

Patient Portal Instructions

We have established an internet-based Patient Portal to help effectively and securely manage your healthcare information. The content in this document will guide you through the secure portal's most frequently-required functions. Should you have other questions about using the portal, please contact our office at 316-838-2020.

Table of Contents

Access the Patient Portal	2
Activate Your Patient Portal Account	2
Log in to the Patient Portal.....	3
Forgot Password.....	4
Prepare for Your Visit.....	5
Complete Forms on the Patient Portal	5
Add or Update Medical Information	7
Add Your Preferred Pharmacy	7
Access Your Medical Records	9
View, Download, and Print Your Visit Notes	9

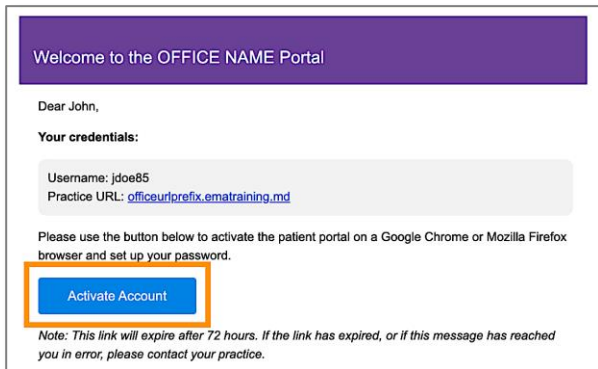
Patient Portal Instructions

Access the Patient Portal

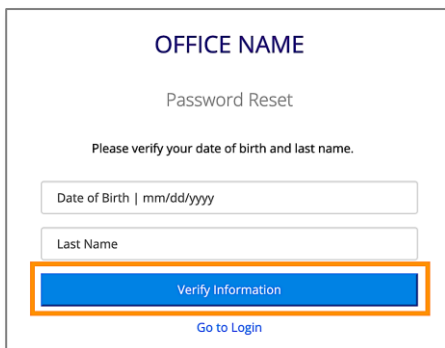
Activate Your Patient Portal Account

An account must be created before you can use or access your data on the Patient Portal. Providing us with your email address will allow us to send you an email from the office that includes a link to activate your Patient Portal account.

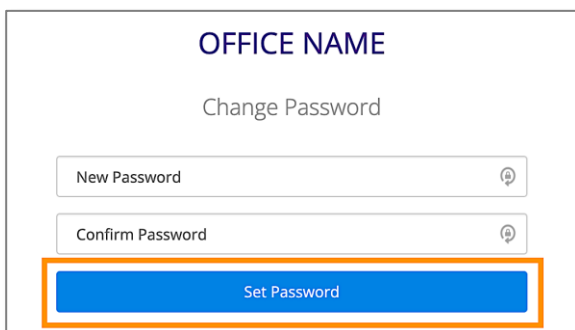
1. Open the email from us with the subject, "Welcome to Your Kansas Orthopaedic Center, PA Patient Portal."
2. The email will include your Patient Portal *Username*, *Practice URL* (patient portal web address- <https://koc.ema.md>) and the steps for logging into the portal.
3. Select, Activate Account.



4. You will be directed to the portal website, where you will be prompted to verify your identity by entering your *Date of Birth* and *Last Name*. Once entered, select **Verify Information**.



5. You will be prompted to change your password. Once entered, select **Set Password**.

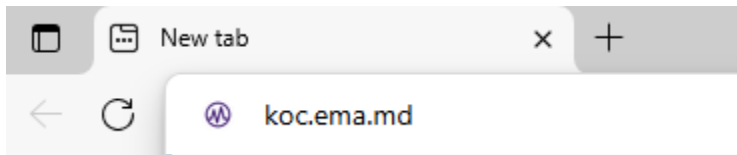


Patient Portal Instructions

Log in to the Patient Portal

Once your account has been activated, you will be able to log in to the Patient Portal as needed. Follow the steps below to log in.

