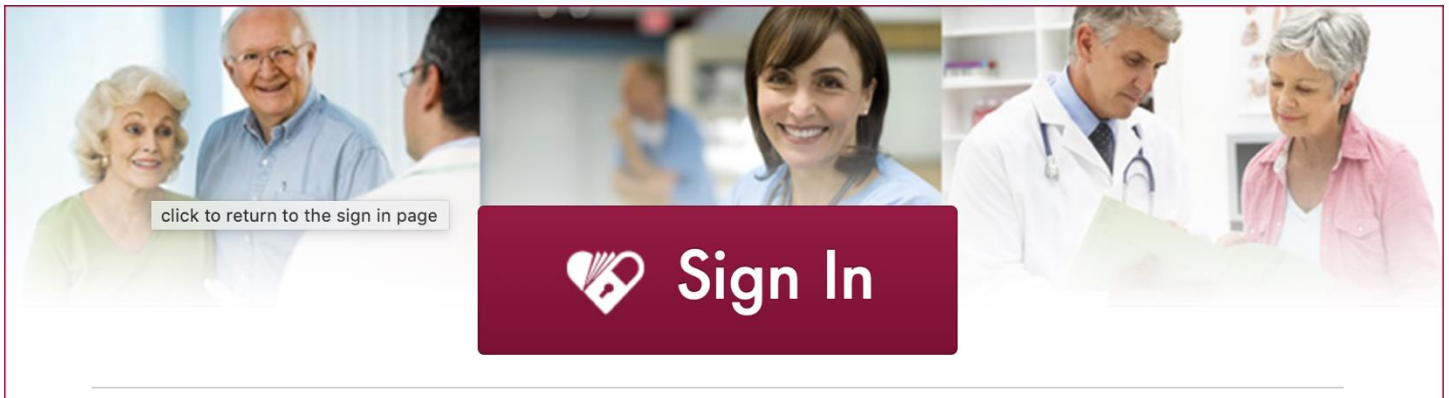


# Patient Portal Guidebook

*For Desktop and Laptop*



or, use an alternative

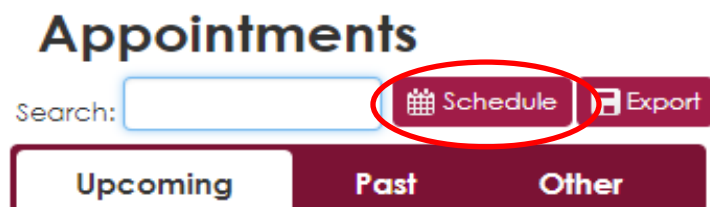


[How is this information used?](#)

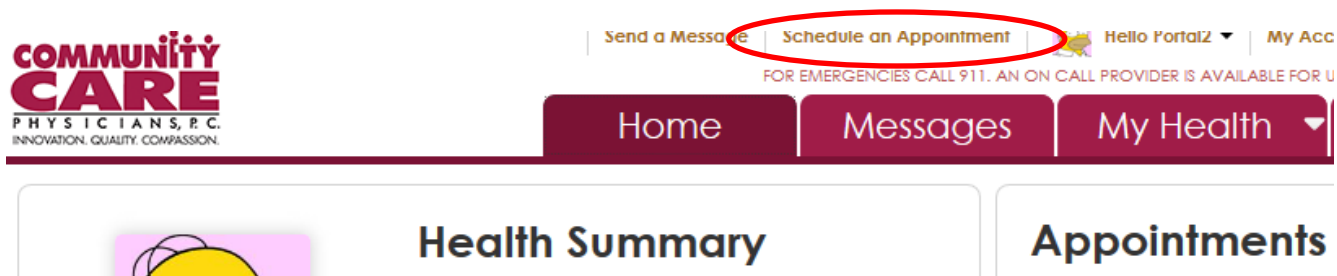
# How to Request an Appointment:

## Appointments Can Be Requested 2 Different Ways:

First Option: On the "Home" screen, under the Appointments section on the top right, click the button that says "Schedule".



Second Option: Click on "Schedule an Appointment" on the very top of the screen, to the left of your name. This will be available no matter where you are in the site.



Selecting any one of these options will prompt the following box below to appear. Follow these simple steps to submit your appointment request!

