

## ChartMaker® PatientPortal

The ChartMaker® PatientPortal is an online service that allows a patient to keep track of their personal health information. It will also allow practices to share and receive information easily with patients.



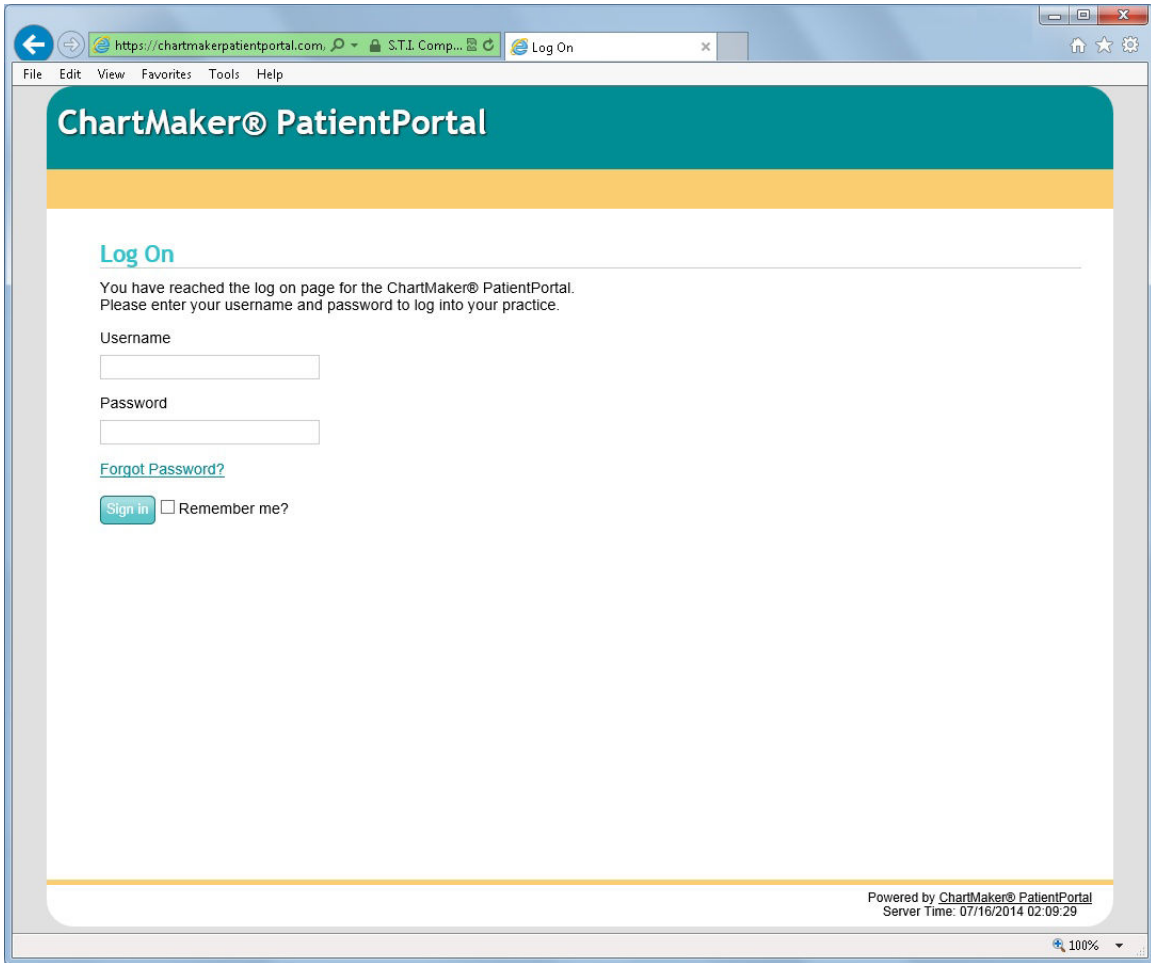
### Details:

