



**Fort Norfolk Plaza Medical Associates**

**Patient Portal Set Up and User Guide**

**January 2016**

**MICROMD PATIENT PORTAL**

**Fort Norfolk Plaza Medical Associates**  
**301 Riverview Ave. Suite 500**  
**Norfolk, VA 23510**

The MicroMD Patient Portal provides practices with a secure messaging system that facilitates communication between practice and patient, including:

- A practice landing page to view office hours or directions to the practice where patients can log in
  
- A messaging system for patients to stay in contact with the practice or view medical records
  
- A secure area for patients to view medical records in CCR and CCD format
  
- A number of online and secure forms for patients to complete prior to a visit
  
- An area within MicroMD EMR for staff to quickly publish medical information for the patient to view online

Use of the MicroMD Patient Portal within a practice involves the coordination of the MicroMD EMR software with web-based areas for MicroMD EMR users and web-enabled patients.

- The patient-designated area of the Patient Portal includes modules for messaging, viewing records and completing forms.

The screenshot shows a window titled "Practice Portal" with three tabs: "General", "About Us", and "Hours". The "General" tab is active. At the top left, there is a checked checkbox for "Enable Practice Portal". Below this is a section titled "Basics" containing several configuration options:

- Web address:** A text field contains "http://fnpma" followed by ".mysecurechart.com". Below it is a note: "Must start and end with a letter or number, and contain only letters, numbers, dashes, or underscores (cannot contain spaces or any other 'special' characters)."
- Custom logo URL:** An empty text field is followed by the note: "the URL must start with https".
- Name Displayed:** A text field contains "Fort Norfolk Plaza Medical Associates". Below it is the note: "the name is displayed next to the logo, it is optional and can be left blank".
- Permissions:** A list of five checked checkboxes:
  - Enable "Message Read" Notifications: "If checked, a confirmation message will be sent to your practice workspace when a patient views a message you have sent to their portal account."
  - Allow patients to create new messages
  - Allow patients to reply to messages
  - Allow patients to fill out forms
  - Allow patients to view CCR/CCD records

At the bottom of the window, there are three buttons: "Save" (with a checkmark icon), "Close" (with an 'x' icon), and "Preview".

## **Practice Portal Use:**

In order to implement the electronic health record patient portal system, an email address must be obtained. This will allow the system to send an email which will provide a link for you to access our system. There, you will be asked to verify your date of birth. Once this occurs, you will then have access to your health records. Here, you may change your user name and password at your leisure.

### **Example email message received**

# **New Fort Norfolk Plaza Medical Associates portal account**

**This message is for (Patient's name).**

Fort Norfolk Plaza Medical Associates has created a website where you can securely communicate with us.

Use the following link to access your new account: <https://mysecurechart.com/portal/fnpma/html/newaccount-1111a111-2222-3a33-a4d4-5fd55bc55555.html>.

If the above link does not work, you can use the following information to access your account:

1. Go to the website <https://mysecurechart.com/portal/fnpma/html/index.html>
2. Enter your login information (example)
  - o initial username: **123456789**
  - o initial password: **height7**

You must verify your account after you sign in. If you are prompted to enter a verification code, and you do not know it, you must contact Fort Norfolk Plaza Medical Associates in order to complete the verification process.

**This is an automated message. Please do *not* respond to this email, replies *will not* be seen.**

**MAKE SURE YOU "OPT IN" WHEN ASKED IN ORDER TO RECEIVE YOUR TEST RESULTS AND TO BE ABLE TO VIEW INFORMATION ON THE PORTAL**

**Access to the portal will afford the patient the ability to perform the following tasks:**

- Allow patients to create new messages – This will allow patients to create messages which will be delivered to the practice workspace.
- Allow patients to reply to messages – This will allow patients to reply to messages and documents sent from the practice workspace.
- Allow patients to fill out forms – This will allow patients to fill out forms created by the practice. All form data will be received in the practice workspace.

**Available Forms**

New Patient Information

- Allow patients to view CCR / CCD records – This will allow patients to view and download their Continuity of Care Record (CCR) and Continuity of Care Document (CCD).

