Patient Portal Directions:
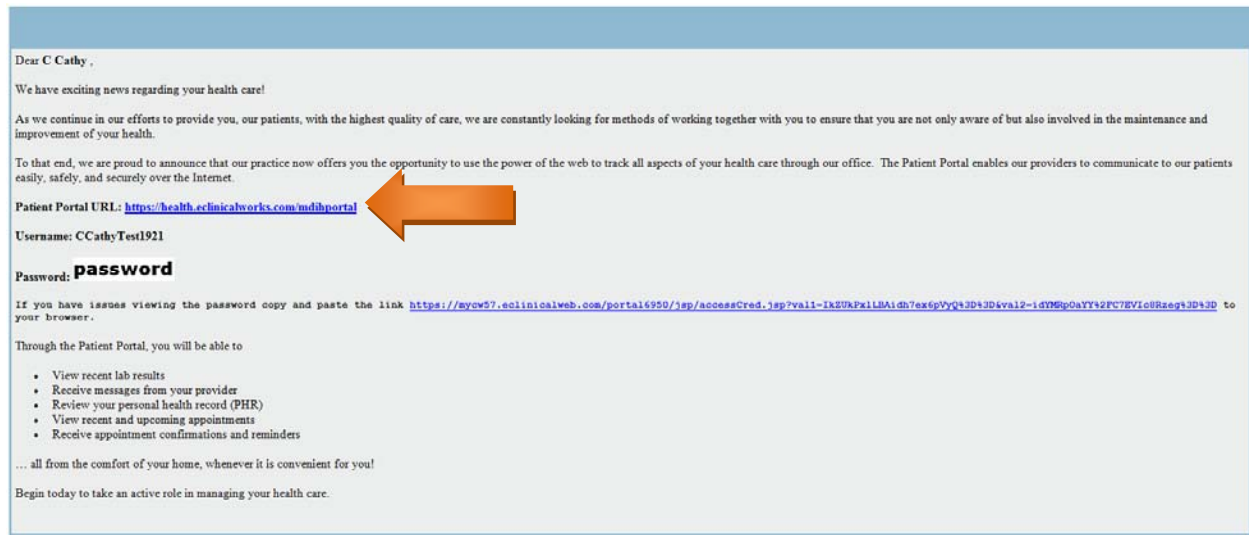
Upon registration you will receive an email confirmation with your Portal username and temporary password. The email will also explain what information you may access through the Portal.

Once you have opened your confirmation email, click the "Patient Portal URL" link to open the Patient Portal.
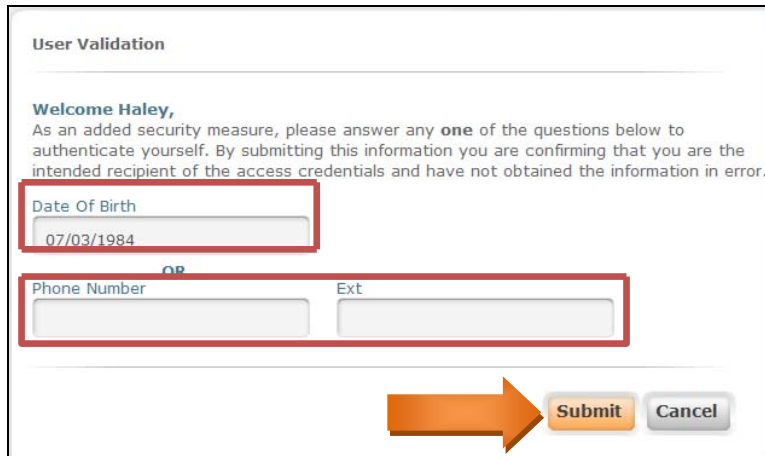

The Patient Portal login window displays.

