

## Welcome to eMD's Patient Portal Powered by Updox!

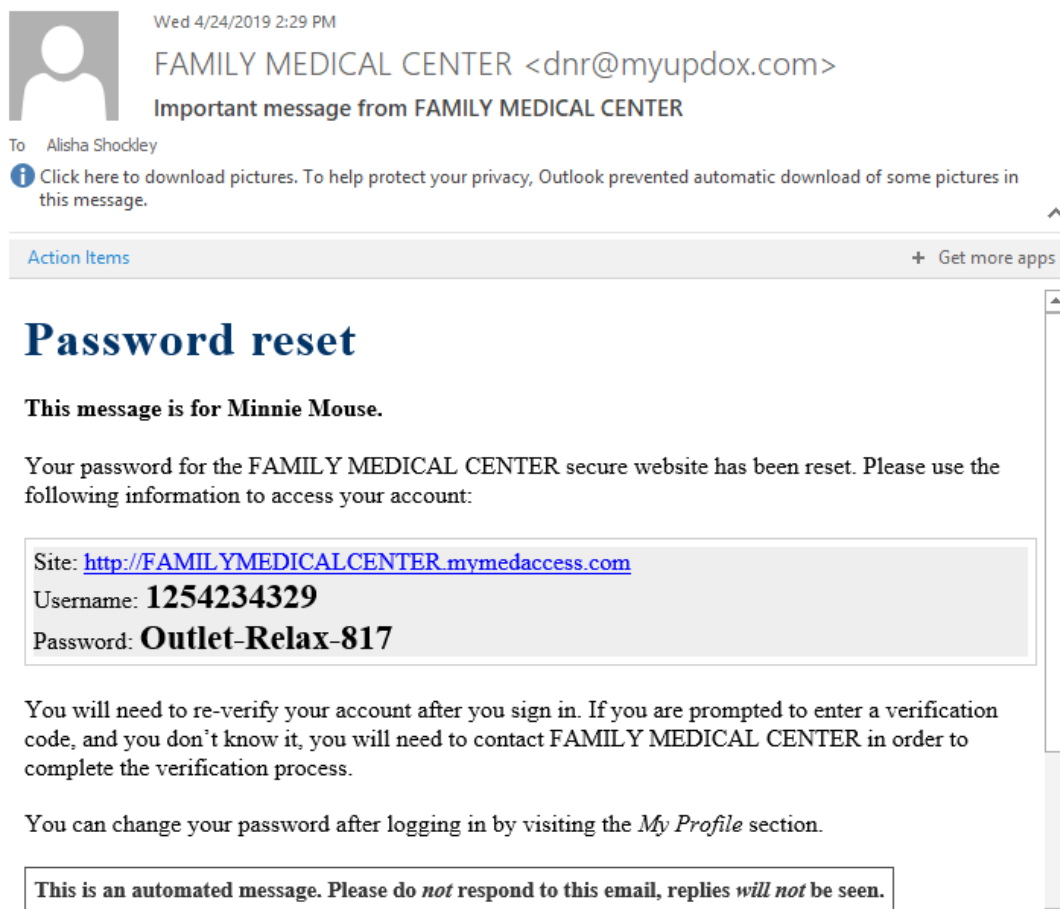
The Patient Portal provides a convenient and secure communication link between you and your healthcare providers at the Family Medical Center. Instructions for using the Portal are provided in this document.

If you are a new patient at the Family Medical Center, or if you are a returning patient at the Family Medical Center, but have never activated your Patient Portal, please jump to the **Home Tab** portion of this handbook.


If you are an established patient, who has utilized a previous version of the Patient Portal at the Family Medical Center, please continue on to **Password Reset** section of this handbook.

## Password Reset

You will receive an email from the Family Medical Center that your password and username is reset.




Please click the site link within the email to proceed to the Patient Portal. The first screen you will see is the login screen.