**Continuity of Care Record**

**Date Created:** Fri Jun 17, 2011 at 04:38 PM UTC  
**From:** Boardman Medical Center (Practice)  
 Henry Schein Medical Systems - MicroMD (EMR) (EMR Application)  
**To:**  
**Purpose:**

**Patient Demographics**

Name	Date of Birth	Gender	Identification Numbers	Address / Phone
ANTHONY SMITH	Mar 06, 1938	Male	MRN 2323-1001.0	<b>Home:</b> 897 E. MAIN ST. BOARDMAN, OH44512 <b>Home:</b> (330) 758-3345 <b>Work:</b> (330) 726-9877

**Problems**

Type	Date	Code	Description	Status	Source
Problem	Begin Date: Mar 08, 2006	997.91 (ICD9-CM) 38341003 (SNOMED-CT)	<b>Hypertension</b>	Active	<a href="#">Henry Schein Systems - Mi (EMR)</a>
Problem	Begin Date: Mar 09, 2003	92826017 (SNOMED-CT)	<b>Hyperlipidemia</b>	Active	<a href="#">Henry Schein Systems - Mi (EMR)</a>

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Print Publish Cancel

**Publishing CCR/CCD Files to Patient Portal**

The secure web site will also provide the following information about our practice:



Home Forms

### Fort Norfolk Plaza Medical Associates

**Address**

301 Riverview Avenue, Suite 500  
Norfolk, VA 23510  
phone: (757) 227-6866  
fax: (757) 743-1974

**Hours**

<b>Mon</b>	8:00 am - 5:00 pm
<b>Tue</b>	8:00 am - 5:00 pm
<b>Wed</b>	8:00 am - 5:00 pm
<b>Thu</b>	8:00 am - 5:00 pm
<b>Fri</b>	8:00 am - 5:00 pm
<b>Sat</b>	Closed
<b>Sun</b>	Closed

Have an ID and password?

[Click here to sign in](#)

### Fort Norfolk Plaza Cardiology Associates

**Address**

301 Riverview Avenue, Suite 500  
Norfolk, VA 23510  
phone: (757) 624-1785  
fax: (757) 656-5720  
HOURS: Monday- Friday 9am- 5pm

### Fort Norfolk Plaza Primary Care

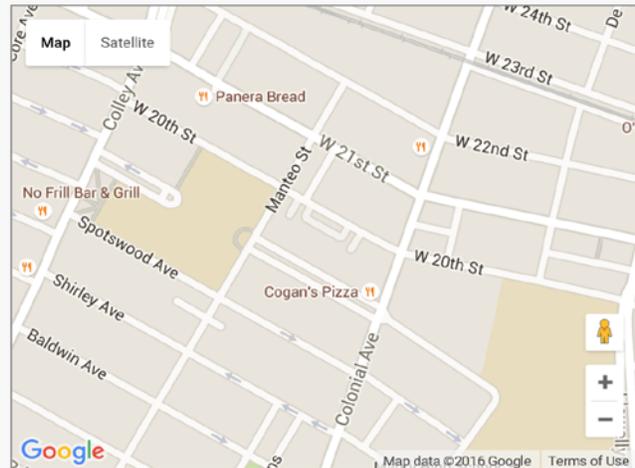
**Address**

301 Riverview Avenue, Suite 504  
Norfolk, VA 23510  
phone: (757) 227-6866  
fax: (757) 743-1974  
HOURS: Monday- Friday 8am- 5pm

### Fort Norfolk Plaza Urgent Care

**Address**

301 Riverview Avenue, Suite 502  
Norfolk, VA 23510  
phone: (757) 333-0284  
fax: (757) 743-1974



## Home Tab:

- Show contact info – This box will display the practice contact information on the home page of the portal. (The Practice Name and Address will be shown by default)
- Show our work number – Displays the work phone number on the web site
- Show our fax number – Displays the practice fax number on the web site
- Show our email address – Displays the practice email address on the web site

## HOURS:

- This will show our hours – This box will show the hours our practice is open
- We are open – The number of days of the week our practice is open for operation each day.

**How to sign in:**



Home Forms

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**Fri** 8:00 am - 5:00 pm  
**Sat** Closed  
**Sun** Closed

Have an ID and password?



Click here to sign in

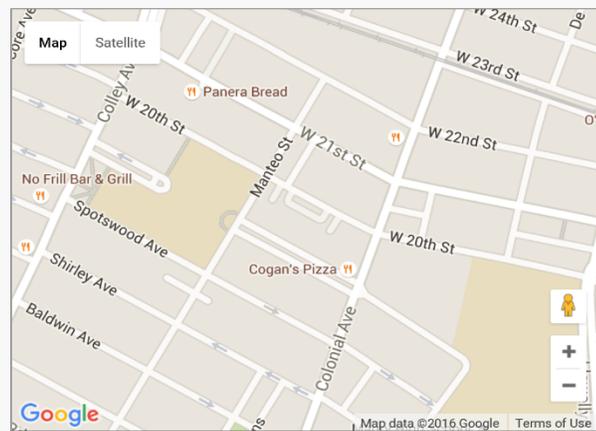
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**Fort Norfolk Plaza**



Home

Forms



## Signin

Username

Password

**i** Your Username is usually the email address that the practice has on record. If the practice has an old email address, use that old email address here. If the practice does not have an email address, your username is a random number.

If your Username is an email address, you should have received your password via email. If your username is not an email address, the practice should have provided your password to you.

