



# Mt. Baker Planned Parenthood

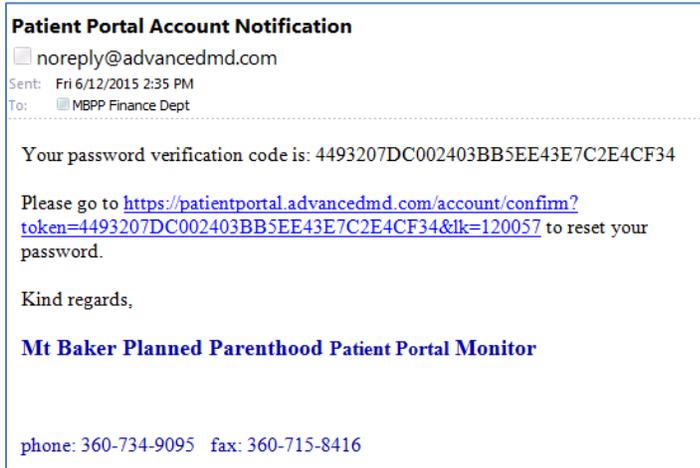
## Patient Portal User Guide

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## Getting 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.



## 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. Please note that you need to create your own security question and answer.

**Patient Portal**

Register Now To Access Your Account Information

**Patient Name** (Last, First):

**Email** (Email Registered With The Practice):

**Password**  
  
Must be at least 8 characters long and contain one capital letter, number and special character.

**Confirm Password**

**Security Question**

**Security Answer**

Enter at least one of the following items to confirm your identity and activate your account.

**Birth Date** (MM/DD/YYYY):

**Social Security Number** (Last Four Digits Only):

## 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 six tabs across the top: *Home, Messages, Chart, Account, Profile* and *Sign Out*. There are also convenient buttons along the bottom for *Ask a Question, Request an Appointment, Request Refills, Pay My Bill, View Records*, and *Patient Forms*.

## Messaging

On the Messaging Tab, you can Ask a Question, Request an Appointment or Check your Messages. If there is a message in your inbox there will be a red number indicator.

The screenshot shows the Patient Portal Messaging Tab interface. At the top, there is a navigation bar with 'Home', 'Messaging 1', 'Chart', 'Account', 'Profile', and 'Sign Out'. Below the navigation bar, there is a dropdown menu for 'Messaging 1' with options: 'Ask a Question', 'Request an Appointment', and 'My Messages 1'. The main content area is titled 'Access Your Account' and features a patient profile for 'MOUSE, MICKEY' (DOB: 2/9/2000) with contact information: '1959 TOON TOWN, BELLINGHAM, WA 98226' and '(360) 303-1622'. The profile also shows 'Balance \$0.00', 'Next Appointment: No upcoming appointments', and 'Last Appointment: 05/20/2015 10:00 AM'. A 'Reminders' section indicates 'No Health Watcher Items Found'. Below the profile, there are five service icons: 'Ask a Question' (question mark), 'Request Appointments' (calendar), 'Request Refills' (arrow), 'Pay My Bill' (dollar sign), and 'View Records' (document). Each icon has a brief description of the service. At the bottom, there is a blue footer for 'Planned Parenthood' with contact information: '1509 Cornwall, Bellingham, WA 98225-4521', '(800) 230-7526', and 'Info@mbpp.org'. It also includes links for 'Terms & Conditions of Use' and 'Web Portal Privacy Practices'.

### You can also communicate with us to:

- 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.

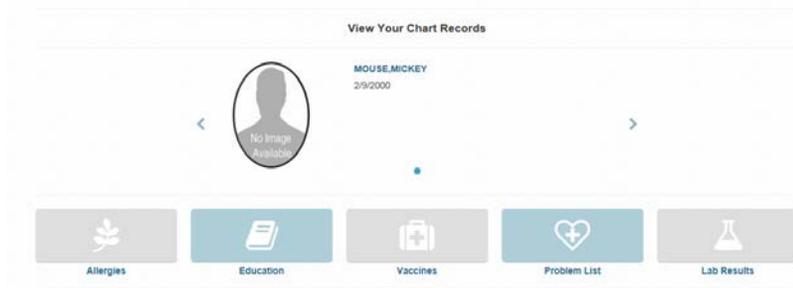
On the Message tab, choose NEW to send a message to staff at your MBPP Health Center. Staff will post replies to your portal message in-box. You'll receive an email sent from [noreply@advancedmd.com](mailto:noreply@advancedmd.com) to alert you there's a new message for you. You must log in to your portal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

## Your Chart

Under the Chart tab, you can view your *Chart Summary*, *Clinical Summary*, *Request a Refill*, *Track Transit Status*, and *View Records*.



If you open View Records you will find information specific to Patient Education, Prescriptions, Lab Results and Medical History.



### Patient Education

We will use this tab to open educational documents that have been added to your chart by your Medical Provider.

### 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.

### Refill Request

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 (or if you have Apple Health, Medicaid, or Private Insurance – see below.).

*If you are a self-pay client* (meaning that we're not billing Apple Health, 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 Apple Health, Medicaid, or Private Insurance* for your supplies, we'll prepare the maximum number of cycles we can dispense based on your current prescription 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 (xxx-xxx-xxxx) 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, carrying a balance on your account could restrict our ability to dispense more than 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.

