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Patient Portal

Introduction

Patient Portals are healthcare-related online applications that allow patients to interact and communicate with their healthcare providers, such as physicians and hospitals. Portal applications are integrated as a module into an existing EMR of a healthcare provider, other care providers and HIEs.

Features

The central feature that makes any system a patient portal is the ability to expose individual patient health information in a secure manner through the Internet. In addition, virtually all patient portals allow patients to interact in some way with the health care providers. Patient portals benefit both patients and providers by increasing efficiency and productivity. Patient portal applications enable patients to register and complete forms online, which can streamline visits to clinics and hospitals. Patients can now assist with data entry as they enter their own medical history online, send questions directly to their doctor's office, fill out New Patient Registration, and receive consultations on the Web. Prescriptions can be refilled, lab results can be checked, and appointments can be scheduled or rescheduled.

Patients can also view current and past account statements, alleviating the need to engage office staff on the telephone. Patients will also enjoy the option of paying bills online, enhancing the paperless office environment. Payments are secure, fast, and hassle-free. Engaging the Patient Portal as an office solution creates a much smoother workplace flow, and increases the ease of meaningful use.

Configuring the Patient Portal

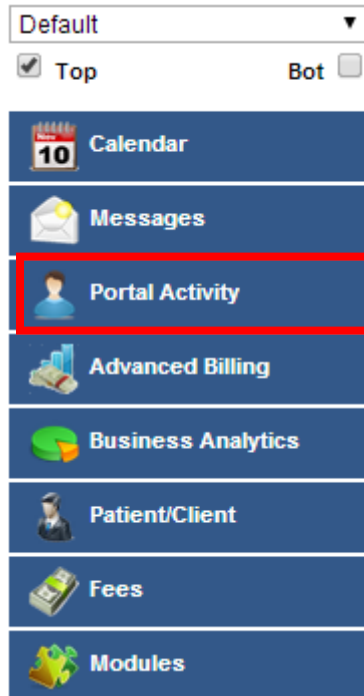
If you are an OpenEMR user or a user of any customized version of OpenEMR, you already have the ability to begin using the patient portal. The following are the steps for configuring the portal to work with your OpenEMR system

- Make sure your version of OpenEMR is 4.0 and above and you have updated the latest patch.
- Navigate to Menu > Administration > Globals and select the "Portal" tab.
- Enable the checkbox "enable offsite patient portal". Ignore the username and password for the time being.

Patient Portal

- Make sure the “**offsite Patient Portal Site Address**” is <https://mydocsportal.com/provider.php>

Once the offsite Patient Portal Address is entered, refresh the page. In the left navigation menu, Portal Activity module gets installed.



- Select the Portal Activity Menu and complete the registration form provided.

(Note: Complete the form and remember your provider ID, username and password.)

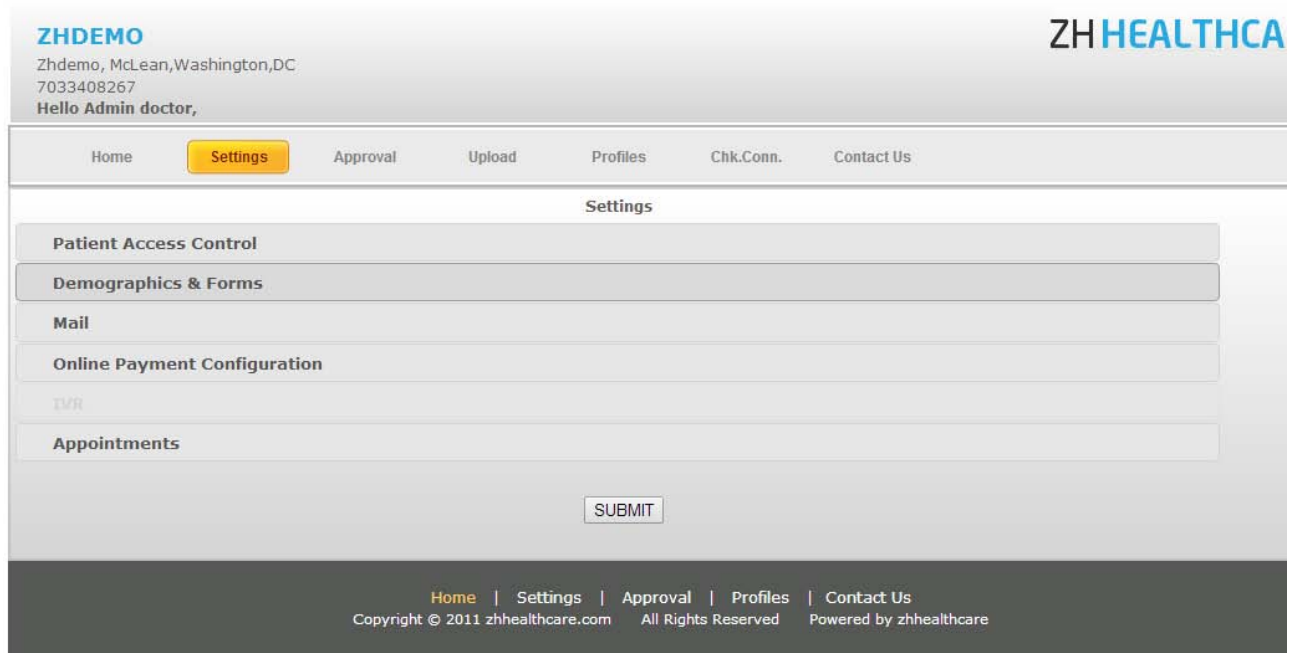
- Provider ID is a unique ID provided for each facility which is required while logging into the EMR and the Patient Portal.
- A message will be sent to the email address provided while registration along with a verification code. Enter the verification code and save the file.
- You will get another email confirming registration once the verification code is entered and saved.
- Go to the left navigation Menu > Administration > Globals > Portal and enter the username and password. Click save.

