HELP

1. How do I get assistance if I have difficulty accessing the portal or navigating the portal?
2. What information do I need to provide when calling the portal support line?
3. How do I save information on the portal for my personal use?
4. How do I send the information on the portal to another healthcare provider?
5. How do I print my information from the portal?
6. How do I change my password?

You will be able to scroll through the questions and see examples of screenshots and other information to assist you.

HELP

1. How do I get assistance if I have difficulty accessing the portal or navigating the portal?
Please contact the Portal Support Line for the appropriate hospital: Schuylkill Medical Center - South Jackson Street (570)-621-5232 OR Schuylkill Medical Center - East Norwegian Street (570)-621-4323. Leave a message requesting assistance.

You should receive a response within 2 business days. Please be aware that the response may come via email, so please watch your email including your spam/junk email folder for a response.

Please also see: **What information do I need to provide when calling the portal support line?** in the HELP section of the Frequently Asked Questions.

2. What information do I need to provide when calling the portal support line?

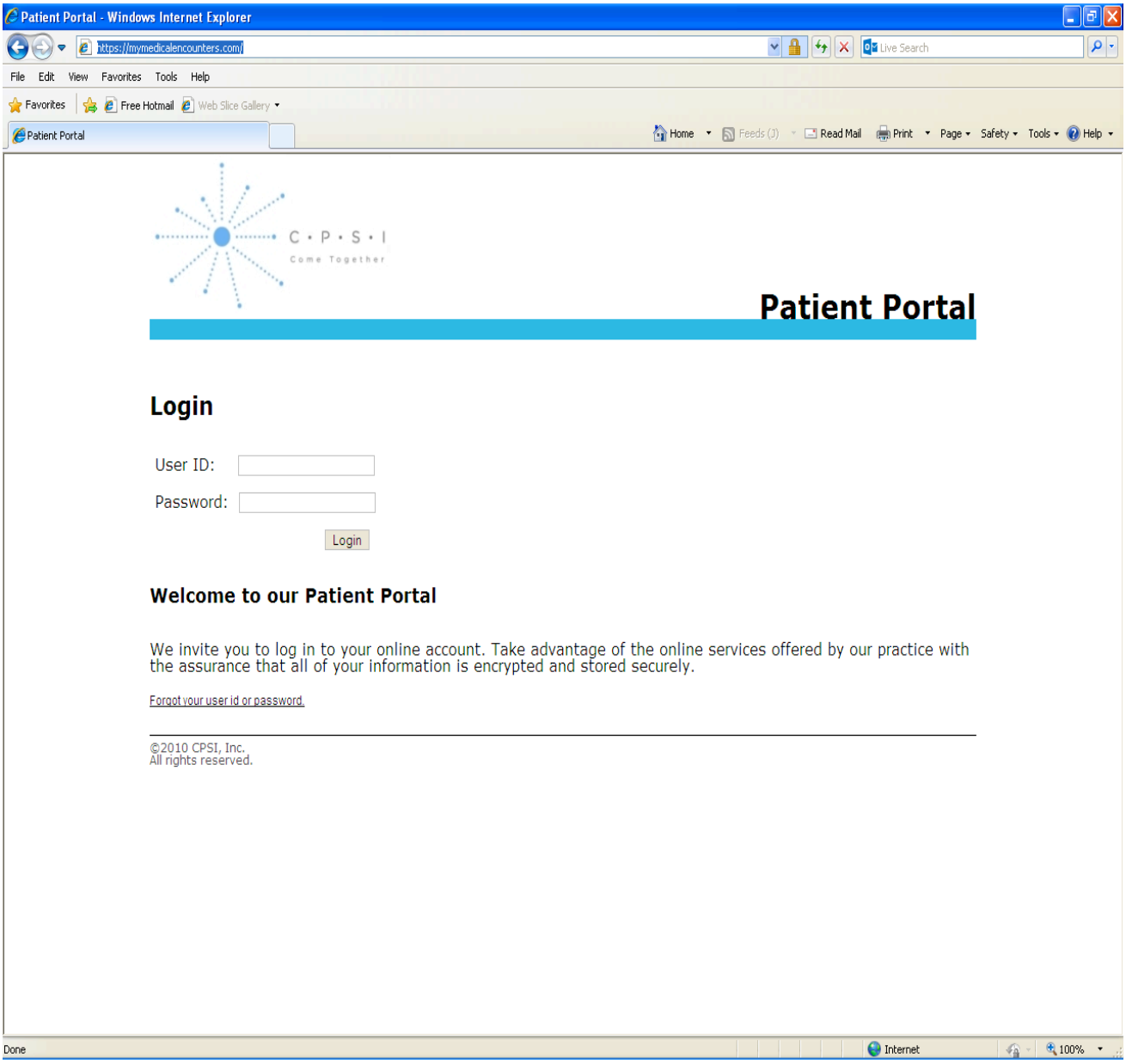
Please be prepared to provide:

Your first and last name
Your date of birth
A brief description of the problem you have
A phone number you can be reached at.

You will receive a response in approximately 2 business days.

3. How do I save information on the portal for my personal use?

On the opening screen, enter your user ID and password.



On the next screen, you will see an option to View Clinical Information, click on that option.

Patient Portal - Windows Internet Explorer

https://www.mymedicalencounters.com/check_login.pl?.id=bc726ead067ab0e4e747667b00d4e7b207eea2db