- Available with versions 4.3 and higher
- Requirement for Stage 1 (Core Measure: View, Download, Transmit) and Stage 2 (Core Measures: View, Download, Transmit and Secure Electronic Messaging) of the Meaningful Use program starting in 2014
- Configurable by the Practice
- Ability to send and receive messages to and from your patients
- Message Types include: Appointment and Refill Requests, Billing and Health Questions, and General Messages
- Upload health related educational resources for your patients
- Patients create their own username and password
- Patients can update their demographic information
  - Information includes: General information, Responsible Party, Employment Information, Insurance, Emergency Contacts, Pharmacy, Medications, Allergies, History Information
- Patients can view clinical summary information (\*automatically gives you credit for Core Measure: Clinical Summaries in the Meaningful Use program)
- Registration can be completed by logging into [www.sticomputer.com](http://www.sticomputer.com), and going to <http://sticomputer.com/customers/patientportal-registration-form/>
- Contact Software Support for more information (800-487-9135)

**NOTE:** The following screenshots represent a sample practice.

**Login Screen:**

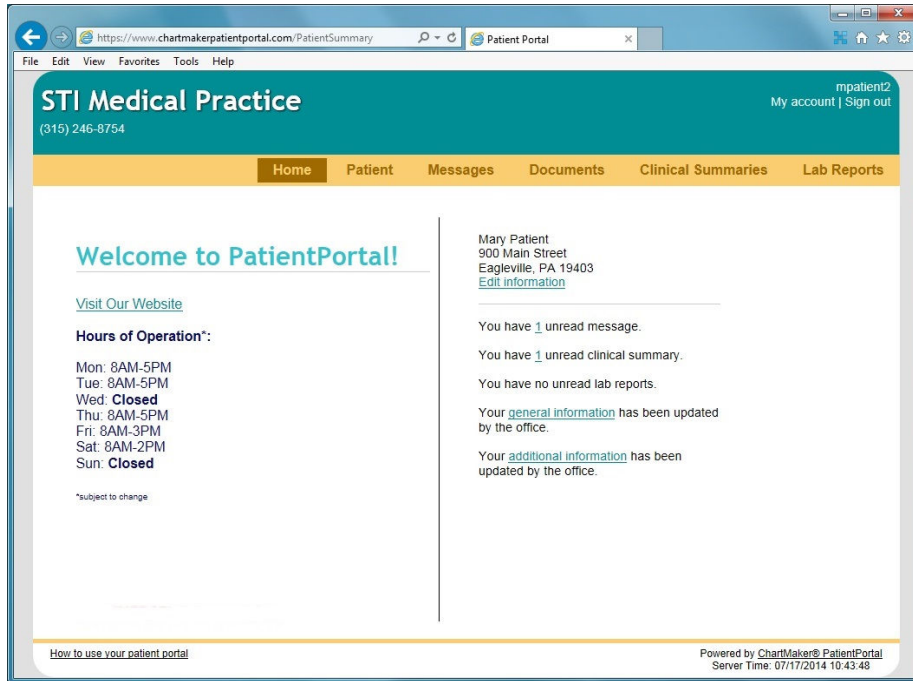
Both the patient and the practice administrator will access the same login page. The patient will be able to create their own Username and Password.