1. First, select the appropriate organization you wish to schedule an appointment with, and click "Continue".

A screenshot of a modal form titled 'Schedule an Appointment'. The form has a dark purple header with the title and a close button (X). Below the header is a section titled 'Choose an organization'. Under this section are two radio button options: 'Community Care' and 'CapitalCare Medical Group'. At the bottom right of the form is a 'Continue' button, which is highlighted with a red circle.

2. The box below will then appear. Select the appointment type as **"Other"** and then click **"Continue"**.

The screenshot shows a web form titled "Schedule an Appointment" with a close button (X) in the top right corner. Below the title, it says "Organization: Community Care". The main section is titled "Choose an appointment type". Under this title, the word "Other" is highlighted in a light gray bar, and a red arrow points to it from the right. At the bottom of the form, there are two buttons: "Back" on the left and "Continue" on the right. The "Continue" button is circled in red.

3. Now, select the appropriate provider you wish to schedule an appointment with, and click **"Continue"**.

The screenshot shows the same "Schedule an Appointment" form. The "Organization: Community Care" is still displayed. Below it, "Appointment Type: Other" is shown. The main section is titled "Choose a provider". To the right of this title is a link that says "Additional Providers". Below the title, a provider is listed: "Rommel M Tolentino, MD" with a small profile icon to the left and "Internal Medicine, Pediatrics" below the name. A red arrow points to the provider's name from the right. At the bottom of the form, there are two buttons: "Back" on the left and "Continue" on the right. The "Continue" button is circled in red.

4. Next, select the time and date preference of your intended appointment. Once this is done, click on **“Save time preference”**.

The screenshot shows a web form titled "Schedule an Appointment" with a close button (X) in the top right corner. Below the title, it displays "Organization: Community Care" and "Appointment Type: Other". A profile section shows a doctor's name "Rommel M Tolentino, MD" and "Internal Medicine, Pediatrics". The main section is titled "Date and time preference" with the instruction "Tell us when you would like to have an appointment." Below this, there are three input fields: "When do you need an appointment?" with a dropdown menu showing "First Available", "Select day(s) you're available" with checkboxes for Mon, Tue, Wed, Thu, Fri, Sat, and Sun, and "Select window of availability" with a dropdown menu showing "Anytime". A "Save time preference" button is located to the right of these fields and is circled in red. At the bottom of the form, there are "Back" and "Continue" buttons.


5. You can add multiple time preferences by selecting **“Add another time preference”**. Once you have reviewed all the necessary information, click on the **“Continue”** button in the bottom right corner.

This screenshot shows the same "Schedule an Appointment" form, but now it displays a list of preferences. The first entry is "First Available - Mon: Anytime" with a close button (X) on the right. Below this list, there is a button with a plus icon and the text "Add another time preference", which is circled in red. At the bottom of the form, the "Continue" button is also circled in red. The "Back" button remains at the bottom left.

6. Finally, add a brief description regarding why you are scheduling the appointment, and then click on **“Schedule your appointment”**. This will send your appointment request directly to your provider’s office. A staff member will then review your appointment preference and confirm if the appointment is available through your portal!

Schedule an Appointment

Appointment request summary



**Rommel M Tolentino, MD**  
Internal Medicine, Pediatrics

Date and time preference

- **First Available - Mon: Anytime**

Appointment Type  
**Other**

Organization  
**Community Care**

Why are you scheduling this appointment? (Required)