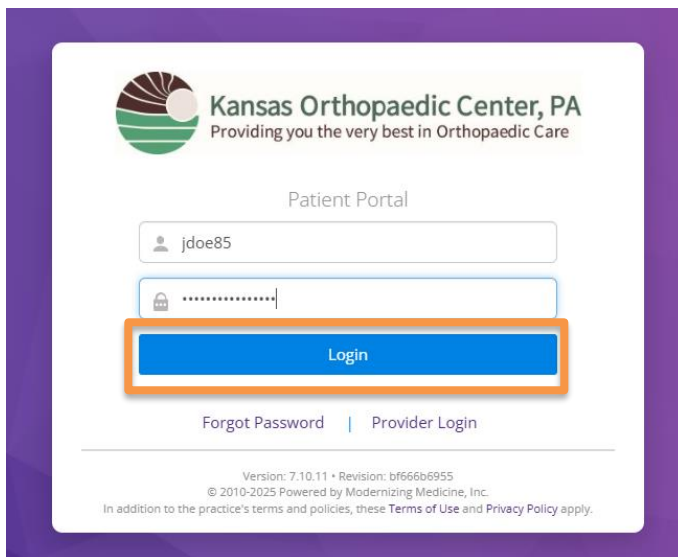
1. Open your internet browser on a computer or laptop and enter the following website URL into the address bar:
koc.ema.md



2. Select Continue as Patient.



3. Enter your Patient Portal Username and Password, then select **Login**.



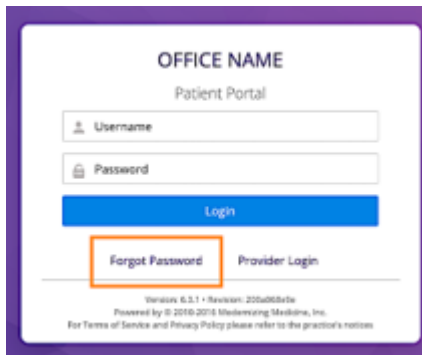
Patient Portal Instructions

Forgot Password

Follow these instructions if you forgot your password and need to create a new one.

Note: These instructions will only work successfully if your Patient Portal account is already created and the information entered is correct according to our records. If you have any trouble receiving your password reset link, please contact our office.

1. From the Patient Portal login screen, select **Forgot Password**.



OFFICE NAME
Patient Portal

Username

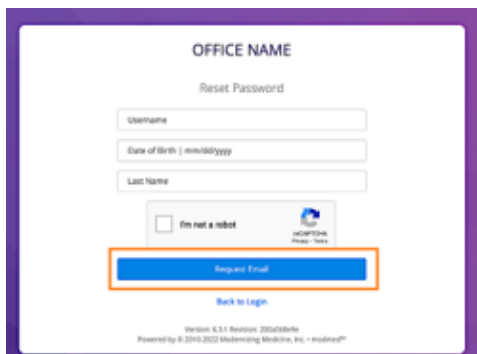
Password

Login

Forgot Password Provider Login

Version: 6.3.1 • Revision: 20200808
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2. Enter the requested information, then select **Request Email**.



