

We have established an internet-based Patient Portal to help effectively and securely manage your healthcare information. The content in this document will guide you through the secure portal's most frequently-required functions. Should you have other questions about using the portal, please contact our office at: (970) 243-3061

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# Access the Patient Portal

#### Activate Your Patient Portal Account

An account must be created before you can use or access your data on the Patient Portal. Providing us with your email address will allow us to send you an email from the office that includes a link to activate your Patient Portal account.

- 1. Open the email from us with the subject, "Welcome to Your Urological Associates of Western Colorado Patient Portal".
- 2. The email will include your Patient Portal *Username*, *Practice URL* (patient portal web address) and the steps for logging into the portal.
- 3. Select, Activate Account.

Dear John,	
Your credentia	ls:
Licomama: id	20085
Username: jd Practice URL:	officeurlprefix.ematraining.md
	button below to activate the patient portal on a Google Chrome or Mozilla Firefox
browser and se	t up your password.

4. You will be directed to the portal website, where you will be prompted to verify your identity by entering your *Date of Birth* and *Last Name*. Once entered, select **Verify Information**.

OFFICE NAME	
Password Reset	
Please verify your date of birth and last name.	
Date of Birth   mm/dd/yyyy	
Last Name	
Verify Information	
Go to Login	

5. You will be prompted to change your password. Once entered, select Set Password.

OFFICE NAME	
Change Password	
New Password	٢
Confirm Password	٩
Set Password	

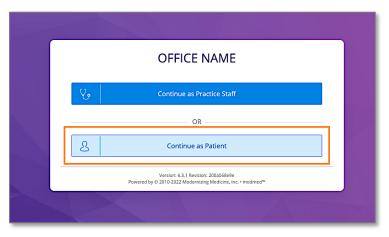
## Log in to the Patient Portal

Once your account has been activated, you will be able to log in to the Patient Portal as needed. Follow the steps below to log in.

1. Open your internet browser on a computer or laptop and enter the following website URL into the address bar: csa.ema.md



2. Select Continue as Patient.



3. Enter your Patient Portal Username and Password, then select Login.

A CHARLES
OFFICE NAME
Patient Portal
💄 jdoe85
<b>⊡</b>
Login
Forgot Password   Provider Login
Version: 6.3.1 • Revision: 200a068e9e Powered by © 2010-2016 Modernizing Medicine, Inc. For Terms of Service and Privacy Policy please refer to the practice's notices

#### Forgot Password

Follow these instructions if you forgot your password and need to create a new one.

*Note:* These instructions will only work successfully if your Patient Portal account is already created and the information entered is correct according to our records. If you have any trouble receiving your password reset link, please contact our office.

1. From the Patient Portal login screen, select Forgot Password.

OFFICE NAME				
Patient Portal				
Lusername				
Password				
Login				
Forgot Password Provider Login				
Version: 6.3.1 • Revision: 200a068e9e Powered by © 2010-2016 Modernizing Medicine, Inc. For Terms of Service and Privacy Policy please refer to the practice's notices				

2. Enter the requested information, then select **Request Email**.

OFFICE NAME	
Reset Password	
Username	
Date of Birth   mm/dd/yyyy	
Last Name	
I'm not a robot	
Request Email	
Back to Login	
Version: 6.3.1 Revision: 200a068e9e Powered by © 2010-2022 Modernizing Medicine, Inc. + modmed™	

3. Open your email and look for the message with the subject *Password Reset from Your Electronic Health Record*. The email will include your *Username* and *Practice* information, as well as a link to reset your Password. Select the link to continue.

Password Reset from Your Electronic Health Record (External) > Indox ×				
Account Team <account@practicemailer.com> to me +</account@practicemailer.com>				
Dear John,				
Username: jdoe85 Practice: <u>officeutprefix ematraining md</u>				
A request was made to reset your account password with OFFICE NAME.				
Please click the link below, or copy and paste the link into your browser. Then, follow the instructions to complete the reset password process.				
https://officeurlprefix.ematraining.md:443/emalForgolPasswordAuth.action?presentToken&usemame=jdoe85&token=01BC76E3-E124-B60E-1ECB-247FF6493ECF				
Note: This link will expire after 24 hours.				
If the link has expired, or if this message has reached you in error, please contact your practice.				
Thank you				
Note: This is a system generated message. Please do not reply to this email.				
OFFICE NAME   123 Main Street   Boca Raton   FL   33437-1111				
← Reply → Forward				

4. You will be prompted to enter your *Date of Birth* and *Last Name* to verify your identity. Once entered, select **Verify Information**.