Patient Portal is activated and is ready for the patient to use the Portal.

Patient Portal

Getting Started

Once the user clicks on the Portal Activity module on the left navigation menu, it provides the user, access to the portal activity of that particular facility.



The screenshot shows the ZHHEALTHCARE Patient Portal interface. At the top left, it displays 'ZHDEMO' and user information: 'Zhdemo, McLean, Washington, DC', '7033408267', and 'Hello Admin doctor,'. The top right shows the 'ZHHEALTHCARE' logo. A navigation bar contains links for Home, Settings (highlighted in yellow), Approval, Upload, Profiles, Chk.Conn., and Contact Us. Below this is a 'Settings' section with several expandable menu items: Patient Access Control, Demographics & Forms, Mail, Online Payment Configuration, TVR, and Appointments. A 'SUBMIT' button is located at the bottom of the settings area. The footer contains navigation links (Home, Settings, Approval, Profiles, Contact Us), copyright information (© 2011 zhhealthcare.com), and a note that the system is powered by zhhealthcare.

Settings

Patient Access Control

Under Patient Access Control, the user can select what to show in the patient portal from the following list.

- Patients Profile
- Appointments
- Medical Records
- Patients Accounts
- Mailbox
- Forms
- Patient Document Upload

Patient Portal

Patient Access Control

Select what you want to show the patient from the list below:

- Patient's Profile
- Appointments
- Medical Records
- Patient's Accounts
- Mailbox
- Forms
- Patient Document Upload

User can select which all features need to be displayed in the patient portal by selecting on each checkboxes from the list above.

Demographics and Forms

- Do you want the newly registered patients to have the direct access to update their personal database? If not, check the '**No**' option and have such move wait for your approval.
- If an existing patient requires to update his personal database, would you like him/her to have direct access to the prevailing database? If not, check the '**No**' option and the software will make sure you approve the request before the patient gains access to his/her database.
- Do you want the forms filled or edited by the patients to be automatically updated into the database? If not, check the '**No**' option below and any such changes in the forms will await your approval before updation.
- Where would you prefer the forms of the newly registered '**one-time**' patients to be added to?

Demographics & Forms

Do you want new registration patients to be able to update the database directly? If you answer "No" the registration will await your approval.

Yes
 No

Do you want changes made by an existing patient to his info be updated directly to the database? If you answer "No" the update will await your approval.

Yes
 No

Do you want forms that are filled or edited to automatically update the database? If you answer "No" the forms will await your approval.

Yes
 No

Do you want new patient one time forms in table to be added to the

First Encounter(even if newer encounters are available)
 Latest encounter in the system

Mail

This tab allows the user to pre-set the patient – user contact facility through mail.

Mail

Do you want patients to be able to mail you?

Yes
 No

Patient Portal

Online Payment Configuration

Online Payment Configuration

Payment Service

Already Enrolled with Authorize

Do you want to accept online payment?

Yes
 No

The above screenshot states whether the user would opt for online payment and also allow him/her to select the payment gateways.

Appointments

This tab allows the user to control the changes which the patient is making while fixing an appointment. It has also provided an option in which the user can select the facilities where the patient can make appointments. The user also gets the option whether to show the available appointment slot or not.

Appointments

Do you want appointment requests or changes to automatically update the database? If you answer "No" the request/change will await your approval.

Yes
 No

Select facilities where patient can make appointments.

Do you want to show your available appointments slots?

Yes
 No

Patient Portal

Approval


The Approval tab allows the user to view/approve the patient's requests, like changes made in Demographics and Forms, Files uploaded by patient, and appointment requests.

Demographics and Forms

This tab allows the user to view the changes made in the patient's 'Demographics and Forms' tab, provided in the patient portal.