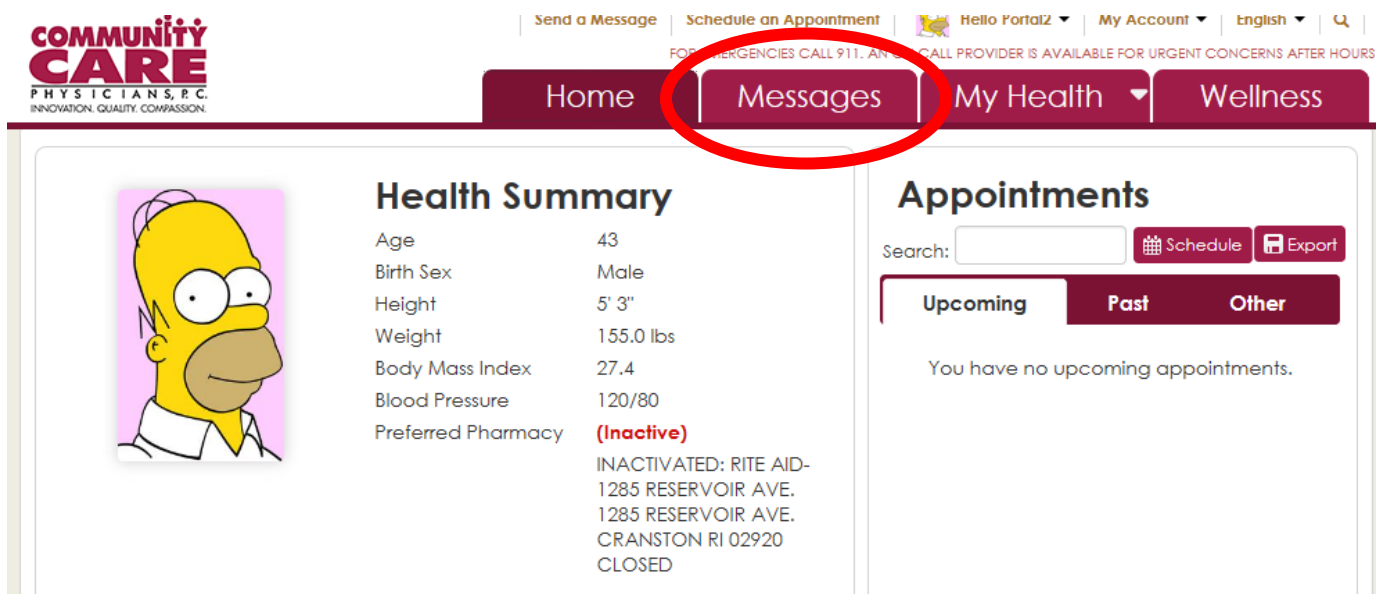
Chronic back pain

Back

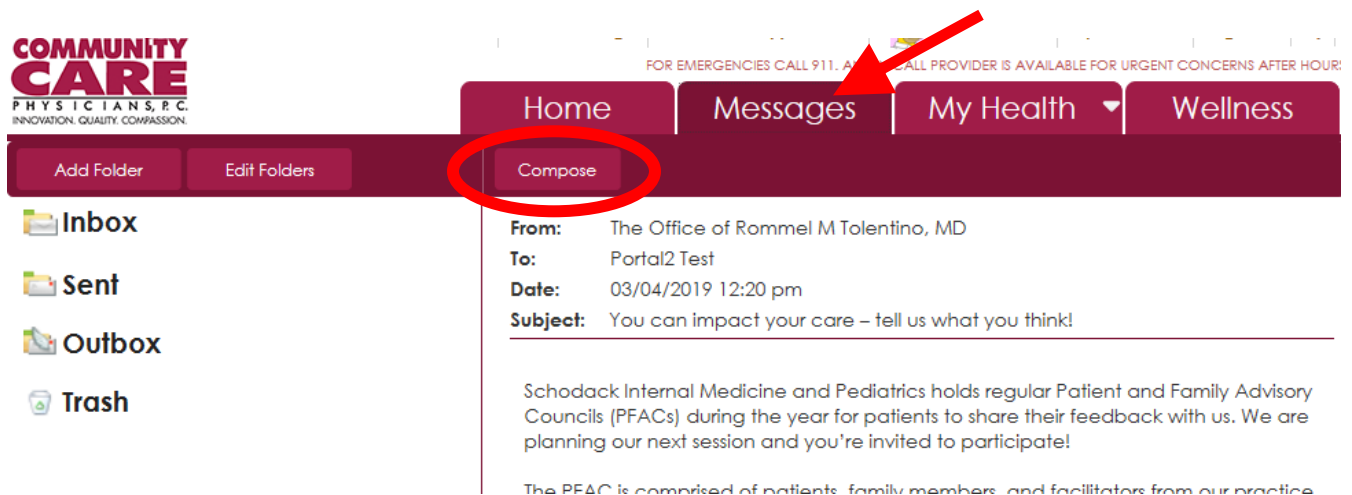
Schedule Your Appointment

## How to Send a Message to Your Doctor:

The **"Messages"** tab is a unique feature that contains messages from your healthcare office and allows you to send a message directly to your provider at your convenience and is located next to the **"Home"** tab. Follow these simple steps below to compose a message!