OFFICE NAME
Reset Password

Username

Date of Birth | mm/dd/yyyy

Last Name

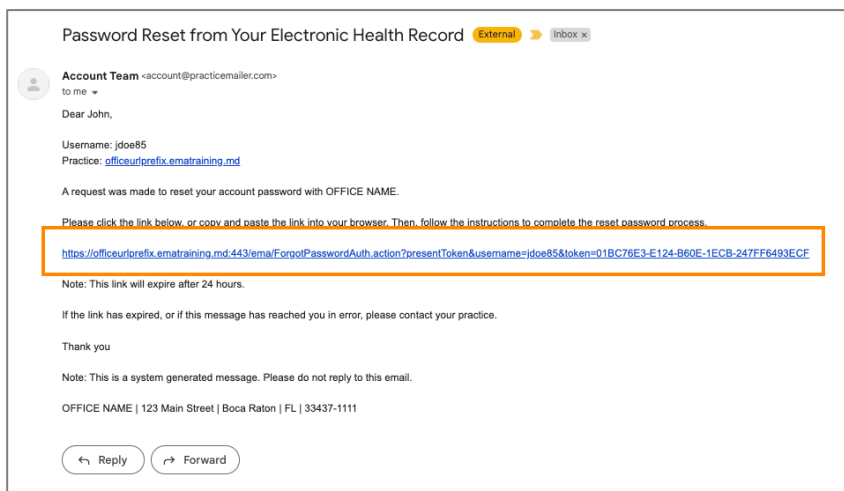
☐ I'm not a robot

Request Email

Back to Login

Version: 6.3.1 Revision: 20200808
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3. Open your email and look for the message with the subject *Password Reset from Your Electronic Health Record*. The email will include your *Username* and *Practice* information, as well as a link to reset your Password. Select the link to continue.



Password Reset from Your Electronic Health Record External Inbox x

Account Team <account@practicemailer.com>
to me

Dear John,

Username: jdoe85
Practice: officeofprefix.ematrainig.md

A request was made to reset your account password with OFFICE NAME.

Please click the link below, or copy and paste the link into your browser. Then, follow the instructions to complete the reset password process.

<https://officeofprefix.ematrainig.md/443/ema/ForgetPasswordAuth.action?presentToken&username=jdoe85&token=01BC76E3-E124-B60E-1ECB-247FF6493ECF>

Note: This link will expire after 24 hours.

If the link has expired, or if this message has reached you in error, please contact your practice.

Thank you

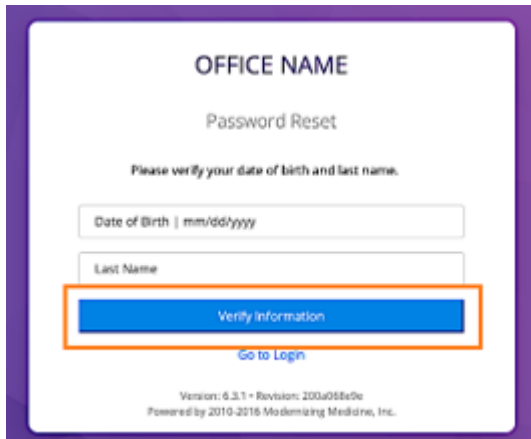
Note: This is a system generated message. Please do not reply to this email.

OFFICE NAME | 123 Main Street | Boca Raton | FL | 33437-1111

Reply Forward

Patient Portal Instructions

- You will be prompted to enter your *Date of Birth* and *Last Name* to verify your identity. Once entered, select **Verify Information**.



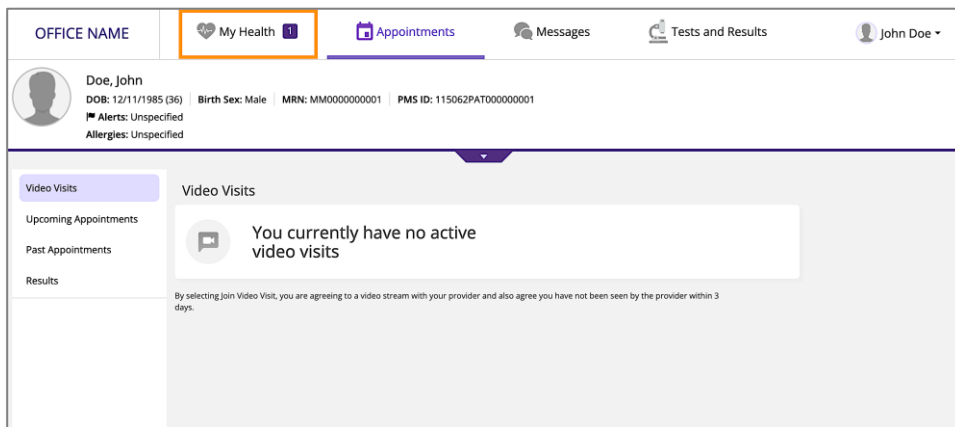
- If the information is verified successfully, you will be logged in to the portal.

