



# Sussex Pulmonary & Endocrine Consultants, PA

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## PATIENT PORTAL INSTRUCTIONS

### Initial Setup:

1. *Request access from our office.*
2. *Review and sign the Portal Activation Form (also available from our website or at the office).*
3. *You will then receive a welcome email, which will contain the URL for the portal website. The email will also contain your username and a temporary password*
4. *You can click on the URL and enter the credentials provided in the email to log on to the portal.*
5. *After the initial logon, you will be prompted to change your password. This is essential to ensure security and privacy!*
6. *You are now set to use the portal!*

### Available Components:

General Messages: This component allows you to send secure email to/from our office staff. When you receive a message from our office, you will receive an email asking you to log into the secure Patient Portal to retrieve it.

Messages: This list all the messages you have received from the office ( Inbox) as well as all messages sent by you to the office ( Sent messages).

Account Information: This is your demographic and personal information . You may make changes as necessary which will be then reviewed by our staff and changes will be imported thereafter.

Intake Forms: This may be used to update any new surgeries, hospitalization or allergies since your last visit.

### Review

Lab/test Results: Here you can see the results of your labs/tests ordered by our office.

Referrals: This gives a list of all the referrals sent by our office to other providers

PHR Compete Report: This gives a medical summary including Allergies, Problems, Medications and results

PHR view: This gives you more details on your medical condition in a TAB form

Visit Summary: This gives a summary of your office visits by dates

Appointments: Please use the New appointment link to request an appointment. The current and previous appointments are also visible to you

### Requests

Refill Request: You may use this to request a refill of any listed medication. If a medication you are taking is not listed, you must notify us by sending a general message or calling the office. Click on the medication and a new message window opens up. Please fill the pharmacy the medication is to be sent to. If not sure please mention in the actual message and state if a 30 or 90 day fill is requested. We will review the request (usually within 1 business day), and let you know whether the request is approved.

Lab request: Please use this if you would like to request any new labs from our office

Referral request: Please use this if you would like to request a referral to another provide and the reason for the referral.