Demographics & Forms

PATIENT APPROVAL / DENIAL							
#	Patient Name	Date of Birth	Patient Id	Date of data entry	Patient Type	View Patient	Select <input type="checkbox"/>
1	Mary Test31	06/10/2012	487	09/10/2012	New Patient	View	<input type="checkbox"/>
2	Mary Test66	02/27/1929	489	09/11/2012	New Patient	View	<input type="checkbox"/>
3	Mary Test78	06/10/2012	490	09/11/2012	New Patient	View	<input type="checkbox"/>
4	Mary UMU	12/16/1937	504	10/08/2012	New Patient	View	<input type="checkbox"/>
5	Teny M VALERIE	04/06/1986	510	11/01/2012	New Patient	View	<input type="checkbox"/>
6	VV VALERIE	11/08/1989	511	11/01/2012	Existing Patient	View	<input type="checkbox"/>
7	Nithin J VINJAMEN	11/07/2012	516	11/07/2012	New Patient	View	<input type="checkbox"/>
8	Denny S WEAKLAND	07/17/1980	522	11/20/2012	New Patient	View	<input type="checkbox"/>
9	Testingpat Test Viswan	11/20/2012	518	12/06/2012	Existing Patient	View	<input type="checkbox"/>
10	Test31 Test RILEY	02/05/2001	396	12/06/2012	Existing Patient	View	<input type="checkbox"/>
11	Kk K Yadav	12/18/2011	530	12/06/2012	New Patient	View	<input type="checkbox"/>
12	Testpat55 Testpat55 WILSON	11/25/2012	525	12/07/2012	Existing Patient	View	<input type="checkbox"/>

The above screenshot shows the list of patients who have made changes in Demographics or Forms. The user can view the changes by clicking on the **view** in the **View Patient** Column. Once the user verifies the entry made, he can either approve or deny by selecting check box and click  button.

Patient Portal

Patient Uploaded Files

This tab allows the user to view the document uploaded by the patient. Once verified, he/she can either approve/discard the documents by selecting the respective document and by clicking the appropriate action.

Patient Uploaded Files

Test Demo

	Approve	Discard	Check All
File Name	View	Select	
www	View	<input type="checkbox"/>	

Executed forms and patient uploaded documents

If the user has approved a document which was uploaded by a patient, that particular document will come under the **Executed forms and patient uploaded documents** tab. This gives the option for the user to re-name the file, move to categories or move to any particular patient. User also gets a free text area in which they can enter any notes for the patient. Once the user opens the patient's file which has the uploaded document, click [in-on](#) the document name displayed as shown in the below screenshot.

Executed forms and patient uploaded documents

Patients

Eldho C ABEBE

DELORES AMLA

chktestform Filled Out Document -

Rename File Move to category Categories Move to patient#

Notes

Patient Portal

Appointments

This tab provides a list of patients awaiting approval for appointment from the provider. A check box has been provided so that when the user selects and clicks Approve button, an appointment is created in the calendar.

Appointments

#	Facility	Provider	Patient Name	Date	Start Time	End Time	Status	Select <input type="checkbox"/>
1	Test_facility	Internal Med C Doc	Eldho C ABEBE	2011-12-06	14:45	15:00	Status	<input type="checkbox"/>
2	Test_facility	Internal Med C Doc	Eldho C ABEBE	2011-12-06	09:00	09:15	Status	<input type="checkbox"/>
3	Test_facility	Internal Med C Doc	Eldho C ABEBE	2011-12-06	16:45	17:00	Status	<input type="checkbox"/>
4	Healthcare Clinic	Internal Med C Doc	Eldho C ABEBE	2011-12-20	11:00	11:15	Status	<input type="checkbox"/>
5	Healthcare Clinic	Internal Med C Doc	MORALES KEANE	2012-08-29	10:15	10:30	Status	<input type="checkbox"/>
9			Eldho C ABEBE				Status	<input type="checkbox"/>
10			Eldho C ABEBE				Status	<input type="checkbox"/>
16	Healthcare Clinic	Internal Med C Doc	Eldho C ABEBE	2012-11-25	13:30	13:45	Status	<input type="checkbox"/>
34	Test Demo	Doctor Last Name	Test4tb Test4tb	2013-06-22	11:00	12:00	Status	<input type="checkbox"/>
37	Don Bosco clinic	Phyaura Doc	Test1 Test1	2013-08-23	09:00	10:00	Status	<input type="checkbox"/>
42	Don Bosco clinic	Internal Med C Doc	Test Demo	2014-02-28	21:00	22:00	Status	<input type="checkbox"/>
44	BRADLEE FAMILY HEALTH CARE	atlasstar atlasstar	Test Demo	2014-03-14	08:00	09:00	Status	<input checked="" type="checkbox"/>

The columns in the Appointment shows the user the name of the patient who has applied for appointment, date, start time and end time, provider name and the facility.

Upload

This tab [provides-allows](#) the user to upload any forms for patients to fill in and carry when they come to the facility. Once the user clicks **Upload Form** button in the bottom end of the page, the following screen appears:

Patient Portal

FORM UPLOAD

Name of form

Effective Date

Page number containing signature

Signature position from top(in inches) Y

Signature position from left(in inches) X

Choose a file to upload No file selected.

- Enter the name of the form.
- Choose a date.
- Enter the page number which contains the signature.
- Adjust the signature's position from the top and left margins (in inches).
- Choose the file to be uploaded and click **Upload Form** button.