Prepare for Your Visit

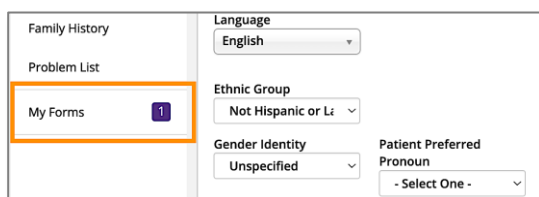
Complete Forms on the Patient Portal

Once you have activated your account, you may use the Patient Portal to complete visit forms and view your health information.

- Once logged in to the Patient Portal, select **My Health** from the main navigation bar.

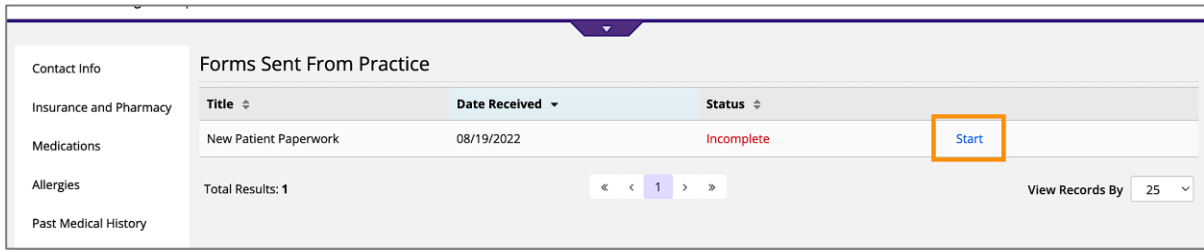


- From the *My Health* page, select **My Forms**.



Patient Portal Instructions

- Any forms that have been assigned to you will be available to review and edit. Select **Start** to begin reviewing the forms and making applicable changes.

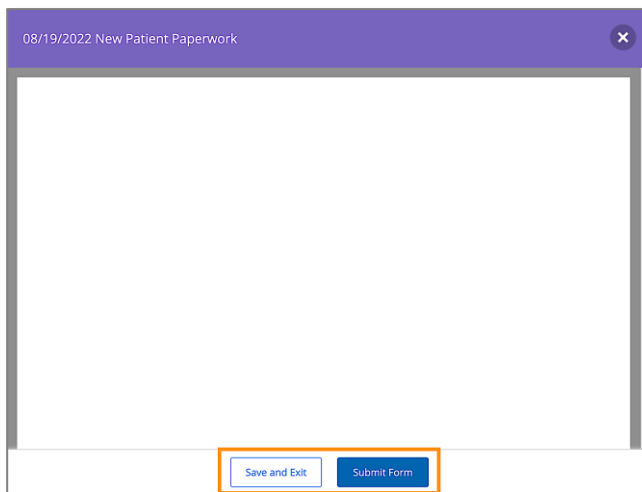


The screenshot shows a sidebar with navigation links: Contact Info, Insurance and Pharmacy, Medications, Allergies, and Past Medical History. The main content area is titled 'Forms Sent From Practice' and contains a table with the following data:

Title	Date Received	Status	
New Patient Paperwork	08/19/2022	Incomplete	Start

Below the table, it says 'Total Results: 1' and 'View Records By 25'. The 'Start' button is highlighted with an orange box.