**Pinckneyville Community Hospital**  
Family Medical Center  
*Leading the way to a healthier tomorrow.*

Family Medical Center  
WELCOME TO THE FAMILY MEDICAL CENTER PATIENT PORTAL



**Pinckneyville Community Hos...**  
5383 IL-154, Pinckneyville, IL 62274  
3.5 ★★★★★ 6 reviews  
[View larger map](#)

**ADDRESS**  
5383 IL-154, null  
Pinckneyville, IL 62274

**PHONE**

**HOURS**  
MON: 8:30 AM - 5:30 PM  
TUE: 8:30 AM - 5:30 PM

**LOGIN**

Username

Password

[Forgot username?](#)  
[Forgot password?](#)

**LOGIN**

Type in the USERNAME and PASSWORD provided in the email. Click the LOGIN button.

**LOGIN**

Username

Password

[Forgot username?](#)  
[Forgot password?](#)

**LOGIN**

The next screen will prompt you to CREATE A NEW PASSWORD. Passwords must have at least 8 characters (maximum of 30 characters), at least one upper case letter, at least one lower case letter, at least one number or special character, and no spaces.

**CREATE A NEW PASSWORD**

Your password must have at least 8 characters (maximum of 30 characters), at least one upper case letter, at least one lower case letter, at least one number or special character, and no spaces.

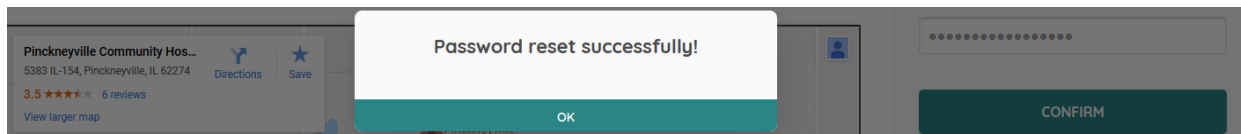
New Password

Confirm Password

**CONFIRM**

[Cancel](#)

Once entered, you will receive a message that you have reset your password successfully.



Next, you will be asked to verify your account with your date of birth. Please use the mm/dd/yyyy format. Once entered, click the green VERIFY button.

**VERIFY YOUR ACCOUNT**

Please enter your date of birth.

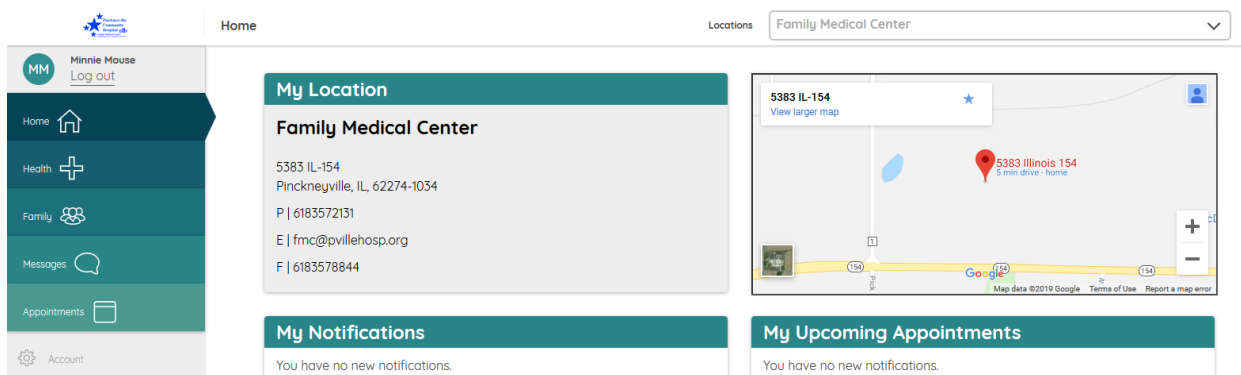
04 / 22 / 1979

**VERIFY**

[Cancel](#)

You are now ready to utilize your Patient Portal.

