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

Provide your consent.

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.
4. WHAT IF I FORGET MY USERNAME OR PASSWORD?

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

➢ Select the appropriate option: “Forgot Username” or “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.
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.**

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](http://www.greenhouseinternists.com)) and sign in to 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**:

![Image of Failure Notice email]

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

<table>
<thead>
<tr>
<th>Option 1: Create a message (on Dashboard)</th>
<th>Option 2: Ask Doctor (under Messages on left hand-menu)</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Message Creation Icon]</td>
<td>![Ask Doctor Icon]</td>
</tr>
</tbody>
</table>

**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.

![Latest lab results](image)

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.
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.