1. First, click on the **"Messages"** tab at the top of the page, then hit the **"Compose"** button.



2. Now, select the appropriate provider you wish to send your health message to.

The screenshot shows a 'Compose Secure Message' window. At the top, it says 'Organization: Community Care'. Below that is the 'Choose a Provider' section. A red arrow points to the provider 'Rommel M Tolentino, MD', who is listed with 'Internal Medicine, Pediatrics'. There is a 'Don't see your provider?' link with a question mark icon. At the bottom, there are 'Back' and 'Continue' buttons.

3. This will bring up the box featured below with these sections:

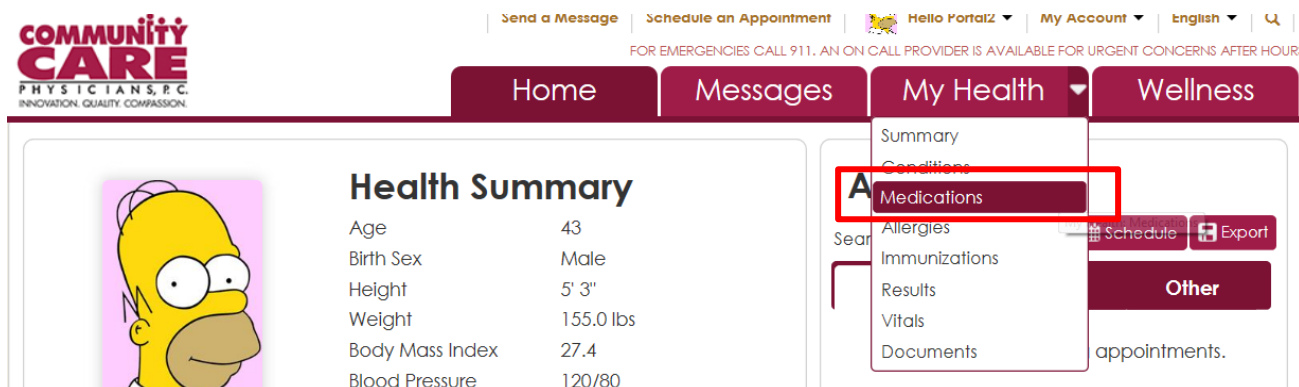
- A box for the subject of the message **1**
- A box for the body of the message **2**, which is limited to 1000 characters.
- Once these three sections are all filled out, you should be able to click the "Send" button **3**.

The screenshot shows the 'Compose Secure Message' window with the provider selected. The 'To:' field is filled with 'Rommel M Tolentino, MD'. The 'Subject' field is labeled with a red box and the number '1'. The 'Message' body is a large text area labeled with a red box and the number '2'. At the bottom right, the 'Send' button is labeled with a red box and the number '3'. There is also a 'Back' button at the bottom left. A character count 'Characters used: 0 / 1000' is visible next to the message body.

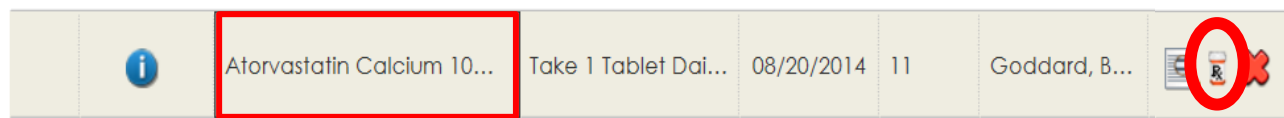
**Please note: for life-threatening emergencies, do not send a FollowMyHealth message to your provider. Please call 911 or visit your nearest ER.**

# How to Request a Refill on a Prescription:

1. Navigate to the “Medications” tab under the “My Health” section:



2. Next, click on the little “Rx” bottle to the far right of the medication you would like to renew



3. The box below will then appear. Note that you can change your pharmacy location by clicking the “Change” button. After you have reviewed the information click “Send”.

A screenshot of a 'Renew a Prescription' form. The form has a title bar with a close button. It contains fields for 'Provider' (Dr. Bryan Goddard), 'Prescription' (Atorvastatin Calcium), 'Medication Info' (Atorvastatin Calcium 10 MG Oral Tablet, Take 1 Tablet Daily As Directed), and 'Pharmacy Location' (INACTIVATED). There is a 'Change' link next to the pharmacy location, which is circled in red. At the bottom, there is a 'Comments' text area and two buttons: 'Send' and 'Cancel', both of which are circled in red.

