

GREENHOUSE INTERNISTS PATIENT PORTAL

A patient portal is an online application that allows patients to interact and communicate with their healthcare providers easily, safely, and securely. Through Greenhouse Internists Patient Portal, you will be able to:

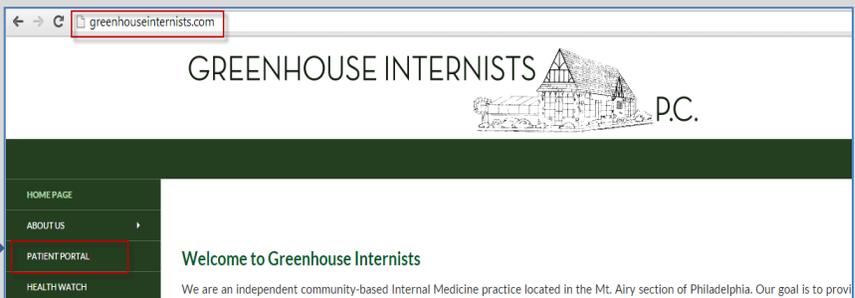
- Send your doctor non-urgent questions and updates
- Request prescriptions and referrals
- Review lab results
- Request appointments

Messages and requests received through the Patient Portal will be responded to within 3 business days.

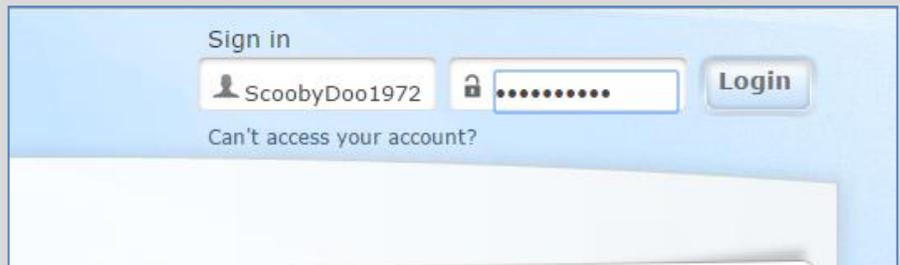
1. HOW CAN I SIGN UP FOR THE PATIENT PORTAL?

Front office staff can register you while you're here for a visit. They'll ask you for your email address and print a handout with your username and temporary password. Then you'll need to:

- **Go to our website**
(www.greenhouseinternists.com)
and click the Patient Portal tab on the left-hand menu.



- **Sign in, using your username and temporary username.**



- **Answer the validation questions to ensure that you are the correct user.**

User Validation

Welcome Scooby,
As an added security measure, please answer any **one** of the questions below to authenticate yourself. By submitting this information you are confirming that you are the intended recipient of the access credentials and have not obtained the information in error.

Date Of Birth

OR

Phone Number Ext

- **Create a new User Name and customize your security question (which you'll need to answer if you forget your password in the future).**

Reset Password

Congratulations, you have authenticated yourself.
Please select your new password.
Refer [Password Guidelines](#) to create secure passwords.

New Credentials

User Name
ScoobyDoo1972

New Password

Confirm New Password

Customize your security question.

Security Question

Answer

Submit Cancel

- **Provide your consent.**

eClinicalworks Consent form Practice Consent Form

The Patient Portal enables our patients to communicate with our practice easily, safely, and securely over the Internet. The Patient Portal allows you to view parts of your personal medical record and update personal information.

By registering for Patient Portal, I am agreeing that:

- I will only use the Patient Portal for non-urgent problems.
- I understand that email messages will be responded to within 3 business days.
- I assume responsibility for checking my email after having tests done at

I have read the consent form and the above information.

Agree Disagree

2. CAN I SIGN UP FOR PATIENT PORTAL WHEN I'M NOT IN THE OFFICE?

Yes. Call Joan Lovett (215-242-5000, ext 123) to register for the portal.