File Edit View Favorites Tools Help

Favorites Free Hotmail Web Slice Gallery

Patient Portal

Home Feeds (J) Read Mail Print Page Safety Tools Help

A A A Home | My Settings | FAQ | Logout

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Come Together

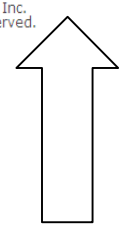
Patient Portal

WELCOME PHYSDOC1 CPSI,

Would you like to:
View Clinical Information

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Site Map

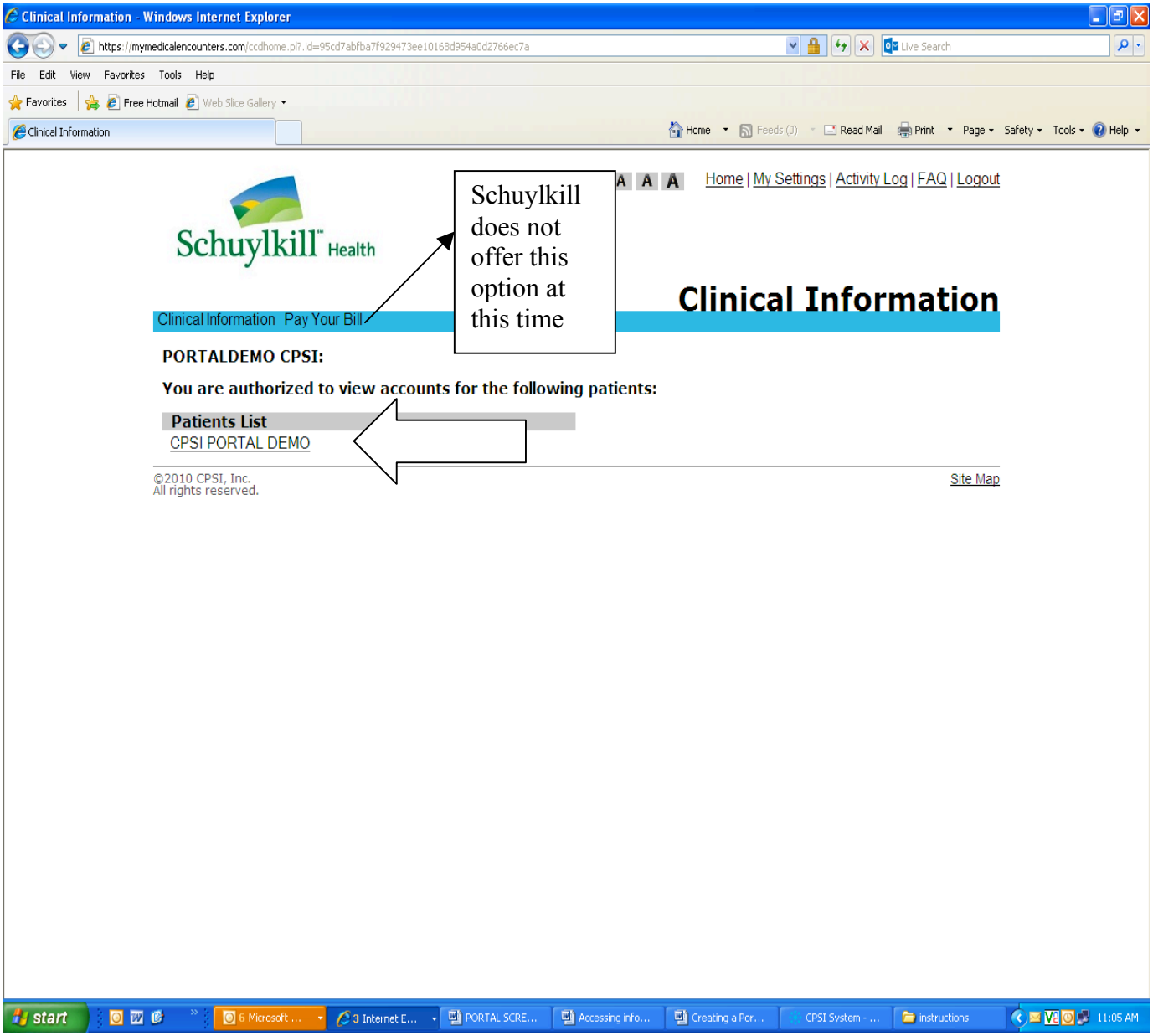


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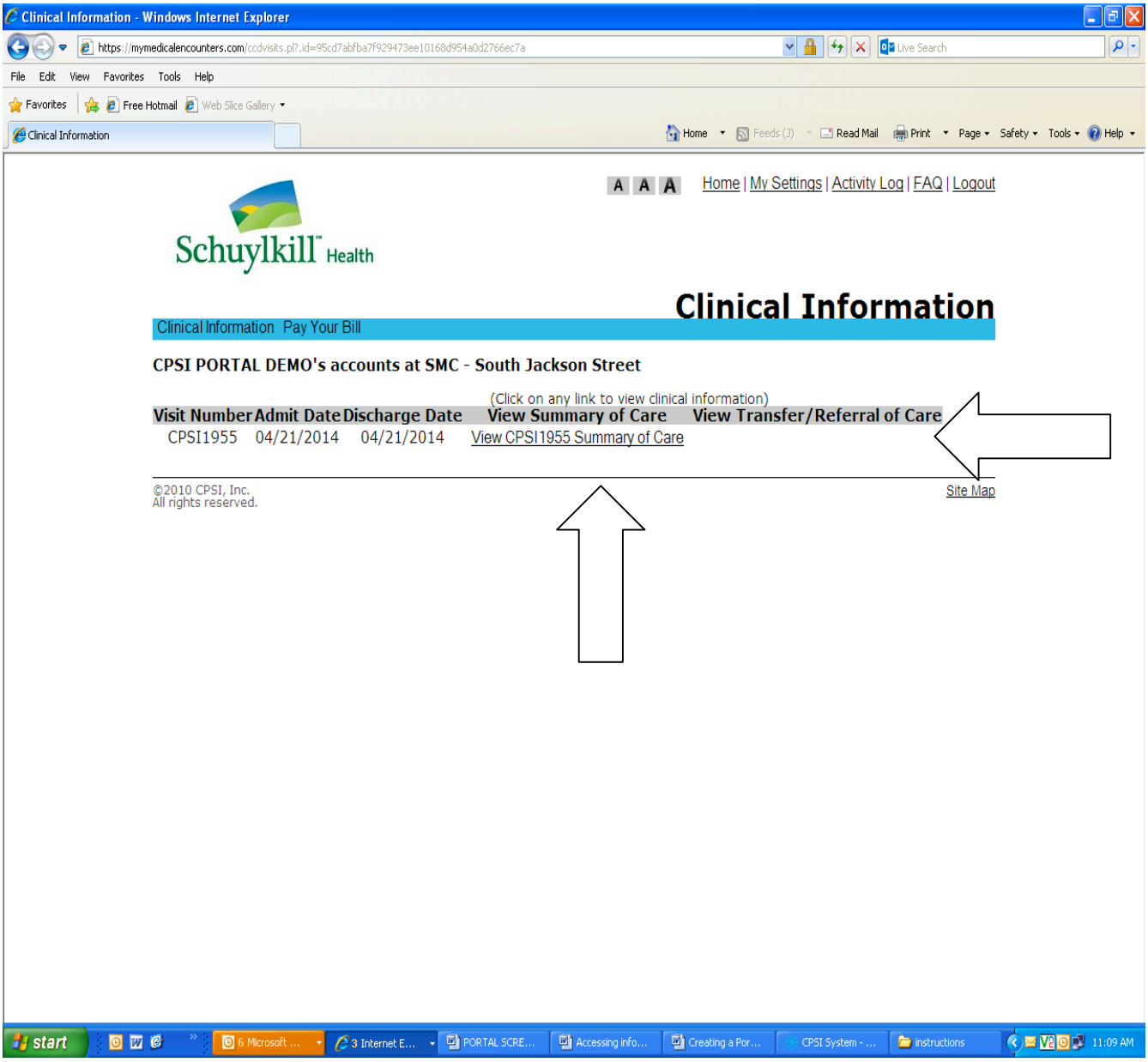
The next screen shows whose information you are authorized to access. This includes any account that your email address was entered as the Patient Portal Authorized Representative.

There is an option at the top Pay Your Bill. At this time, Schuylkill does not offer this service. Click on the patient whose Clinical Information you wish to access.

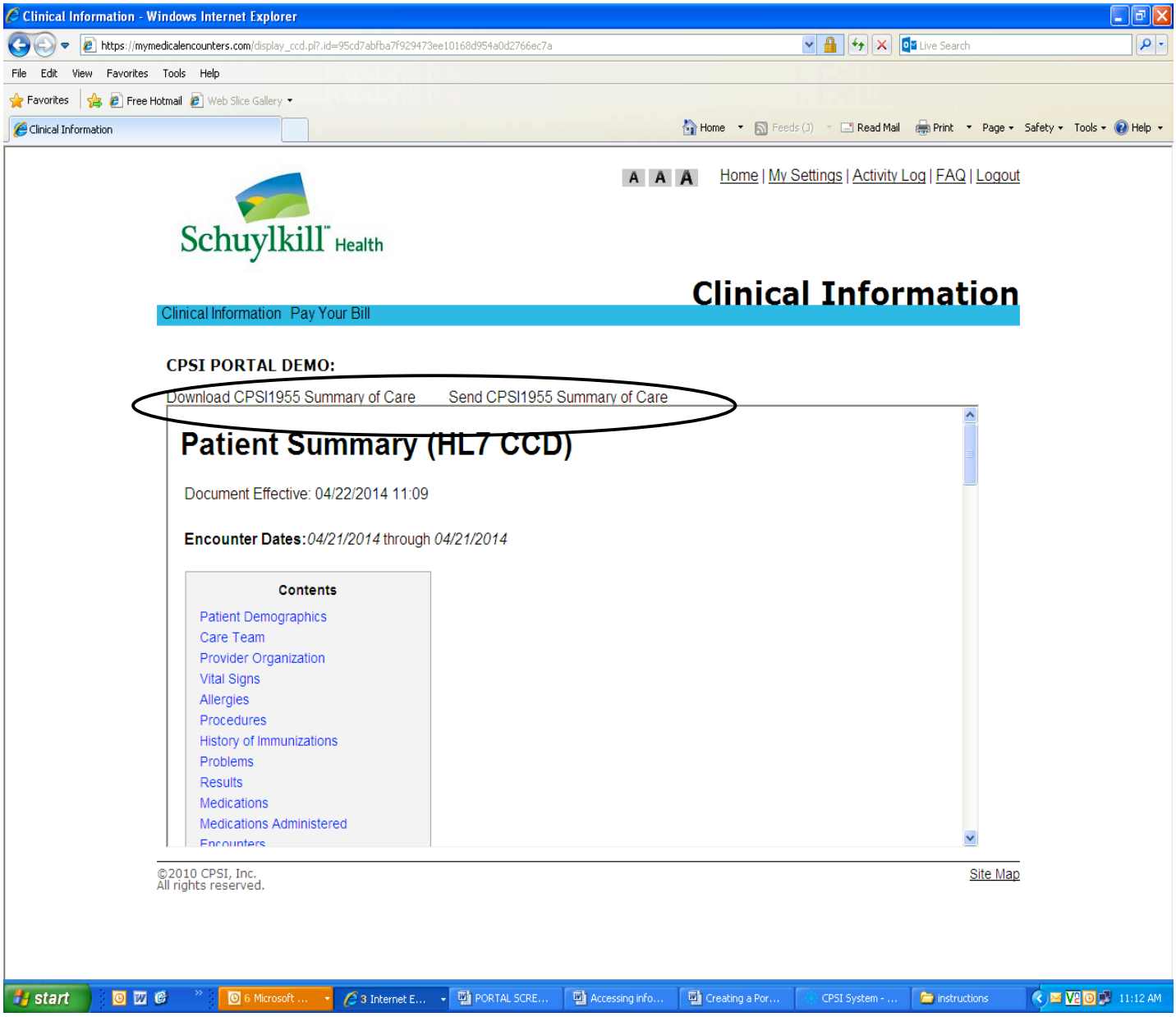


The next screen that comes up will show a list of accounts that are available for you to view clinical information. This would be your accounts or any account that your email address was entered as the Patient Portal Authorized Representative.

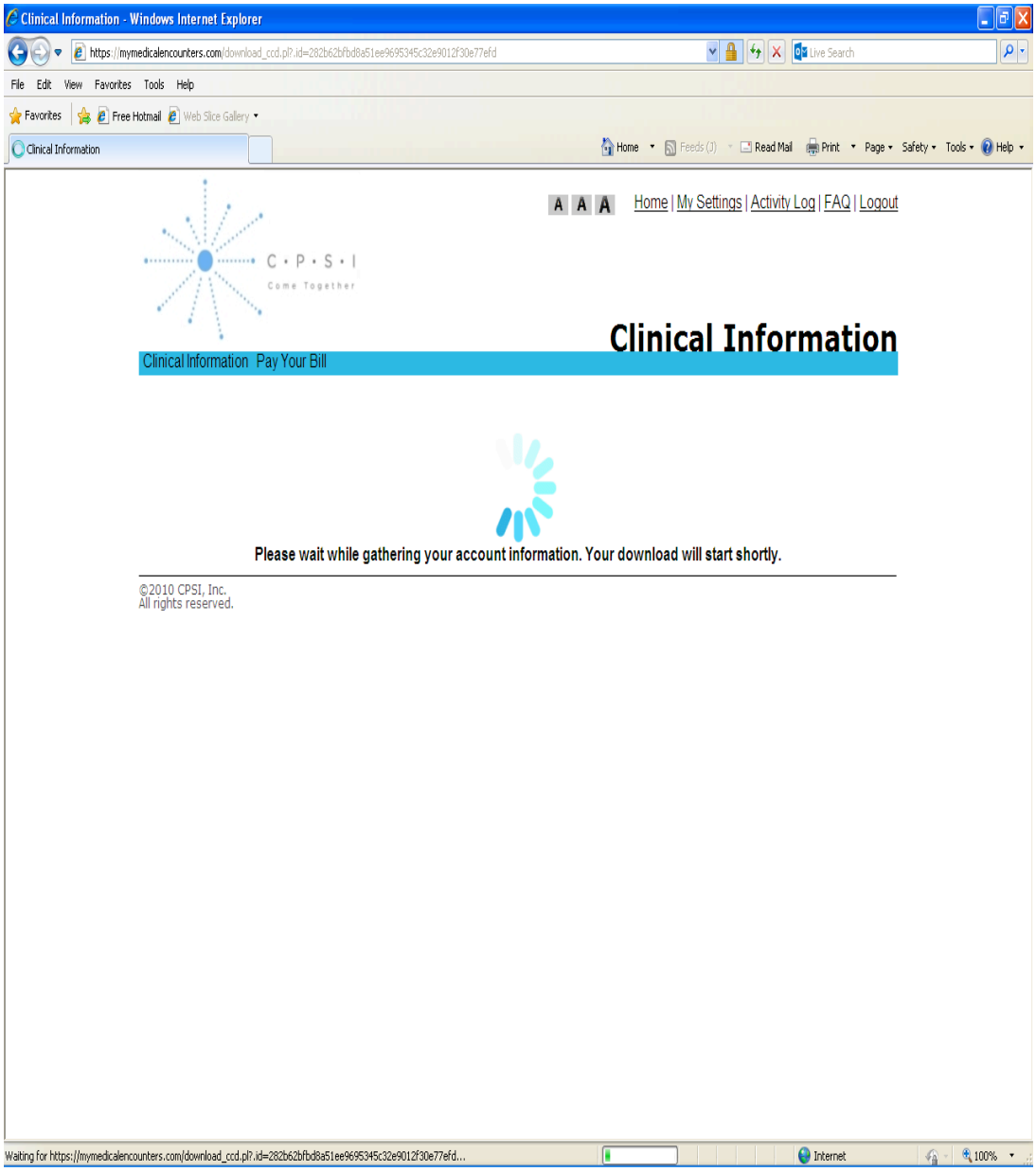
Select the account you would like to view by clicking on the document under the headings of View Summary of Care OR View Transfer/Referral of Care. The View Transfer/Referral of Care document will only be present if the patient's care was transferred to another provider of care-for example, if the patient was transferred from the hospital to another hospital.