## Home Tab

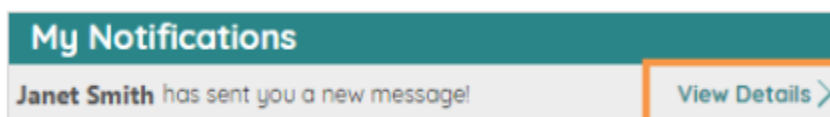


### My Location

- The My Location section on the Home tab provides information about the Family Medical Center that is currently selected in the Locations field in the upper right corner of the Portal.
- Please remember that only information associated with the providers at the Family Medical Center will be seen here. If you were seen in the Emergency Department, or were an inpatient at Pinckneyville Community Hospital, your record will be found through the CPSI Portal. Call 618-357-5943 to learn how to access the record.

### My Notifications

- When a new message or health record is sent to your Patient Portal, the sender's name will be listed in the My Notifications section on the Home tab.
- To display the contents of a new message or health record, click the View Details link.

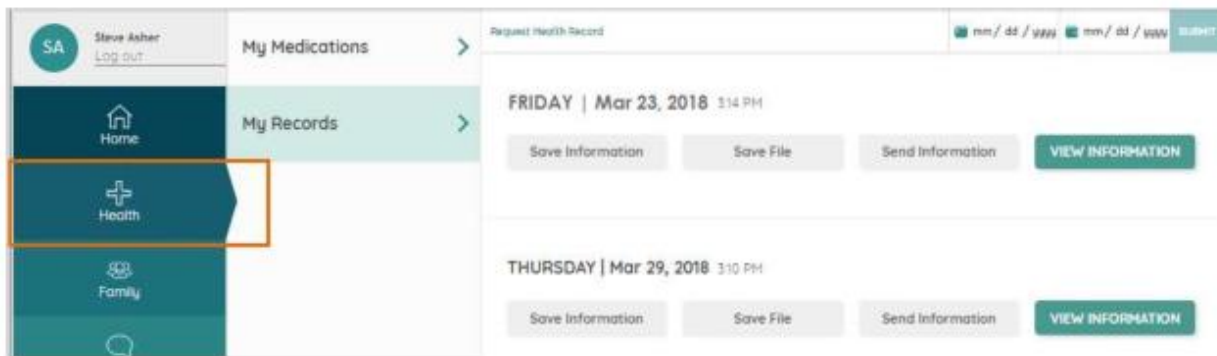


## Health Tab

On the Health tab of the Patient Portal, there are two sections: My Records and My Medications. Instructions for using each section are provided below.

### My Records

When you click the Health tab, the My Records section will display a list of the health records that have been sent to your Patient Portal. The records will likely be listed by date, as shown in the example below.



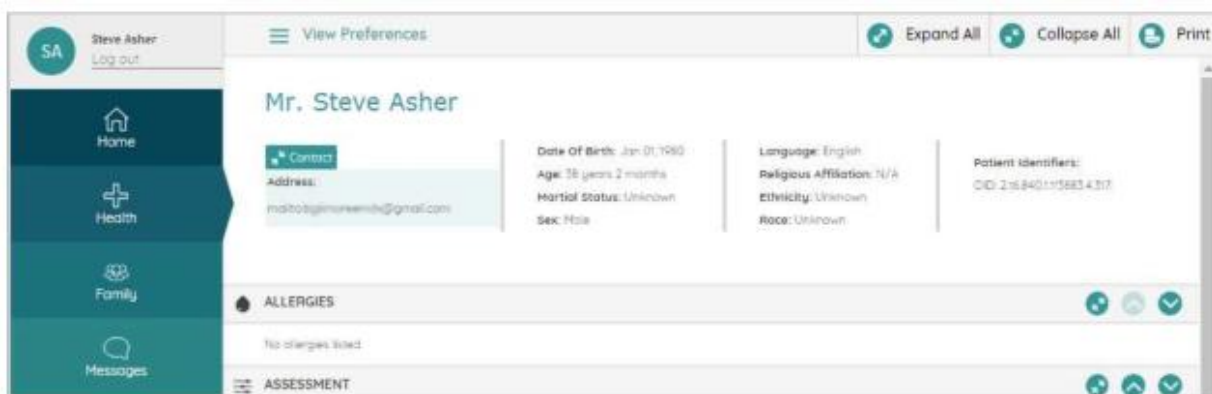
If no records are listed, click the green “Request Health Record” text located at the top of the Health tab. A copy of the most current health information in your chart will then be sent from the clinic to Your Patient Portal. (It might take a few minutes for the health record to be transmitted to the Portal – light gray ellipses will be displayed in place of the “Request Health Record” text while the request is processing.)