3. I SIGNED INTO THE PORTAL, NOW WHAT?

Once you sign in, you will see the Portal Dashboard. The Dashboard has a left-hand menu with various features, like your account information, messaging, referral and refill requests, and patient education that we send you.

Some of the same features in the left-hand menu are also found in the individual boxes in the center of the Dashboard. The main difference between the left-hand menu and central box features is the left-hand menu stores ALL communication with Greenhouse; while the central boxes display just your most recent communication.

The screenshot displays the Greenhouse patient portal dashboard. On the left is a vertical blue arrow labeled "LEFT HAND MENU" pointing downwards. The menu items are: Dashboard, Medical records (with sub-items: Lab / Diagnostic R..., Visit Summary, Personal Health Record, PHR-View, Referrals, Immunization History), My Account (with sub-items: Personal Information, Additional Information, Reset Password, Transmit Logs), Messages (with sub-items: Inbox, Refill Requests, Lab Request, Referral Request, Ask Doctor), Appointments (with sub-items: Upcoming Appointments, Historical Appoint...), Education (with sub-item: Patient Education), and My Devices.

The main content area is titled "CENTRAL BOXES" and contains several interactive panels:

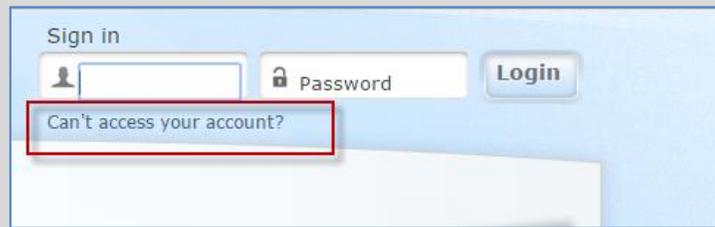
- messages (1)**: Shows a message with subject "Reminder: due for fasting labs" and date "03/13/2015". Includes buttons for "Create a message" and "View all messages".
- medical records**: Includes text "Personal Health Record can be requested by clicking on the Request PHR on the right side" and a "Request PHR" button with a red arrow icon. Includes a "View Medical Records" button.
- current medication**: Shows a medication card for "Metoprolol Succinate ER 100 MG". Includes a "request refill" button and a "View all meds" button.
- latest lab results**: Shows a table of lab results:

Lab:	Date:
MAMMOGRAM, SCREENING	03/06/2015
Hemoglobin A1c	01/28/2015
Chest X-ray PA and...	01/28/2015
Hemoglobin A1c	01/27/2015

Includes buttons for "request new lab" and "View all my labs".
- recent referrals**: Shows a referral card with fields for "referral to:" and "valid until:" (01/28/2015).

4. WHAT IF I FORGET MY USERNAME OR PASSWORD?

- Click “Can’t access your account?” on the sign in page.

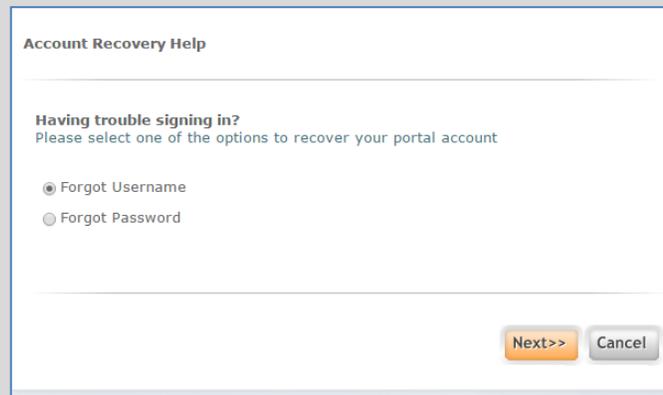


Sign in

Password

[Can't access your account?](#)

- Select the appropriate option: “Forgot Username” or “Forgot Password.”

