



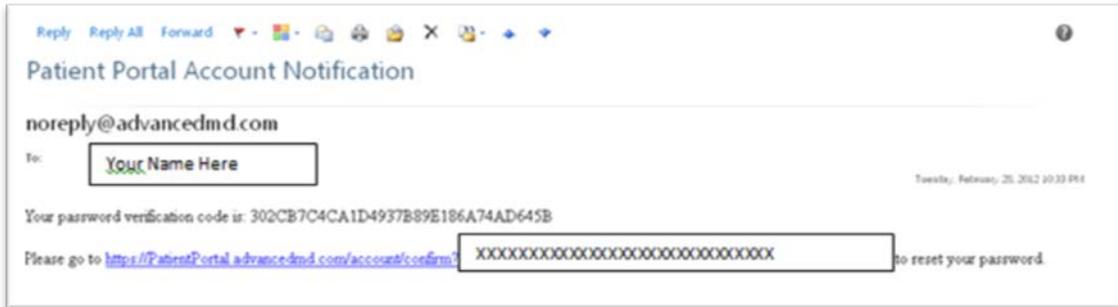
Patient Portal User Guide

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To Get Started

When you're in the Health Center, you show your photo ID and give us your email address. After you read and sign our User Agreement, we open a portal account for you and the system sends you an email message directing you how to set up your password.



NOTE: You must appear in person in the Health Center in order to initiate your portal account.

Setting up your portal account

Complete the open fields and choose CONFIRM to establish your access to the Patient Portal and get to the HOME page.

A screenshot of a web form for setting up a portal account. The form has a light beige background and contains the following fields and elements:

- Login E-Mail: A text input field containing "Your email address here".
- Security Question: An empty text input field.
- Security Answer: An empty text input field.
- New Password: A text input field with a red error message "Too short" to its right.
- Confirm Password: An empty text input field.
- Buttons: A blue "Confirm" button and a blue "Password Help" link.

Using the Portal

Save the log in page to your internet favorites, so you can go to the portal whenever you want or use this secure link - [Patient Portal website](#). The Portal Home page offers three tabs: Messages, My Chart, and Payments.



Use these tabs to take care of all kinds of communication with us:



Messages

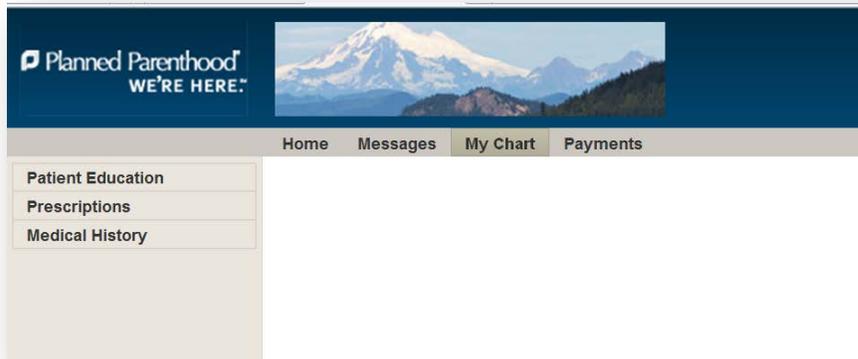
- Let us know your address or phone number has changed
- Ask questions about a bill we sent you
- Ask questions about your health or symptoms you're having. A nurse will respond.
- Request appointments

Be specific about what you need, about what times and dates will work for you, and say whether the time of day or the day of week is most important to you. Staff will process these requests daily, and post replies.

On the Message tab, choose NEW to send a message to staff at your MBPP Health Center. Staff will post replies to your portal message in-box. You'll receive an email sent from noreply@advancedmd.com to alert you there's a new message for you. You must log in to your portal account to see the message.

My Chart

Under the My Chart tab, you can find information specific to Patient Education, Prescriptions, and Medical History.



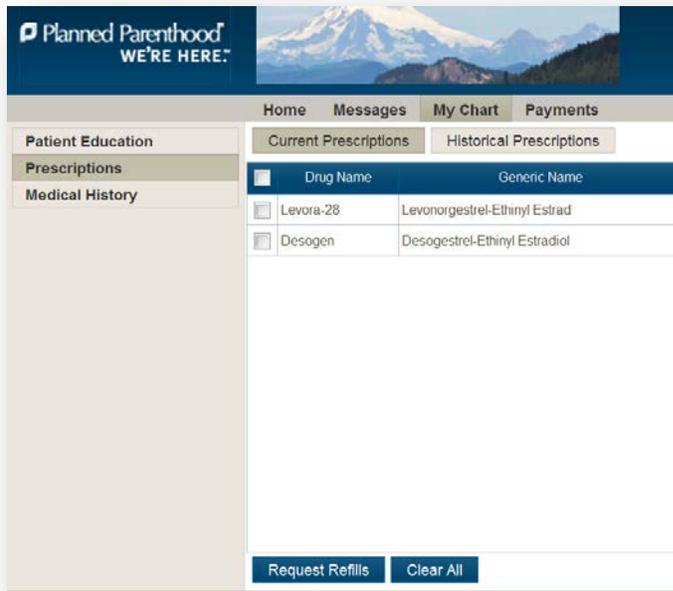
Patient Education

We will use this tab to list links to educational web sites or documents that address topics specific to your needs.

