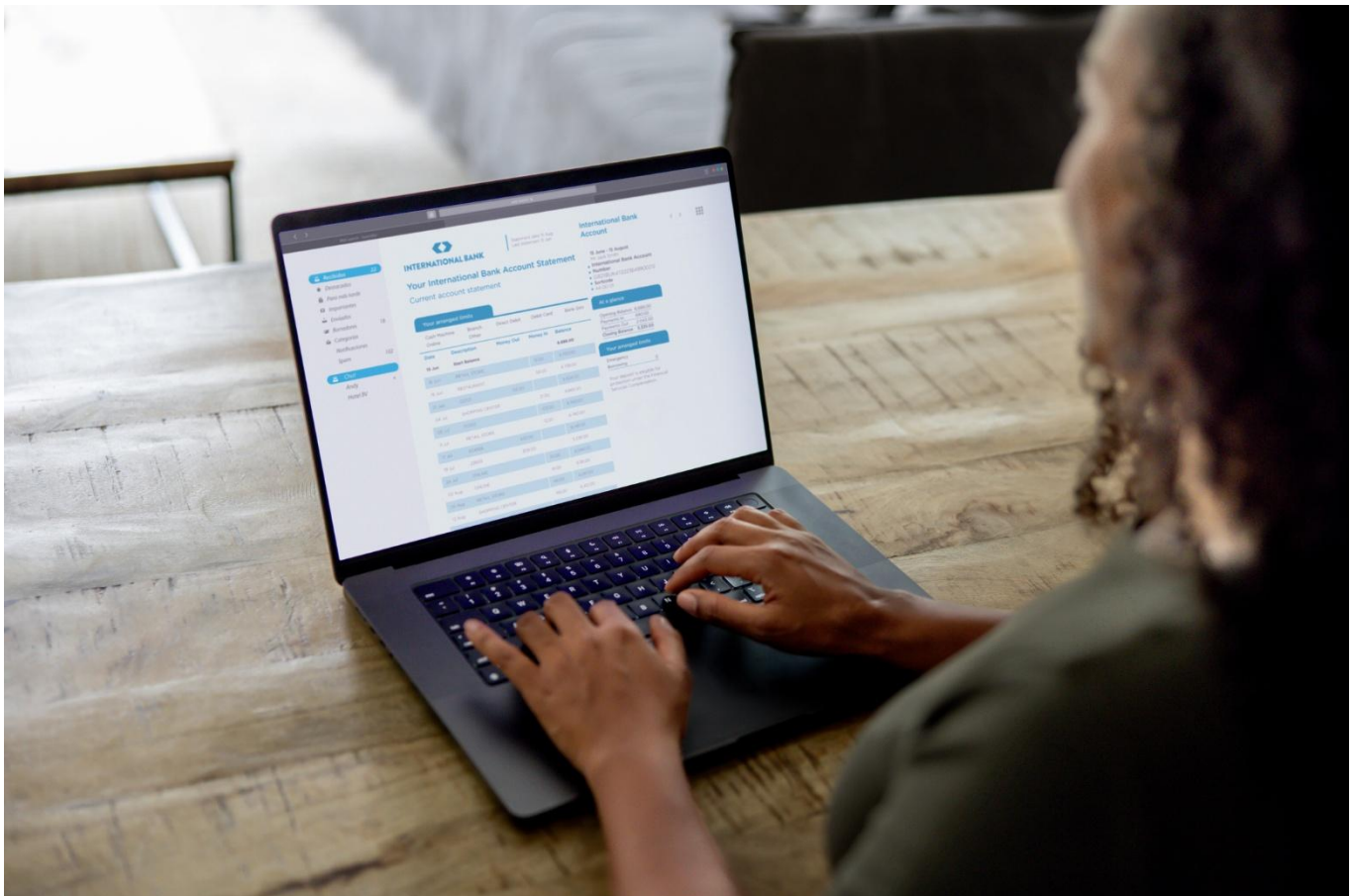


# Patient Portal Guidebook 2025 Edition

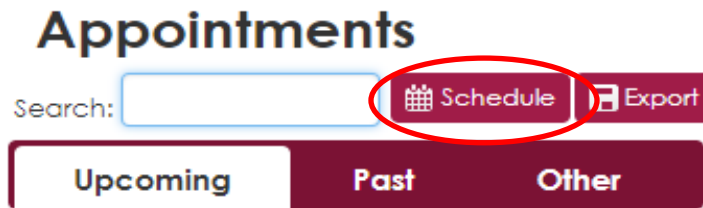
***For Desktop and Laptop***



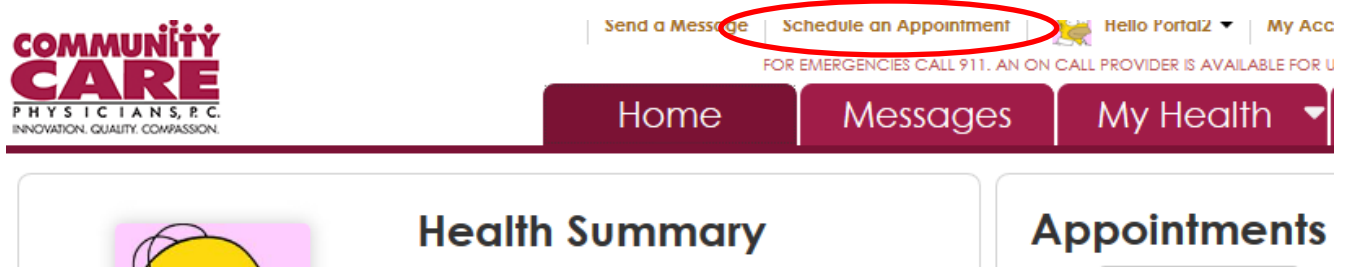
# How to Request an Appointment:

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

A screenshot of the 'Schedule an Appointment' modal form. The form has a dark purple header with the title 'Schedule an Appointment' and a close button (X). Below the header, there is a section for 'Organization: Community Care'. Underneath, there is a section titled 'Choose an appointment type' with a list of options. The 'Other' option is selected and highlighted with a grey background and a checkmark icon. At the bottom of the form, there are two buttons: 'Back' and 'Continue'. The 'Continue' button is highlighted with a red circle.

2. Now, select the appropriate provider you wish to schedule an appointment with, and 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 displays "Organization: Community Care" and "Appointment Type: Other". The section is titled "Choose a provider" and includes a link for "Additional Providers". A list of providers is shown, with "Rommel M Tolentino, MD" selected and highlighted in grey. A red arrow points to this provider's name. Below the provider list, there are two buttons: "Back" on the left and "Continue" on the right. The "Continue" button is circled in red.

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

The screenshot shows the same "Schedule an Appointment" form, but now the provider "Rommel M Tolentino, MD" is confirmed. The section is titled "Date and time preference" with the instruction "Tell us when you would like to have an appointment." Below this, there are two dropdown menus: "When do you need an appointment?" set to "First Available" and "Select window of availability" set to "Anytime". Between these dropdowns are checkboxes for days of the week: Mon, Tue, Wed, Thu, Fri, Sat, and Sun. A "Save time preference" button is located at the bottom right of the form and is circled in red. At the very bottom of the form, there are "Back" and "Continue" buttons.

4. 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.

**Schedule an Appointment** [X]

Organization: **Community Care** Appointment Type: **Other**

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

**Date and time preference**  
Tell us when you would like to have an appointment.

First Available - Mon: Anytime [X]

**+ Add another time preference**

**Back** **Continue**

5. 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** [X]

