Guide to Patient Portal

In this document, you will learn what is stored within the Patient Portal. By using the Patient Portal, patients can review demographic information, enter their health information, see appointments, message the practice, and/or read test/lab results. They are not able to see every note in the chart and they cannot make changes to sections the practice has restricted.

Log On

1. Enter the practice URL into an approved browser, either Chrome or Mozilla Firefox.

Note: Do not type www or https in front of the URL.

    ashevilleent.ema.md

2. Select *Patient Login*.
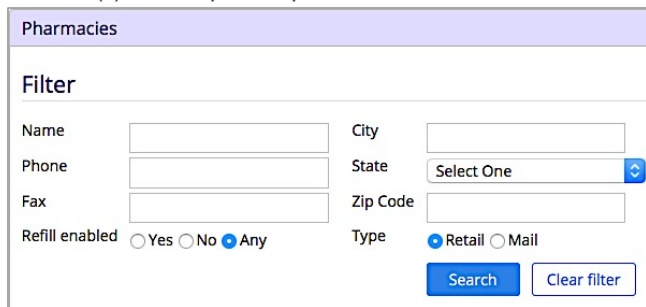3. Enter the username and password created for the patient by the practice.

Note: The first time the patient logs in they will be prompted to change their password.

My Health Information

Contact Info: This section is view only. Alterations will not update in the chart. Contact the practice directly with changes.

Insurance: This section is view only. Alterations will not update in the chart. Contact the practice directly with changes.

Pharmacy: Enter the name of the retail or mail order location(s) where prescriptions are filled.
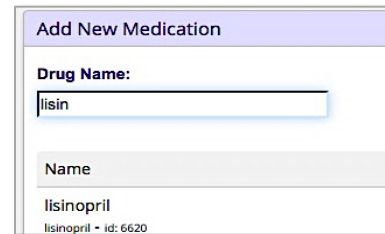

Note: Manual pharmacy is only used when the pharmacy does not accept ePrescriptions.

Medications: Enter an updated list of medications.

- If there are no medications to add, select **Mark No Medications.**

- If there are medications to be added, type the medication in the *Drug Name* field. Select it from the provided options and choose the appropriate dose (use "Unspecified Dispensable" if unknown).

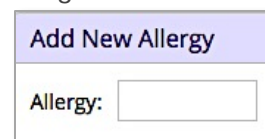- To remove a medication, change the status to *inactive*.

Note: Do not delete a medication unless it was added in error and was never taken.

Allergies: Add new or inactivate past allergies.

- If there are no allergies, select **Mark No Known Allergies.**

- To add a new Allergy, begin typing the **Allergy** field. Select from the provided options and choose the reaction when exposed to the allergen.

- If an allergy is no longer a concern, change the status to *Inactive*.

Note: Do not delete an allergy unless it was added in error.

Past Medical History: Add or delete major medical and surgical histories.

- To add a condition, select the checkbox next to that condition.

Specialty Disease Histories: Add or delete additional medical and surgical histories.

Social History: Add or delete smoking habits, alcohol use, driving status, and other details.

Family History: Add or delete family history.

- To add a disease, begin typing in the **Family History** field. Select it from the provided options and choose the appropriate. Then choose the family member.

Problem List: View a list of diagnoses. This section is view only.

- To view more information on a condition, select the blue information bubble next to the condition.

Appointment / Visit Info

Patients can view appointments, notes, educational handouts and test results.

Upcoming Appointment
View scheduled appointments and make requests (if practice enables the feature).

Past Appointments

- **Appointments Information:** View appointment dates, attendees, impressions, and the location.
- **Visit Records**: Select the date in blue to read the finalized visit note.

- **Patient Education:** To review the problem and diagnoses reference information of that visit, select the **Patient Education** link.

Results

- Select the date to view the pathology report.

- Select the blue information bubble to view more information on the diagnosis.

- Select **Compose** to contact the provider about the result using.

Note: The same results are also visible under the *Tests & Results* section of the patient portal.

Messages

Patients can send messages to, and receive messages from the practice.

- Select the subject line to view messages from the practice.

- Select **Compose Message** to generate a new message to the practice.

Compose Message

Inbox

Sent

Sent CCDA