Sign In

Cancel

Forgot password?

## How patients may send messages:



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[Home](#) [Messages](#) [Records](#) [Forms](#)

 [Send Message](#) | [My Profile](#) | [Sign Out](#)

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<b>Fri</b>	8:00 am - 5:00 pm
<b>Sat</b>	Closed
<b>Sun</b>	Closed

### Fort Norfolk Plaza Cardiology Associates

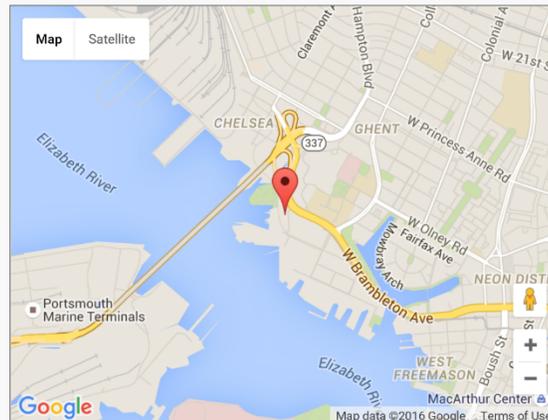
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It is important to us that you have the ability to inform us of any health changes you may be experiencing, request prescriptions refills, or inquire about any concerns you may have in general. In order to provide that service, the patient portal has a messaging system which can be easily utilized. At the top right of the screen, click **Send Message**, this will open up a screen where you can provide the subject for your message, add the messages itself, and provide any attachments you would like to send. Once you have completed all information you desire to provide, click the send button, and the message will be directly uploaded to our portal system. An email will be delivered to the provider which will allow him or her access to your message.

**Send us a message** [Add Attachments](#)

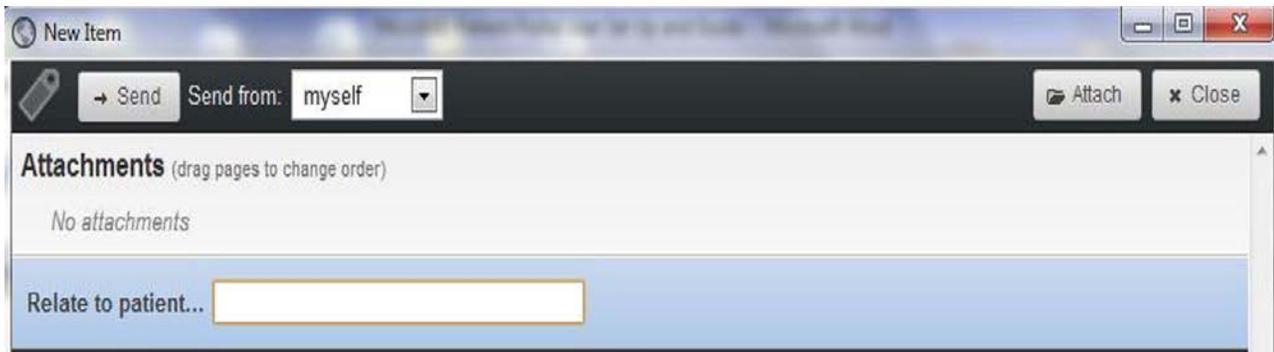
Subject

Message

### **Sending a Message / Document to a Patient:**

It is equally important that we are able to update you on any changes that we may see by informing you as quickly as possible. Test results, information obtained from other providers regarding your health, may make it necessary that we inform you of any new information pertinent to your situation. In order to do so, we equally need to be able to update you as quickly as possible. This can be achieved through the messaging center of the patient portal as well.

Compose a Message – To send a new message to a patient, the provider will choose the **COMPOSE** button from the main screen. This will bring up the New Item window. First we will select a patient to send the message to by typing a first or last name in the Relate to patient box.



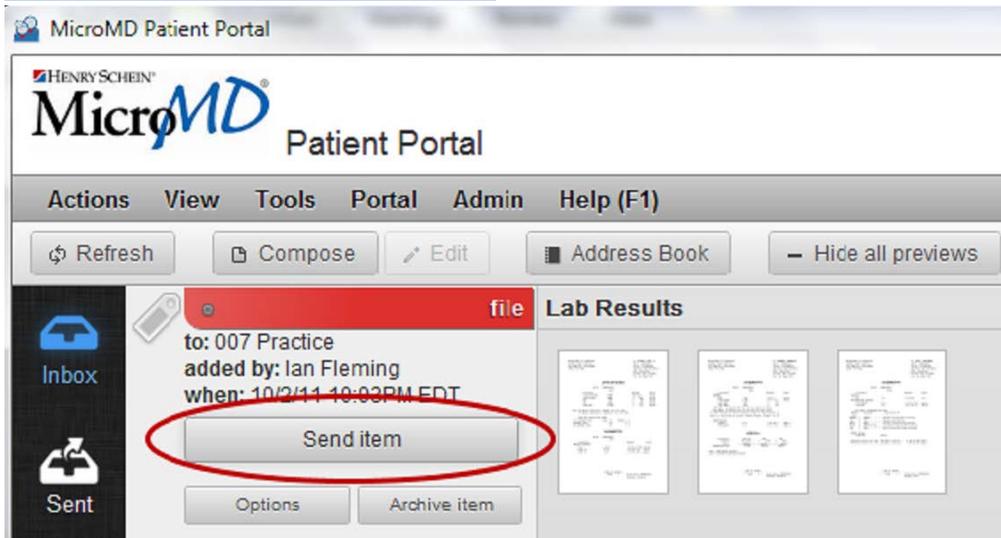
Once we have selected a patient, we will click on the **SEND TO PORTAL** button. At that point, we can enter a subject for your message and add text to the message body. We can also set an alert in the practice workspace if the patient has not viewed the message within a specific timeframe.