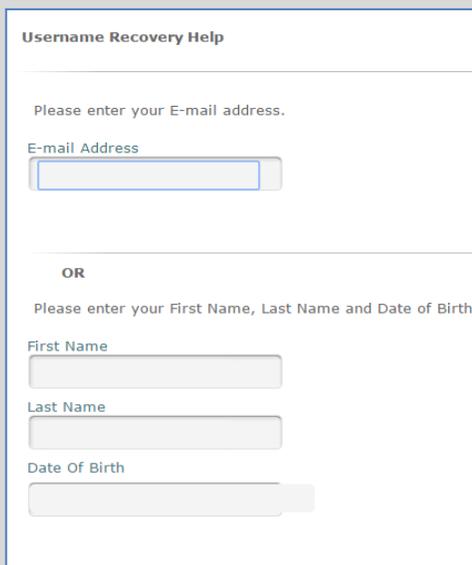


Account Recovery Help

Having trouble signing in?
Please select one of the options to recover your portal account

Forgot Username
 Forgot Password

If you select “**Forgot Username**,” you’ll need to enter your email address or your full name and date of birth. (You’ll be asked to supply your full name and date of birth if more than one portal user share the same email address). Your username will be emailed to you, along with a link to log in again.



Username Recovery Help

Please enter your E-mail address.

E-mail Address

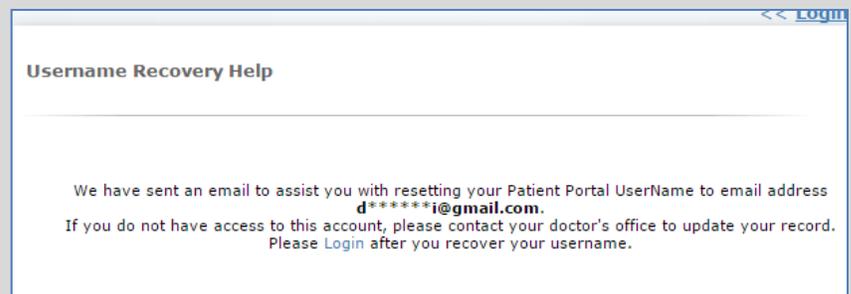
OR

Please enter your First Name, Last Name and Date of Birth.

First Name

Last Name

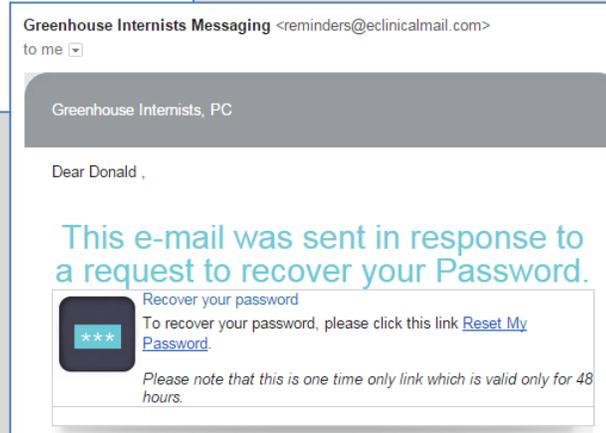
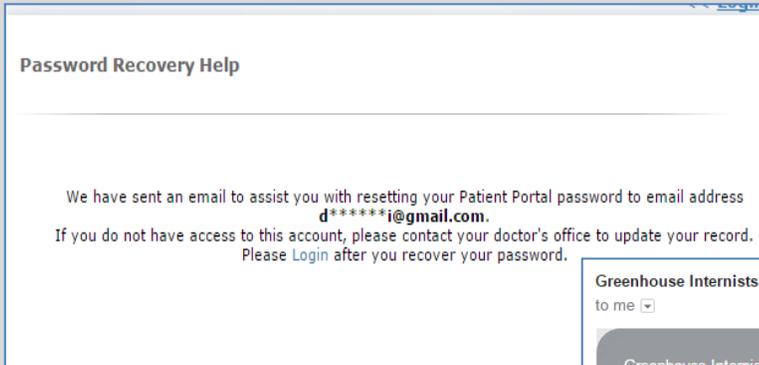
Date Of Birth