4. You will then receive a notification from FollowMyHealth that your request has been received. Once approved, your pharmacy will call you when your prescription is ready to be picked up!



# How Can I View My Lab Results Through the Patient Portal?

1. To access your results, click on the **Documents** section under “My Health”:

COMMUNITY CARE PHYSICIANS, P.C. INNOVATION. QUALITY. COMPASSION.

FOR EMERGENCIES CALL 911. AN ON CALL PROVIDER IS AVAILABLE FOR URGENT CONCERNS AFTER HOURS

Home Messages **My Health** Wellness

**Health Summary**

Age 43  
Birth Sex Male  
Height 5' 3"  
Weight 155.0 lbs  
Body Mass Index 27.4  
Blood Pressure 120/80  
Preferred Pharmacy **(Inactive)**  
INACTIVATED: RITE AID-  
1285 RESERVOIR AVE.

Summary  
Conditions  
Medications  
Allergies  
Immunizations  
Results  
Vitals  
**Documents**

Schedule Export  
Other  
Appointments.

5. Next, click on the little magnifying glass to the far right of “Result Letter”:

**Documents** [+ Add Document](#) [Send](#)

New	Name	Date	Provider	Source	Options
	Result Letter	02/28/2018	Tolentino, Rommel	Community Care	
	JPEG	10/31/2017		Patient-Entered	

6. Check out your results!

**Result Letter**

Email Print Fax

**Patient:**  
Test, Portal2

**Date Of Birth:**  
06/10/1975

**Written By:**  
Tolentino, Rommel

Dear Portal,

Your recent strep test results are cited below. The result came back positive. Please continue with the recommended course of treatment and do not hesitate to message me via your portal account should you have any additional concerns or questions.

Sincerely,


Dr. Who

**Signatures**  
Electronically signed by : Shaun Cahill, ; Feb 28 2018 1:47PM EST

***Please keep in mind any labs done outside of our organization may not show up in your portal account!***

## How to Update Your Demographic Information:

1. Navigate to the “**My Info**” tab under the “**My Account**” section:




COMMUNITY  
CARE  
PHYSICIANS, P.C.  
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[Send a Message](#)
[Schedule an Appointment](#)
[Hello Portal2](#)
[My Account](#)
[Emergency](#)

FOR EMERGENCIES CALL 911. AN ON CALL PROVIDER IS AVAILABLE OUTSIDE OF HOURS

[Home](#)
[Messages](#)
[My Health](#)
[Wellness](#)



### Health Summary

Age	43
Birth Sex	Male
Height	5' 3"
Weight	155.0 lbs
Body Mass Index	27.4
Blood Pressure	120/80

### Appointments


Search:



[Upcoming](#) [Past](#) [Other](#)

You have no upcoming appointments.

[My Info](#)
[Connections](#)
[Billing](#)
[Preferences](#)
[Support](#)
[Help](#)
[Sign Out](#)

2. Here, you can add any updates to your demographic information such as your address, insurance, emergency contact and even your preferred gender identity!



[Send a Message](#)
[Schedule an Appointment](#)

[Hello Portal2](#)
[My Account](#)
[English](#)


FOR EMERGENCIES CALL 911. AN ON CALL PROVIDER IS AVAILABLE FOR URGENT CONCERNS AFTER HOURS.

[Home](#)
[Messages](#)
[My Health](#)
[Wellness](#)

# Demographics

[Save](#)
[Send](#)

[General](#)
[Emergency Contact](#)
[Responsible Party](#)
[Insurance](#)

## Basic Information

### Name/DOB

Preferred Name:

First Name:

Portal2

Middle Name:

Last Name:

Test

Date of Birth (e.g. 10/29/1985):

06/10/1975

Social Security Number:

### Birth Sex / Sexual Orientation / Gender Identity

Birth Sex:

Male

Sexual Orientation:

Gender Identity:


## Contact Information

Email:


fmhtest001@gmail.com

[Change](#)


Home Phone:

 (555) 555-5555

Work Phone:



Cell Phone:



[Add A Cell Phone number](#)

## Need Help or Support?

Have a portal question? E-mail [mycareDOT@communitycare.com](mailto:mycareDOT@communitycare.com). A staff member will assist you with your portal needs!