**Appointment request summary**

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

Date and time preference  
• **First Available - Mon: Anytime**

Appointment Type: **Other** Organization: **Community Care**

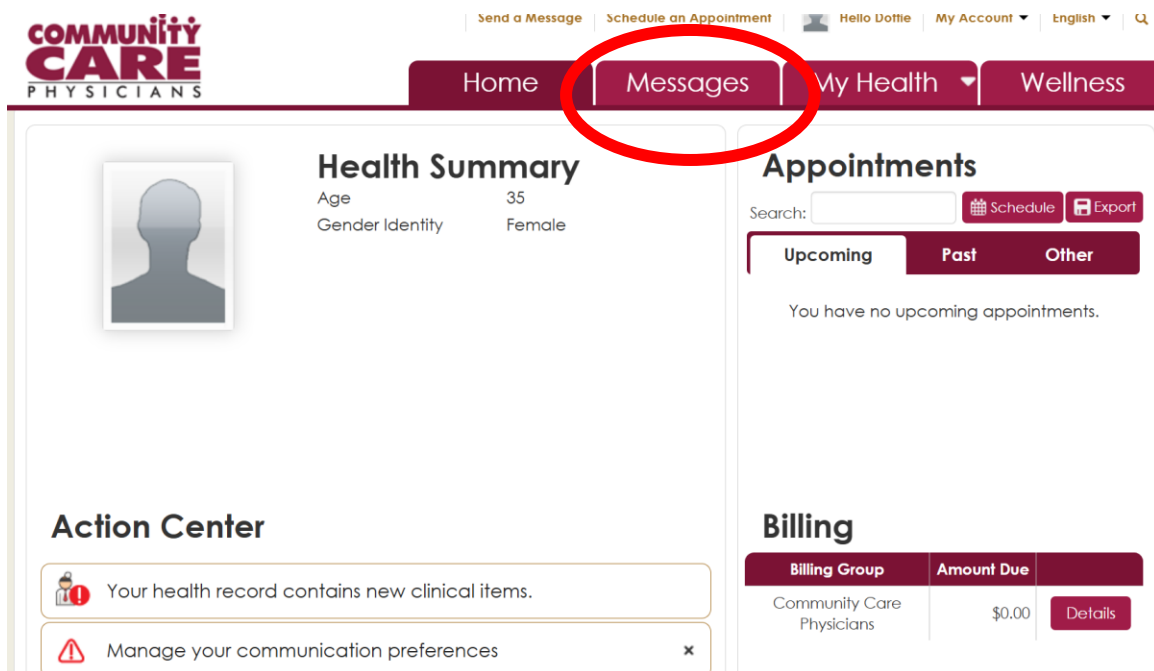
Why are you scheduling this appointment? (Required)  
Chronic back pain

17 / 40

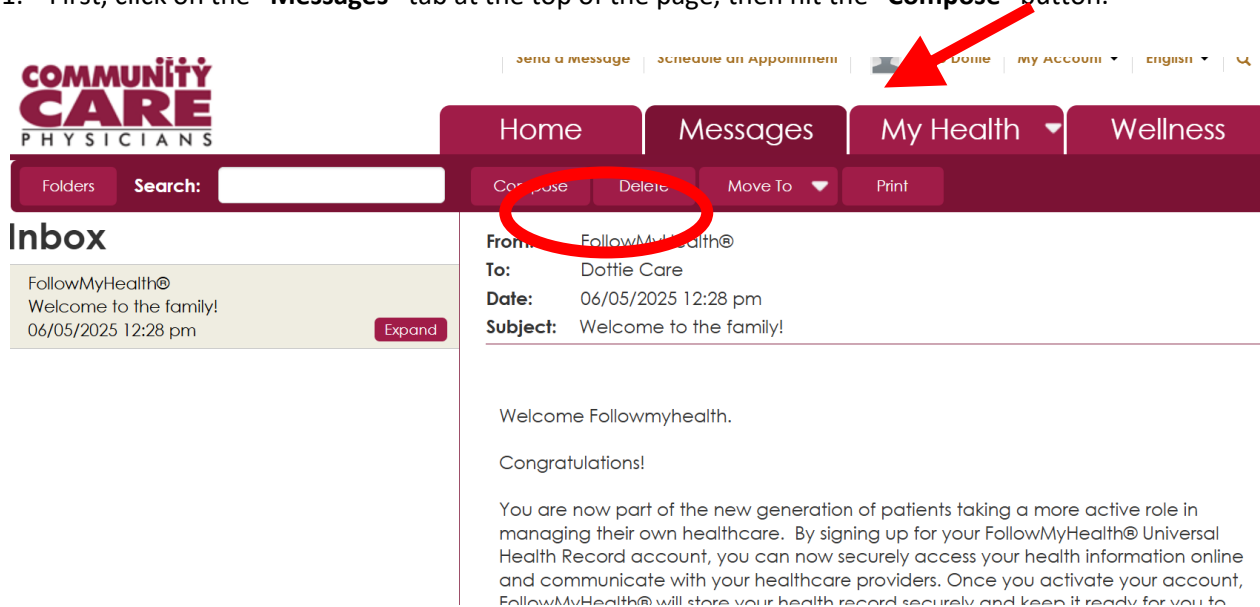
**Back** **Schedule Your Appointment**

# 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 with a dark red header. Below the header, it says 'Organization: Community Care'. The main section is titled 'Choose a Provider' and lists 'Rommel M Tolentino, MD' with the specialty 'Internal Medicine, Pediatrics'. A red arrow points to this provider's name. There is a 'Don't see your provider?' link with a question mark icon. At the bottom are 'Back' and 'Continue' buttons.