### Save or Send a Health Record

- If you want to save a health record to your computer, click the Save File button, and choose your format.
- If you want to send a health record to someone via email, click the Send Information button.

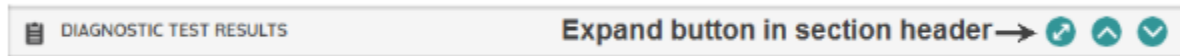
### Display Your Health Record

To display a health record, click the View Information button. The health record will be displayed on the Health tab, as shown in the example below.

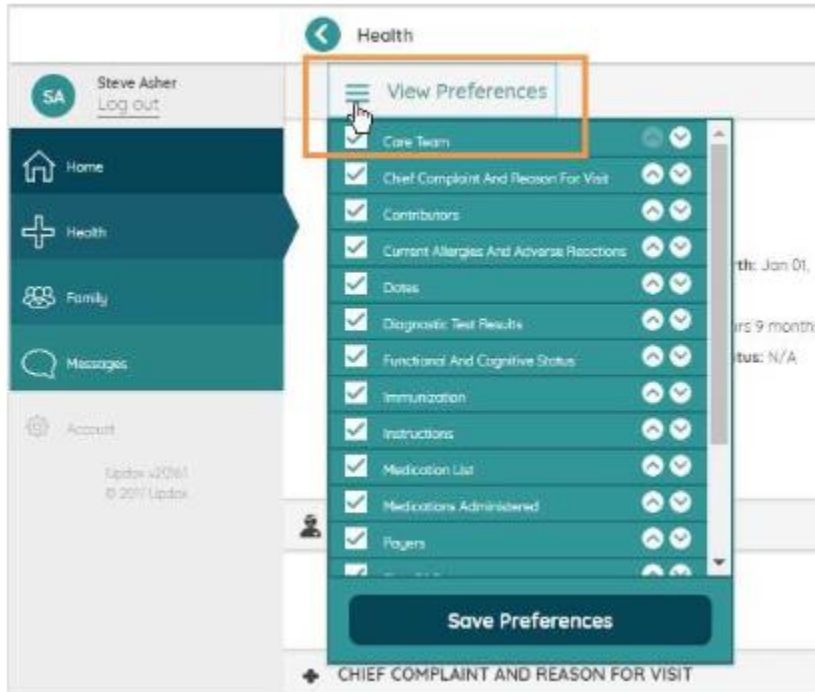


- Before each section of the record, there will be a gray title bar containing the name of the section. In the example above, you can see the title bars for the Allergies section and the Assessment section.

- To quickly find a particular section of the health record, click the Collapse All button located at the top of the record and then use the Expand button in the section header to display that section.



- To choose the sections that you want to see each time you view your health record, click View Preferences. If there is a check in the check box next to a section title, the section will always be displayed when you view your health record. To hide a section, remove the check mark. (Click the check box to remove a check mark – click again to add it back.) You can also move sections up or down using the arrows to the right of the section title. Be sure to click the Save Preferences button.