Enter your username, in the user name field, and your temporary password, in the Password field, and click the "Login" button.
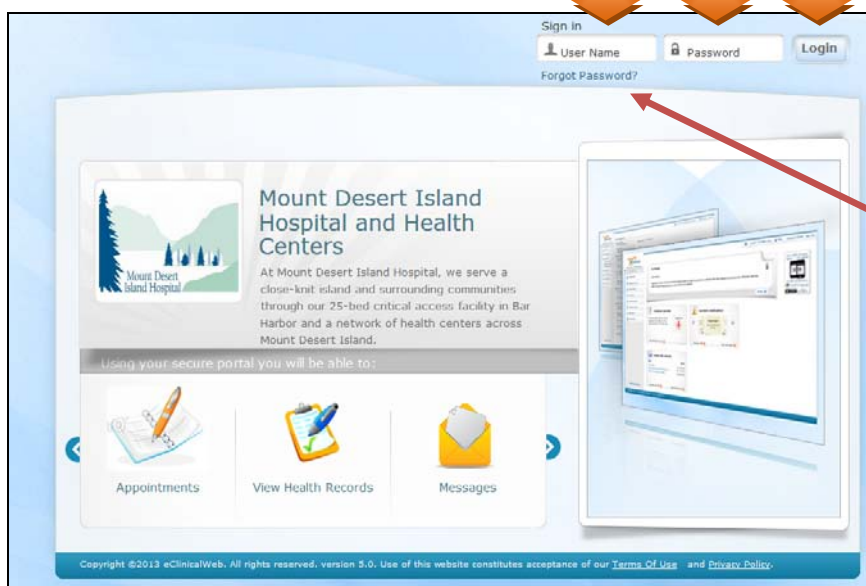
NOTE: If you forget your password you can click on "Forgot Password" to select a new password. A confirmation email will be sent to your personal email address.
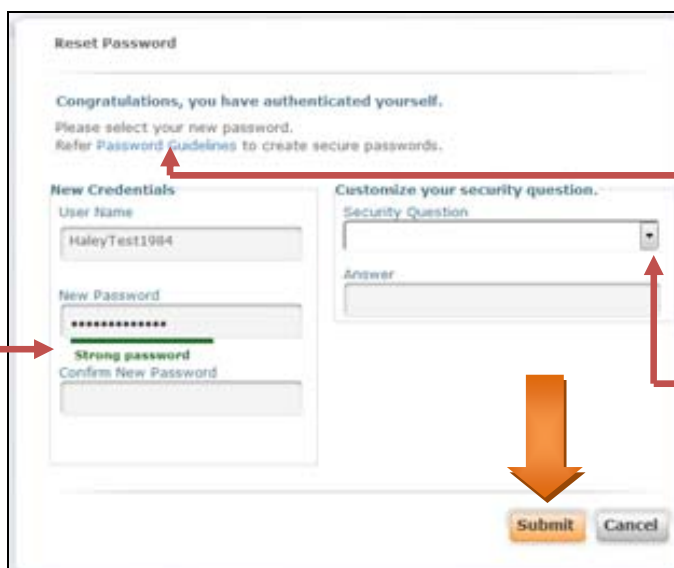
When you login to the Portal for the first time you will be taken to the User Validation screen where you will have to enter your date of birth **or** your phone number. Once you have entered your information click the "Submit" button.

The Reset Password window displays. Here you will enter a new password and a security question to ensure privacy and confidentiality. Your new password must be typed **identically** in both the "New Password" field and the "Confirm New Password" field. You must also select a security question from the dropdown list or create one of your own.

NOTE: Your new password must be a strong password, which will be indicated by the green line and "Strong Password" wording. For help on creating a strong password you can click on the "Password Guidelines" link.

Click to read information on how to create a strong password.

Click to select a security question.

Green indicates a strong password.

The next window displays two tabs, one opens the eClinicalWorks consent form and the other opens Mount Desert Island Hospital and Health Center's consent form. The eClinicalWorks consent form opens first. Use the scroll bar on the right to read the entire consent form. When finished, click the "Next" button.

After clicking the "Next" button, the Mount Desert Island Hospital and Health Center consent form displays. Once you have read the entire document put a check mark in the "*I have read the consent form and the above information*" box. Click the "Agree" box to proceed.

The Portal will then display an acknowledgement box, click "OK."

After logging in you see the MDI Health Center's Patient Portal home page from which you can access your personal health record, receive reminders from the practice, and review laboratory and diagnostic imaging results.