Profile

The Profile tab is provided in order to enter all the information pertaining to the facility where the patient portal is used. (confusing)

Update Your Practice

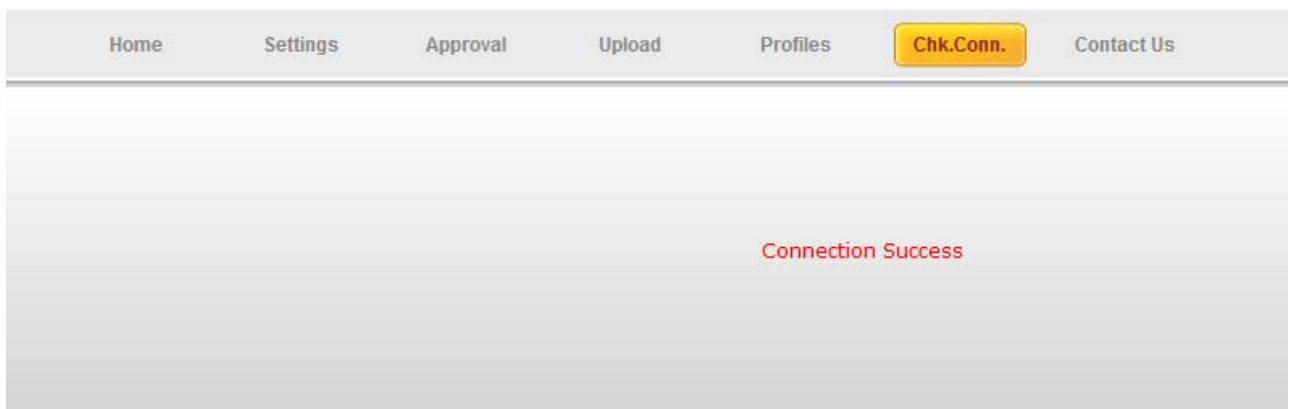
Practice Name	: zhdemo		
Address	: zhdemo, McLean		
City	: Washington		
State	: DC		
ZIP/Postal Code	: 20036		
Country	: United States		
Office Administrator Name	: Sam		
Email Address	: sam@zhservices.com		
Speciality	: <input type="text" value="Psychiatric"/>	<input type="button" value="ADD"/>	
Contact Number	: 7033408267		
Fax	: 123456		
Site Path	: https://zhopenemr.com/€	<input type="button" value="EDIT"/>	
Provider ID For Patient Login	: zhdemo		
Portal Offsite User Name	: sam		
Portal Offsite Password	: <input type="text"/>		

Patient Portal

Note: An email address should be given so that patient can communicate with the provider.

Chk.Conn.

This tab is provided to check the status of the connection between the EMR and the Patient Portal.



New patient Registration

When a new patient wants to register to a facility through patient portal, he/she should visit <https://mydocsportal.com/login.php> and select the check box provided there, which reads '**I am a new patient**'. Once it is clicked, enter the provider ID (ask for Provider ID from the facility) and proceed. Follow the below screenshot.



Welcome to Patient Portal!

Please login with your authorized user credentials

Provider ID

I am a new patient

Improve patient and physician communication!

- Complete pre-visit forms online before the appointment
- Online Appointment and prescription refill requests
- Online referral requests
- Retrieve lab results and medical documents online
- Secure online bill pay

Once the Provider ID is entered, it takes you to a page where the patient will be asked to enter the necessary information to register as a new patient.

Dashboard Logout

PATIENT REGISTRATION

Who

Contact

Choices

Employer

Stats

Misc

Primary Insurance Details

Secondary Insurance Details

Tertiary Insurance Details

Login details

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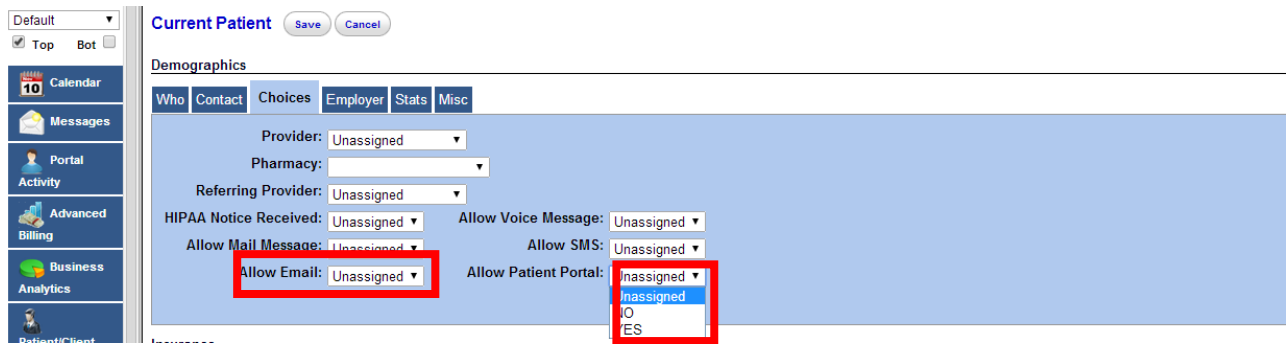
- Who: Enter the patient info. Such as Name, Date of Birth, Sex, Social Security Number, Marital Status, etc.
- Contact: Patient's contact details.
- Choices: Enter the required choices which the patient requires.
- Employer: Employer Details.
- Stats.
- Misc: If Deceased, enter the date of deceased and reason deceased.