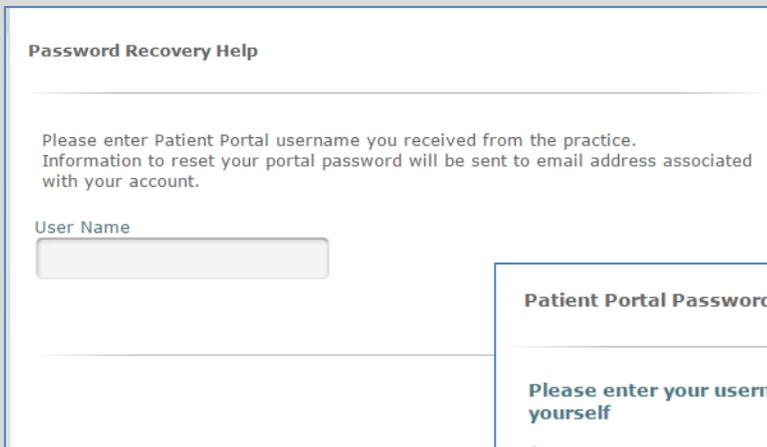
Username Recovery Help

We have sent an email to assist you with resetting your Patient Portal UserName to email address **d*****i@gmail.com**.
If you do not have access to this account, please contact your doctor's office to update your record.
Please [Login](#) after you recover your username.

If you select **“Forgot Password,”** you’ll need to enter your User Name. An email will be sent to you with a link that will take you to the patient portal password recovery page.



From the recovery page, enter your user name, answer the security question, and create a new password.

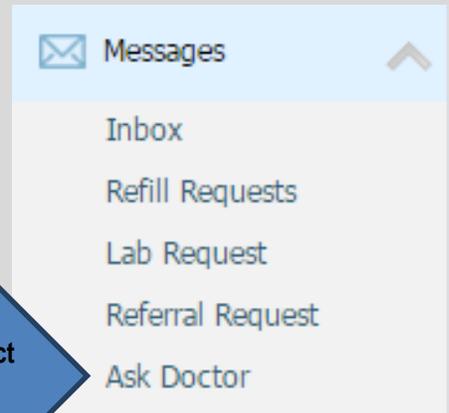


****If you forget both your username and password, start with recovering your username. Then then go back and select “forgot password” after your username has been retrieved****

5. HOW DO I SEND MESSAGES TO THE PRACTICE?

All messaging is done through the “**Messages**” menu options on the left-hand side of the portal:

- Click **Refill Requests or Referral Requests** for prescription refills and referral requests.
- Click “**Ask Doctor**” to send a non-urgent message to your physician or other practice staff, such as the nurse or front desk staff. **If you have a message for a non-physician, select your doctor’s name from the drop down list, and s/he will forward your message to appropriate staff.**

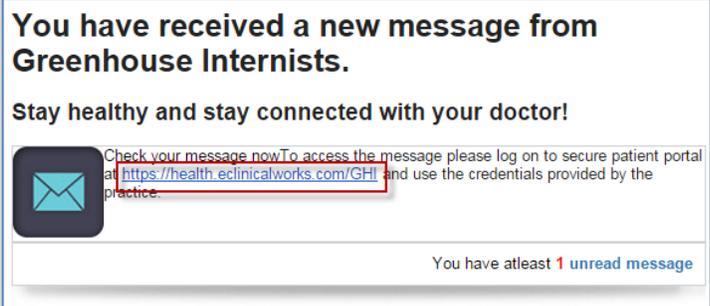


Need to send a message to someone other than your doctor? Select Ask Doctor. The appropriate person will receive your message.