### Search for a Health Record from a Specific Date

You can use the date range buttons at the top of the Health Tab to search for a record within a specific time frame.

	mm / dd / yyyy	mm / dd / yyyy	SUBMIT
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## My Medications

In the My Medications section you can see a list of your medications, and you can request refills. To request a refill, click the check box next to the medication and then click the Request Refills button. Please allow one full business day for refill response. You may also call your pharmacy for any refill requests. *\*Any requests or refills for controlled substances will require an office visit, and may not be filled via portal request.*

My Medications	Check any medications you would like to refill then click						REQUEST REFILLS
	Name	Prescriber	Start	End	Active	Directions	
My Records	Synthroid 0.088 mg Tablet	Green, Doreen	2018-03-29	Unavailable	YES	Take 1 tablet(s) by mouth daily	<input checked="" type="checkbox"/>
	Nexium 40mg Capsules, Delayed Release	Green, Doreen	2018-03-29	Unavailable	YES	Take 1 capsule(s) by mouth daily	<input type="checkbox"/>

## Messages Tab

Click the Messages tab to view a list of all the messages that you have sent or received.

SA Steve Asher  
Log out

Refresh

+ SEND MSG

Locations Doc's Family Medicine

Home

Health

Family

Messages

Account

Update v2016.1  
© 2017 Updox

Here is your hand x-ray  
Please call me with any quest  
10:41 AM, Oct 16th, 2017

Please contact my office  
Steve, Please contact my offic  
10:54 AM, Oct 16th, 2017

Click a message thread to display its contents here.

## View or Reply to a Message

- To view the contents of a message, click the message.

SA Steve Asher  
Log out

Refresh

+ SEND MSG

Print

Save

Delete

Home

Health

Family

Messages

Account

Update v2016.1  
© 2017 Updox

Here is your hand x-ray  
Please call me with any quest  
10:41 AM, Oct 16th, 2017

Please contact my office  
Steve, Please contact my offic  
10:54 AM, Oct 16th, 2017

REPLY

FORWARD

HERE IS YOUR HAND X-RAY

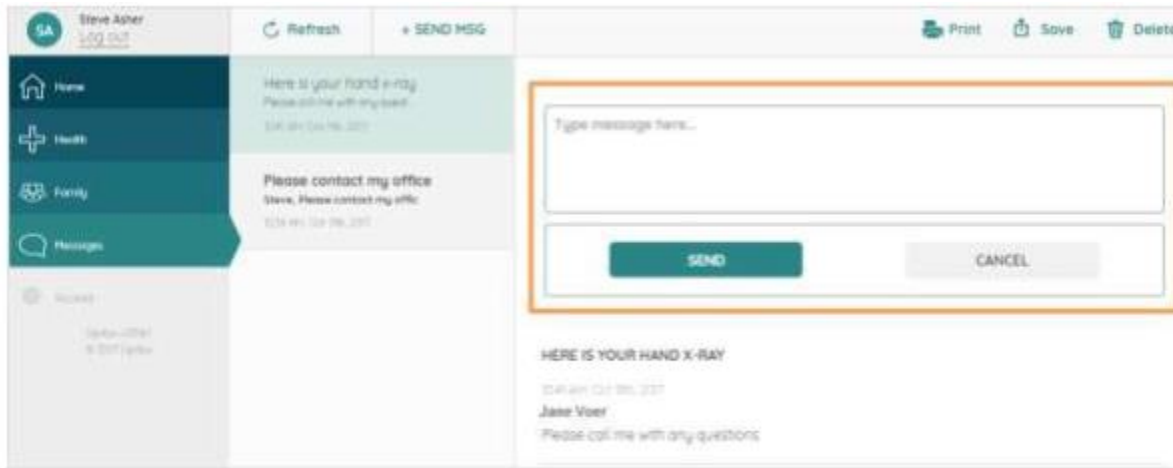
10:41 AM, Oct 16th, 2017

Jane Voer

Please call me with any questions.