A menu band displays on the left side of the Home Page presenting the patient with several additional options.
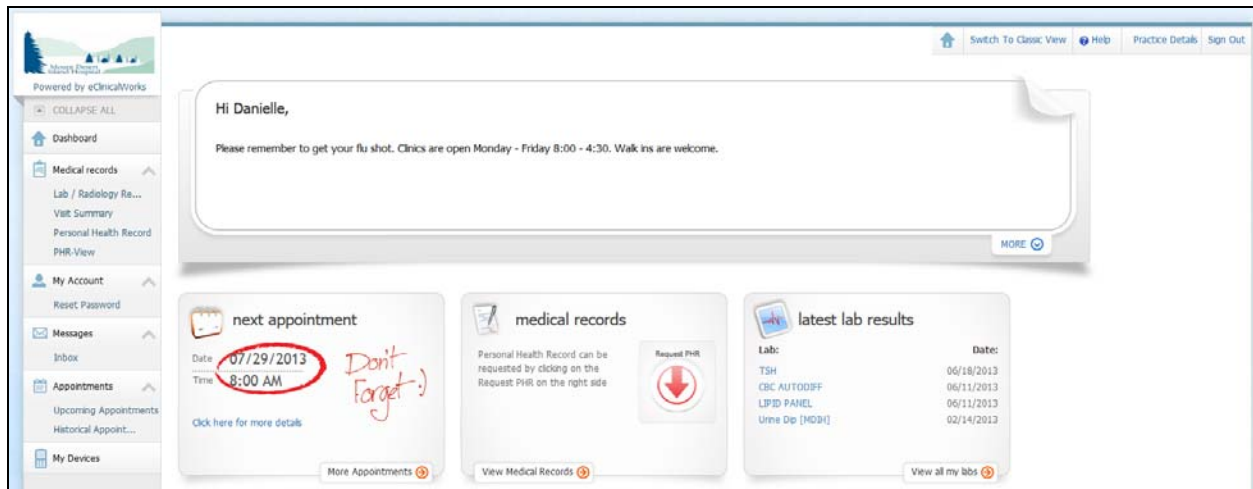
Navigating the Home Page:

A list of buttons displays across the top of the Home Page allowing you to navigate, change your view of the Portal, get help and sign out of the Portal.
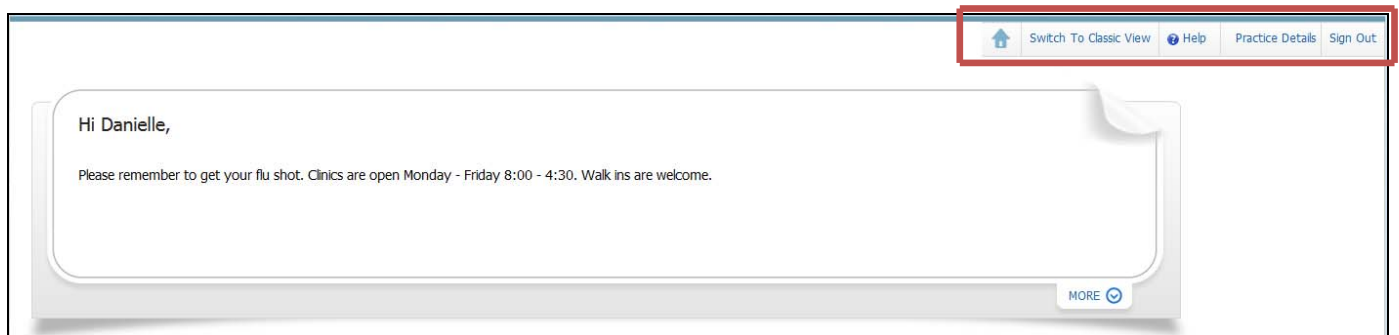
Home: Clicking this icon will take you back to the Portal Home Page.
Switch to Classic View: Clicking this link allows you to change the look of your Portal.
Help: Clicking this link will open the Help menu allowing you to find any topic related to using the Patient Portal.
Practice Details: Not being utilized at this time.
Sign Out: Clicking this link will end your Portal session.
NOTE: Remember to always sign out after you are finished!

