

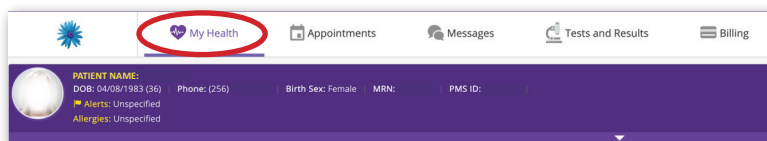
PATIENT PORTAL GUIDE

In this document, you will learn what is stored within the Patient Portal. Utilize this guide to help you navigate the patient portal while gathering understanding of what patient's control outside of the office. By using the Patient Portal, patients can view their records, enter medical information, request appointments, view statements and send messages to their providers.

LOG IN

1. Enter the URL below into a Mozilla Firefox browser window, do not type www or https in front of the URL. totalskin.ema.md
Note: If you do not currently have Mozilla Firefox on your computer, you can download it for free. We do not recommend using any other browsers.
2. Log in with the username and password created.

USING THE PATIENT PORTAL



Select the "My Health" Tab located at the top navigation menu to access the following sections below. Each editable section

displays on the left side of the screen:

1. Contact Info: Patients can view all of their contact information and make any changes.
2. Insurance and Pharmacy: Patients can view their Insurance information and can make any changes. They can also add or change their preferred pharmacy.



3. Medications: Patients can **add** or **delete** medications they are currently taking.
 - To add a medication, begin typing the medication in the **Drug Name** field. Select the medication when it populates below. Then, you will choose the appropriate dose.
 - If there are no medications to add, select **Mark No Medications**

- To delete a medication, select Delete to the right of the medication.



4. Allergies: Patients can **add** or **delete** their current allergies.

- To add an allergy, begin typing the allergy in the **Allergy** field. Select the appropriate allergy when it populates below.
- If there are no allergies, select **MARK NKDA**
- To delete an allergy, select Delete to the right of the allergy.



5. Past Medical History: Patients can **add** or **delete** their medical and surgical histories.

- To add a condition, select the checkbox next to that condition.

6. Skin Disease History: Patients can **add** or **delete** their skin disease history.

- To add a condition, select the checkbox next to that condition.

7. Social History: Patients can **add** or **delete** their social history.

- Fill in the appropriate information

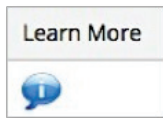
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8. Family History: Patients can **add** or **delete** their family history.

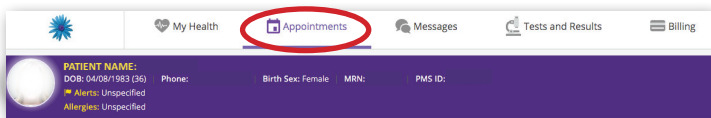
- To add a condition, begin typing in the **Family History** field. Select the appropriate condition when it populates below. Then choose the family member.
- To delete a condition, select **Delete** to the right of the condition.

9. Problem List: Patients can view a list of their diagnoses as well as an information sheet on each of those diagnoses. No changes can be made to this tab.

- To view more information on a condition, select the blue information bubble next to the condition



APPOINTMENTS



Select the “Appointments” Tab located at the top navigation menu to Request Appointments, review Upcoming Appointments, or to see Visit Notes, Educational Handouts, and any Test Results a provider has posted on any past appointments.

Request Appointments:

1. Reason for your visit: Type reason in box, click Next.

2. Choose a Provider: Select provider of choice, click Next.

3. Choose a Day of the Week: Choose day, click Next.

4. Choose a Time of Day: Choose time, click Send. Once your request is received, our call center will call contact you to schedule the appointment.

Past Appointments

- To view past appointments, select the date in blue.

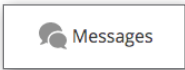
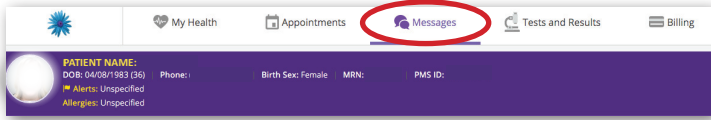
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- To view the Education Handout of that visit, select the **Patient Education** link.

Patient Education

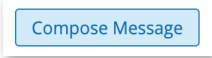
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MESSAGES

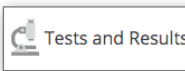
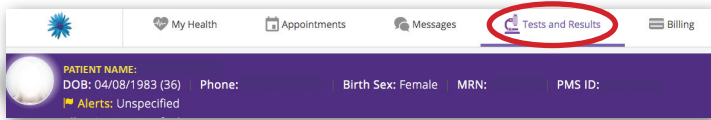


Patients can send messages to their provider and receive messages from their provider.

- Select the date in blue to view the Intramail.
- Select **Compose Message** to generate a new Intramail to your provider

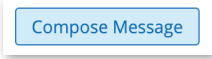


TESTS AND RESULTS



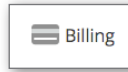
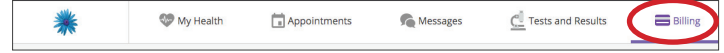
Patients can review test results from previous appointments.

- Select the date in blue to view the pathology report.
- Select the blue information bubble to the right of the result, to view more information on this diagnosis.
- Select **Compose** to generate an Intramail to your provider.



Ask a Question	Date	Test	Result	Learn
Compose	12/17/2015	Excision on superior mid forehead	Actinic Keratosis	

BILLING



Patients may now review statements through the portal. Select the Billing navigation tab at the top:

- A view of your current balance will display, along with links to each statement that has been generated through the office:

Account Balance				
Remaining Balance Due:				
\$0.00				
Billing Statements				
Date	Number	Total Charges	Status	
02/07/2018	MM-5615	\$20.00	60 days past due	View Statement
01/03/2018	MM-4377	\$20.00	30 days past due	View Statement
11/28/2017	MM-3387	\$20.00		View Statement

- To view any specific statement, select the blue hyperlink to the right of the date that you wish to view. This will open a PDF for the statement. You may not pay the bill through the portal at this time, but you may pay online through our website: <https://totalskinandbeauty.com/patient-portal/online-bill-payment-portal/>