# PatientPortal

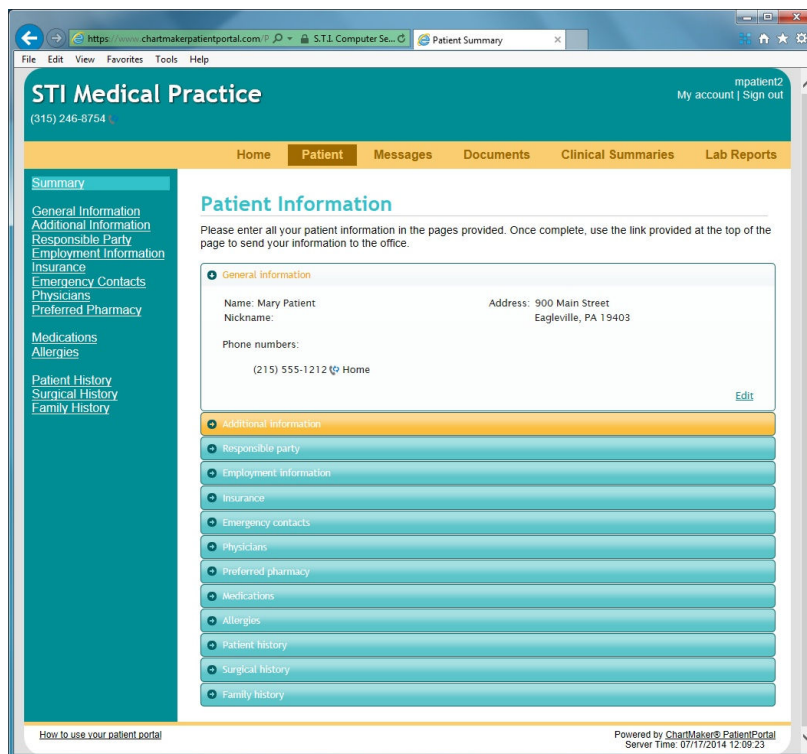
## Home:

Patients will be able to see their name and address directly from this page as well as view any notifications regarding changes to their account. The practice can modify the informational text located on the left side of the screen.



## Patient:

Patients will be able to modify their demographic and medical information from this page. They can either click on the “edit” link on the right side or the heading link on the left navigation pane. **Note:** The patient will need to click “Send Now” in order to send their changes to the practice.



## Messages:

The patient will be able to view, print, delete and send messages to the practice from this page. Messages generated from this page will be sent to the users on the respective distribution lists that are set up through Practice Manager or Clinical.

The screenshot shows the 'STI Medical Practice' patient portal. The top navigation bar includes 'Home', 'Patient', 'Messages', 'Documents', 'Clinical Summaries', and 'Lab Reports'. The 'Messages' tab is active. On the left, there is a sidebar with 'Inbox' and 'Sent items' links, and a 'Send a message' button. The main content area is titled 'Inbox' and contains a list of messages:

Message Type	From	Date
Follow-up	1, User	7/17/2014 10:16:13 AM
test if this works	STI Medical Practice	3/18/2014 3:55:55 PM
Appointment Request	User 1	9/12/2013 10:55:35 AM
Health Question	User 1	8/20/2013 1:14:53 PM
Appointment Request	User 1	8/19/2013 1:03:41 PM
Patient portal instructions	STI Computer Practice	6/5/2013 10:54:25 AM

The detailed view of the 'Follow-up' message shows it was sent from '1, User' on 7/17/2014 at 10:16:13 AM. The message content reads: 'Hi, If you have any questions about what we discussed at your visit, please feel free to call the office at 610-650-9700'. Action links 'Open', 'Print', and 'Delete' are visible at the top right of the message content.

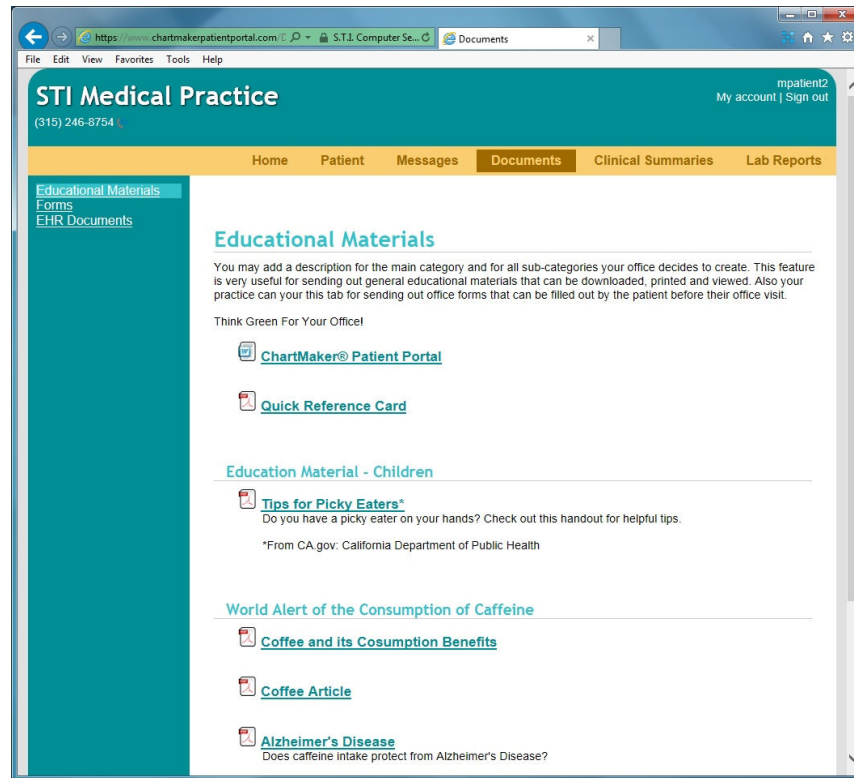
The screenshot shows the 'Send a Message' page in the 'STI Medical Practice' patient portal. The top navigation bar includes 'Home', 'Patient', 'Messages', 'Documents', and 'Health Information'. The 'Messages' tab is active. On the left, there is a sidebar with 'Inbox', 'Sent items', and a 'Send a message' button (highlighted with a red box). The main content area is titled 'Send a Message' and contains the following text:

