



Patient Guide to Using the Patient Portal

Welcome to Madison Regional Health System's new patient portal. We created this simple, yet comprehensive guide to help you navigate through your new portal.

While you may see some differences compared to what you are used to, your new portal offers an enhanced experience and ability to effectively manage your health with your provider.



Accessing Areas of Your Health Record

The patient portal provides access to your personal health record. The home screen (or dashboard) contains several widgets you can view at a glance. Or, you can use the menu on the left to navigate to the other areas of your record.

Click:	To:	Click:	To:
Allergies	View, edit, delete, and add allergies in your personal health record.	Encounters	View basic information about the medical visits/encounters recorded in your Consolidated Clinical Document (CCDA) health record, edit or delete previous visits, and add new visits.
Appointments	View your upcoming and past appointments, add new appointments, and add reminders for appointments.	Height	View historical height values in a graph format.
Blood Glucose	View historical values of blood glucose and HgA1c values.	Immunizations	Manage the immunization data in your personal health record.
Blood Oxygen	View historical height values in a graph format.	Procedures	View the procedures included in your personal health record, edit or delete previous procedures, and add new procedures that have been performed.
Concern	View and manage a list of health concerns.	Reminders	Keep a list of reminders for appointments or other tasks.
Conditions	View the medical problems in your personal health record, add new problems, delete a problem, or edit a problem to mark it inactive (i.e., indicate that you no longer have the medical condition).	Vital Signs	View and modify the blood pressure and height values recorded in your personal health record.
Documents	View, manage, and download documents to your record.	Weight	View historical weight values in a graph format.
Lab Results	View lab results that have been uploaded to your personal health record.	Medications	View the medications listed in your personal health record, edit or delete existing medications, and add new medications you are taking.
Messages	View and send messages to and from your providers.		



Viewing and Managing Your Health Information

Information in your health record can either come from the hospital information system or you can add it manually. If information comes from the HIS, you will not be able to edit it. However, you are able to edit or delete the information you enter manually. If you add information manually, it is important to note that your providers nor their staff are able to view your personal portal record - if you have information that your provider should know, please call the provider's office to notify them.

After clicking a link on the home screen, use these methods to work with the corresponding area of your personal health record:

- Click a row within the list (e.g., a specific appointment within the list of appointments) to view more details about that entry. The details appear in a pop-up or flyover window on the right side of the screen.
- From the flyover window, click **Delete** to delete the entry or **Edit** to edit it. To close the flyover window, click the "X" in the upper-right corner of the window.
- To add a new entry (e.g., a new allergy from the Allergies screen, or a new appointment or reminder from the Appointments screen), click the plus sign (+) in the lower-right corner of the screen. Enter the appropriate information and click **Save**. Be sure to complete all required fields (those marked with a red asterisk).
- If the list can be filtered to view the data differently (e.g., to view immunizations, medications, or procedures for a specific date range, or to view only upcoming appointments or only past appointments), a **Show Filter Options** button appears above the list of items. Click this button to apply a filter.
- To sort the data in a list differently, click the column heading you want to sort by. Click the same heading again to reverse the sort.

IMPORTANT REMINDER! You cannot edit information that is displayed from the hospital information system. And, your providers are not able to see your portal record. If you have information that your providers need to know, please send a message or call your provider's office to notify them.

Viewing and Editing Your Profile

To view and update your profile information, click the circle with your initials on it (in the upper-right corner of the screen) and select **My Profile**. Enter any missing information and/or edit the existing information. If you want to upload a picture to use in place of your initials to access your profile, click **Choose File**. When finished updating your profile, click **Save**.



Sending and Receiving Messages

Use the Messages widget to send messages to your care providers and view the messages you have received.

- Both sent and received messages appear in the message list by default. Click the filter drop-down if you want to filter to display only sent or only received messages.
- To view, delete, or reply to a message, click the row for that message. The message and corresponding options appear in the message detail window.
- To send a new message, click **Compose New Message**. Click the **To** field to select a recipient from the dropdown. Click the **Type of Communication** field and select a message type from the dropdown. Type a **Subject** and the **Message** text, and add any attachments, if necessary. (You can select attachments from the files stored in the Documents widget or upload files from your computer.)

Signing Out of the Portal

To sign out of the portal, click the circle with your initials on it (in the upper-right corner of the screen) and select [Sign Out](#).