Once your message is ready, we can click on the **SEND** button in the upper left hand corner of the window to deliver it to the patient.

## Sending a Document / Image to a Patient:

In addition to sending a message, as previously mentioned, we can also send documents and images to patients via the portal. From the Inbox, we can select the document we would like to share with the patient and click **SEND ITEM** button on the left hand side of the document.

[javascript:submitForm\('forgotPassword'\);](#)



This will bring up a New Item window. First, we would need to select a patient to send the message to in the Relate to Patient box. Once we have selected a patient, we would click on the **SEND TO PORTAL** button. Once our message is ready we can click on the **SEND** button in the upper left hand corner of the window.

## What happens when providers do send a message?

When providers send information, you will be alerted with an email that a message was sent. Once you log into the system, a message will appear in your inbox where you may open and view the attached information

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## Example of MicroMD message section



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### My Records

Continuity of Care Documents (CCD) and Continuity of Care Records (CCR) are two different file formats for representing patient health data. They are often used when transferring patient information from one computer system to another.

Your records are typically available in 2 formats:

- as a data file (in XML format), which you can download and provide to other practices or upload to a personal health record (such as Microsoft HealthVault)
- as a human readable report (in HTML format), which you can read yourself

No records are currently available

## Example of MicroMD records section

The screenshot displays the MicroMD Patient Portal interface. At the top, the window title is "MicroMD Patient Portal". The main content area is divided into several sections:

- Boardman Medical:** 760 Canfield Rd, Boardman, OH 44512 USA.
- Paul Primary:** Phone: 330-758, Fax: 330-555, NPI: 123456.
- Medications Report:** A section containing patient information and a list of medications.

**Patient Information:**

<b>ANTHONY SMITH</b>	<b>Chart No: SMIA0210</b>
897 E. MAIN ST. - BOARDMAN, OH 44512 USA	<b>External MRN: 2323-1001.0</b>
DOB: 03/06/1938	Phone: (330) 758-3345
	Gender: Male

**Medications List:**

Enc.	Category	Medication	Dosage	Begin Date	Duration	End Date
LTM		Singulair 10 mg Tablet	1 Tablet(s), 1 x Day	May 13, 2010		
LTM		Albuterol Sulf Hfa 90 Mcg Inh	1 Puff(s), 2 x Day	Jan 21, 2008		
LTM		Glucophage Xr 500 mg Tab Sa	1 Tablet(s), 1 x Day	Jul 26, 2005		
LTM		Lipitor 20 mg Tablet	1 Tablet(s), 1 x Day	Mar 28, 2002		
LTM		Lisinopril 30 mg Tablet	1 Tablet(s), 1 x Day	Jun 22, 1996		

The right side of the window shows a message composition area with the subject "Medications" and a message body containing the text: "This is an updated list of your medications. Please review. Call the office or email if you have any questions." At the bottom right, there are buttons for "Print", "Publish", and "Cancel".

Example MicroMD Patient Portal Medical Records Window

From the MicroMD Patient Portal window, we can change the subject of the message or print a paper copy. You can also utilize the annotation tool to draw attention to certain elements to clarify important information for the patient.

Once the user clicks Publish, the system removes it from the active list of items that need to be sent to the MicroMD Patient Portal. The patient can view it in the Messages section of the Patient Portal.

## Patient forms:

Home Messages Records **Forms**

### Available Forms

New Patient Information

To expedite your visit and make it more time efficient, our patient forms will be uploaded for your convenience. A message will be sent if it is time for your updated forms to be completed. They can easily be filled out and sent back to us via the patient portal, mail or bringing them with you when you present for your visit. It is our hope and desire that this process will be both educational and time efficient as our desire is to make sure you have full disclosure of your medical record and more importantly, the ability to update you of any changes of pertinent health issues at a moment's notice.