Patient Portal

- Primary, Secondary and Tertiary Insurance Details: Enter the required Insurance details.
- Login Details: enter the desired User name and Password for the purpose of logging in to the patient portal.

Logging in

To authorize a patient to use portals: Go to Demographics > Choices > **'Allow Patient Portal'** and select **'YES'** from the drop down menu.



The screenshot shows the 'Current Patient' demographics form. The 'Choices' tab is selected. The 'Allow Patient Portal' dropdown menu is open, showing options: 'Unassigned', 'NO', and 'YES'. The 'YES' option is highlighted. Other dropdown menus for 'Allow Email', 'Allow Mail Message', 'Allow SMS', 'Allow Voice Message', 'Referring Provider', 'Pharmacy', and 'Provider' are also visible, all currently set to 'Unassigned'.

To allow the user to mail the portal login credentials to the patient, he/she also needs to set an email address in the patient demographics. Go to patient Demographics > Contact > Contact Email. By setting the email id, go to Demographics => Choices => Allow Email and set as Yes.

Patient portal login credentials for patients can be reset in the patient summary screen at the **'Reset Offsite Portal Credentials'** button (located at the top of the summary screen).

Patient Portal

Demo, Test [Delete](#) [NewCrop MedEntry](#) [NewCrop Account Status](#) [Check Insurance Eligibility](#) [Reset Offsite Portal Credentials](#)

[History](#) | [Report](#) | [Documents](#) | [Transactions](#) | [Coumadin Workflow](#) | [Patient Ledger](#) | [Facility Wise Balance](#) | [Legal Documents](#) | [Authorization](#) | [Issues](#) | [Patient Entry](#) | [Patient Info.](#)

[Edit](#) **Demographics** (collapse)

Who [Contact](#) [Choices](#) [Employer](#) [Stats](#) [Misc](#)

Name: Mr. Test Demo External ID: 604
 Maiden Name: Demo1 DOB: 07/06/2010
 Sex: Male S.S.: 123123
 License/ID: 222 Marital Status:
 adfgdfgdf
 User Defined:
 Onset/Hospitalization: Ins Authorization:
 No of visits/ Period: ICD:

[Edit](#) **Advance Directives** (expand)
[Add](#) **Appointments** (collapse)
 None
[Edit](#) **Medical Problems** (expand)
[Add](#) **Allergies** (collapse)
Peach
Current Medications (expand)
[Edit](#) **Immunizations** (collapse)

[Edit](#) **Insurance** (collapse)

Primary [Guarantor](#) [Eligibility](#)

Primary Insurance from 2011-07-04 until Present:
 BCBS FED - 15 **Subscriber:**
 PO BOX 27401 Test Demo (una
 RICHMOND, VA 23279 S.S.: 123123
 Policy Number: 123 D.O.B.: 07/17/2
 Plan Name: Demo Phone:
 Group Number: 312

CA, USA ASP 300/200/20
 Voltaren 1 in Tablet DAILY

Prescription History (collapse)
 en Bayer/Calcium 1
 1 in Capsule BID
 /20 1 in Capsule DAILY
 1 in drop DAILY
 1
 1 in Tablet DAILY
 1
 1 in Tablet DAILY

Generate Username And Password For Test

User Name:

Password:

[Change](#) [Save](#) [Cancel](#)

Once the patient logs into the patient portal, the below screenshot shows the list of features provided for the patient.

[Dashboard](#) [My profile](#) [Forms](#) [Appointments](#) [Documents](#) [Med Records](#) [My Account](#) [Mail box](#) [Password](#) [Logout](#)

PATIENT PROFILE

Who

Contact

Choices

Employer

Stats

Misc

Primary Insurance Details

Secondary Insurance Details

Tertiary Insurance Details

[Save](#)

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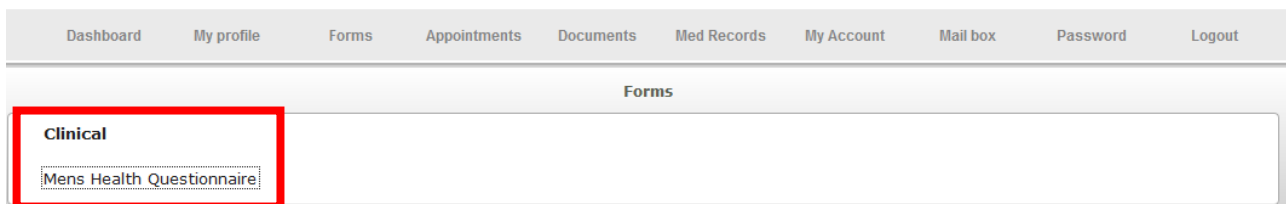
Patient Portal

My Profile

This tab provides the Demographic information of the patient. If the patient wants to make any changes to it, they can do it in the **My profile** tab.