A menu band displays on the left side of the Home Page. From the menu band, you have several options.

You can expand or collapse all category items by clicking on the "**COLLAPSE ALL**" or "**EXPAND ALL**" option.

You can also click on any category to expand the list which will show all of the available items within the category.

For example, you can click on the "**Medical Records**" category to expand and see all items available.

To collapse the list, click on the "**Medical Records"** the category again.
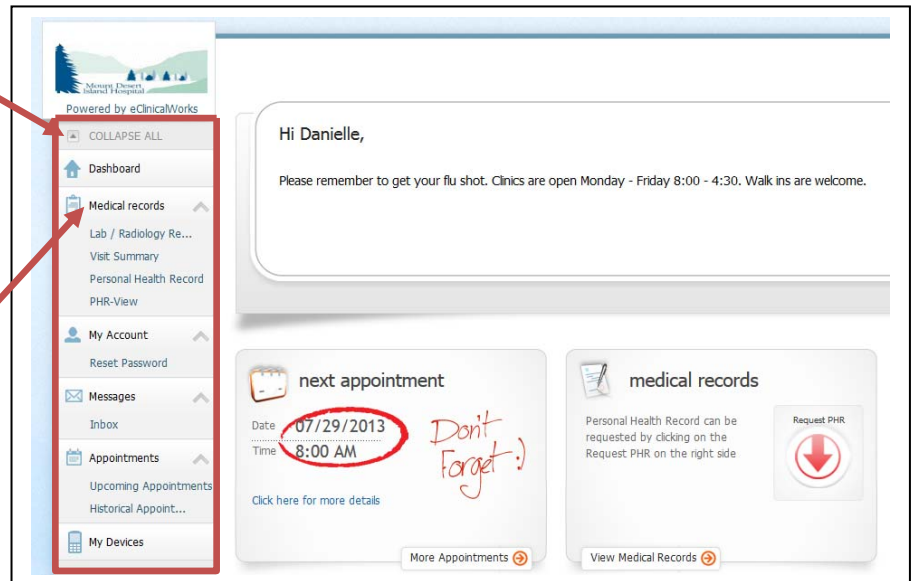
Using the Patient Portal Features:

The Portal's features and functions are accessible from the Home Page.

Dashboard: The Dashboard displays key messages from your provider which include your next appointment, access to download and/or print your medical record and your laboratory and radiology results.