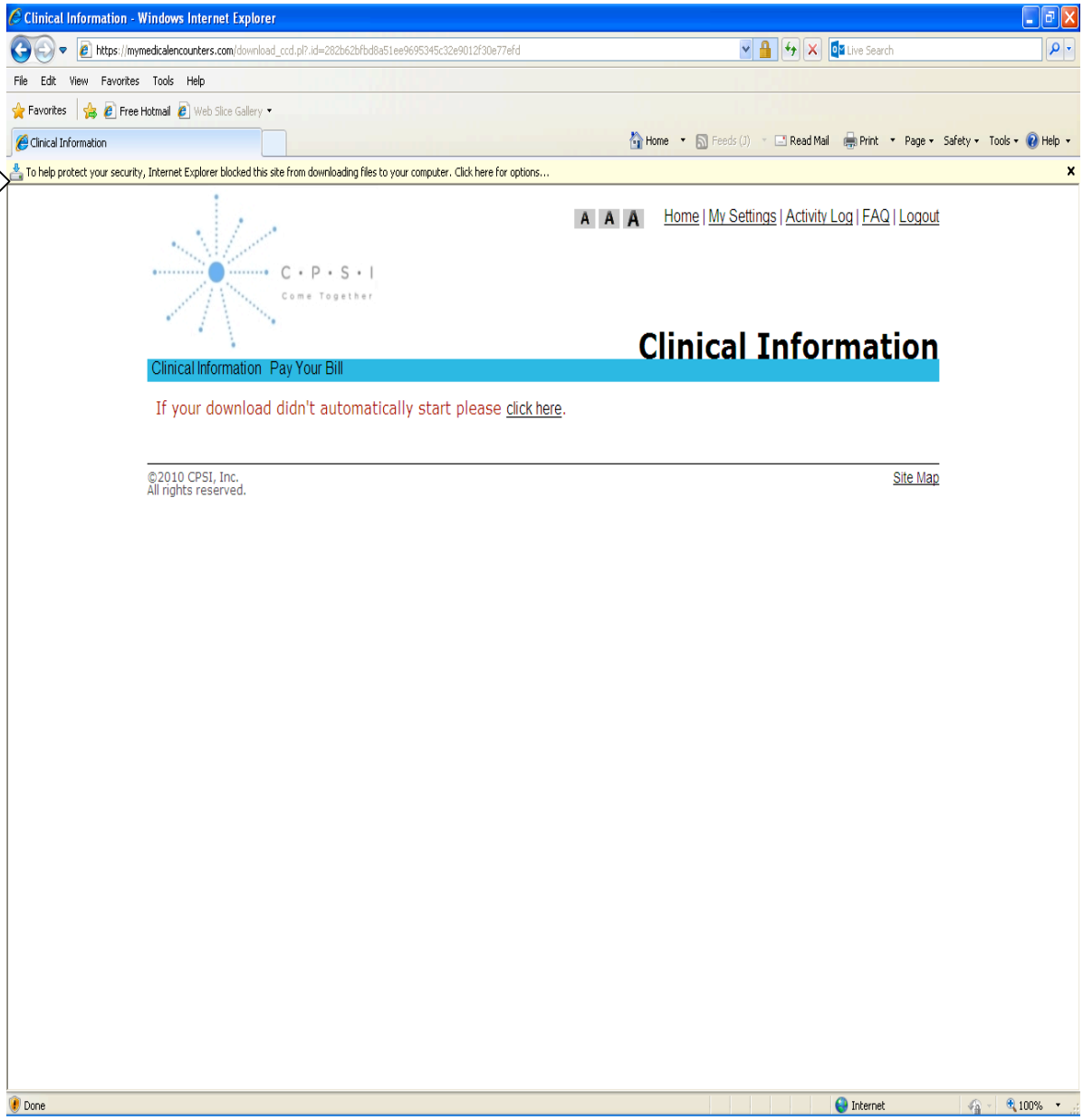

Clinical Information - Windows Internet Explorer
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Schuylkill Health
Clinical Information
Clinical Information Pay Your Bill
CPSI PORTAL DEMO's accounts at SMC - South Jackson Street
(Click on any link to view clinical information)
Visit Number Admit Date Discharge Date View Summary of Care View Transfer/Referral of Care
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Clinical Information - Windows Internet Explorer
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Schuylkill Health
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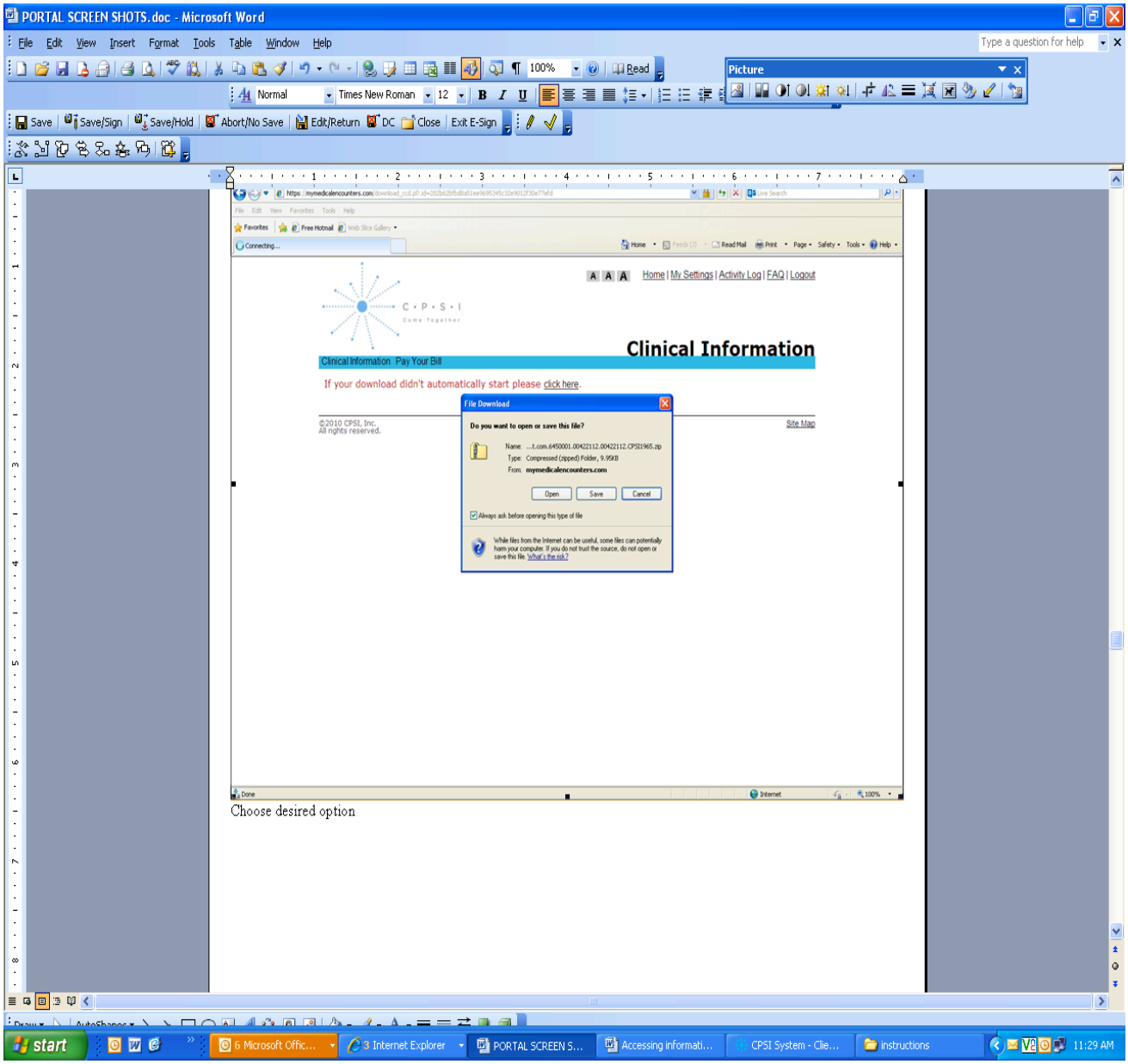


To download information to your computer, click on Download (user id) (name of document). This option will download a file containing your documentation in a number of formats that you can select the format you want to save.