OFFICE NAME	
Password Reset	
Please verify your date of birth and last name.	
Date of Birth   mm/dd/yyyy	
Last Name	
Verify Information	
Go to Login Version: 6.3.1 • Revision: 200a06869e Powered by 2010-2016 Modernizing Medicine, Inc.	

5. If the information is verified successfully you will be logged in to the portal.

# Prepare for Your Visit

## Complete Forms on the Patient Portal

Once you have activated your account, you may use the Patient Portal to complete visit forms and view your health information.

1. Once logged in to the Patient Portal, select **My Health** from the main navigation bar.

OFFICE NAME	💖 My Health 🔳	Appointments	Messages	C Tests and Results	👤 John Doe 🗸
Doe, John Do8: 12/11/1985 (36 I <sup>m</sup> Alerts: Unspecifie Allergies: Unspecifie	d	M0000000001 PMS ID: 115062PAT	00000001		
	video vis	ently have no active its	and also agree you have not been se	en by the provider within 3	

2. From the *My Health* page, select **My Forms**.

Family History	Language	
, anny matery	English v	
Problem List		
	Ethnic Group	
My Forms	Not Hispanic or La 🗸 🗸	
	Gender Identity	Patient Preferred
	Unspecified ~	Pronoun
		- Select One - 🗸 🗸

3. Any forms that have been assigned to you will be available to review and edit. Select **Start** to begin reviewing the forms and making applicable changes.

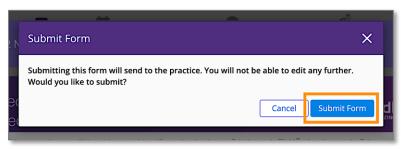
			•			
Contact Info	Forms Sent From Practice					
Insurance and Pharmacy	Title ≑	Date Received 👻		Status ≑		
Medications	New Patient Paperwork	08/19/2022		Incomplete	Start	
Allergies	Total Results: 1		« < 1 >	*		View Records By 25 Y
Past Medical History						

- 4. A pop-up window will appear with the specified form. You can place your cursor in the appropriate fields and enter the applicable information. You have the option to *Save and Exit* or *Submit Form*.
  - Save and Exit Marks the form In Progress and allows you to continue to edit.
  - **Submit Form** Closes the form and submits it to the office.

Save and Exit Submit Form

5. Once complete, select **Submit Form**.

You will receive a pop-up alerting you that you are submitting the form to the office and you will not be able to edit any further. When ready, select **Submit Form**.



## Add or Update Medical Information

In this section, you will learn how you can verify your contact and insurance information, update your medical history, and add your preferred pharmacy.

1. Once logged in to the Patient Portal, select **My Health** and navigate through the sections to enter and/or update your *Medications, Allergies* and Past Medical History.

OFFICE	NAME		/ly Health	A 🗐	ppointments	👧 Mes
Doe, John DoB: 12/11/1985 (36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PAT00000 Alergies: Unspecified Allergies: Unspecified						PAT000000001
						•
Contact Info		My Conta	act			
Insurance ar	nd Pharmacy	Patient Data				
Medications			rmation			
Allergies		Prefix	Last Name * Doe	B	First Name * John	Middle
Past Medical History		Marital Sta Unspecif		~	Previous Name	

- **Contact Info** View basic contact and demographic information.
- **Insurance and Pharmacy** View insurance information and add or edit pharmacies. See below for additional instructions.
- Medications Add or edit your medications list.
- Allergies Add or edit your allergies.
- History Add or update Past Medical History, Specialty-Specific History, Social History and Family History.
- Tests & Results View any result that your medical provider has posted.

#### Add Your Preferred Pharmacy

In this section, you will learn how to add your preferred pharmacy to your patient chart. Adding your pharmacy will assist our office with sending electronic prescriptions and medication refills.