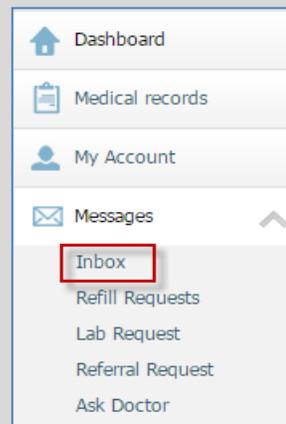
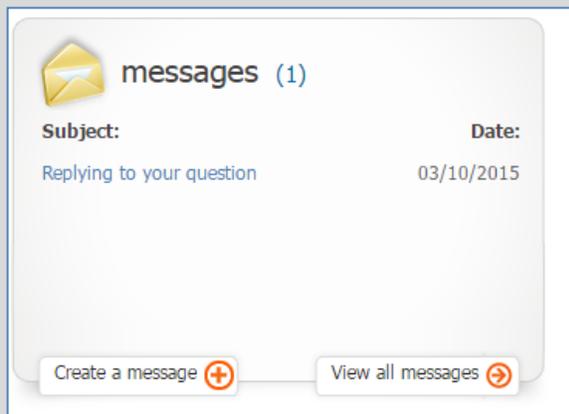
6. HOW WILL I KNOW IF I HAVE A MESSAGE FROM GREENHOUSE ON THE PORTAL?

You will receive an email notification whenever you have a message from Greenhouse Internists on the Portal. For security purposes, the email notification will never contain the actual message from the practice. Instead, it will always **contain a link that directs you to the sign in page** of the Patient Portal.

- Click the link in email notification (or go to www.greenhouseinternists.com) and sign into the Portal.

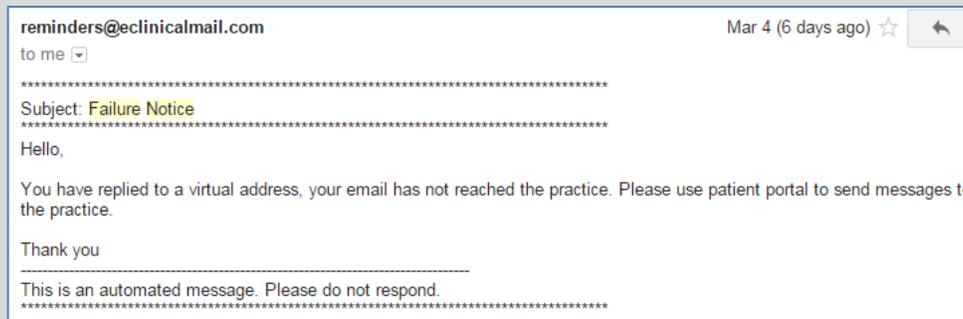


- To view your message, click the subject line under Messages on the Dashboard, or click Inbox under Messages from the left-hand menu.



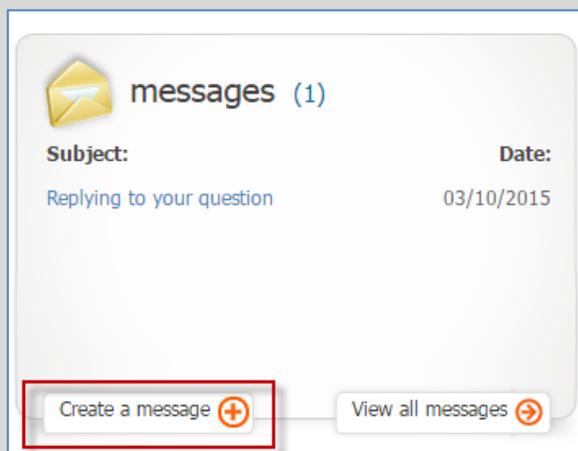
7. HOW DO I REPLY TO GREENHOUSE MESSAGES?