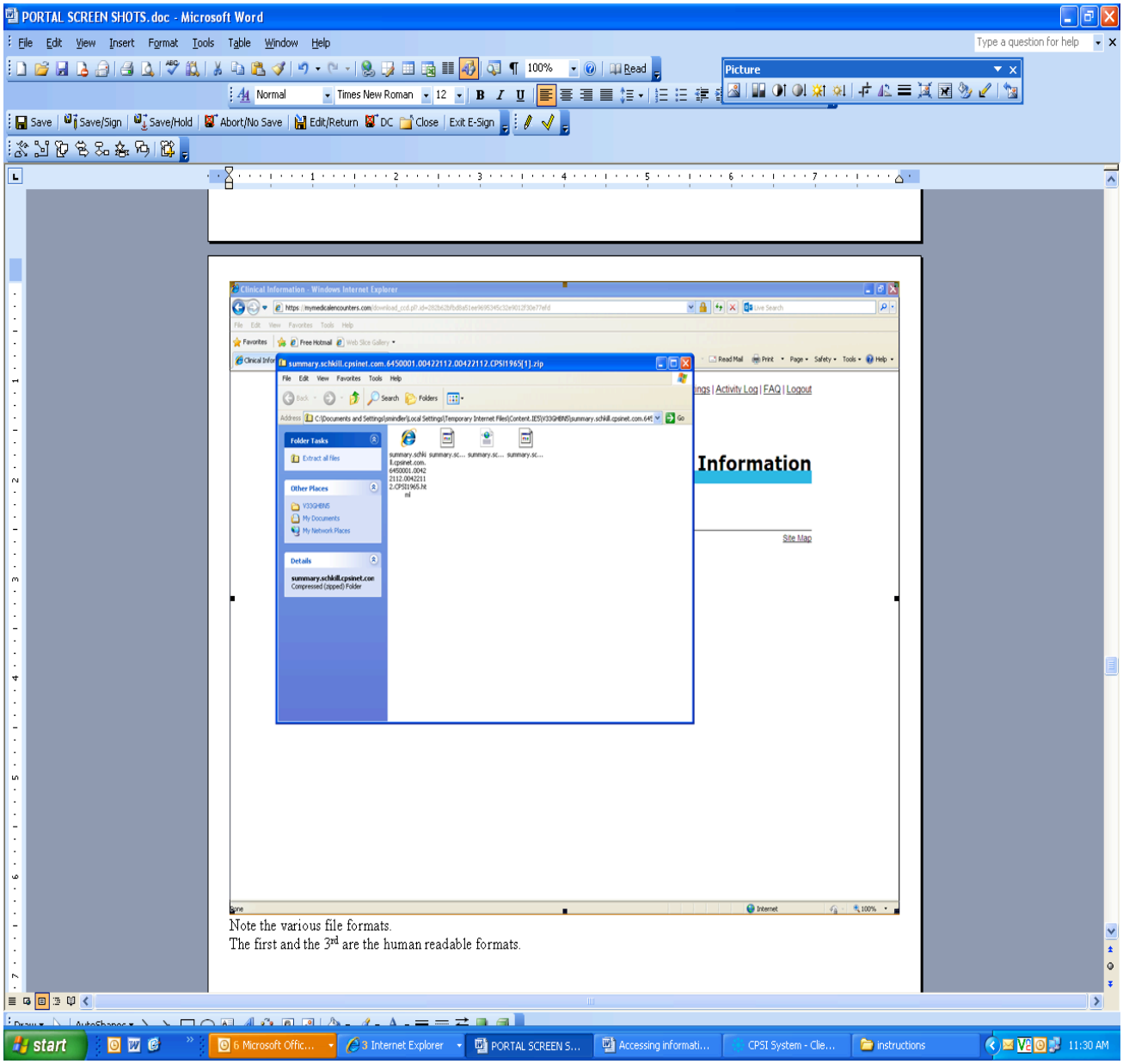

Clinical Information - Windows Internet Explorer
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C • P • S • I
Come Together
Clinical Information
Clinical Information Pay Your Bill
Please wait while gathering your account information. Your download will start shortly.
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All rights reserved.
Waiting for https://mymedicalencounters.com/download_ccd.pl?.id=282b62bfbd8a51ee9695345c32e9012f30e77efd...
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You may be prompted based on your computer settings to allow the download. (Yellow bar on above screen shot is one example of what you may see).



Select the desired option from the File Download box.



Note the various file formats.
The first and the 3rd are the human readable formats. You can double click to open them and then print or perhaps save them.

To protect your information, always be sure to click Logout when done utilizing the portal!

4. How do I send the information on the portal to another healthcare provider?

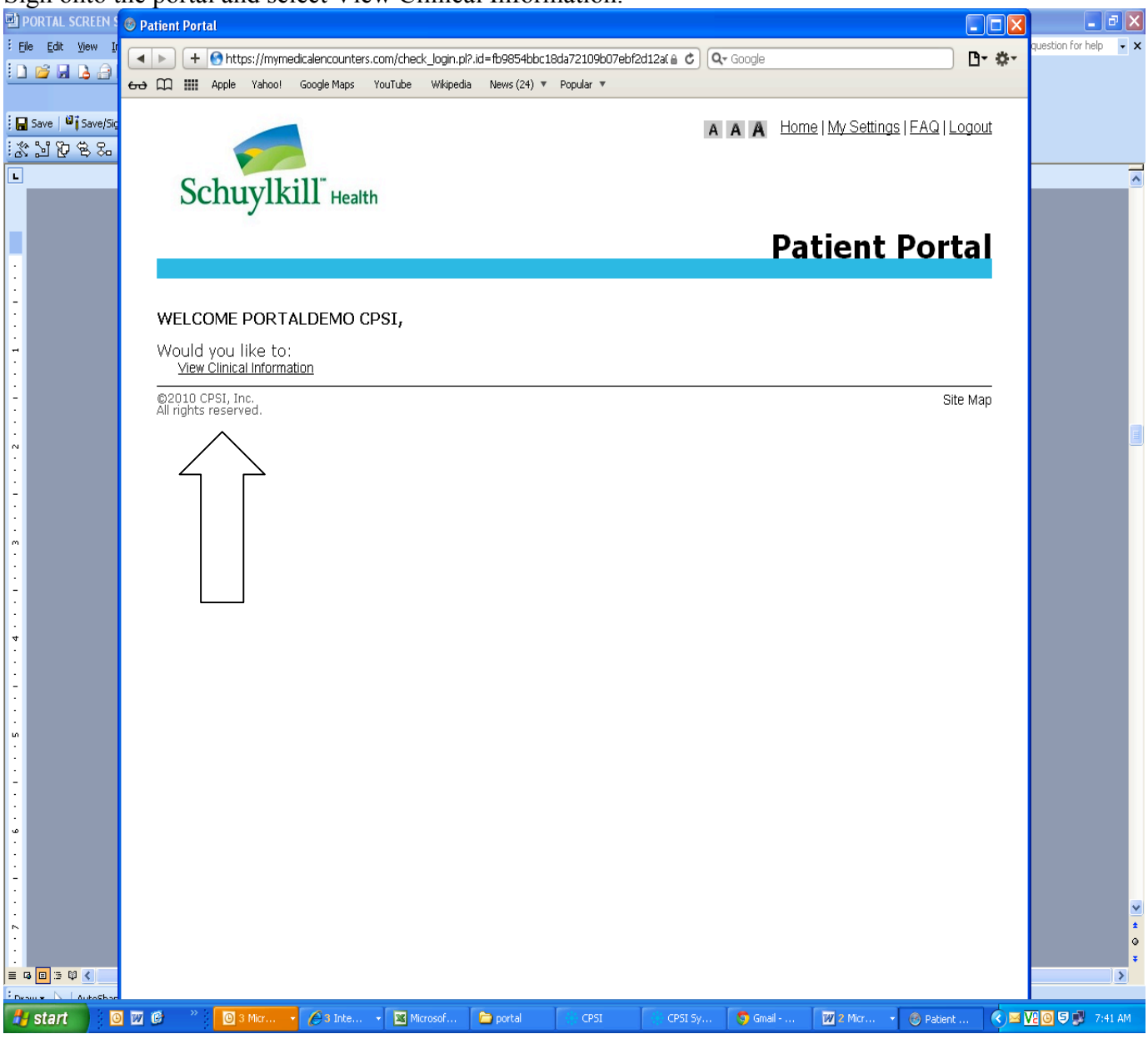
General Information:
The address that is used MUST be a special secured Direct email address. This would be obtained from the provider you are sending this information to.

You will only be able to send your document to providers whose Direct email address is provisioned by a vendor with EHNAC/DTAAP certification w/ the Direct Trust program. Visit the link http://www.directtrust.org/accreditation-status/ for more information and for a listing vendors that are accredited or that are in the process of accreditation. Your physician office should be able to confirm this information. If the physicians Direct email address is not appropriately certified, your message will not go thru.

