

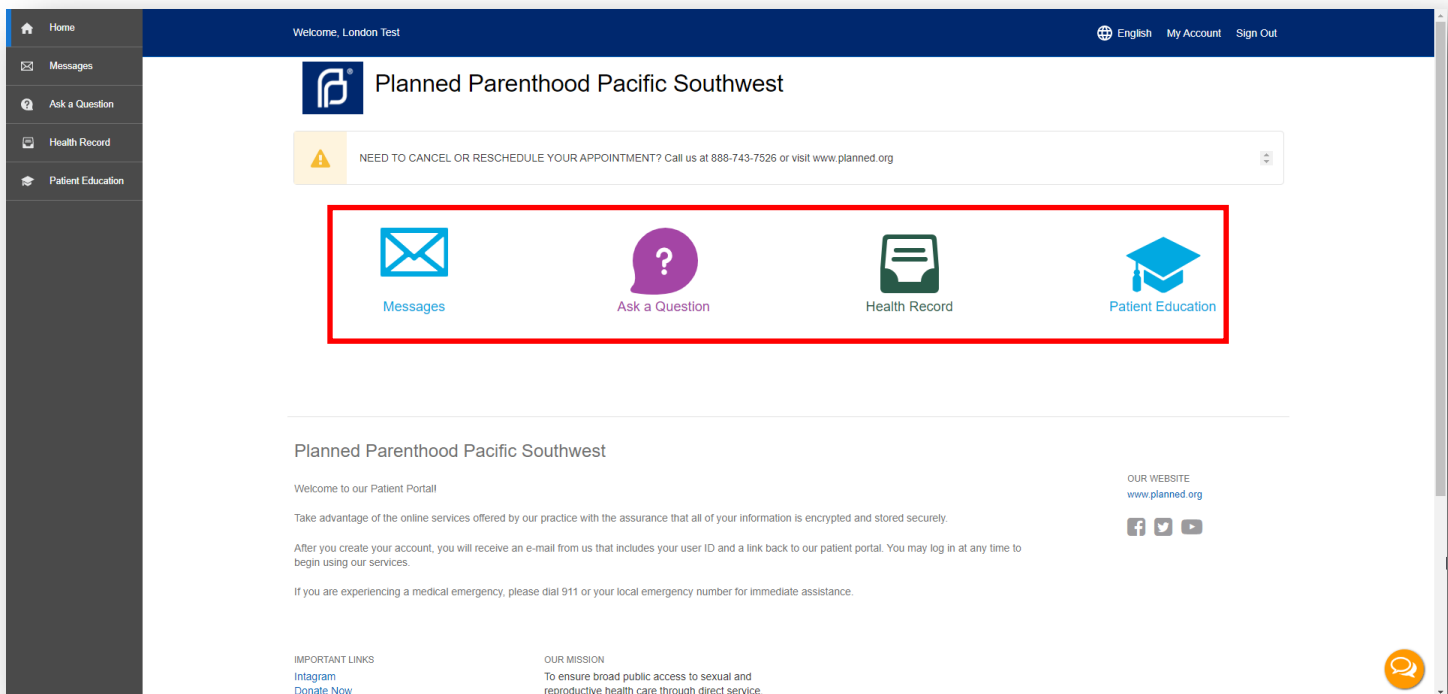
How to Navigate Patient Portal

Dashboard Overview



Patient Portal Dashboard

You can access your information using the icons or the menu panel on the left. Below is a brief description of each icon and how it can be used.



Messages Icon

Important health information that needs to be communicated to you will be found here. You will receive an email notifying you that there is new information to be viewed in the portal.



Ask a Question

You can send messages to our team of Health Care Providers when you have questions concerning your health, test results and many other topics. You may also attach any necessary supporting documentation to messages.



Health Record

You will be able to view and/or download online summaries of your clinical visits, medication, histories, plan of care, and lab results in the form of a CCD (Continuity of Care Document). After each visit, you will receive an email notifying you that a new summary is available for you to view in your portal.



Patient Education

The Patient Education icon on the dashboard will recommend and launch additional related info/documentation based off the patient's personal health record.

This information comes from a 3rd party site.

Patient Support Chat Feature!

The Patient Portal provides real-time assistance with a built-in chat feature.

- The system provides live agent support
- Can help you with login issues
- Supports multiple languages
- Hours available are 5am–5pm PST
- This feature is available on the login screen as well!

The screenshot displays the Patient Portal interface for Planned Parenthood Pacific Southwest. The top navigation bar includes 'Home', 'Messages', 'Ask a Question', 'Health Record', and 'Patient Education'. The main content area features a 'Messages' button and an 'Ask a Question' button. A 'Chat With Us' chat window is overlaid on the right side, containing an email input field, a text area for the question, and a 'START CHAT' button. The chat window is powered by NextGen ChatNow. A small chat icon is visible in the bottom right corner of the page.

Home Welcome, London Test English My Account Sign Out

Planned Parenthood Pacific Southwest

NEED TO CANCEL OR RESCHEDULE YOUR APPOINTMENT? Call us at 888-743-7526 or visit www.

Messages Ask a Question

Planned Parenthood Pacific Southwest

Welcome to our Patient Portal

Take advantage of the online services offered by our practice with the assurance that all of your information is encrypted.

After you create your account, you will receive an e-mail from us that includes your user ID and a link back to our patient portal to begin using our services.

If you are experiencing a medical emergency, please dial 911 or your local emergency number for immediate assistance.

IMPORTANT LINKS
[Instagram](#)
[Donate Now](#)

OUR MISSION
To ensure broad public access to sexual and reproductive health care through direct service.