The main panel on the Home Page displays your provider's welcome message and any specific information they wish to communicate with you.
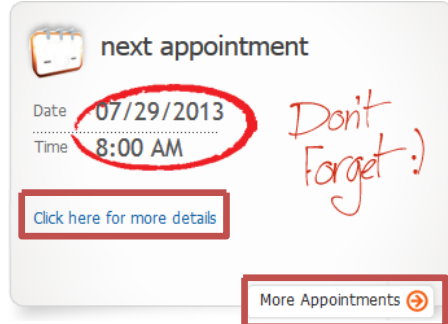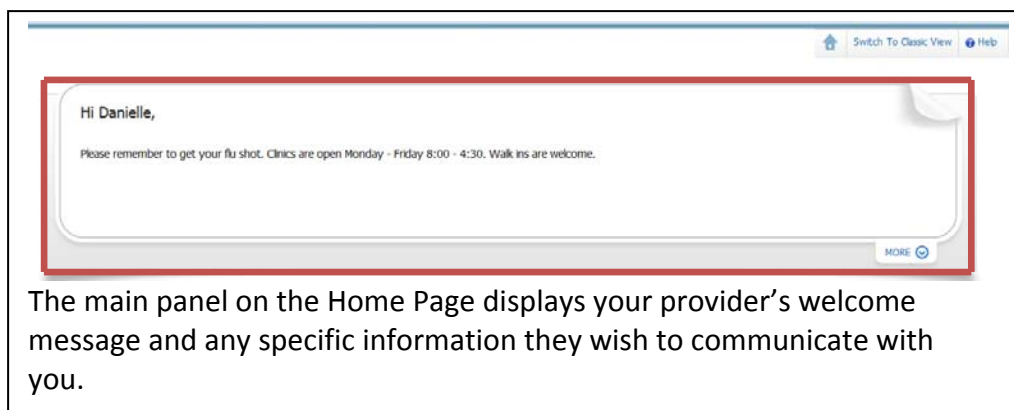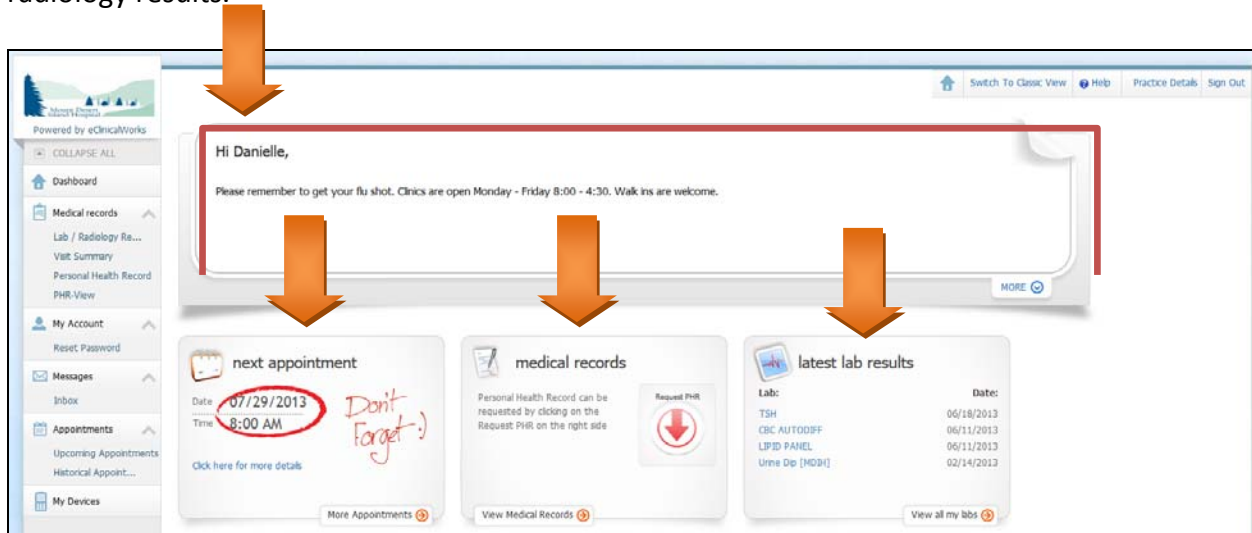
Click on "**Click here for more details**" to view details about your upcoming appointment or click "**More Appointments**" to view a full list of upcoming appointments.
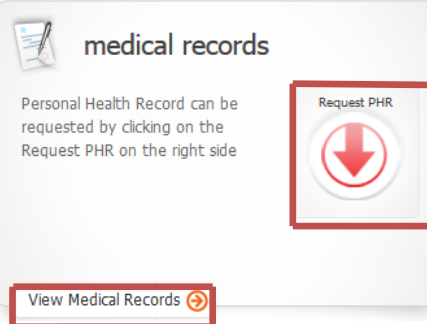
Click on either the "**Request PHR**" button or "**View Medical Record**" button to download and/or print your health record.
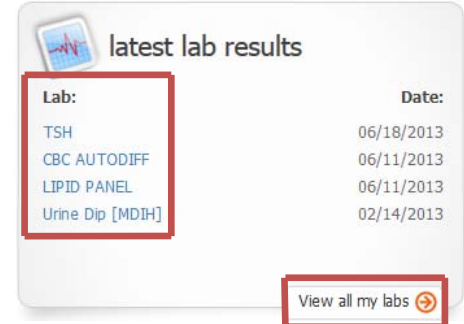
Click on the individual lab to view results or click on "**View all my labs**" to view a complete list of labs and results.

Medical Records: In this category you can access your medical records on file with the practice, display visit summaries and view laboratory and radiology results. To request a complete copy of your medical record, please contact our Health Information Management Department.