Prescriptions

Your current and historical prescriptions are listed here. You can request a refill of a current prescription, and we will prepare your refill for pick-up at the Health Center or for mailing to you. Besides clicking the Request Refills button, use the portal's Message tab to tell us more about what you want.

Prescription Refills



If you have a current prescription for birth control, you can use the Request Refills button to let us know you need more supplies (If you have more than one current prescription, check the one you want.) We'll do our best to prepare your refill on the same day you request it, but **YOU MUST ALLOW 24 HOURS FOR YOUR REQUEST TO BE PROCESSED.**

FOR PICK UP AT HEALTH CENTER: When you request a refill, our staff will check your prescription and prepare the refill. We will prepare **ONE CYCLE** for you, unless you also send a message requesting more.

If you are a self-pay client (meaning that we're not billing Take Charge, Medicaid, or private insurance for your supplies) you must pay in advance. Our staff will add charges for supplies to your account. You'll receive an email directing you to check your Portal account, where you'll find a message telling you to pay your balance. Once your payment is recorded, your supplies will be placed on hold for you at the Health Center. You'll receive another email with a message in your portal account indicating that your supplies are ready to be picked up.

If we're billing Take Charge, Medicaid, or Private Insurance for your supplies, we'll prepare the maximum number of cycles we can dispense based on your current Rx and your specific financial coverage (unless you message us otherwise), and put those cycles on hold for you at the Health Center. We'll message you through the portal that your supplies are ready.

If you want us to call you (instead of messaging through the portal) when supplies are ready, you should include that in your initial message. For example: "I need a refill of my patch prescription. I want 3 cycles, billed to my insurance. Please give me a call at 734-7845 when they're ready."

When you come in to the Health Center to pick up, clip your photo id to a bright green Portal Pick-up slip and hand that to the Health Care Assistant at the front window. The HCA should be able to deliver the prepaid, prepared supplies right away.

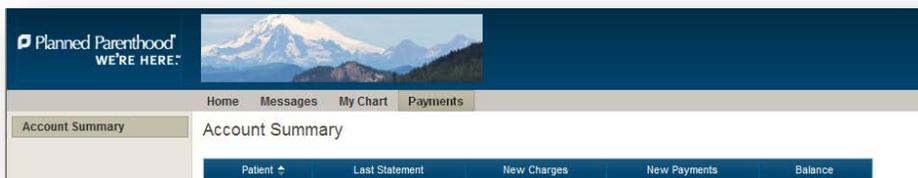
As per our standard policy, if you are carrying a balance on your account we will only dispense one cycle of birth control at a time.

FOR MAILING: If you want supplies to be mailed, tell us in a message from the portal at the same time you request your refill. You must pay the mailing fee (\$1 per cycle), as well as any self-pay charge for the supplies, before we post the package to you. Once your prescription and order have been confirmed by our staff, we will post the charges to your account. You'll get an email directing you to go to your Patient Portal account and make payment. When the payment has been recorded, we'll put the supplies in the mail for you.

Medical History

Your portal account provides a Continuity of Care document that pulls information from your medical chart. You can see allergies, medical conditions/problems, and immunizations from your medical records. You can see your current medication list and you can view your recent test results. The Continuity of Care document does not explain test results. You will always get a phone call from MBPP medical staff if there's anything abnormal about your test results.

Check the mailing address and phone number listed at the top of the Continuity of Care document, to make sure we have the correct contact information for you. Message us from the portal if you have more current contact data for us.



Payments

Use your credit card to pay on your account. If you have a balance owing, the amount will be displayed on the payment tab. Enter the amount you want to pay; then enter your credit card information in the fields provided. Click the Make Payment button. You'll get an email that looks like this:

From: noreply@advancedmd.com [noreply@advancedmd.com]

Sent: Friday, April 20, 2012 8:38 PM

To: [Your Name Here]

Subject: Payment Receipt

Your payment was processed successfully.

Credit Card

Card Type: American Express

Credit Card N [Your Name Here] 1000

Card Holder: [Your Name Here]

Auth Code: 239980

Billing Address

Name: [Your Name Here]

Address: [Your Name Here]

Zip Code: 98248

Transaction details

Amount: \$5.00

Transaction: 3204

Date: 04/20/2012 08:38 PM

Use the patient portal at your convenience. We hope it will provide a secure and straightforward way for you to communicate with us about your health care needs. Should you have questions about how to use any aspect of the portal, don't hesitate to call us at 360-734-9095.