We are offering a way for you to communicate to our office via secured messaging. This is not intended to be used for urgent communications. Please be sure to include the provider you normally see and a phone number where you can be reached. We will respond as soon as possible. Select a message type from the list below.

- [Appointment Request](#)  
Use this option to request a future appointment. Be sure to include your preferred date(s) and time(s) along with the provider that you wish to see. For appointments within the next 24 hours please call our office.
- [Refill Request](#)  
Use this option if you need a refill on a medication that our office has prescribed for you. Be sure to include medication name, dosage, pharmacy name and pharmacy phone number in your message. Please allow a minimum of 48 hours for our office to process this request.
- [Billing Question](#)  
Use this option if you have a question about your account statement or your practice account.
- [Health Question](#)  
Use this option if you have a non-emergency question about your health. Please be as detailed as possible.
- [General Office Message](#)  
Use this option if you have a non-emergency question that is not related to an appointment, a refill, your account statement or your health. If you need an immediate answer, please call our office.

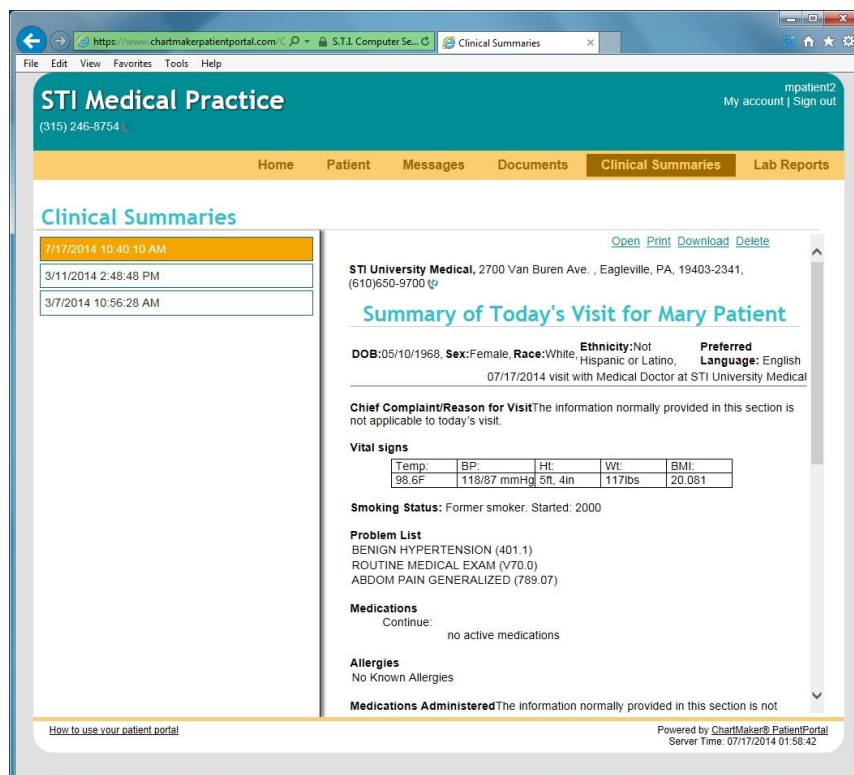
## Documents:

The patient will be able to download documents that the practice has made available. These documents could be registration forms, educational materials, etc.