Forms

The form tab provides the patient with forms that are uploaded by the provider. These forms shall be filled in by patients and can be submitted to the provider for verification.



Dashboard My profile Forms Appointments Documents Med Records My Account Mail box Password Logout

Forms

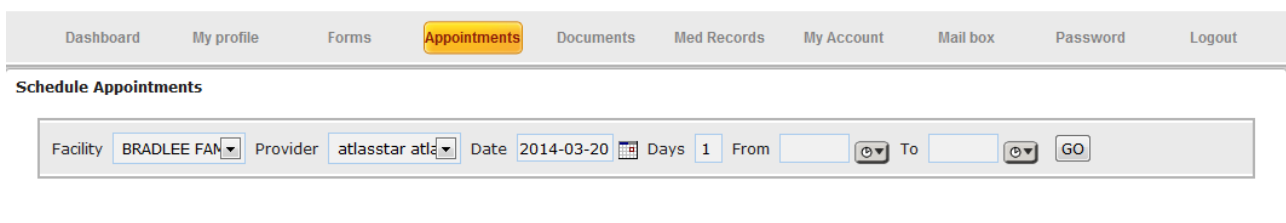
Clinical

Mens Health Questionnaire

The Highlighted portion in the above screenshot shows an example of the forms for the patients. By clicking on the form name (here, **men's health questionnaire**), they can get access to the form which can be filled in.

Appointments

This tab allows the patient to create an appointment with the provider as shown in the screenshot below.



Dashboard My profile Forms **Appointments** Documents Med Records My Account Mail box Password Logout

Schedule Appointments

Facility BRADLEE FAM Provider atlasstar atl Date 2014-03-20 Days 1 From To GO

Select the facility, provider, date and the time range for the appointment.

Note: While setting a calendar for provider, he/she must make sure that the category should be made '**In Office**'. The settings are shown in the below screenshot.

Patient **Provider**

Category: In Office All day event

Date: 2014-03-19

Title: In Office Time 8 : 00 AM

Facility: Don Bosco clinic duration 240 minutes

Billing Entity: Healthcare Clinic

Provider: Doc. Internal Med Repeats every day

Pref Cat: -- None -- until 2014-05-30

Comments:

Last update by Admin Doctor on 2014-01-10 10:43:34

For eg: if the user selects the time range between 9:30 am and 11:45 am, the available time slot of the provider shows in the screen as shown below

Dashboard My profile Forms **Appointments** Documents Med Records My Account Mail box Password Logout

Schedule Appointments

Facility Healthcare C Provider Internal Mec Date 2014-04-23 Days 1 From 9:30 am To 11:45 a

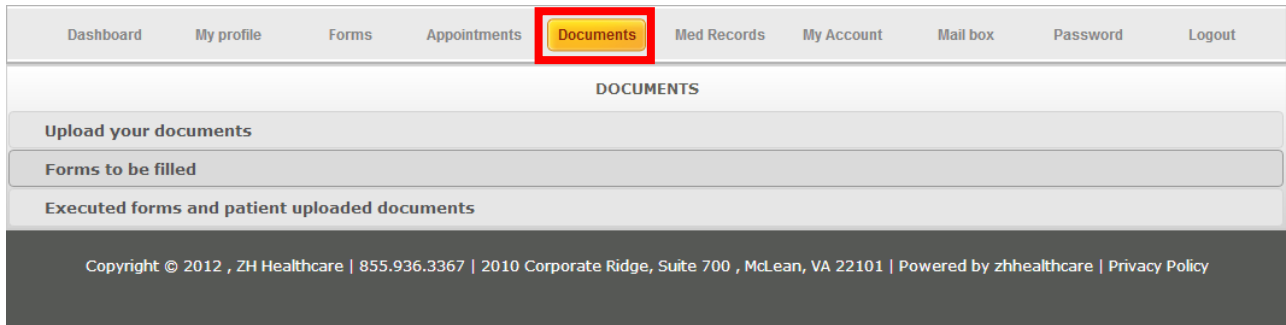
AVAILABLE APPOINTMENTS (Click on the slots to book an appointment)