Direct messaging is similar to secure web email and is specifically designed for the exchange of patient health information across different systems. Regular email or fax involves the risk of information being compromised or

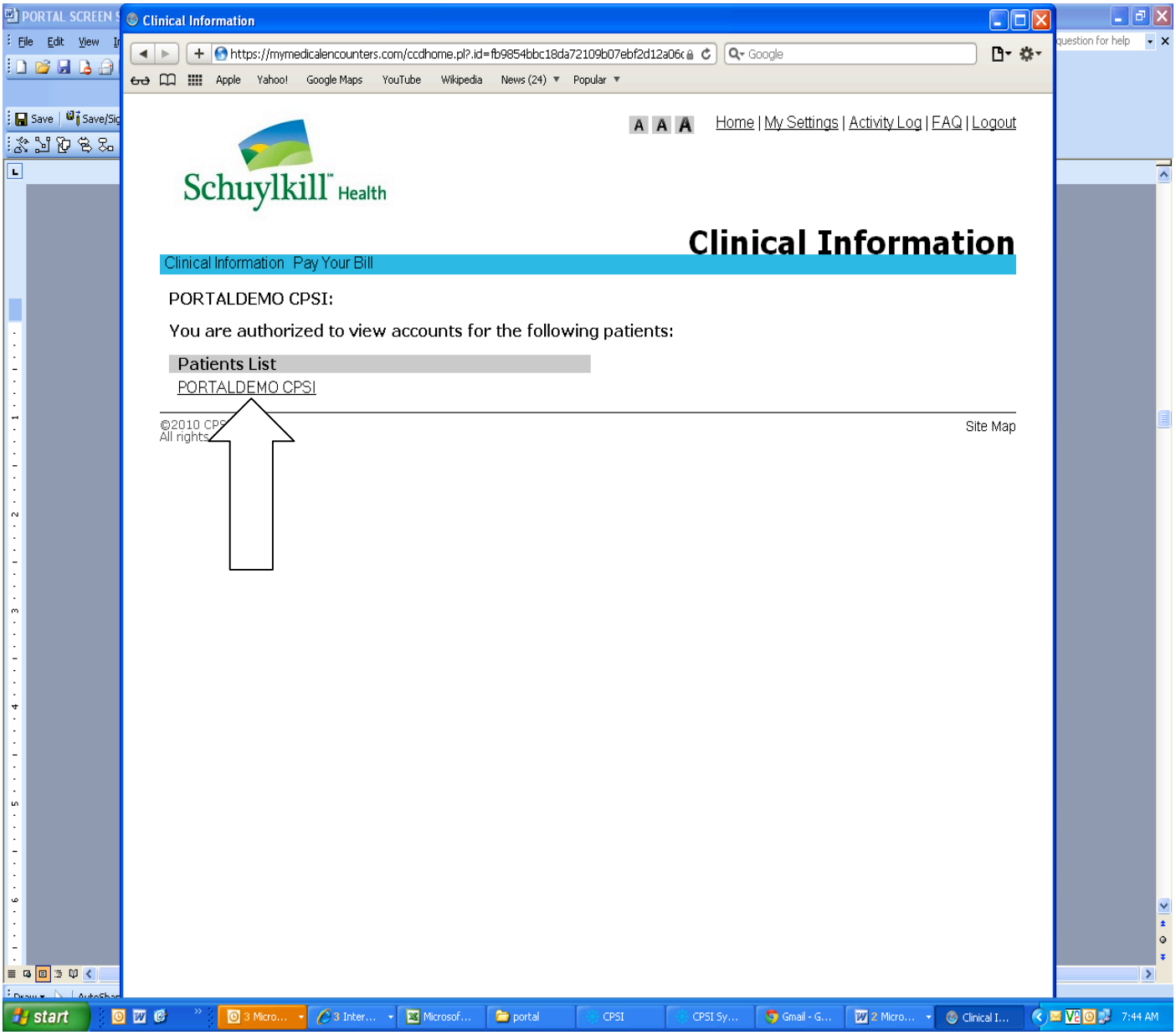
accessed by unauthorized users. Direct messaging is HIPAA-compliant and mitigates these risks by providing an easy way for you to securely share patient information electronically with providers.