1. From the *My Health* section of the portal, select **Insurance and Pharmacy**.

OFFICE NAME	😻 My Health	📩 Appointmen
Doe, John DOB: 12/11/198 I® Alerts: Unspe Allergies: Penicil	cified	имооооооооо РMS I
	My Contact	
Contact Info	My Contact	
Insurance and Pharmacy	Patient Data	
Medications	Patient Information	
Allergies	Prefix Last Name	* First Jo

- 2. There are two options to enter your pharmacy information, Add Surescripts Pharmacy and Add Manual Pharmacy.
  - Add Surescripts Pharmacy (*try this option first*) Allows you to search for registered pharmacies that are capable of sending and receiving electronic prescription requests.
  - Add Manual Pharmacy If you were not able to find your preferred pharmacy through the Surescripts option, you can use Add Manual Pharmacy to manually enter pharmacy information to your chart. It is recommended that you first attempt to add a Surescripts pharmacy before using this method.

3. Select Add Surescripts Pharmacy.



4. Use the *Filter* options to find your preferred pharmacy. Then, select **Search**.

*Tip:* Not all fields are required. Use any combination of the criteria to locate your pharmacy. Common search methods include *Phone* number only, or *Name* and *Zip Code*.

Add ePres	cribing Pharmacy			
Pharmacies				
Filter				
Name	83	City		
Phone	5852392059	State	Select One V	
Fax		Zip Code		
Refill enabled	⊖Yes ⊖No ⊚Any	Туре	■ Retail Mail Any	
			Search Clear filter	
Store Name	≜ Ph	ione 🚊	Fax <u></u> Address	÷ City

5. Locate the pharmacy in the list of results by verifying the name and address. Once found, select the blue *Store Name* to add the pharmacy.

Refill enabled Yes No	o 💿 Any	Type	Retail	
			Search	
Store Name	🛓 Pho	ne 🚊	Fax 🚊	
#003 Eastway NY Test UAT	5852	2392059	5852392044	]
#008 Mt Laurel NJ Test UAT	5852	2392059	5852392044	
#016 Fairfax VA Test UAT	5852	2392059	5852392044	
#040 Woodmore MD Test UA	T 5852	2392059	5852392044	

# Access Your Medical Records

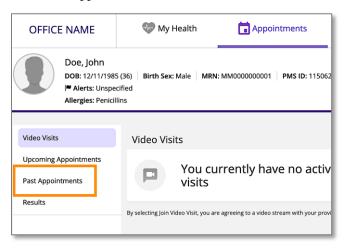
#### View, Download, and Print Your Visit Notes

The Patient Portal allows you to access your medical records, including completed visit documentation from your doctor or other qualified healthcare provider. The following instructions will guide you through how to locate these records within the portal.

1. Once logged in to the portal, select **Appointments** from the main navigation bar.

OFFICE NAME 😵 My Health		Appointments	n Messages	CI Tests and Results			
Alerts: Unsp	Doe, John DOB: 12/11/1985 (36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PAT000000001 I <sup>®</sup> Alerts: Unspecified Allergies: Penicillins						
			•				
Video Visits Video Visits							

2. Select Past Appointments.

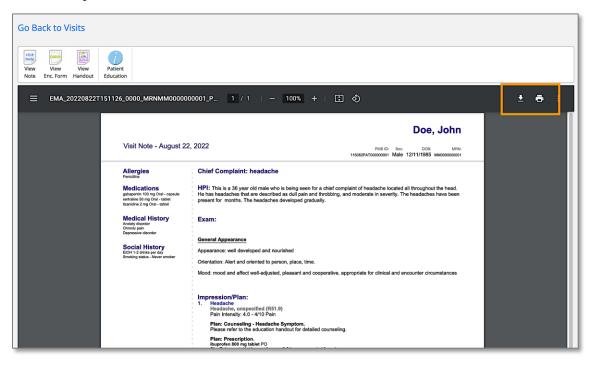


3. From the *Visit Date* column, select the blue hyperlink for the visit documentation you would like to view.

OFFICE NAME	💔 My Health	Appointments	nessages 🌀	<u>e</u> Tests and Result	ts				
Alerts: Unspe	Doe, John DOB: 12/11/1985 (36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PAT000000001 Allergies: Penicillins								
Video Visits	Past Appointments		·						
Upcoming Appointments Past Appointments	Start Date: mm/dd	/yyyy End Date:	08/23/2022	Apply					
Results	Visit Date	🖕 Attend	ees	Impressions	Lo				
	Monday, Aug 22, 202	22 11:11am EDT	y Provider & Primary Doe, Jane	Headache (R51.9)	OF				
			I I I I I I I I I I I I I I I I I I I	of 1 🗠 🕫 5 🗸					

Note: If the visit link is in plain black font, this means the visit is not ready to be viewed. Check back later, or contact our offic

4. Your internet browser's PDF viewer should open the document for you to view. You should also have options to download or print the document.