Wednesday
Apr 23, 2014

9AM	
10AM	10:00 am to 11:00 am
11AM	

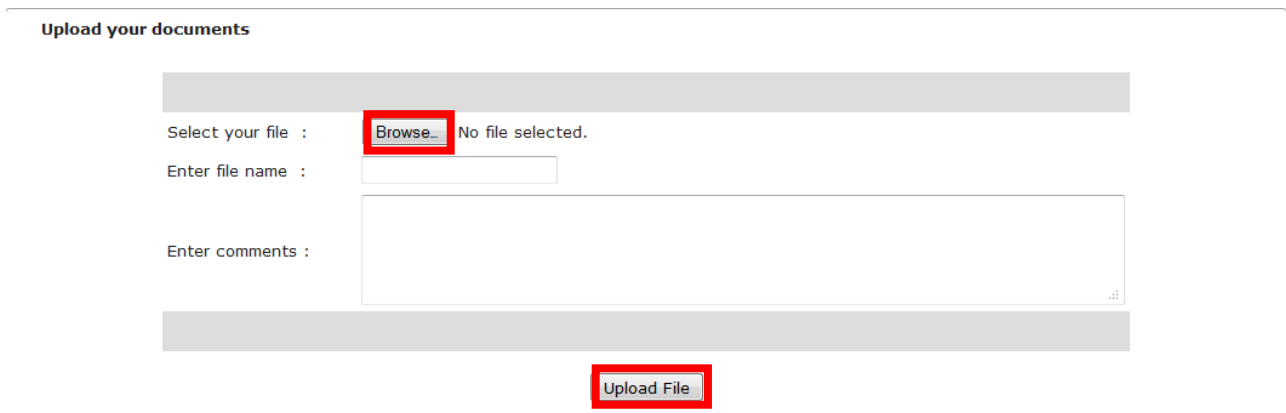
As shown above, the available time slot is between 10:00 am to 11:00 am. Once the time slot is selected and saved, it will queue up for the providers approval in the **Approval** tab in **Portal activity**.

Documents



The screenshot shows the Patient Portal navigation menu with the following items: Dashboard, My profile, Forms, Appointments, **Documents** (highlighted in a red box), Med Records, My Account, Mail box, Password, and Logout. Below the menu is the **DOCUMENTS** section, which includes three tabs: **Upload your documents**, **Forms to be filled**, and **Executed forms and patient uploaded documents**. At the bottom of the page, there is a copyright notice: Copyright © 2012, ZH Healthcare | 855.936.3367 | 2010 Corporate Ridge, Suite 700, McLean, VA 22101 | Powered by zhhealthcare | Privacy Policy.

This tab allows the patient to upload his/her related documents to the patient portal. Click on **Upload your documents** tab, click **Browse** to select a file to be uploaded and give a desired file name for it. If the patient wants to send across any comments, they can enter it in the space provided.

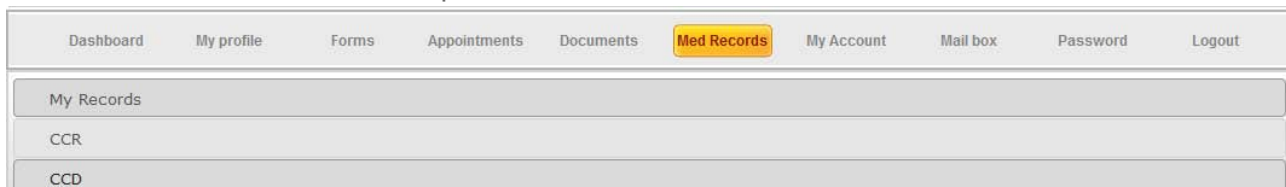


The screenshot shows the **Upload your documents** form. It includes a **Select your file :** label, a **Browse...** button (highlighted in a red box), and the text "No file selected." Below this is an **Enter file name :** label and a text input field. There is also an **Enter comments :** label and a larger text area for entering comments. At the bottom of the form is an **Upload File** button (highlighted in a red box).

Click **Upload File** button to upload the file to the documents.

Med Records

The Med Records tab provides the patient with an overview of his/her updated records in the form of CCR, CCD and profile.



The screenshot shows the Patient Portal navigation menu with the following items: Dashboard, My profile, Forms, Appointments, Documents, **Med Records** (highlighted in a yellow box), My Account, Mail box, Password, and Logout. Below the menu is the **My Records** section, which includes three tabs: **CCR**, **CCD**, and **profile**.

Patient Portal

- My Records: It enables the patient to view the patients profile, issues, encounters and forms.

My Records

My Profile

CheckAll | ClearAll
 Demographics Immunizations
 History Patient Notes
 Insurance Transactions
 Billing Communications

My Issues

CheckAll | ClearAll

My Encounters & Forms

CheckAll | ClearAll
 DOS: 2013-09-02 [+]
 DOS: 2013-12-16 [+]
 DOS: 2014-01-27 [+]
 DOS: 2014-03-12 [+]
 DOS: 2014-03-12 [+]

VIEW PDF

By selecting each field as shown in the above screenshot, you will get to see the information that comes under the options you chose. By clicking either the **VIEW** or **PDF** button below the screen, all the patient related information will be shown on the screen.

- CCR: Patient also has the option to view the Continuity of Care Record

CCR

Continuity of Care Record

Date Created: Wed Mar 19, 2014 at 01:13 PM UTC
From: (Facility) (author)
To: Sadath Ali (patient)
Purpose: Summary of patient information

Patient Demographics

Name	Date of Birth	Gender	Identification Numbers	Address / Phone
Sadath Ali	Jun 11, 1990	Male	Patient ID 603	H: TestAddress TestCity, CA654987 555-555-5555

Alerts

Type	Date	Code	Description	Reaction	Source
-	Mar 19, 2014				

Problems

Type	Date	Code	Description	Status	Source
Problem	Mar 19, 2014	(ICD9-CM)		Active	

Patient Portal

- CCD: Patient also has the option to view the Continuity of Care Document form.