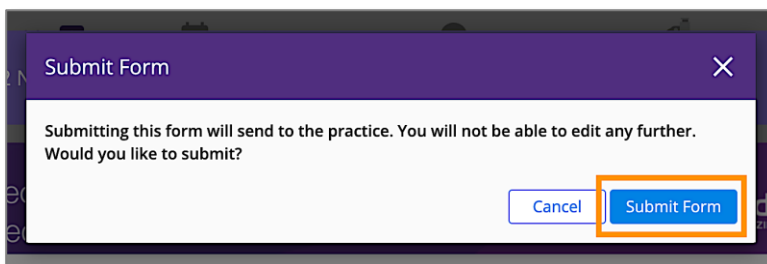
- A pop-up window will appear with the specified form. You can place your cursor in the appropriate fields and enter the applicable information. You have the option to *Save and Exit* or *Submit Form*.
 - Save and Exit** - Marks the form In Progress and allows you to continue to edit.
 - Submit Form** - Closes the form and submits it to the office.



The screenshot shows a pop-up window titled '08/19/2022 New Patient Paperwork'. The window is mostly empty, with a large white area for text entry. At the bottom, there are two buttons: 'Save and Exit' and 'Submit Form'. Both buttons are highlighted with orange boxes.

- Once complete, select **Submit Form**.

You will receive a pop-up alerting you that you are submitting the form to the office and you will not be able to edit any further. When ready, select **Submit Form**.



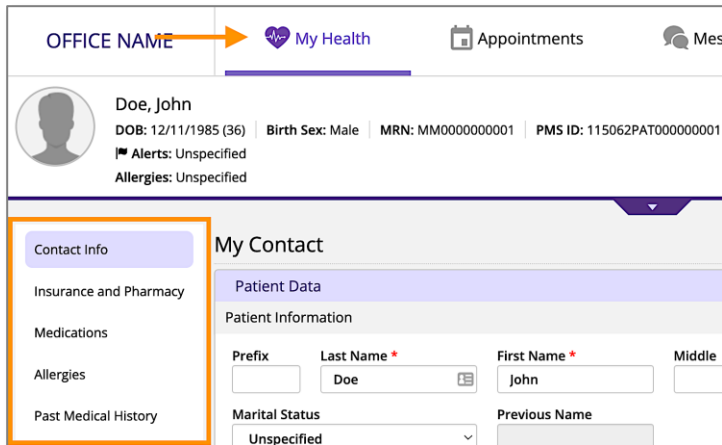
The screenshot shows a confirmation pop-up window titled 'Submit Form'. The text inside reads: 'Submitting this form will send to the practice. You will not be able to edit any further. Would you like to submit?'. At the bottom, there are two buttons: 'Cancel' and 'Submit Form'. The 'Submit Form' button is highlighted with an orange box.

Patient Portal Instructions

Add or Update Medical Information

In this section, you will learn how you can verify your contact and insurance information, update your medical history, and add your preferred pharmacy.

1. Once logged in to the Patient Portal, select **My Health** and navigate through the sections to enter and/or update your *Medications, Allergies* and Past Medical History.

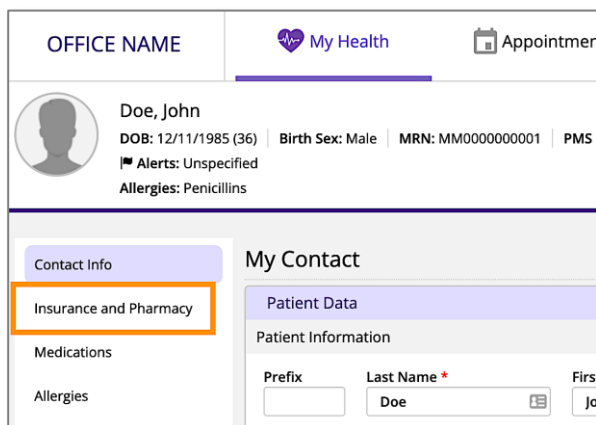


- **Contact Info** – View basic contact and demographic information.
- **Insurance and Pharmacy** – View insurance information and add or edit pharmacies. See below for additional instructions.
- **Medications** - Add or edit your medications list.
- **Allergies** - Add or edit your allergies.
- **History** – Add or update Past Medical History, Specialty-Specific History, Social History and Family History.
- **Tests & Results** - View any result that your medical provider has posted.