For security reasons, the system does not allow direct response to an email notifying you that you have a message from Greenhouse on the Portal. To reply to a secure message from our office, you will need to create a new message on the Portal. If you reply directly to the email notification, we will not receive your message, and you'll be emailed a **Failure Notice**:

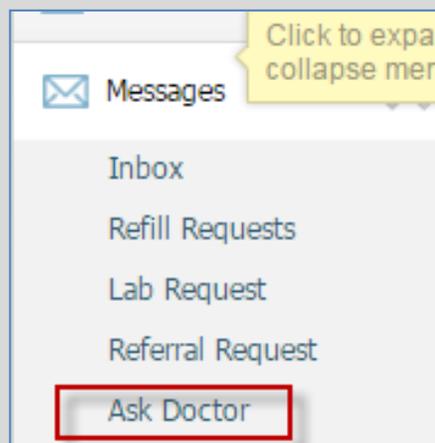


To reply, sign into the Portal and create a new message by clicking one of the following:

Option 1: Create a message (on Dashboard)



Option 2: Ask Doctor (under Messages on left hand-menu)



NOTE: We realize it would be easier to reply directly from the message, but the system currently does not have that function. For now, **you'll need to reply to messages by creating a new message as described above.**

8. WILL I RECEIVE EMAIL NOTIFICATION REGARDING TEST RESULTS?

Yes- once your doctor has received and reviewed your test results (like labs, screening tests), you will receive email notification that your tests are available on the portal. Click the link in the email, sign into the portal, and go to **Latest lab results** on the Dashboard. Click the name of the test to view your results.

Lab:	Date:
MAMMOGRAM, SCREENING	03/06/2015
Hemoglobin A1c	01/28/2015
Chest X-ray PA and...	01/28/2015
Hemoglobin A1c	01/27/2015

request new lab  View all my labs 

9. WILL I RECEIVE EMAIL NOTIFICATION FOR ANY OTHER PORTAL SERVICES?

You will receive email notification regarding **upcoming office appointments**. After your office visit, you will also receive email notification when your **visit summary** is available on the Portal.

10. I DON'T WANT TO RECEIVE EMAIL NOTIFICATION. CAN I UNSUBSCRIBE?

Yes. At the very bottom of the each email notification is a line that states:

If you don't want to receive these emails from us in the future, you can [Unsubscribe](#).

If you decide that you'd like to subscribe again, you will be able to do so from the Portal Dashboard by clicking "Subscribe" at the bottom of the Subscribe for Notification box.

NOTE: Unsubscribing only stops email notification, and we will continue to send you portal messages. **If you no longer want to use the Patient Portal,** call the office to have your Portal account disabled.

Subscribe for Notification 

Alert: Currently, email address [REDACTED] unsubscribed from email notifications. We will not be able to notify you when your physician sends messages, lab results or Appointment Reminders.

In event that you forget your password 'Forgot Password' functionality cannot be used as password retrieval link can not be emailed to your E-mail address.

Subscribe 

11. HOW DO I REQUEST APPOINTMENTS?

Patients can request appointments for **annual physical exams** up to 10 days in advance of desired appointment date.

To request an appointment, sign into the Patient Portal and select New Appointment under the Appointments tab. Complete every field with an asterisk (*) next to it, and feel free to provide additional information in the message section. **We will confirm that you are due for your annual physical and call you within 3 business days to schedule an appointment.**

NOTE: Although the scheduling form offers appointment confirmation via email, we will **ONLY SCHEDULE APPOINTMENTS BY PHONE** to avoid scheduling conflicts and maintain an up-to-date schedule.

New Appointment Request

Powered by eClinicalWorks

EXPAND ALL

Dashboard

Medical records

My Account

Messages

Appointments

Upcoming Appointments

New Appointment

Historical Appoint...

Education

My Devices

*Provider: [dropdown]

*Facility: [dropdown]

*Appointment Type: ANN VISIT **ANN VISIT= ANNUAL PHYSICAL**

*Reason For Visit: [text area]

Preferred Date Range:

*From: [text area]

*To: [text area]

First Preference:

*Day: [dropdown]

*Time: [dropdown]

Second Preference:

Day: [dropdown]

Time: [dropdown]

*Preferred Method of Contact: **WE WILL CONTACT YOU BY PHONE**

*Email: dduckghi@gmail.com

*Contact Number: [text area]

Message:

[text area]