1. Sign onto the portal and select View Clinical Information.

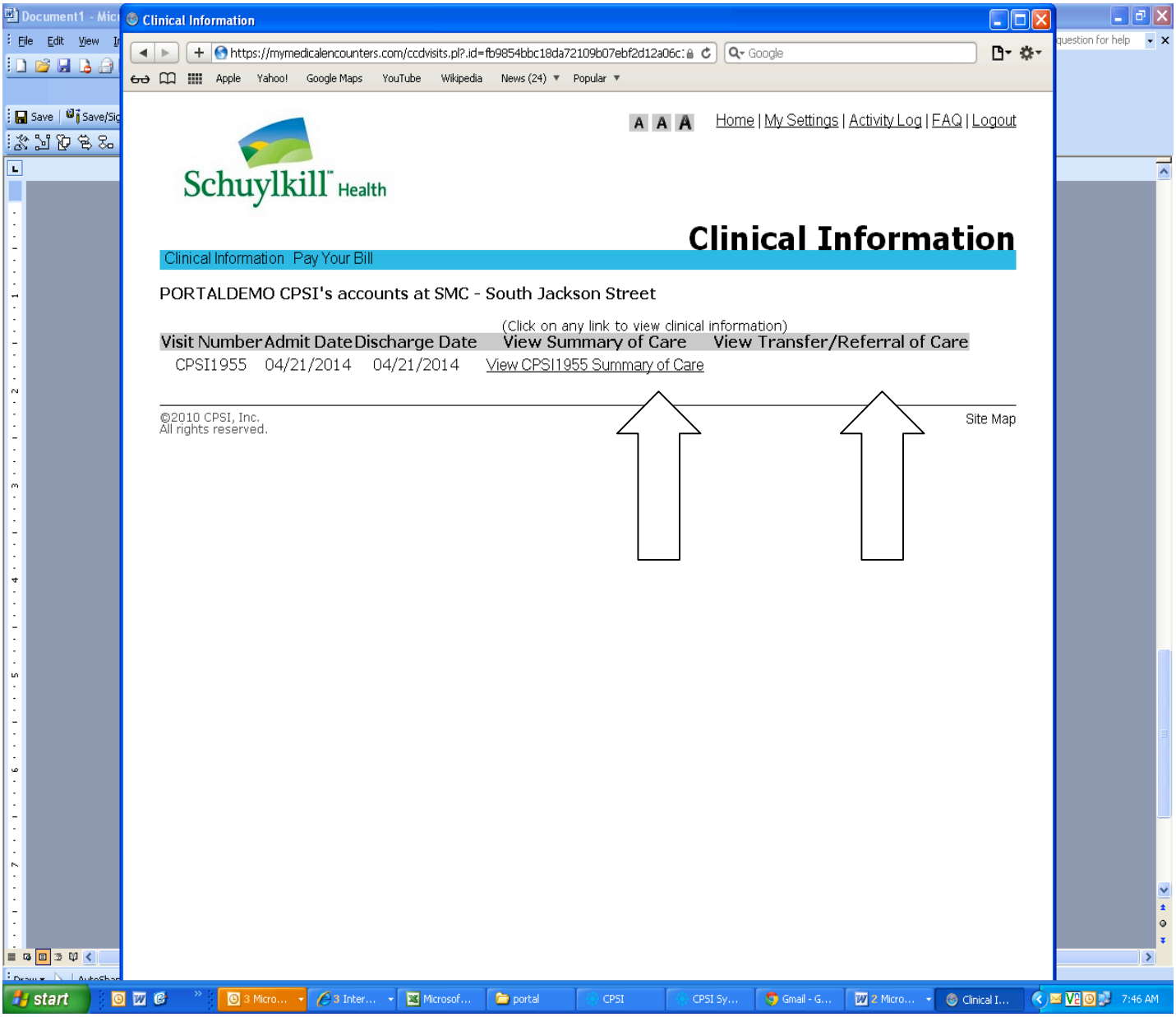


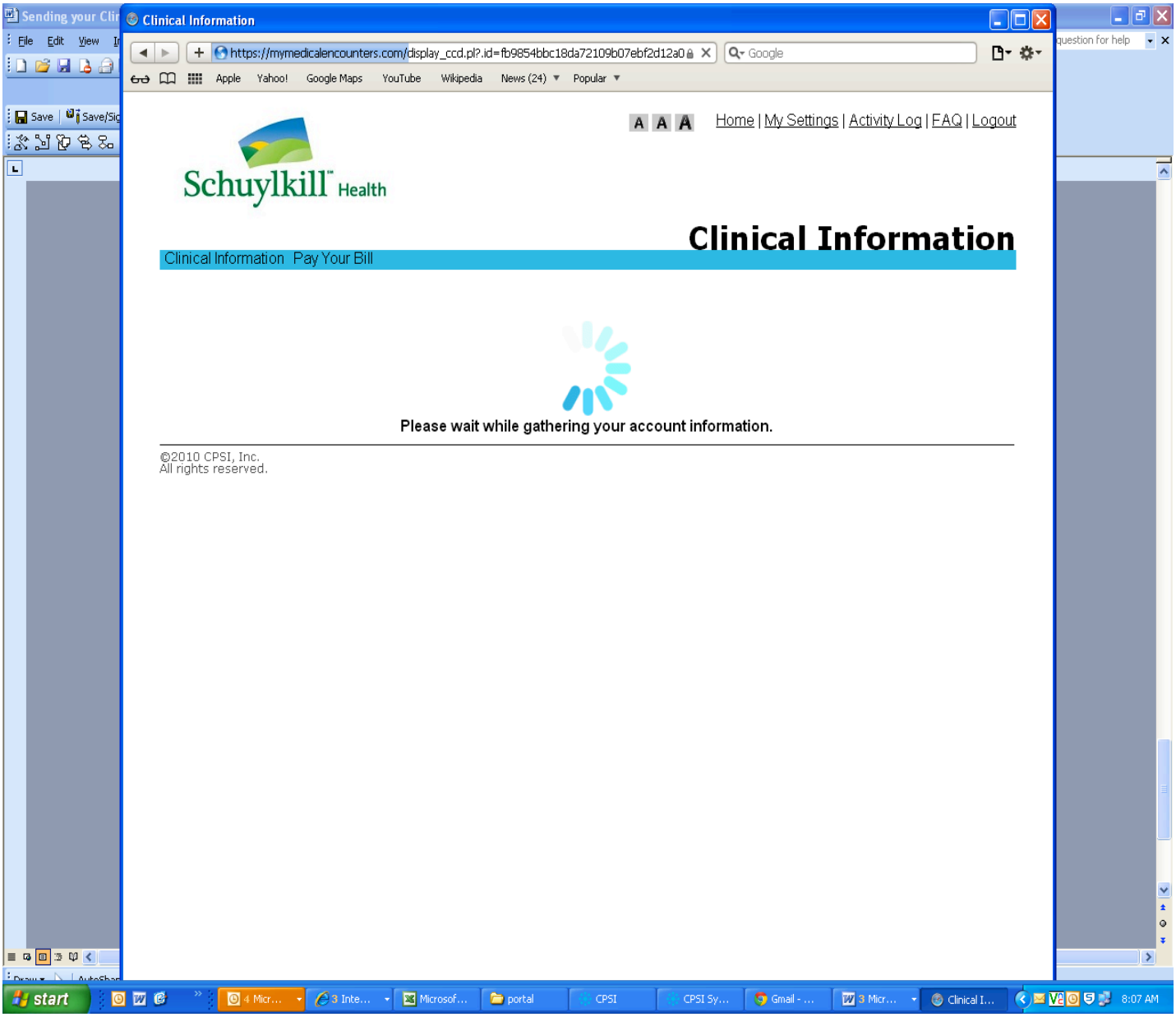


2. On the next screen, select the Patient you wish to send the clinical information on from the Patients List.

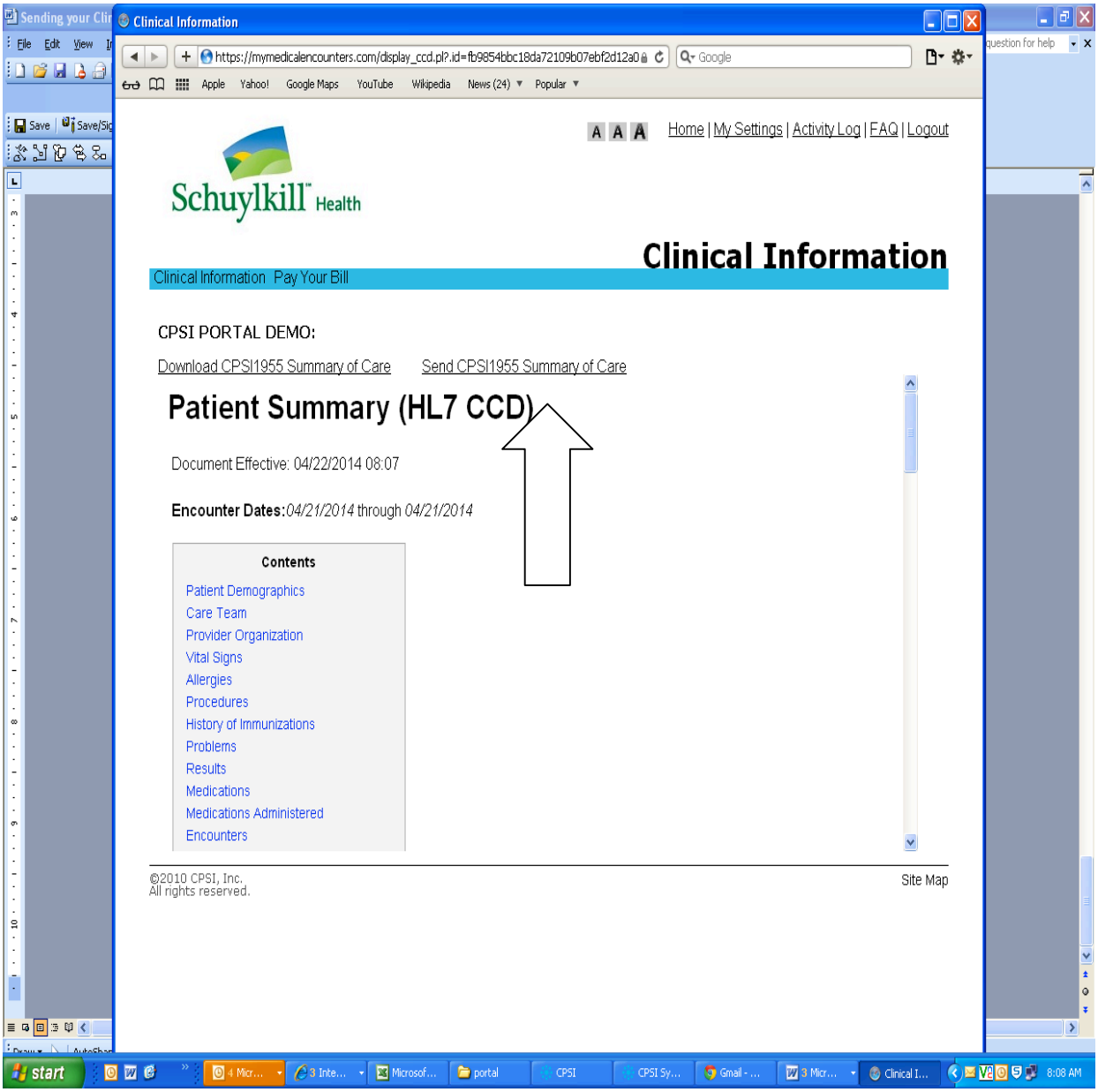


3. Select the appropriate visit and associated document that you wish to send to the physician by clicking on the document under View Summary of Care OR View Transfer/Referral of Care.

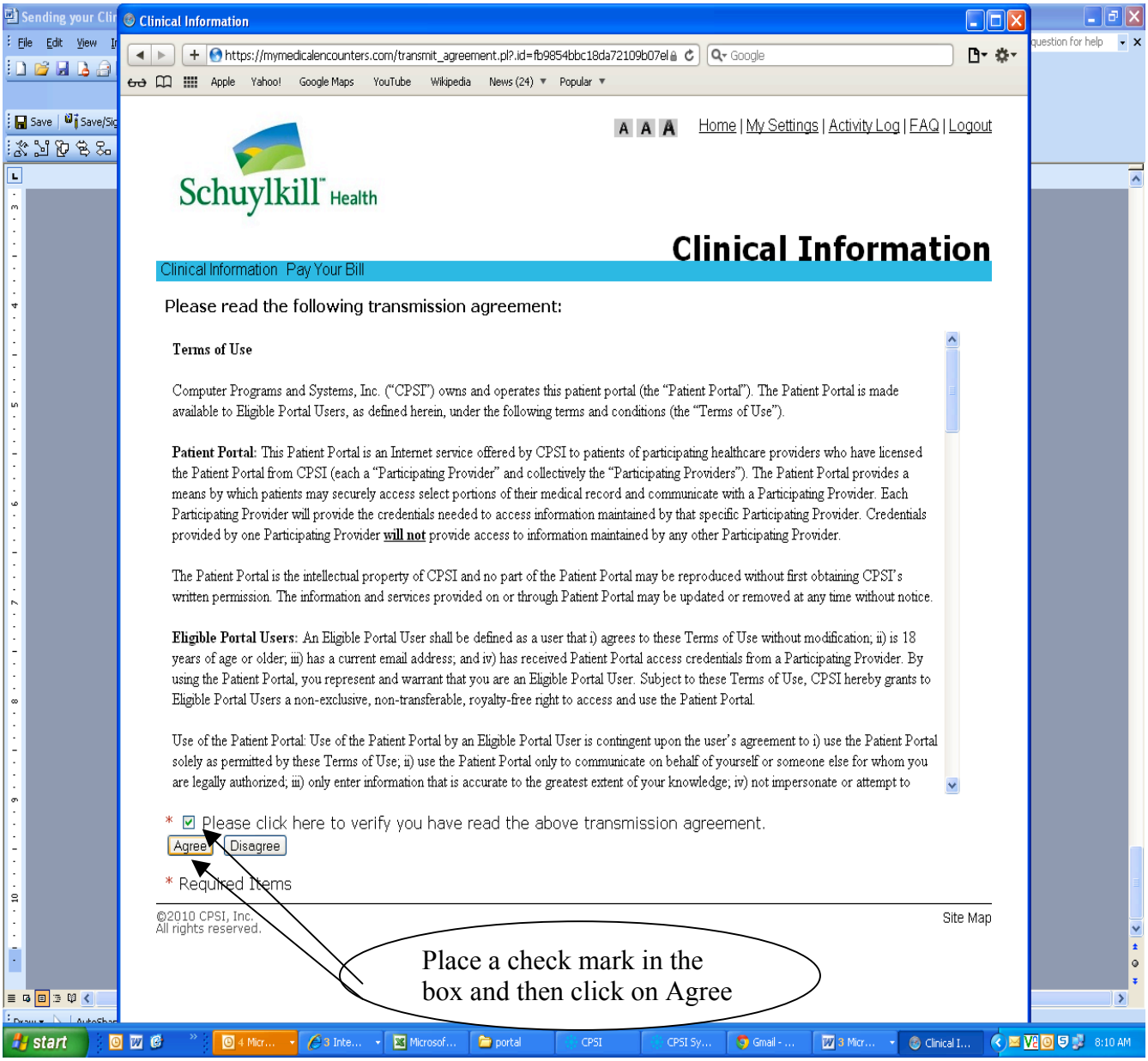

Clinical Information
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Schuylkill Health
Clinical Information
Clinical Information Pay Your Bill
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(Click on any link to view clinical information)
Visit Number Admit Date Discharge Date View Summary of Care View Transfer/Referral of Care
CPSI1955 04/21/2014 04/21/2014 View CPSI1955 Summary of Care
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Site Map
start
7:46 AM



4. On the following screen, select Send



5. Next, a transmission agreement will appear. Click in the box at the statement "Please check here to verify you have read the above transmission agreement." and then click Agree. If you do not perform these steps, you will be unable to send your document.

