View Health Info		Visit Date Tuesday 04/16/2013	Send Message
ome Messages App pyright © 2013 Greenwa richts reserved. Primet	ointments w Medical Tec	Patient Profiles Health Informat chologies, Inc., 121 Greenway Blvd., Istes Patent Number 7716072.	tion Billing Education Carroliton, GA 30117, U.S) 	GREENWAY

5. Follow the directions from step 8 in the section titled "Send A Message to Practice Staff" to send the message.

Billing

Your doctor's office may allow you to make a payment online through the Patient Portal. If your doctor's office uses this feature, you will be able to make a single payment using a debit or credit card.

Make a Payment

To make a one-time payment using your debit card or credit card:

- 1. **Login** to the portal.
- 2. Click the **Billing** tab on the navigation bar.
- 3. Enter your **Payment** information:
 - a. Select the **Patient** from the dropdown box for whom the payment is for.

- b. Enter the **Amount** of your payment.
- c. Enter any additional information that may be useful for the practice. For example, you could enter your account number.

Home	Messages	Appointments	Patient Profiles	Health Infor	mation	Prescriptions	Billing	Education	
									Make Payment
Make a	Paymer	nt							
Discourses and a		dataila kalawaa	al an channik has soon o	nereties Die			a a sa ka sa sha sa iki		he welle stad as
your statem	ent balance un	til reconciled by t	the practice. Plea	se call your p	practice	with any quest	ions.	ed here will hou	. De renected on
, 		· · · · ·		· · ·		<i>,</i> , ,			
Billing Info	rmation								
Enter your pay	ment details belo	w (*required field)							
Payment Opt	ions								
			Patient a	pplied to E	Elisha Be	▼			
			А	mount * \$	100.00				
				Notes	,				
				#	98765	on account	*		
							Ŧ		

- 4. Enter your **Credit Card** information.
 - a. Enter your First Name.
 - b. Enter your Last Name.
 - c. Enter your Credit Card Number.
 - d. Select the **Expiration Date**: Month and Year.
 - e. Enter your 3 digit **Security Code** on the back of your card.
- 5. Enter your Billing Address information.
 - a. Enter your Street Address.
 - b. Enter your **City**.
 - c. Select the **State**.
 - d. Enter your Zip Code.
- 6. Click the **Make a Payment** button.

Credit Card	
First Name *	Elisha
Last Name *	
Credit Card Number *	411111111111111
Expiration *	Month Year January (01)
Security Code *	123
Billing Address	
Street *	121 Greenway Blvd
City *	Carroliton
State *	Georgia
Zip Code *	30117
Маке	a Payment

7. An error message will appear if any required fields are empty. The missing fields will be outlined in red.

Enter your payment details below (*required field) Payment Options		
	Patient applied to	
	Amount *	\$ 1.00
	Notes	
Credit Card	Please fill o	ut all indicated fields
	Credit Classica	ок]
	Expiration *	Honth Year January (01) • / 2010 •
	Security Code *	
tilling Address		
	Street *	
	City *	
	State *	Select a State
	Zip Code *	
	Make	a Payment
ome Messages Appointments Patient Profile	s Health Information	Billing Education G.R.E.E.N.W.A.Y

Number of the Party of the Part					
	Advantant."				
	. Notes				
with Card					
		February (02)	* / 2015		
illing Address					
	Mak	a Payment			
ome Messages Appointments Patient Pro	files Health Information	Billing Education		Contraction of the local division of the loc	-
pyright © 2013 Greenway Medical Technologies. I	nc., 121 Greenway Blvd., Carro	Iton, GA 30117, U.S.A.		GREENW	A

8. A wait screen will appear while the fields are being checked for errors.

9. A confirmation message will appear if all of the data is valid.

🛟 the	e ridge	Ridge 2941 Gant Qu Greenway, Gi 7708231239	arters Circle A 30067				Hello, patient test Patient Profiles Sign Out
Home	Messages	Appointments	Patient Profiles	Health Information	Billing	Education	
Make Payment							
Authoriz	e Pavm	ent					
Return Hom							
)

67

10. Once your payment has been authorized, you will receive a receipt in your Messages: Inbox on the Patient Portal.

🛟 th	e ridge	Ridge 2941 Gant Qu Greenway, GJ 7708231239	arters Circle A 30067				Hello, p Pat	atient test ent Profiles Sign Out
Home	Messages	Appointments	Patient Profiles	Health Information	Billing	Education		
	and the second							
Messag	es							
Messag	es nt Messages	1-3 of 3						

Education

You may view news and announcements from your doctor's office as well as patient education. The patient education section can provide you with valuable educational resources on a variety of health topics. Up to four education topics will be available on the home page. All of the education materials setup in portal admin should be displayed on the education tab.

