

Mid-Atlantic Behavioral Health

has established an Internet-based secure Patient Portal to help you more effectively manage your overall healthcare.

The information in this document will guide you through the secured portal's most frequently requested functions. Your Provider will also share what how they use the messaging system with their patients. Should you have other questions about using the portal, please contact us at: 302-224-1400 Ext 301.



Creating a Patient Portal Account

You must create an account before you can access your data on the Patient Portal. Provide us with your email address and you will receive an email from us, which includes a link to open your portal account, your login ID and a Temporary Password. Your 4-digit PIN# that you will use is the **YEAR OF YOUR BIRTH** (ie. 1998) you provided us. If you do not have each of these items, please contact us at the number above.

1. Open the email from us with the subject "Your Physician's Office has Requested Information".
2. Click on the *Login to Patient Registration Site* button, located at the bottom of the email.
3. Enter the Login ID (your email address) and Temporary Password (which is the word: **password**) provided in the email. Click the *Submit* button.

IE: Login ID: joesmith@yahoo.com Password: password

A screenshot of the Patient Portal Welcome Screen & Login Page. The page has a white background with a light blue header. The main content area contains a login form with two input fields: "Login ID:" and "Password:". Below the "Login ID:" field is a "Submit" button and a "Forgot Login ID?" link. Below the "Password:" field is a "Reset" button and a "Forgot Password?" link. To the right of the form is a photograph of a doctor in a white coat holding a tablet. Below the form, there is a section titled "Login Assistance" with three numbered instructions. At the bottom right, there is a logo for "W3C WAI-A WCAG 2.0".

Welcome to the Patient Portal

This secure website will allow you to complete much of your patient information paperwork online, saving you time on the day of your appointment. Once you login, you can update personal information, change your email address and password, and complete online patient forms.

Login ID: Password:

[Submit](#) [Reset](#)

[Forgot Login ID?](#) [Forgot Password?](#)

Enter the Login ID and Password that was supplied to you by the office to access the site. Then click *Submit*.

Login Assistance

1. If you need a Login ID and password please contact the [office](#).
2. Forgot login Information? Please contact the [office](#).
3. Lost or forgot Password? Click the [Forgot Password?](#) link to reset your password.

W3C WAI-A WCAG 2.0

← Patient Portal
Welcome Screen
& Login Page

4. Upon first accessing the Patient Portal, a pop-up dialog box will require you to create a new password and enter your PIN (The year of your birth): **IE: Pin#: 1998**
 - a. To change your password, enter the *Temporary Password* contained in the email you received (password). Then, enter a new *Password* of your own choosing that uses at least 6 alphabetic and/or numeric characters. Enter the new Password again in the *Confirmation* field and click *Change Password*.
 - b. The next screen will require you to enter your PIN in the *PIN Number* field, then click *Continue*.

Your browser will be redirected to the Portal's *Online Resources* page. At this point, you have completed the creation of your Patient Portal account.



Accessing Your Health Information

Once you have created your account, you may use the Patient Portal to Complete Visit Forms, view your health information, download it to another location and send it to another provider. Please review this information with your provider prior to sending to ensure it is the most up to date information available.

Note: Please note that the data you see is compiled from your last 10 visits.

Complete Visit Forms

1. Submit health information by clicking the *Complete Visit Forms* link.
2. Follow the instructions and click the *Completed* button at the end of each section.
3. Once all sections have been completed, click to check the box next to *I Understand and Agree with the Above Statement* and click the *Submit* button.
4. Next on the left under Fill Out Forms you will find our policy and procedures and the paperwork that must be completed by hand for our registration process. The Welcome letter includes instructions. **Save time! Prior to your first visit complete your portal forms and print and fill out the new patient registration forms from our website and bring these with you to your first appointment.**

 My Patient Page

Viewing Your Health Record

1. In the navigation bar on the left side of the window, click *My Patient Page*.
2. In the Personal Health Record section, click *Health Record*. Your health information will display.

Print, Download or Transmit Your Health Record

- To **PRINT** your Health Record, click the *Print This Page* button in the action bar. Your browser's *Print* dialog box will open, from which you may direct it to print the information to the device you select.
- To **DOWNLOAD** the information from the Patient Portal to a local device, click the *Save to Local Storage* button in the action bar. Your system's *Save As...* dialog box will open, where you may direct it to save the data to a local hard drive, flash memory, etc.
- To **TRANSMIT** your Health Record to a provider at another practice, first obtain the recipient's *Direct Email Address*. Click the *Direct Message* button in the action bar. Enter the provider's *Direct Message* email address in the *Direct Message to Address* field. Click the *Send Direct Message* button.

About Transmitting Messages to Other Providers:

Direct Messages are not compatible with external email systems, such as Microsoft Outlook, Gmail, Lotus Notes, etc. Therefore, to send your Health Record to another provider through the Patient Portal, you must first contact them and obtain their "*Direct Email Address*".



IMPORTANT: Downloading or saving your health information over a public network or shared device may impact the confidentiality of your healthcare information. Please take appropriate precautions to safeguard your data.

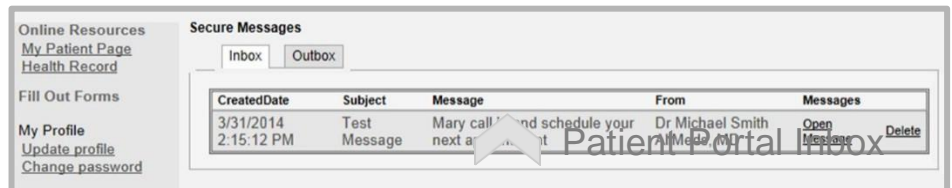
Using the Patient Portal to Communicate with Our Providers

The Patient Portal provides a self-contained, highly-secure method of communicating with our Providers using secure messaging protocols. Your provider will discuss how they use secure messaging with their patients.

IMPORTANT: Messages sent to your provider through the Patient Portal may not be read immediately. If you are experiencing an emergency or need immediate assistance, call 911. Messaging also may not be used for refills or immediate scheduling issues.

Reading Messages

1. From the My Patient Page, click *Read Messages*.
2. To read a message, click *Open Message* next to the appropriate message.
3. To reply to a message, click the *Reply* button, located at the bottom of the text pane. Enter your response in the bottom text pane and click the *Send* button at the bottom of the pane.
4. To return to your Inbox, click *My Patient Page* in the navigation bar on the left of the window. Then, click *Read Messages*.



Creating Messages

1. From the My Patient Page, click *Create Message*.
2. On the Create a Secure Message page, select the provider to whom you want to send a message from the *Provider* field's drop-list.
3. Optional: Select either *Low* or *Normal* in the *Priority* pane.
4. Enter an appropriate subject in the *Subject* field.
5. Enter your message in the larger text pane at the bottom of the page.
6. Click the *Send* button.

↑ Create a Secure Message Screen