Chat With Us

Email
Enter your email address

Your Question
How can we help you today?

START CHAT

POWERED BY NextGen ChatNow

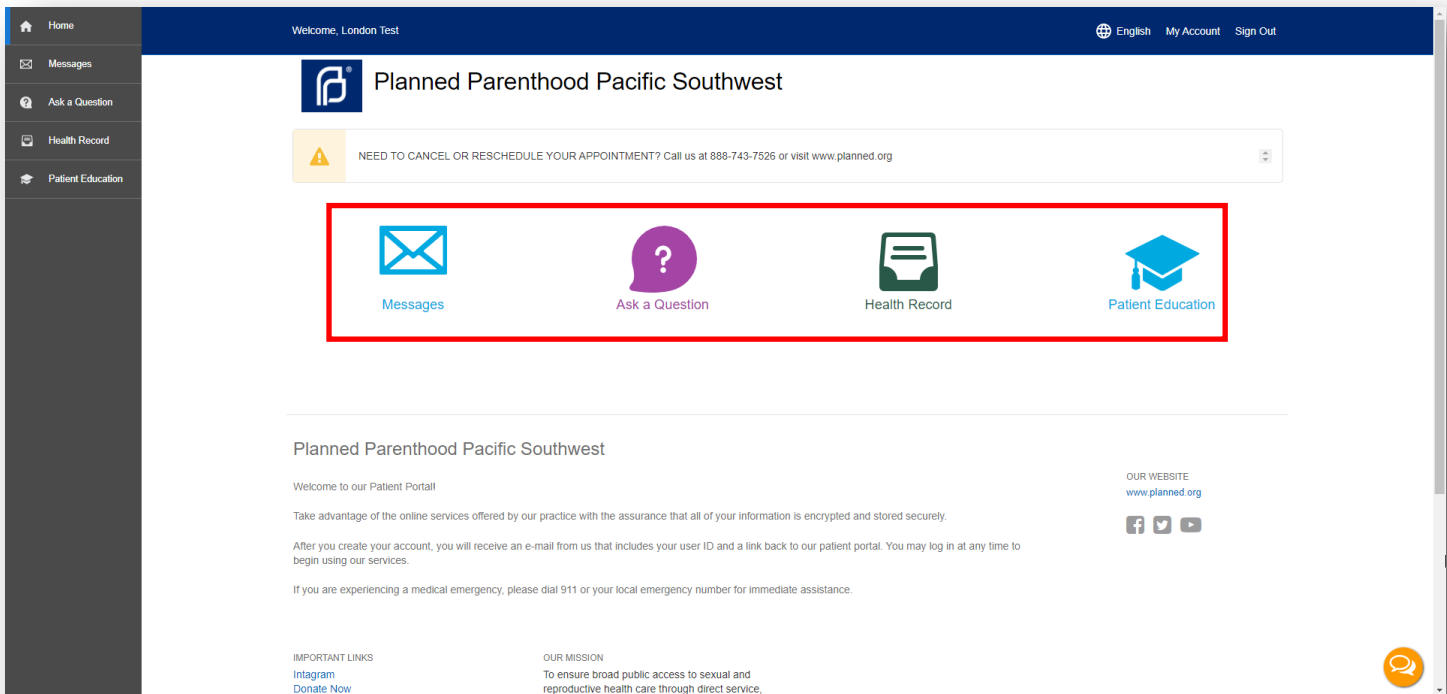
Cómo navegar por el Portal del paciente

Descripción general del panel de control



Panel de control del portal del paciente

Puede acceder a su información utilizando los iconos o el panel del menú de la izquierda. A continuación, se muestra una breve descripción de cada icono y cómo se puede utilizar.



Icono de mensajes

La información de salud importante que se necesita comunicarle a usted se encontrará aquí. Recibirá un correo electrónico notificándole que hay nueva información para ver en el portal.



Hacer una pregunta

Puede enviar mensajes a nuestro equipo de proveedores de atención médica cuando tenga preguntas sobre su salud, los resultados de las pruebas y muchos otros temas. También puede adjuntar cualquier documentación de respaldo necesaria a los mensajes.



Registro de Salud

Podrá ver y/o descargar resúmenes en línea de sus visitas clínicas, medicamentos, antecedentes, plan de atención y resultados de laboratorio en forma de CCD (Documento de Continuidad de Atención). Después de cada visita, recibirá un correo electrónico notificándole que hay un nuevo resumen disponible para que lo vea en su portal.



Educación del paciente

El ícono de Educación del paciente en el panel recomendará y lanzará información/documentación relacionada adicional basada en el registro de salud personal del paciente.

Esta información proviene de un sitio de terceros.

¡Función del chat de apoyo al paciente!

El Portal del paciente proporciona asistencia en tiempo real con una función de chat integrada.

- El sistema brinda soporte de agente en vivo
- Puede ayudarle con problemas de inicio de sesión
- Admite varios idiomas
- El horario disponible es de 5 a. m. a 5 p. m. PST
- ¡Esta función también está disponible en la pantalla de inicio de sesión!

The screenshot displays the patient portal interface for Planned Parenthood Pacific Southwest. The page includes a navigation menu on the left with options like Home, Messages, Ask a Question, Health Record, and Patient Education. The main content area features a 'Messages' icon and an 'Ask a Question' icon. A prominent 'Chat With Us' chat window is overlaid on the right side, containing an email input field, a text area for the question, and a 'START CHAT' button. The chat window is powered by NextGen ChatNow. A blue arrow points from the chat window to a small chat icon in the bottom right corner of the page.