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

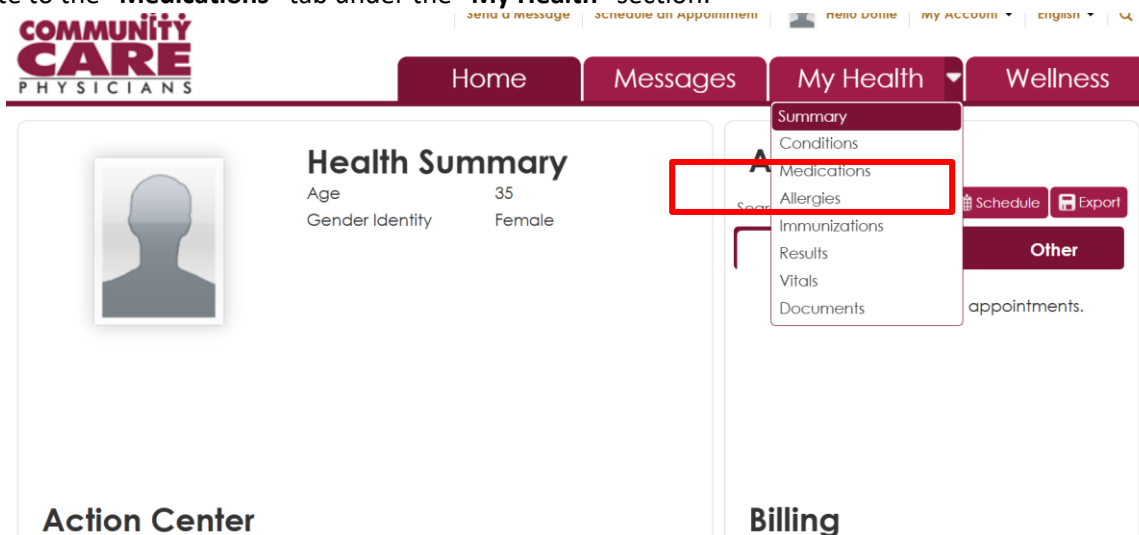
- A box for the subject of the message **1**
- A box for the body of the message **2**, which is limited to 1000 characters.
- Once these three sections are all filled out, you should be able to click the "Send" button

The screenshot shows the 'Compose Secure Message' window with the 'To' field filled with 'Rommel M Tolentino, MD'. The 'Subject' field is highlighted with a red box labeled '1'. Below it is a large text area for the 'Message' body, highlighted with a red box labeled '2'. To the right of the message area, it says 'Characters used: 0 / 1000'. At the bottom right, the 'Send' button is highlighted with a red box labeled '3'. There is also a 'Back' button at the bottom left.

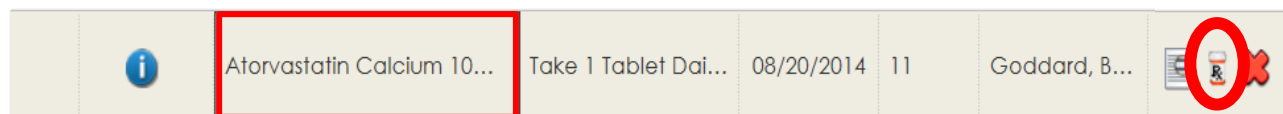
***Please note: for life-threatening emergencies, do not send a FollowMyHealth message to your provider. Please call 911 or visit your nearest ER.***

