

# Patient Portal How-To

Welcome to the South Florida Functional Medicine's Patient Portal, also known as the EHR.

You can think of your Patient Portal as an electronic version of your doctor's office chart, which also contains valuable information about your treatment and provides you with an easy way to ask questions and schedule appointments. Your Portal is the central dashboard for your care with us.

When you log in, you will always see the navigational menu at the right of your screen.

Below is a description on how to use each button on the navigational menu:

## **MY ACCOUNT DETAILS**



My Account Details

This section contains all of your basic demographic information. You can view or change your contact and insurance information here. Please take a moment to upload a photo of yourself so we can get to know you better.

## **SECURE MESSAGES**



Secure Messages

Secure messages function just like e-mail – they are messages between you and our staff, and you can always go back to view your previous messages and our responses.

You can use secure messages to:

- ✂ Ask questions about a medication, supplement or diagnostic test recommended by Dr. Campbell.
- ✂ Submit requests to refill a medication or supplement.
- ✂ Let us know about possible side effects of a treatment.
- ✂ Respond to a question from staff member.
- ✂ Send us notes concerning scheduling, canceling or changing an appointment.

Please note that Secure Messaging should be used for non-urgent messages, as it may sometimes take 2-3 working days for a response.

**SEND A SECURE MESSAGE!**

To send us a message, simply click the **SEND A SECURE MESSAGE!** and start a message. When we have responded, you will receive a notification to the e-mail address on file letting you know to log back into your Patient Portal to view the response.

## QUESTIONNAIRES



### Questionnaires

New patients will have forms that need to be completed at least 48 hours prior to your new patient appointment. Your clinician may also ask you in the future to fill out a follow-up survey to assess improvement in particular areas.

**+ START**

If you see anything here, simply click the button next to the name of the form. When you're finished,

**SUBMIT THIS FORM**

you'll click

**\* FOR NEW PATIENTS \* \*** *All forms in the questionnaire section MUST be completed 24-48 hrs before your scheduled appointment (This is so that the Doctor has time to review your paperwork) or your appointment must be rescheduled and may be subject to pay full cost of missed appointment. A credit card must be on file prior to your initial consultation, appointments will be billed to the card on file at the end of each appointment. If you need to cancel or reschedule an appointment, you MUST give 24 hour notice in order to make any changes and to avoid being charged for a missed appointment. (Appointments missed by no call/no show may be charged for the full appointment cost, appointments cancelled without proper 24 hour notice may be subject to a \$50 cancellation fee.*

## REQUEST APPOINTMENT



### Request Appointment

After you are an established patient, you can easily schedule follow-up appointments here, as well as cancel or reschedule an existing appointment. You select the duration of the appointment, your clinician and the date/time that is convenient for you. If you ever see a message that says, "Service is currently not available," it is because there are no available appointments, or the calendar is not yet open that far in advance for you to schedule an appointment. You can check back here as often as you like to see if there have been any cancellations.

## LABS & DOCUMENTS



### Labs & Documents

There are many functions of this section, including uploading documents for Dr. Campbell, viewing prescriptions, reviewing lab test results, viewing estimates and reading handouts from Dr. Campbell. Please note, if you do upload documents, they must be in PDF format. Please note, documents will only be uploaded once Dr. Campbell has reviewed them with you during your Case Review appointment. Please follow the steps below in order to upload your document/test results to your Patient Portal:

1. While logged into the Patient Portal, click on the blue "Labs & Documents" button on the right-hand side of your screen.
2. Next, please click on the green "upload new document" button in the middle of the screen.
3. Next, fill in a name for your document (such as "VCS Test"), and then click on the "choose file" button to select the file from your computer that you want to upload.
4. Finally, click on "save document."

## MY VITALS



My Vitals

This is where you can record your blood pressure, weight and height, and update any changes to this information over time.

## **MY MEDICATION**



My Medications

This section contains a list of medications that has prescribed for you or that we have in your history, as well as any refill requests recently submitted via the Patient Portal.

## **MY SUPPLEMENTS**



My Supplements

This section contains a list of your supplements. Clicking on the name of a supplement shows you the brand name, as well as general dosage/ timing instructions. If your clinician has recommended different dosage/timing instructions during an appointment or via any responses in Secure Messages, please follow the clinician's instructions instead.

*Note: If you want to re-order any supplements, please use Secure Messages to let us know which supplements you are in need of and how many of each you would like to order. We will charge the credit card on file and ship to the address on file, so please let us know in your message if this information has changed. It does reduce your shipping costs to place supplements orders all at once instead of one at a time.*

## **MY PHARMACIES**



My Pharmacies

Set preferred pharmacies here to make it fast and easy for us to call in your prescriptions and to prevent mix-ups. You can remove a pharmacy from the list, change your primary pharmacy, or add a new preferred pharmacy using the buttons provided.

## **ENCOUNTER HISTORY**



Encounter History

This section contains notes, each of which summarizes an appointment or conversation with your clinician. A summary might include the clinician's assessment (diagnosis), new or modified prescriptions, orders or laboratory requests, as well as a list of suggested instructions for you. Once your clinician marks a summary as "complete," it will automatically appear on the list below. If supplements were recommended, you will also find dosage/timing instructions here.