COLLAPSE ALL

🏠 Dashboard

📋 Medical records

  Lab / Radiology Re...
  Visit Summary
  Personal Health Record
  PHR-View

👤 My Account

  Reset Password

✉ Messages

  Inbox

📅 Appointments

  Upcoming Appointments
  Historical Appoint...

📱 My Devices

- **Lab/Diagnostic Results:** Click here to obtain detailed information regarding your laboratory and/or diagnostic imaging results.
- **Visit Summary:** Click here to view a list of all visit summaries made available by your provider.
  NOTE: A visit summary is an appointment specific summary which includes your allergies, medications, diagnoses, and laboratory and/or diagnostic imaging ordered for that day.
- **Personal Health Record & PHR-View:** Click to view a summary of your personal health record. The Personal Health Record and the PHR-View contain the same information but in a different format.

Lab/Diagnostic Results List: Click individual result to view details

Your Lab / Diagnostic Reports

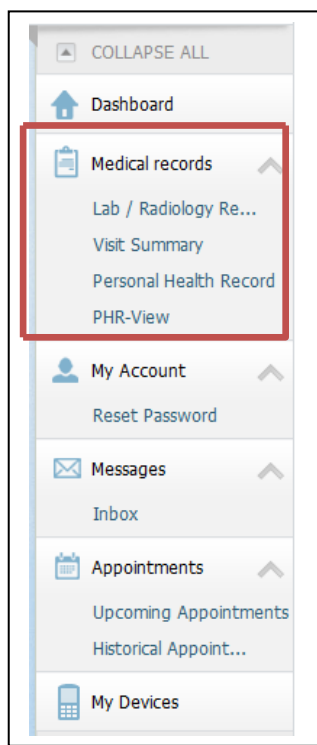| Order Dt	Name	Reason	Result
06/18/2013	TSH		Normal
06/11/2013	CBC AUTODIFF		Abnormal
06/11/2013	LIPID PANEL		Normal
02/14/2013	Urine Dip [MDIH]	OB lab	Normal
12/06/2012	CA 125	joint pain	Osteoarthritis
12/03/2012	17 HYDROXYPROGESTERRONE, SERUM	coronary artery disease	Normal
05/03/2012	Pap Smear, 1 Slide		Abnormal

Page 1 of 1 | 20 | View 1 - 7 of 7

Visit Summary List: Click individual appointment date to view details

Click the date to view information

Visit Summaries

Date	Time	Facility	Provider
10/15/2013	08:45 AM	Cadillac Family Practice	Brian Caine
10/08/2013	08:00 AM	Cadillac Family Practice	Brian Caine
08/23/2013	08:30 AM	Cadillac Family Practice	Mark Kandutsch
08/19/2013	02:45 PM	Mount Desert Island Hospital & Health Centers	Mark Kandutsch
08/19/2013	11:45 AM	Cadillac Family Practice	Mark Kandutsch

Personal Health Record:

Cadillac Family Practice Continuity Of Care Document

Patient
Patient: **Danielle Test**
MRN: UNK
Sex: Female
Birthdate: December 10, 1986
Address: 12 Twin Pines **City:** Orono **State:** ME **Zip:** 04473   **Phone No:**555-555-8881

Table Of Content
- Allergies
- Problems
- Medications
- Results

Allergies
Allergies not verified

Problems

Problem Type	Condition	ICD-9 Code	Effective Dates	OnSet Dates	Condition Status
Problem	Pregnant state, incidental	V22.2	Feb 14, 2013		Active

Medications

Medication	Coding System	Code	Instructions	Start Date	Stop Date	Status	Comments
Align	NDC	37000-24463	as directed 4 MG Orally	Dec 03, 2012	Unknown	Active	Start
Levothyroxine Sodium	NDC	00247-0353-00	1 tablet on an empty stomach in the morning 25 MCG Orally Once a day	Unknown	Unknown	Active	Taking

Results
No Known Results

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Patient Name: **Danielle Test**   Date of Birth: **December 10, 1986**   Created On: July 26, 2013