Read News and Announcements from Your Practice

To read practice news and announcements:

- 1. Login to the portal. Some news and announcement items will be seen on the home page.
- 2. For a full list of news and announcement items, click the **Education** tab on the navigation bar.
- 3. News and Announcements from the practice can be found in the **News and Announcements** section.
- 4. To read the full announcement, click on the announcement.

🛟 th	e ridge	2941 Gant Qu Greenway, GA (770) 823-123	arters Circle 30067 9					Hello, maggie test Patient Profiles Sign Out
	Messages	Appointments	Patient Profiles	Health Information		Forms	Education	
Vews								
News and A	Announcemer	nts						
E Follow us a	on Twitter			Visit us on F	acebook			
atient Edu	cation							
Las muela	s del juicio: de	scripción		Understand	ling Wisdom 1	Teeth		
Read More				Read More				
Cómo cont	trolar la alta pr	esión arterial		Controlling	High Blood P	ressure		
Read More				Read More				
iome Messa opyright © 201 Il rights reserve	ges Appointme 13 Greenway Medie ad. United States	ents Patient Profi cal Technologies, Inc Patents Pending.	iles Health Inform	nation Billing Forms d., Carroliton, GA 30117, I	Education J.S.A.		G R	EENWAY

Read Patient Education

To read patient health education:

- 1. **Login** to the portal.
- 2. Click the **Education** tab on the navigation bar.
- 3. Health news from the practice can be found in the **Patient Education** section.
- 4. To read the health article, click the **Read More** link under the title of the article you want to view.

🛟 th		Hello, maggie test Patient Profiles Sign Out								
Home	Messages	Appointments	Patient Profiles	Health Information	Billing	Forms	Education			
Vews										
News and /	Announcemer	nts								
E Follow us	on Twitter			Visit us on F	acebook					
Patient Edu	ication									
Las muelas del juicio: descripción Read More				Understand Read More	Understanding Wisdom Teeth Read More					
Cómo controlar la alta presión arterial				Controlling	Controlling High Blood Pressure					
Read More				Read More						
lome Messa	iges Appointme	ents Patient Prof	iles Health Inform	nation Billing Forms	Education		CR	EENWAY		
lopyright © 20 // rights reserv	13 Greenway Medi ed. United States	cal Technologies, In Patents Pending,	c., 121 Greenway Biv	d., Carroliton, GA 30117, U	J.S.A.		GR	EENWAT		

5. The full article will now display.

		2941 Gant Quarters Circle Greenway, GA 30067 (770) 823-1239						
Home	Messages	Appointments	Patient Profiles	Health Information	Billing	Forms	Education	
Health	News							
(print this an Understand	ticle] ling Wisdom Te	eth						
(when you'rin or more of the impacted wisclom teeth Wisdom Tee	e "older and wise heir wisdom teet dbie er jawi eth and Your De	er"). Most people th.	Aaxillary inus xilla per jaw) trols ne chin, , and lip)	m teeth, one in each c	orner of the	mouth. Some	people naturally	lack one
There are se Both the upp molars." Bec	everal types of to per and lower jay ause there are e	eeth. Each type ws have three m eight other molar	is designed either plars on each side s to do the chew	r for biting or for chew e. The wisdom teeth a ing, most people can g	ing. The wisc re the last in ret along fine	dom teeth are line, which is without wisdo	molars, or chew why they're call om teeth.	ing teeth. ed "third
Anatomy of	a Tooth							
The crown is and blood ve	s the part of the essels enter and	exit the tooth th	a hard chewing si prough the roots.	urface. Below the gum	ine, the root	anchors the t	tooth to the bon	e. Nerves