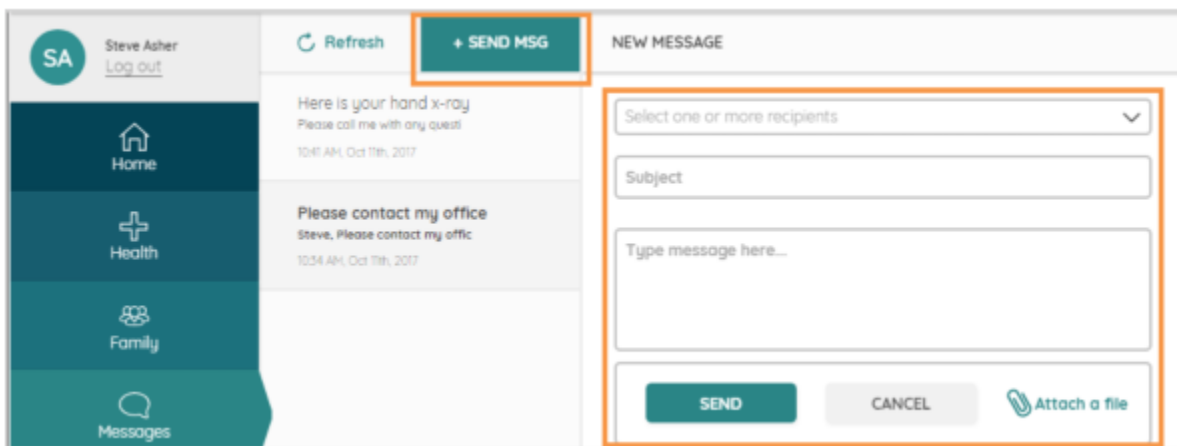
Attachments

- Clicking the Reply button will display a field in which you can type a response to the message.

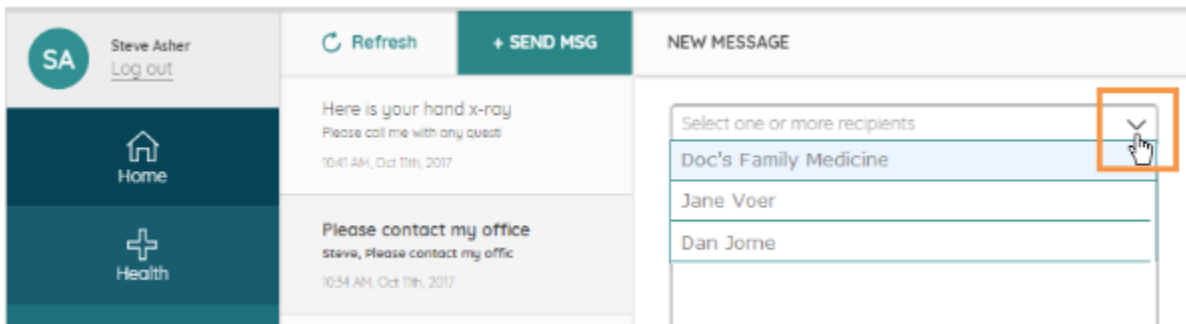


## Create a New Message

If you want to send a new message to your doctor or to clinic staff, click the SEND MSG button to display fields in which you can select the recipients and type a subject and a message. In this section, you also have the ability to attach a file by clicking the Attach a File Paperclip Icon.



(You can add recipients by clicking the drop-down button and then selecting a recipient.)



## Family Tab

If you log into your Patient Portal and click the Family tab, you will see your name at the top of the tab, and there will be a check mark to the right of your name.



You may also see a family member's name, with a SWITCH button to the right of their name. If you see a family member's name, that means they have granted you access to their Portal. (Instructions for granting access are provided later in the Account tab section of this document.)

The check mark to the right of a name tells you that person's health records and messages are currently being displayed in your Patient Portal, and the SWITCH button to the right of a name tells you that you can display that person's health records and messages in your Portal.