**ARE YOU SENDING SOMEONE ELSE IN TO PICK UP FOR YOU?** You know how we are about protecting your confidentiality. If you plan to ask someone else to pick up for you, be sure to let us know. We need to have authorization on file before we'll even acknowledge that you are a patient with us. Call us if you haven't already listed your pick-up person's name on our registration paperwork.

## Chart Summary

Your portal account provides a Chart Summary 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 Chart Summary 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 Chart Summary 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.

The screenshot shows the 'Access Your Account Information' page for a patient named MOU SLECKEY. The page includes a navigation bar with links for Home, Messaging, Chat, Account, Profile, and Sign Out. A 'Pay My Bill' button is visible. The patient's profile information includes a name, ID number (519200), address (1958 TOWN TOWN, ELLINGHAM, VA 24226), and phone number (434) 303-9122. It also displays a balance of \$0.00, a 'Next Appointment' for the following week, and a 'Last Appointment' on 02/02/15 at 12:00 AM. A 'Reminders' section shows 'No Health Watcher Items Found'. Below the profile are five icons for: Ask a Question, Request Appointments, Request Refills, Pay My Bill, and View Records. At the bottom, there is a 'Planned Parenthood' banner with contact information for their Central Highlands office.

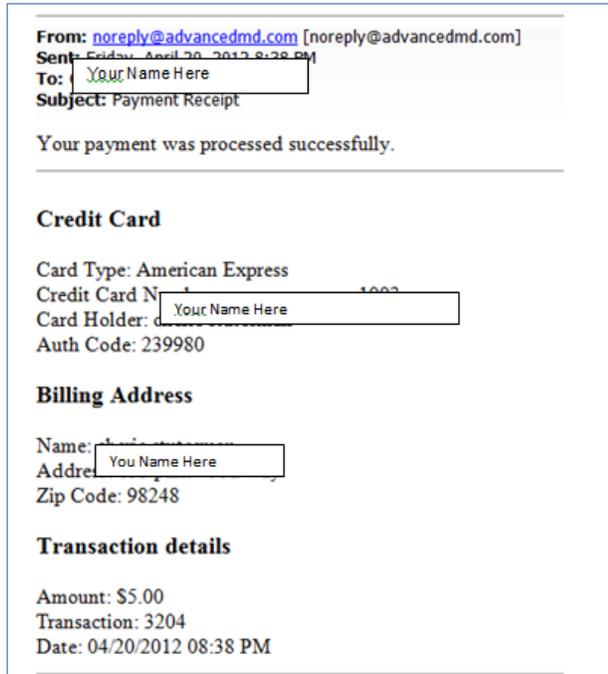
## Making Payments

Use your credit card to pay on your account. If you have a balance owing, the amount will be displayed on the Pay My Bill tab. Enter the amount you want to pay; then enter your credit card information in the fields provided. Click the Make Payment button.

The screenshot shows the 'View Account Balance, Pay My Bill' page. It features a table with columns for Patient, Insurance Balance, Insurance Payment, Insurance Adjustment, and Patient Balance. The table lists four patients: CAMERON MICHAEL, CAMERON JANEET, CAMERON JOHN B, and CAMERON MEGAN, with a total insurance balance of \$209.00. Below the table is an 'Account Summary' section with two rows: 'Current Balance' showing a total amount due of \$47.25, and 'Payment Plan Balance' showing an outstanding balance of \$185.00 and a monthly payment amount of \$46.25. Each row has a corresponding 'Make Payment' button.

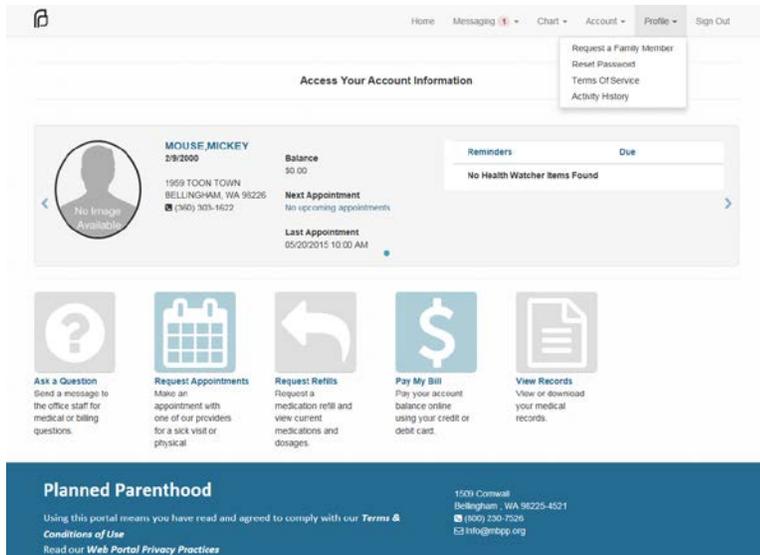
Patient	Insurance Balance	Insurance Payment	Insurance Adjustment	Patient Balance
CAMERON MICHAEL	\$177.00	\$0.00	\$0.00	\$67.20
CAMERON JANEET	\$0.00	\$182.00	\$20.00	\$0.00
CAMERON JOHN B	\$119.00	\$0.00	\$0.00	\$0.00
CAMERON MEGAN	\$60.00	\$0.00	\$0.00	\$0.00
<b>TOTAL</b>	<b>\$209.00</b>	<b>\$182.00</b>	<b>\$20.00</b>	<b>\$67.20</b>

You'll get an email that looks like this:



## Profile Settings

Use the Profile tab Reset your Password, Review the Terms of Service or Review your Activity History



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.