# Communicate with Our Office

Send a Portal Message to Our Office

The Patient Portal provides a self-contained method of communicating with our office using secure messaging protocols.

*Note:* If you are experiencing a medical emergency or need immediate assistance, please call 911.

1. Once logged in to the Patient Portal, select Messages from the main navigation bar.

🐶 My Health	Appointments	n Messages	C Tests and Results	👤 John Doe 🗸	
(36)   Birth Sex: Male   MRN: MM0000000001   PMS ID: 115062PAT000000001 ffied ified					
Video Visits		•			

2. Select Compose Message.

OFFICE NAME	🐶 My Health	n 🗖 Appointments	n Messages	CI Tests and Results		
Alerts: Unspe	Doe, John DOB: 12/11/1985 (36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PAT0000000001 PMS ID: 115062PAT0000000001 Allergies: Unspecified					
Compose Message	Inbox					
Inbox	From	Message				
Sent	Jane Doe	Pending Documents to Revi	ew - Hello John Doe,	You have the following		
Sent CCDA						

3. Enter the recipient into the *To* field.

	•	
	Compose Message	
Inbox	If this is an emergency, contact 911 or contact your office directly.	
Sent	To*	Cc
Sent CCDA		Type name to see more options
	Doe, <b>Jan</b> e	
	Message*	

*Tip:* If you start typing the first few letters of the recipient's name, it will narrow the list and allow you to find them more quickly and easily.

- 4. Enter the subject of the message into the **Subject** field.
- 5. Enter your message into the **Message** field.
- 6. When you are ready to send your message, select **Send**.

	Compose Message	Back to Inbox
Inbox	If this is an emergency, contact 911 or contact your office directly.	
Sent	To* Cc	
Sent CCDA	Doe, Jane ×	name to see more options
	Subject*	
	Referral Information	
	Message*	
	Hello Dr. Doe,	
	I am messaging you because I forgot the name of the supplement you recomm please?	ended to me during my last visit. Can you send it to me here,
	Thank you,	
	John	
	Add Attachments	<i>w</i>
	Send	

### Read and Reply to Portal Messages

Our office may send messages to you through the portal. These messages could include documents; such as test results, or just a general message regarding your care. Follow these steps to view and/or reply to a portal message.

1. Log in to the Patient Portal and select **Messages** from the main navigation bar.

🐶 My Health	Appointments	n Messages	C Tests and Results	👤 John Doe -			
(36) <b>Birth Sex:</b> Male <b>MRN</b> ified ified							
		•					
Video Visits							

2. To read a message, select anywhere in the corresponding line.

OFFICE NAME	😻 My Health	Appointments	nessages 🌀	C Tests and Results	👤 John Doe 🗸				
Doe, John         Doe, I2/11/1985 (36)         Birth Sex: Male         MRN: MM000000001         PMS ID: 115062PAT000000001           P Alerts: Unspecified         Allergies: Unspecified         Allergies: Unspecified         Allergies: Unspecified									
Compose Message Inbox									
Inbox	From	Message			Received On				
Sent	Jane Doe	LAB RESULTS - Hello John, We received your lab results. Everything			08/19/2022 05:02 PM				
Sent CCDA	Jane Doe	Pending Documents to Review	08/19/2022 02:21 PM						

3. To reply to a message, select Reply or Reply All.

OFFICE NAME	💔 My Health	Appointments	nessages 🏠	C Tests and Results	👤 John Doe 🗸					
Doe, John         Doe, John           Doe: 12/11/1985 (36)         Birth Sex: Male         MRN: MM000000001         PMS ID: 115062PAT000000001           P Alerts: Unspecified         Allergies: Unspecified         Allergies: Unspecified         MRN: MM0000000001										
Compose Message	Message Details		•	Back to Inbox						
Inbox Sent	From: Jane Doe To: John Doe Cc: Medical Assistant									
Sent CCDA	Subject: LAB RESULTS August 19, 2022 8:02:49 P	м								
	Attachments JohnDoeLabs.pdf (293.0k)									
	Hello John, We received your lab resu									
	I've attached the results for reference. We will discuss them in more detail during your follow-up. Until then, continue the medications and call the office if it gets worse.									
	Dr. Doe Reply Reply A	Forward								

4. Enter your response into the *Message* field, then select **Send**.