# 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



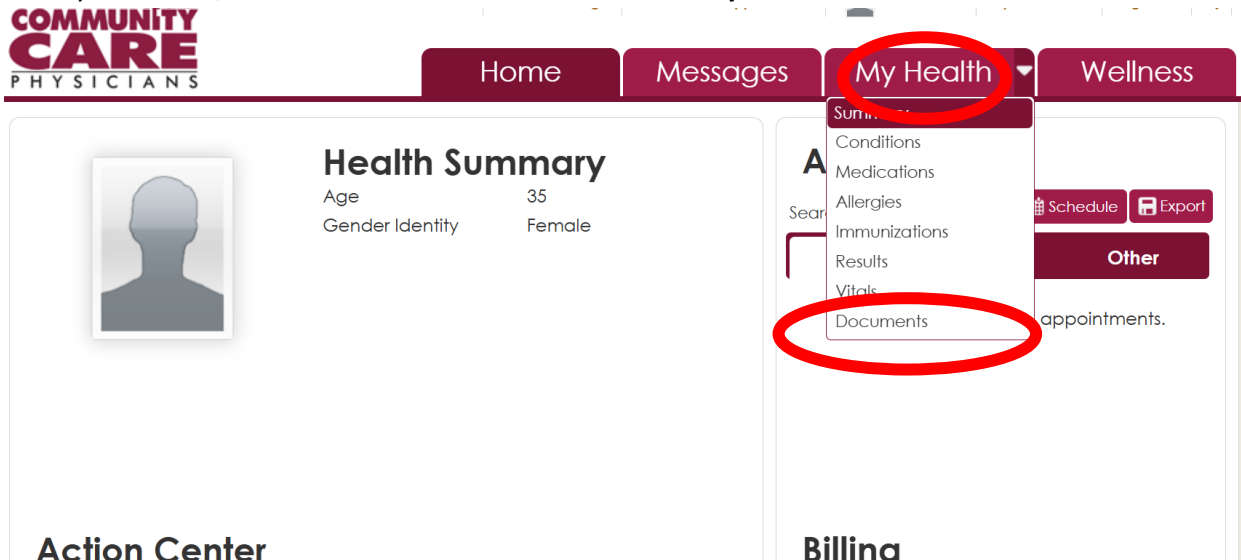
3. The box below will then appear. Note that you can change your pharmacy location by clicking the “Change” button. After you have reviewed the information click “Send”.

A screenshot of a 'Renew a Prescription' form. The form has a title bar with a close button. It contains several sections: 'Provider:' with a dropdown menu showing 'Dr. Bryan Goddard'; 'Prescription:' with a dropdown menu showing 'Atorvastatin Calcium'; 'Medication Info:' with text 'Atorvastatin Calcium 10 MG Oral Tablet' and 'Take 1 Tablet Daily As Directed.'; 'Pharmacy Location:' with the text 'INACTIVATED' and a 'Change' link; and 'Comments:' with a large text area. At the bottom right are 'Send' and 'Cancel' buttons.

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”:

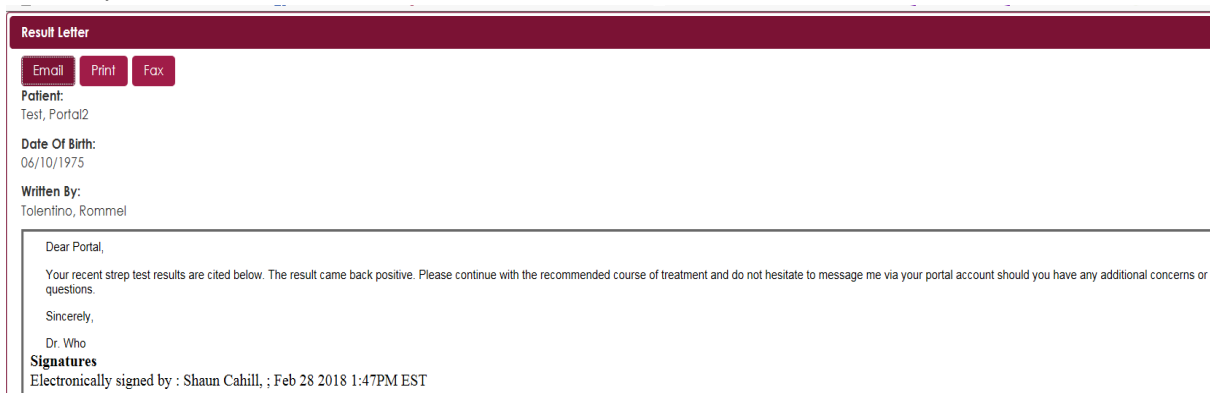


2. Next, click on the little magnifying glass to the far right of “Result Letter”:

**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	

3. Check out your results!



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

## Need Help or Support?

Have a portal question? E-mail [mycareDOT@communitycare.com](mailto:mycareDOT@communitycare.com) or call 518-213-6952.

A staff member will assist you with your portal needs!