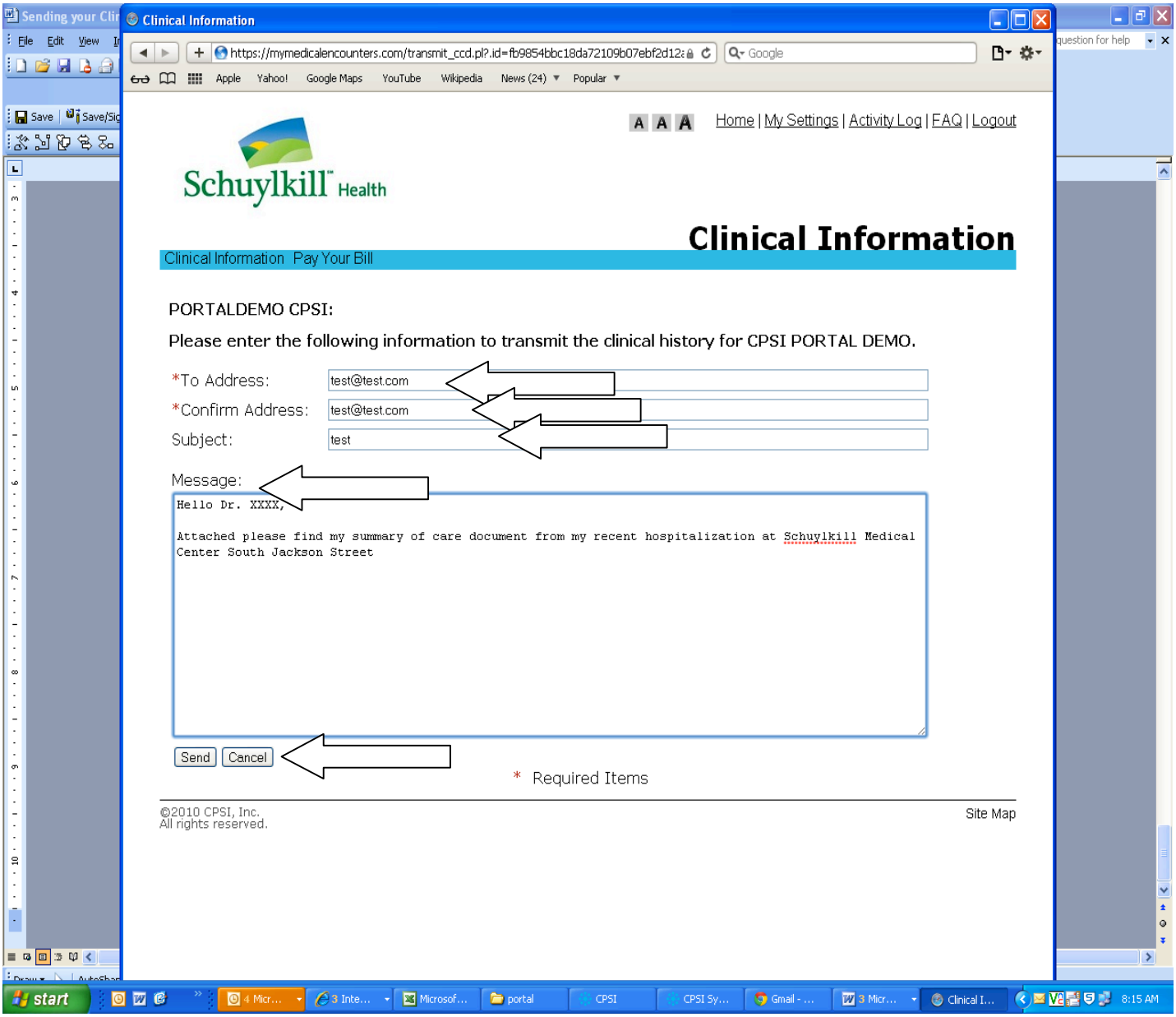

Clinical Information
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YouTube
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Home | My Settings | Activity Log | FAQ | Logout
Clinical Information
Clinical Information Pay Your Bill
Please read the following transmission agreement:
Terms of Use
Computer Programs and Systems, Inc. ("CPSI") owns and operates this patient portal (the "Patient Portal"). The Patient Portal is made available to Eligible Portal Users, as defined herein, under the following terms and conditions (the "Terms of Use").
Patient Portal: This Patient Portal is an Internet service offered by CPSI to patients of participating healthcare providers who have licensed the Patient Portal from CPSI (each a "Participating Provider" and collectively the "Participating Providers"). The Patient Portal provides a means by which patients may securely access select portions of their medical record and communicate with a Participating Provider. Each Participating Provider will provide the credentials needed to access information maintained by that specific Participating Provider. Credentials provided by one Participating Provider will not provide access to information maintained by any other Participating Provider.
The Patient Portal is the intellectual property of CPSI and no part of the Patient Portal may be reproduced without first obtaining CPSI's written permission. The information and services provided on or through Patient Portal may be updated or removed at any time without notice.
Eligible Portal Users: An Eligible Portal User shall be defined as a user that i) agrees to these Terms of Use without modification; ii) is 18 years of age or older; iii) has a current email address; and iv) has received Patient Portal access credentials from a Participating Provider. By using the Patient Portal, you represent and warrant that you are an Eligible Portal User. Subject to these Terms of Use, CPSI hereby grants to Eligible Portal Users a non-exclusive, non-transferable, royalty-free right to access and use the Patient Portal.
Use of the Patient Portal: Use of the Patient Portal by an Eligible Portal User is contingent upon the user's agreement to i) use the Patient Portal solely as permitted by these Terms of Use; ii) use the Patient Portal only to communicate on behalf of yourself or someone else for whom you are legally authorized; iii) only enter information that is accurate to the greatest extent of your knowledge; iv) not impersonate or attempt to
* Please click here to verify you have read the above transmission agreement.
Agree
Disagree
* Required Items
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Site Map
Place a check mark in the box and then click on Agree
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6. On the next screen, on the To Address line and the Confirm Address line, enter the Direct email address that you obtained from the physician office, enter information on the subject line, add any message and then click Send. If you decide not to send the message, click Cancel.

   The address used MUST be a special secured Direct email address. The Direct email address would be obtained from the provider you are sending this information to.

   Remember, you will only be able to send your document to providers whose Direct email address is provisioned by a vendor with EHNAC/DTAAP certification w/ the Direct Trust program. If the physician's Direct email address is not appropriately certified, your message will not go thru.



7. Although you will get a screen indicating your message was successfully transmitted, if the Direct email address used was not provisioned by a vendor with EHNAC/DTAAP certification w/ the Direct Trust program, your message WILL NOT be sent.



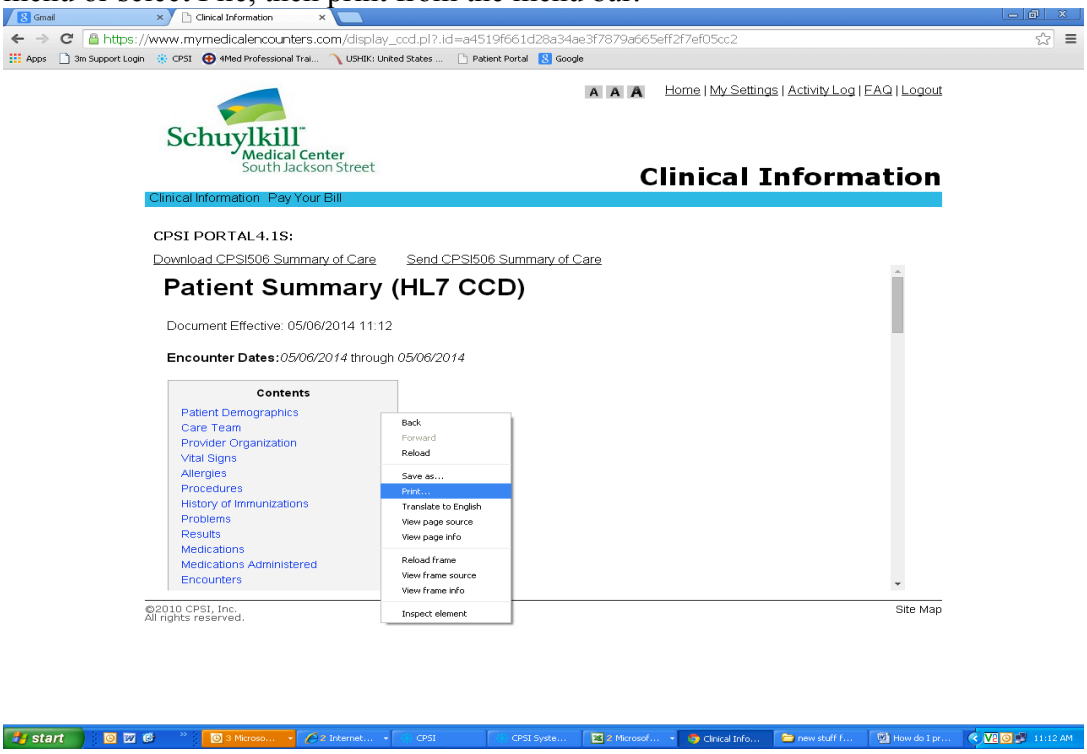
8. Click where indicated to return to the clinical history page or select one of the other options as needed top left.

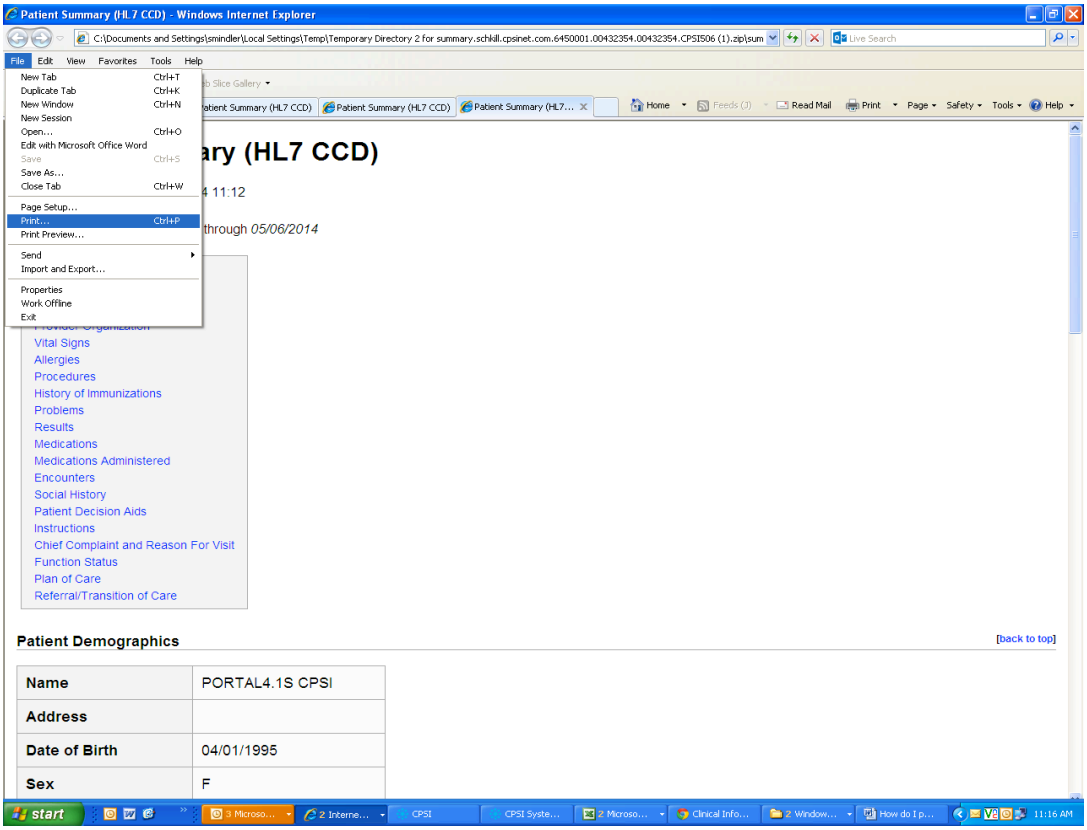

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Clinical Information
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Please click here to return back to the Clinicial History page.
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Site Map
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5. How do I print my information from the portal?