CCD

Continuity of Care Document from

Patient	Sadath Ali,		
Date of birth	June 11, 1990,	Sex	
Contact info	Home: TestAddress TestCity, CA 654987 Tel: +1-555-555-5555	Patient IDs	603 Patient ID
Document Id	Af4799d76-5d7b-5084-25e5-80e938115ef5		
Document Created:	March 19, 2014, 01:14:31 +0000		
Author	Work Place:		
Contact info	Tel: +1-		

My Account

This tab allows the patient to view their accounts with the provider, status of the claims, liability, print the patient statements etc.

Dashboard	My profile	Forms	Appointments	Documents	Med Records	My Account	Mail box	Password	Logout
-----------	------------	-------	--------------	-----------	-------------	-------------------	----------	----------	--------

PATIENT LEDGER

Patient:	Ali Sadath	-Receivable Information-	
Encounter:	2817 03/13/2014	Co-Pay:0.00	Balance 75.00
Patient Statement	Patient Ledger	Primary Insurance:	Charges: 75.00
<input checked="" type="checkbox"/> Show All Transactions		Secondary Insurance:AAAA	Adjustments: 0.00
		Tertiary Insurance:	Payments: 0.00
			Total: 75.00
		Make A Payment	Patient Portion: 0.00 Pre Payment: 0.00
			Insurance Portion: 75.00 Undistributed: 0.00

Date From	Date To	Encounter	Provider	Description	Procedure	Diag 1	Diag 2	Diag 3	Mod	Amount	Units	Remainder	Sel
01/27/2014	01/27/2014	2661	Doc, Internal Med	OFFICE OUTPT EST 10 MIN	99212	300.00	300.00	300.00		75.00	1	75.00	<input type="checkbox"/>

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Patient Portal

As shows in the above screenshot, patient can see the following:

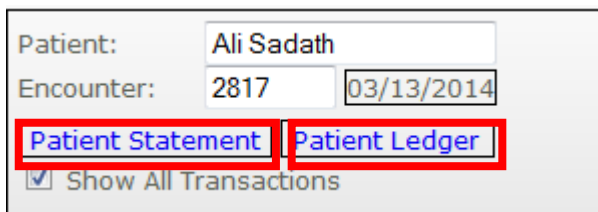
- Date of Service
- Encounter Number
- Provider
- Description for the visit
- Procedure code
- Diagnoses codes
- The amount charged for the CPT code
- Reminders

Receivable Information details such as:

- Co-pay
- Primary Insurance amount
- Secondary and Tertiary
- Total Charges
- Adjustments
- Payments
- Patient Balance
- Insurance Balance
- Pre-Payments
- Undistributed

can also be seen.

If the patient wants to view a patient statement, select the encounter and click **patient statement** option. The patient can also view the patient ledger by just clicking on the **Patient Ledger** button.



The screenshot shows a patient portal interface with the following elements:

- Patient:
- Encounter:
- [Patient Statement](#) (highlighted with a red box)
- [Patient Ledger](#) (highlighted with a red box)
- Show All Transactions

If the patient wants to make a payment through the patient portal, click **Make A Payment** button in the ledger and enter the amount. Select the mode of payment.

Patient Portal

Dashboard My profile Forms Appointments Documents Med Records **My Account** Mail box Password Logout

Enter the Amount

Pay with credit card
 Pay with bank account

Credit Card Number

Expiry Date(YYYY-MM)

Save your bank/credit card account to use with future payments

Mail Box

The patient has got an option to send messages to the provider using the Mail Box tab

Dashboard My profile Forms Appointments Documents Med Records My Account **Mail box** Password

Mailbox in field **Subject** in **All**

Compose
Inbox
Sent Items

To: Select Users From The Dropdown List

Subject: Unassigned

- Select User
- Select User
- A, User
- AR, Test
- atlasstar, atlasstar
- Billor, Demo
- Billor, Test
- billor, zhdemo
- billor4, billor4
- Caps, doc
- Chacko, eldho
- Deva, Vasu
- Doc, Chiropractic
- Doc, Internal Med
- Doc, Phyaura
- Doc, Psych
- Doc, Sam
- Doctor, Admin
- Doctor, NewCrop
- Green, William
- Last Name, Doctor

Patient Portal

This feature helps the patient to communicate with the provider, front office staff etc. Click **Select User** option to select which user the patient would like to send a message to. Once the message has been sent, it goes to the message box in the users welcome page in the ZH Open EMR. It also has an advanced search option to search for messages in the mail box.

Password

The Password tab helps the user to change the password at any point of time. There are two conditions while changing the password. They are:

- Password should contain a minimum of 6 characters without space.
- It should be a mix of alphabets, numerals & special characters.

CHANGE PASSWORD

OLD PASSWORD:

NEW PASSWORD:

CONFIRM PASSWORD:

1) Password should be a minimum of 6 characters without space.
2) It should be a mix of alphabets, numerals & special characters.

Once the Passwords have been set, click **Change** Button.