Add Your Preferred Pharmacy

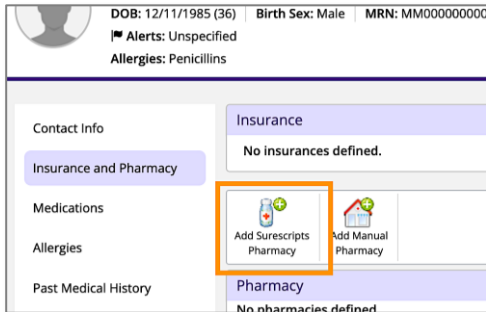
In this section, you will learn how to add your preferred pharmacy to your patient chart. Adding your pharmacy will assist our office with sending electronic prescriptions and medication refills.

1. From the *My Health* section of the portal, select **Insurance and Pharmacy**.



Patient Portal Instructions

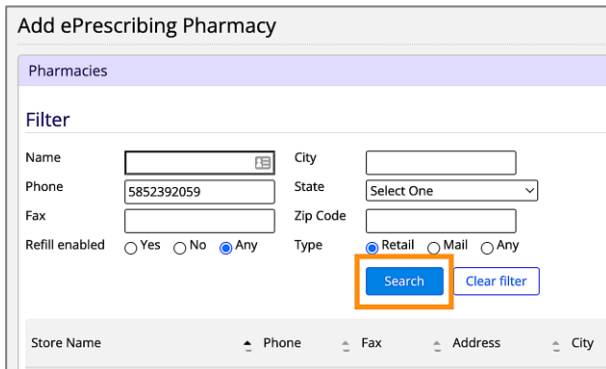
2. There are two options to enter your pharmacy information, *Add Surescripts Pharmacy* and *Add Manual Pharmacy*.
 - **Add Surescripts Pharmacy** (*try this option first*) – Allows you to search for registered pharmacies that are capable of sending and receiving electronic prescription requests.
 - **Add Manual Pharmacy** – If you were not able to find your preferred pharmacy through the Surescripts option, you can use Add Manual Pharmacy to manually enter pharmacy information to your chart. **It is recommended that you first attempt to add a Surescripts pharmacy before using this method.**
3. Select Add Surescripts Pharmacy.



The screenshot shows a patient's profile page. On the left is a sidebar with navigation links: Contact Info, Insurance and Pharmacy (selected), Medications, Allergies, and Past Medical History. The main content area has sections for Insurance (No insurances defined), Pharmacy (No pharmacies defined), and a section with two buttons: 'Add Surescripts Pharmacy' and 'Add Manual Pharmacy'. The 'Add Surescripts Pharmacy' button is highlighted with an orange box.

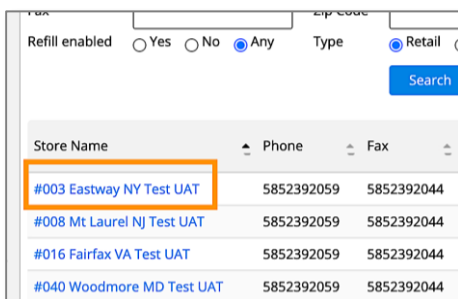
4. Use the *Filter* options to find your preferred pharmacy. Then, select **Search**.

Tip: Not all fields are required. Use any combination of the criteria to locate your pharmacy. Common search methods include *Phone* number only, or *Name* and *Zip Code*.



The screenshot shows the 'Add ePrescribing Pharmacy' form. It has a 'Filter' section with input fields for Name, City, Phone (5852392059), State (Select One), Fax, and Zip Code. There are also radio buttons for 'Refill enabled' (Yes, No, Any) and 'Type' (Retail, Mail, Any). The 'Search' button is highlighted with an orange box. Below the form is a table with columns: Store Name, Phone, Fax, Address, and City.