Please be aware, the patient summary documents can be quite lengthy!

When viewing the document, typically if you can right mouse click on the screen and select Print from the drop down menu or select File, then print from the menu bar.





You can also download the document to your device using the Download Summary of Care option and then print the downloaded document. See frequently asked question: **How do I save information on the portal for my personal use?**

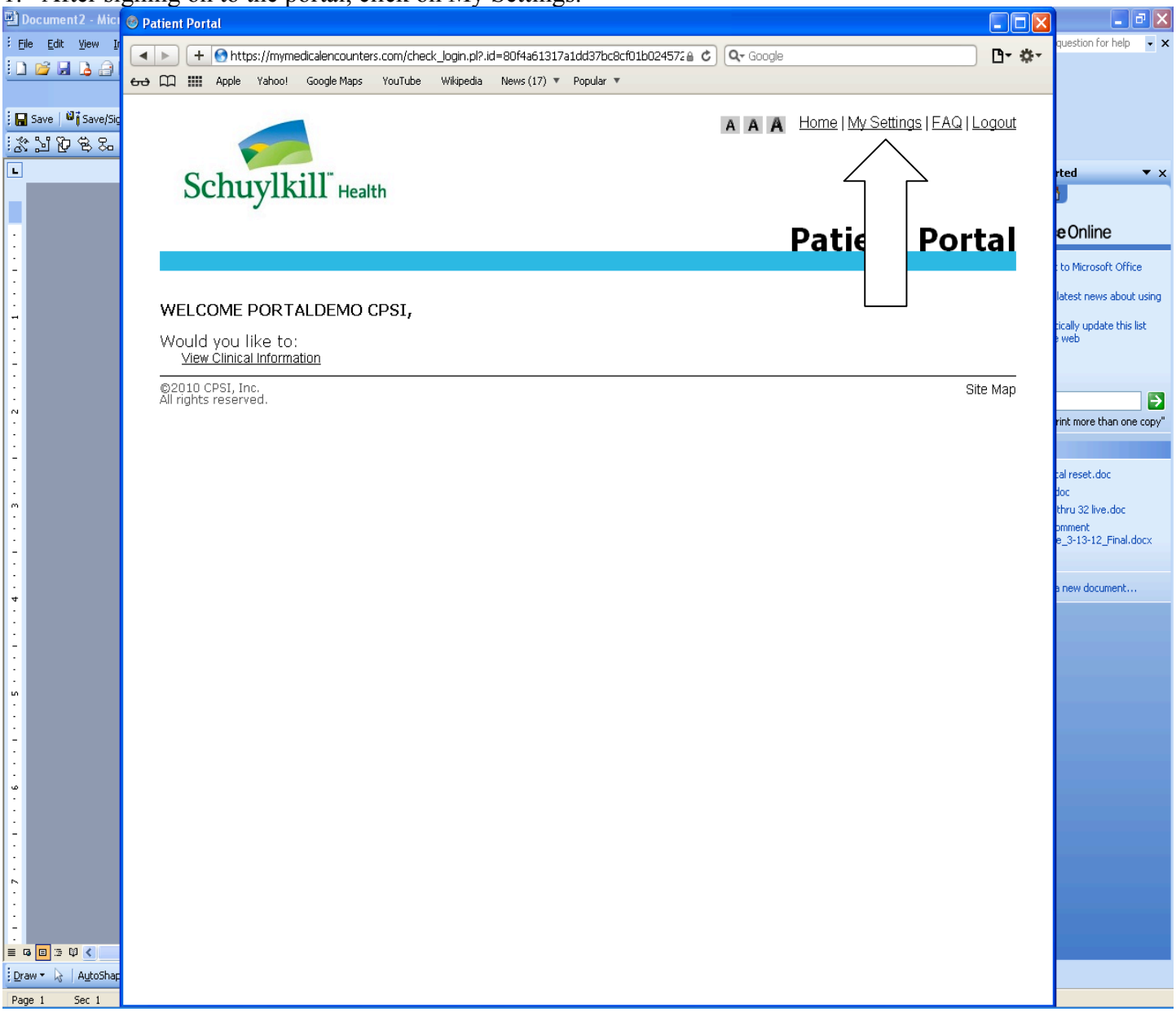
6. How do I change my password?

General information:

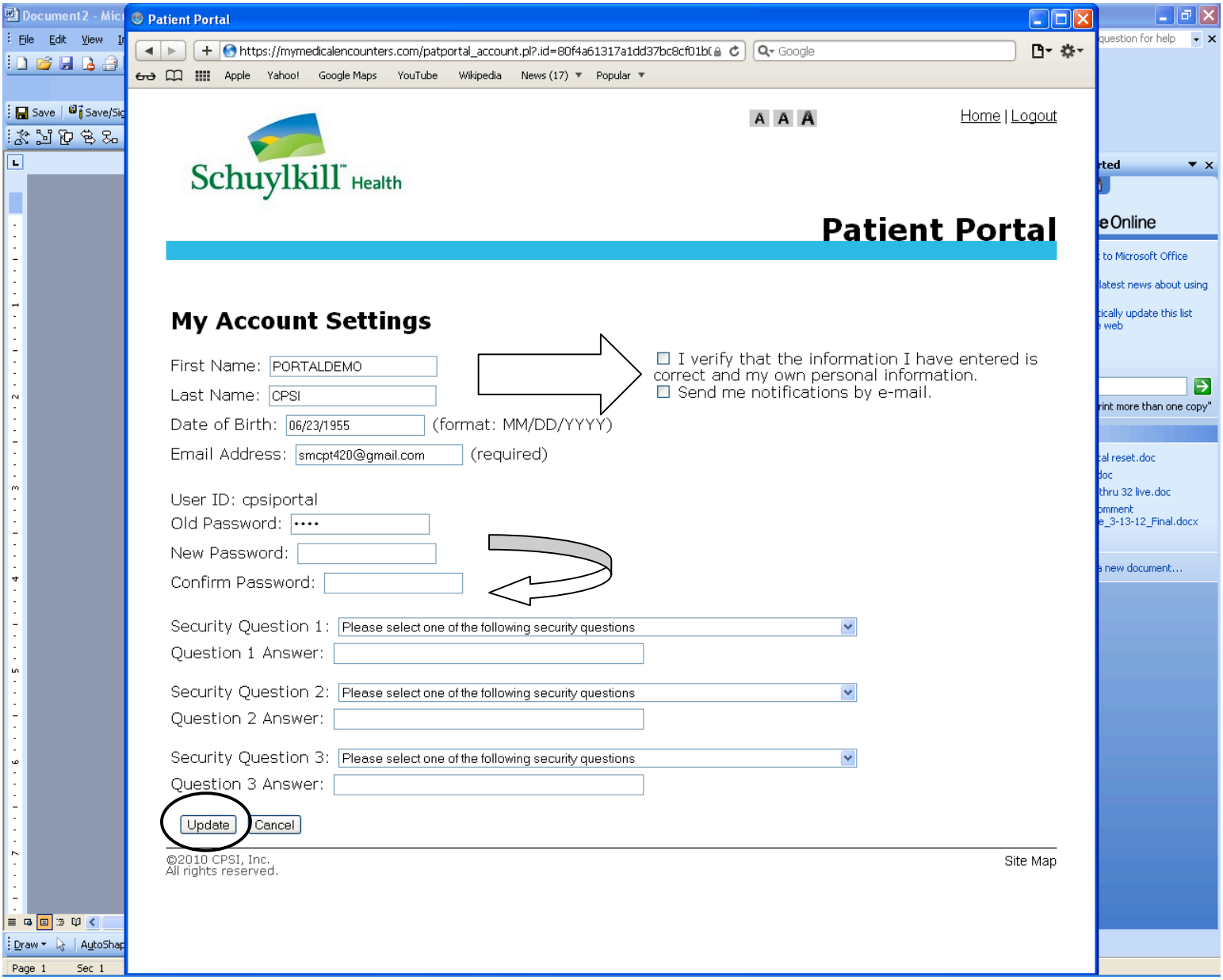
The User I.D. and password are case sensitive.

CASE SENSITIVE means that you must use the same capital/upper case or lower case letters as you did when you created the user id or password when you sign onto the portal. For example, if when you created your user id, you used SallyG, if you attempt to use any other case letters for signing in, it will not work, and i.e. sallyg or SALLYG will not work.

1. After signing on to the portal, click on My Settings.



On this screen, you can change your password and security questions. Security questions must be updated when changing the password.



Be sure to check off the "I verify…" statement. Disregard the "Send me notifications by email"-it does not apply to this screen.

a. Enter your new password in the New Password and Confirm Password boxes.
b. Select security questions and answers.
c. Click Update after the desired changes are made.