My Account: This category allows you to reset your password.
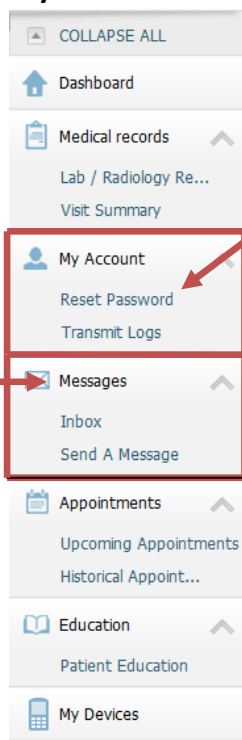
Reset Password: Click to reset your password

Reset Password ⑦

New Credentials
User Name

DanielleTest1986

Current Password

New Password

Confirm New Password

Submit   Cancel

Messages: This category allows you to view messages sent from your provider's office as well as send non-emergent messages to your provider's office.

Inbox: Click the subject line to view your message.

Delete

| Inbox | Sent Items | Deleted Items |

Inbox

	Received From	Subject	Date Time
☐	General Messages	RE:medications	07/16/2013 08:12 AM
☐	General Messages	RE:Medications	07/16/2013 08:06 AM
☐	General Messages	RE:Waiting for call back	06/25/2013 10:48 AM
☐	General Messages	RE:Medication Information	06/18/2013 01:38 PM

Page 1 of 1   20
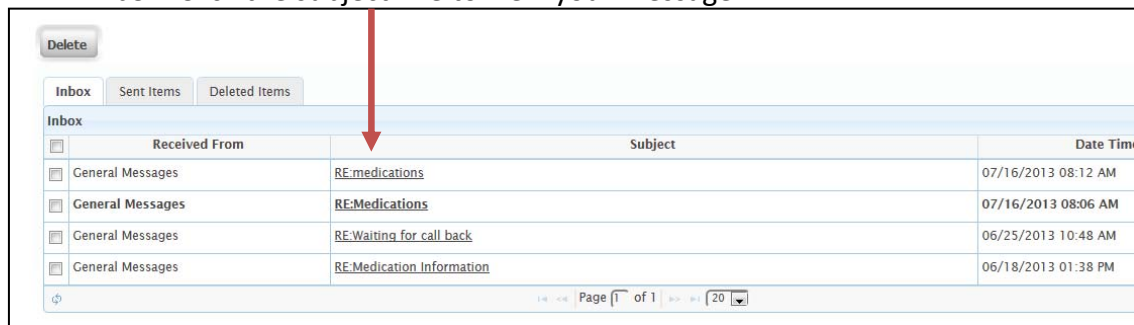
Send A Message: This category allows you to send non-emergent messages to your provider.
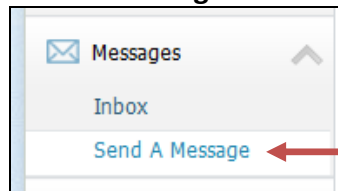
Compose New General Message ⑦

Please use messages for non-urgent communications only.

To

*Subject

Question about lab values

Addressed To: Dr. Mary Dudzik

*Message

Please lab values are elevated. Are they still considered normal?

Submit   Cancel

Messages: To send a message to your provider, please fill out the necessary areas in the message and click <u>submit</u> to send. Please allow up to 3 business days for a response.
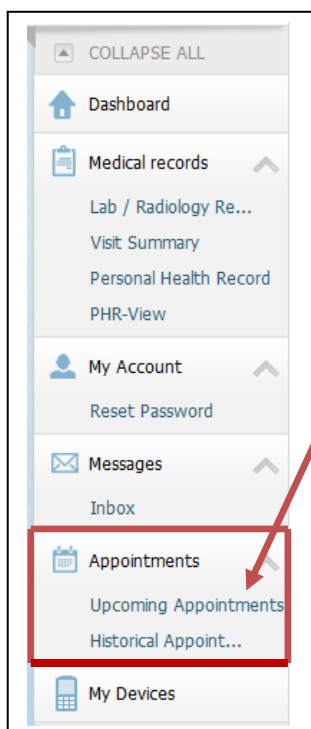
Appointments: The appointments category will show you a list of upcoming appointments and a list of recent appointments.