5. Locate the pharmacy in the list of results by verifying the name and address. Once found, select the blue *Store Name* to add the pharmacy.



The screenshot shows the search results table. The first row is highlighted with an orange box. The table has columns: Store Name, Phone, Fax, Address, and City.

Store Name	Phone	Fax	Address	City
#003 Eastway NY Test UAT	5852392059	5852392044		
#008 Mt Laurel NJ Test UAT	5852392059	5852392044		
#016 Fairfax VA Test UAT	5852392059	5852392044		
#040 Woodmore MD Test UAT	5852392059	5852392044		

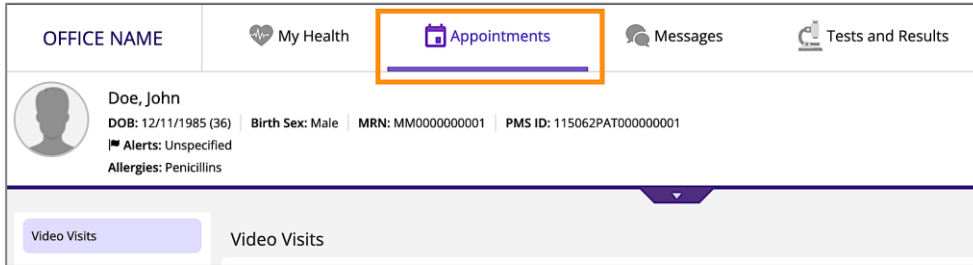
Patient Portal Instructions

Access Your Medical Records

View, Download, and Print Your Visit Notes

The Patient Portal allows you to access your medical records, including completed visit documentation from your doctor or other qualified healthcare provider. The following instructions will guide you through how to locate these records within the portal.

1. Once logged in to the portal, select **Appointments** from the main navigation bar.

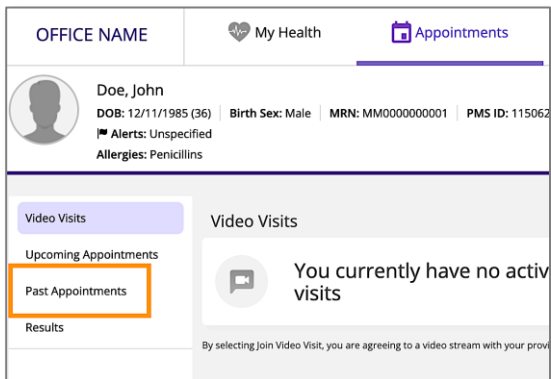


OFFICE NAME | My Health | **Appointments** | Messages | Tests and Results

Doe, John
 DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS ID: 115062PAT000000001
 Alerts: Unspecified
 Allergies: Penicillins

Video Visits | Video Visits

2. Select Past Appointments.



OFFICE NAME | My Health | **Appointments**

Doe, John
 DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS ID: 115062
 Alerts: Unspecified
 Allergies: Penicillins

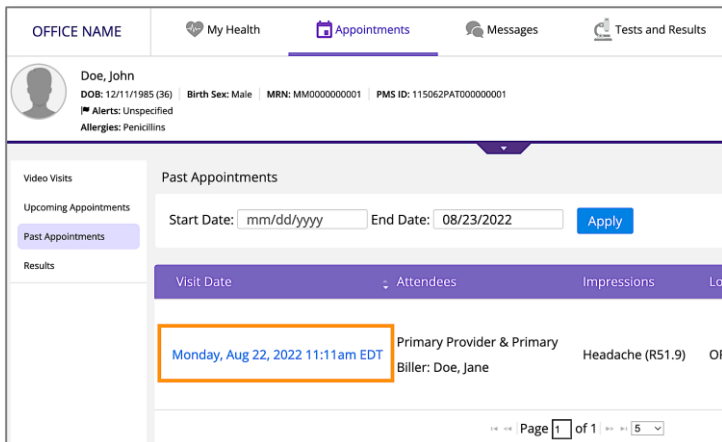
Video Visits | Video Visits

Upcoming Appointments | **Past Appointments** | Results

You currently have no active visits

By selecting Join Video Visit, you are agreeing to a video stream with your provider.