So, if you click the SWITCH button to the right of a family member's name, several things will happen:

- The Home, Health, and Messages tabs in your Patient Portal will display information pulled from the *family member's* Patient Portal. (In other words, if you click the SWITCH button and then click the Health tab, you will see the family member's health records instead of yours.)
- The SWITCH button next to the family member's name will change to a check mark to indicate that *their* health records are currently being displayed on the Home, Health, and Message tabs.
- And the checkmark to the right of your name will change to a SWITCH button.



To display *your* information on the Home, Health, and Messages tab again, click the SWITCH button next to your name.



## Submit a Waitlist Request

- This option allows you to request an appointment within a particular timeframe. If you want to use this option, click the REQUEST WAITLIST button to display the request form. (see example below.)

The screenshot shows the 'WAITLIST' form in the FMC Patient Portal. On the left is a sidebar with navigation links: Home, Health, Family, Messages, Appointments (highlighted), and Forms. The top of the sidebar shows the user's name 'Steve Asher' and a 'Log out' link. The main content area is titled 'WAITLIST' and includes the instruction: 'Send a request to our waitlist, and we will contact you with your appointment information.' The form fields are: 'Where' (a dropdown menu), 'Reason' (a dropdown menu), 'When' (with a checked 'First Available' checkbox and an 'OR' option for a date range), a date input field with a calendar icon and the format 'mm/ dd / yyyy', a 'between' dropdown menu, two time input fields with 'AM' dropdown menus, and a 'Notes' text area with the placeholder 'Add a message to your provider...'. A blue 'REQUEST WAITLIST' button is at the bottom.

- Use this form to provide the following information:
  - **Where** – click the drop-down button and select the location of the facility you wish to visit.
  - **Reason** – Click the drop-down button and select the reason you want to see the doctor.
  - **When** – If you want the first available appointment, you don't have to enter anything here – the First Available check box is automatically selected.  
But if you want the appointment within a particular timeframe, you must *remove* the check mark in the First Available check box. (Click the check box to remove the check mark.) After you remove the check mark, you will be able to enter a date and timeframe for the appointment.

This close-up shows the 'When' section of the form. It features an unchecked 'First Available' checkbox, followed by an 'OR' separator. Below this is a date input field with a calendar icon and the format 'mm/ dd / yyyy'. Underneath the date field is a dropdown menu currently set to 'between'. At the bottom are two time input fields, each with an 'AM' dropdown menu.

You can enter a date by clicking the calendar icon and selecting the date – or you can just click in the field and type the date in the format indicated (month/day/year). You can request that the appointment be scheduled between certain hours or before or after a certain hour. To select the timeframe in which you want the appointment, click the drop-down button and select between, before, or after, and then enter the time(s).

- **Notes** – if you want to include a message to your doctor, type the message in the Notes box.

- After you have entered all appointment information, click the REQUEST WAITLIST button to send the request to the clinic. Someone will contact you to confirm the specific appointment date and time.

## Forms Tab

On the Forms tab, you can complete forms provided by your clinic and submit them for review.

Click the form title (ie: Blood Pressure) to display the form on the right-hand side. Required data fields will be noted with an asterisk (\*).

- **Clear Form** will clear all the data you've entered so you can start over.
- **Finish Later** will serve your work and allow you to finish the form later.
- **Submit** sends the form with your data to the clinic.

## Account Tab

On the Account tab, you can change the information in your Patient Portal profile, and you can give family members access to your Patient Portal.

## My Profile

- In the My Profile section of the Account tab, you can change your Portal username and password, your contact information, and your preferred language, location, and time zone.
- You can also stop the clinic from sending any more messages or health information to your Portal by removing the check from the ‘Send protected health information to my patient portal’ check box. (Click the check box to remove the check; click again if you want to add it back.)

Preferred method of contact

Select Contact Method

☒ Send protected health information to my patient portal

Additional Information

- When you make changes, be sure to scroll to the bottom and click the SAVE button.