## Clinical Summaries:

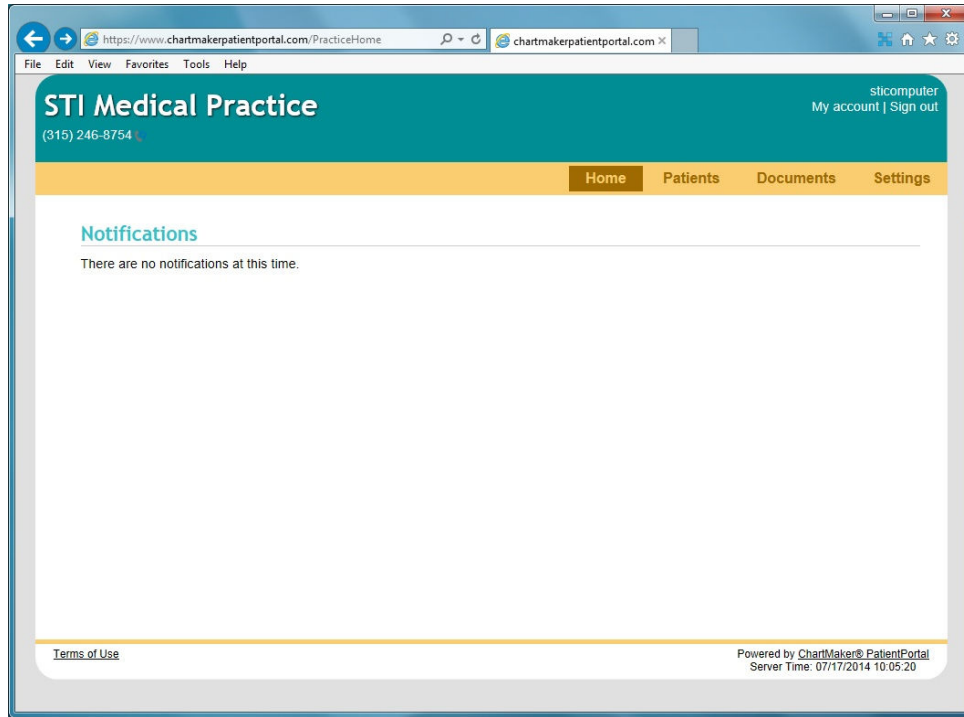
The patient will be able to view, print or delete the clinical summary for each office visit. (Clinical will automatically send the Clinical Summary to the PatientPortal upon signing the note. This will automatically give you credit for Core Measure #8 for Stage 2 Meaningful Use.)