3. From the *Visit Date* column, select the blue hyperlink for the visit documentation you would like to view.



OFFICE NAME | My Health | **Appointments** | Messages | Tests and Results

Doe, John
 DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS ID: 115062PAT000000001
 Alerts: Unspecified
 Allergies: Penicillins

Video Visits | Upcoming Appointments | **Past Appointments** | Results

Past Appointments

Start Date: mm/dd/yyyy | End Date: 08/23/2022 | Apply

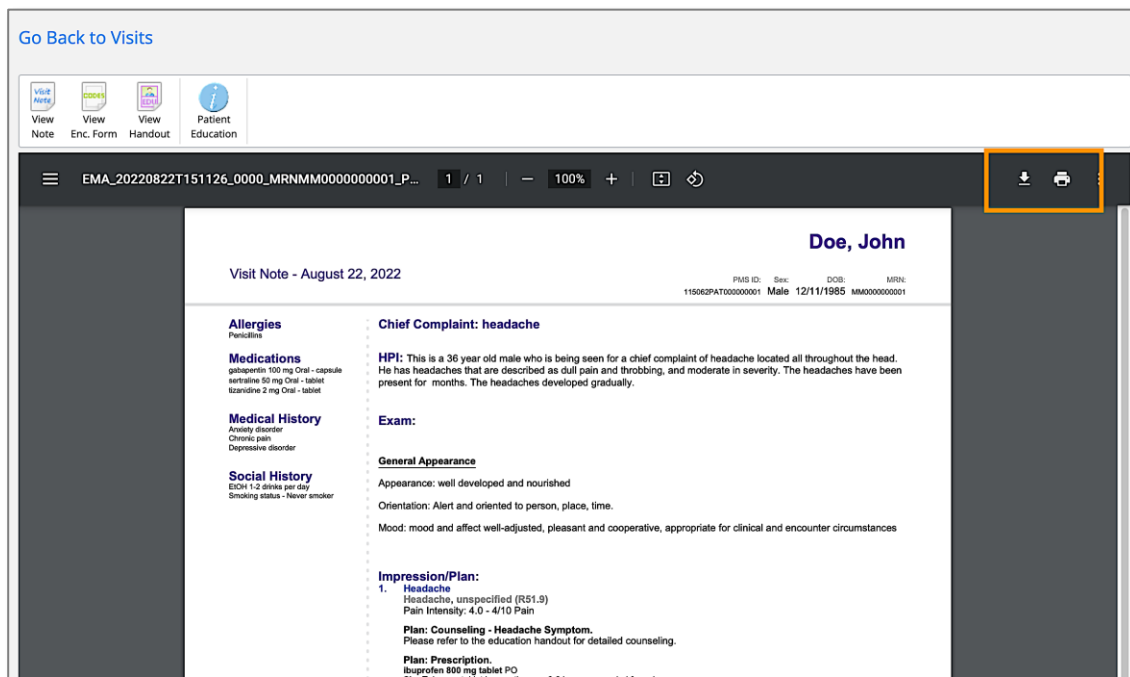
Visit Date	Attendees	Impressions	Location
Monday, Aug 22, 2022 11:11am EDT	Primary Provider & Primary Billers: Doe, Jane	Headache (R51.9)	Office

Page 1 of 1

Note: If the visit link is in plain black font, this means the visit is not ready to be viewed. Check back later or contact our office.

Patient Portal Instructions

- Your internet browser's PDF viewer should open the document for you to view. You should also have options to download or print the document.



Note: Please note messaging through the portal is not activated currently. However, you can call or text us using our secure messaging platform Klara at 316-394-3062.