COLLAPSE ALL

🏠 Dashboard

📋 Medical records ⌃
  Lab / Radiology Re...
  Visit Summary
  Personal Health Record
  PHR-View

👤 My Account ⌃
  Reset Password

✉ Messages ⌃
  Inbox

📅 Appointments ⌃
  Upcoming Appointments
  Historical Appoint...

📱 My Devices

Upcoming Appointments: Click to view your upcoming appointments.

Scheduled Appointment Details

Appointment Details
Date 07/29/2013
Time 8:00 AM
Reason
Provider Brian Caine
Facility Cadillac Family Practice

Appointment Details
Date 07/30/2013
Time 12:00 PM
Reason Headaches
Provider Linda Crowell
Facility Cadillac Family Practice

Appointment Details
Date 07/31/2013
Time 12:00 PM
Reason OB Follow-up
Provider Michael Heniser
Facility Cadillac Family Practice

Historical Appointments: Click here to view a list of all of your recent appointments

Visit Summaries				
Date	Time	Facility	Provider	Reason
09/17/2013	08:00 AM	Cadillac Family Practice	Generic Provider	
09/09/2013	08:00 AM	Cadillac Family Practice	Generic Provider	
08/07/2013	01:00 PM	Mount Desert Island Hospital and Health Cente	Generic Provider	
07/30/2013	08:15 AM	Cadillac Family Practice	Generic Provider	
07/29/2013	08:00 AM	Cadillac Family Practice	Surapaneni Rao	
07/26/2013	08:00 AM	Cadillac Family Practice	Generic Provider	
07/17/2013	08:00 AM	Cadillac Family Practice	Generic Provider	
07/02/2013	08:00 AM	Cadillac Family Practice	Generic Provider	
06/20/2013	08:00 AM	Cadillac Family Practice	Generic Provider	
06/17/2013	11:30 AM	Trenton Health Center	Generic Provider	
06/12/2013	08:00 AM	Cadillac Family Practice	Generic Provider	
05/31/2013	08:00 AM	Cadillac Family Practice	Generic Provider	
05/24/2013	08:00 AM	Cadillac Family Practice	Generic Provider	
05/22/2013	08:00 AM	Cadillac Family Practice	Generic Provider	
05/16/2013	08:00 AM	Cadillac Family Practice	Generic Provider	
05/13/2013	08:00 AM	Behavioral Health Center	Generic Provider	Test Appmt
05/07/2013	08:00 AM	Cadillac Family Practice	Generic Provider	
05/03/2013	09:30 AM	Cadillac Family Practice	Generic Provider	
05/03/2013	08:00 AM	Cadillac Family Practice	Generic Provider	
05/02/2013	08:00 AM	Cadillac Family Practice	Generic Provider	

Patient Education: From this category you can view education that your provider has sent to you.
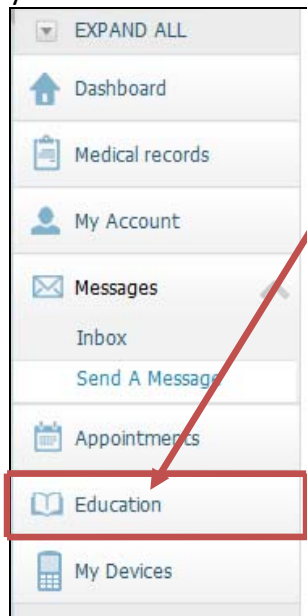
High blood pressure

Definition

Blood pressure is a measurement of the force against the walls of your arteries as your heart pumps blood through your body. Hypertension is another term used to describe high blood pressure.

Blood pressure readings are given as two numbers. The top number is called the systolic blood pressure. The bottom number is called the diastolic blood pressure. For example, 120 over 80 (written as 120/80 mmHg).

One or both of these numbers can be too high.

- Normal blood pressure is when your blood pressure is lower than 120/80 mmHg most of the time.
- High blood pressure (hypertension) is when

Every health care visit include a blood pressu

Revised: 5/22/2015