## Family Access

The Family Access section of the Account tab allows you to give family members access to your Patient Portal. There are two ways to provide access to your Patient Portal: You can **create a new user**, or you can **grant access** to someone who already has a Patient Portal account with the clinic where you have your Patient Portal account. Both options are explained below.

- If you **create a new user** account for someone, you must give that person the link to the Patient Portal login page, along with the username and password for the account that you created for them. When the person enters the username and password in the login page for the Patient Portal, *your* Portal will be displayed, and they will be able to see all of your health records and messages.

To create a new user account, type the person's first name, last name, username, and password in the application fields. If you want the account to be disabled after a certain amount of time, enter an expiration date (this is optional). Click the CREATE USER button to finish creating the account.

SA Steve Asher  
[Log Out](#)

My Profile >

Family Access >

Home

Health

Family

Messages

Account

Apple Watch  
iPhone App

CURRENT ACCESS

1 person has access to your account

JA Jane Asher  
2018-11-30

✓ [Select an action](#)

UPDATE EXPIRATION

CREATE A NEW USER

All fields, unless otherwise noted, are required

First and last names (can only contain letters and spaces)

- Username (required, can letters, numbers, dashes (-), periods (.), at signs (@), or plus signs (+))
- Password (must contain:
  - At least one uppercase letter
  - At least one lowercase letter
  - At least one number OR special character
  - Between 8 and 30 valid characters

First Name

Last Name

Username

- You can **grant access** to someone *only* if that person already has a Patient Portal account with the same clinic where you have your Patient Portal account. When you grant access to someone, they will be able to access *your* Portal information within *their* Portal.

To grant access to someone, you must get the username and password for *their* Portal account, enter *their* username and password into the GRANT AN EXISTING USER ACCESS section of the Account tab on *your* Patient Portal, and click the GRANT ACCESS button.

The screenshot shows the 'Family Access' section of a Patient Portal. The 'GRANT AN EXISTING USER ACCESS' button is highlighted with an orange box. Below this button, there is a form with the following fields:

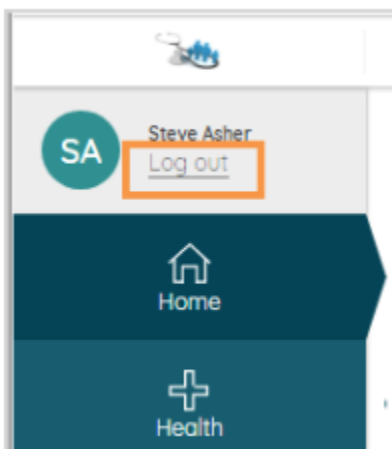
- Existing Username:** A text input field with the placeholder 'Type Existing Username...'.
- Password:** A text input field with the placeholder 'Type Password...'.
- Expiration Date (optional):** A date picker field showing 'mm / dd / yyyy'.
- Reason (optional):** A text area with the placeholder 'Type Reason (optional)...' and a character count '256 characters remaining'.

A 'GRANT ACCESS' button is located at the bottom of the form.

The next time they log into their Portal, they will see your name on the Family tab in their Portal – and if they click the SWITCH button next to your name, *your* health records and messages will be shown on the Health and Messages tabs in *their* Portal. (See the Family Tab section of this document for more information.)

### Log Out of the Portal

To log out of your Patient Portal, click the LOG OUT link located under your name in the upper left corner of the Patient Portal.



### **Text Notifications & Reminders**

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By signing up for the Patient Portal at the Family Medical Center, you will also benefit from receiving text messaging alerts to the cell phone number you provided to registration staff. Appointment reminders and prescription refill updates will be sent to your phone.

### **Drfirst.com Prescription Savings**

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Another feature that is offered via text messaging is an outside Prescription Savings from drfirst.com that is separate from the patient portal. While this savings may be beneficial to you, and your family, please understand that it does not take into account personal prescription benefits, and your personal health information is kept secure.