# Administrator Portal

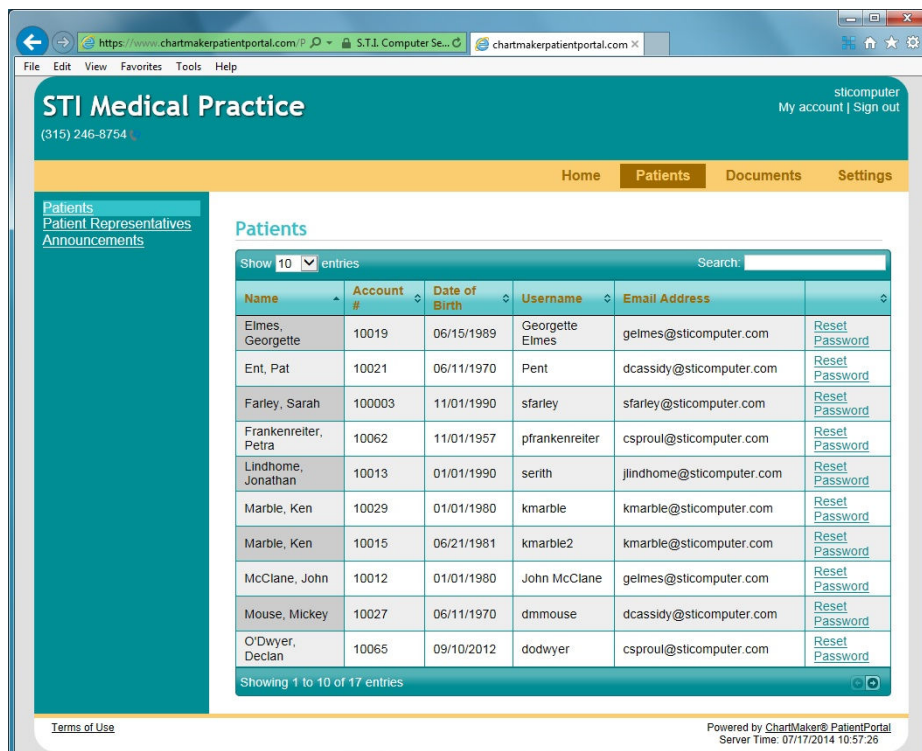
## Home:

Administrators will see any notifications sent from STI Computer Services on the homepage.



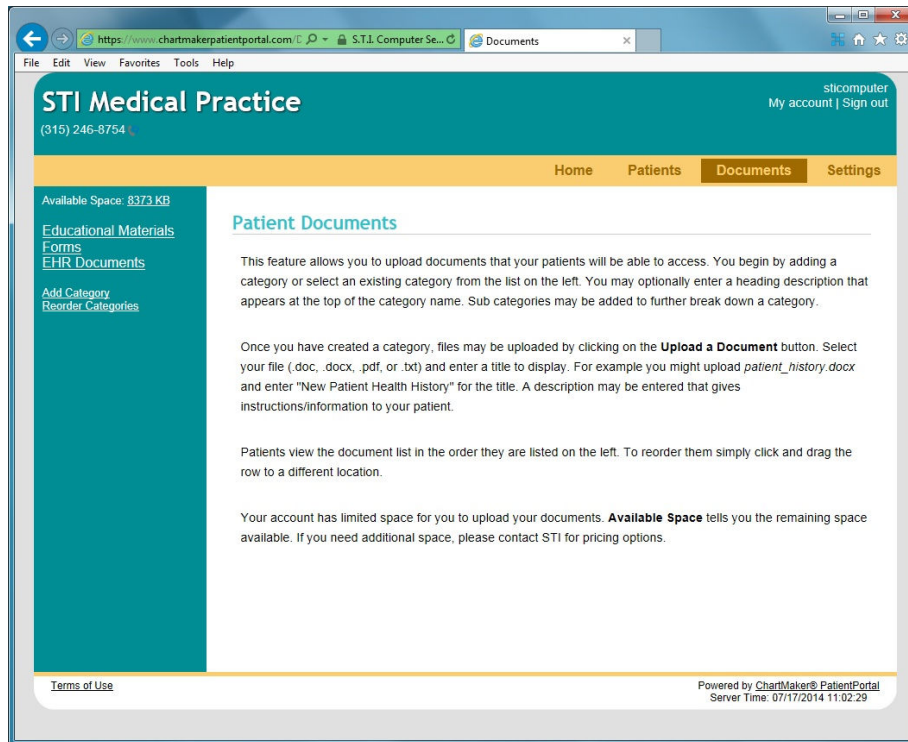
## Patients:

Administrators will have a list of all patients registered on the portal on this screen with the option to reset their password if necessary. They will also be able to send a broadcast message to all registered patients by clicking in on the "Announcements" link.



## Documents:

The administrator will be able to organize and modify the document options that the patient can access from this page. The documents can be grouped by categories for easier access.



## Settings:

The administrator will be able to configure the practice name, phone number, logo, theme and data delay time from this page. They will also be able to configure the Welcome Message, Provider List, Message Settings and Patient Terms of Use statement from the links on the left.

