APPatient™ Application Instructions

We have established the APPatient Application to help effectively and securely manage your healthcare information from your mobile device. The content in this document will guide you through the secure application's most frequently required functions. Should you have other questions about using the APPatient, please contact our office at 985-446-5079.

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Activate Your Patient Portal Account

An account must be activated through a web browser before you can use or access your data on the APPatient Application. Providing us with your email address will allow us to send you an email from the office that includes a link to activate your Patient Portal account.
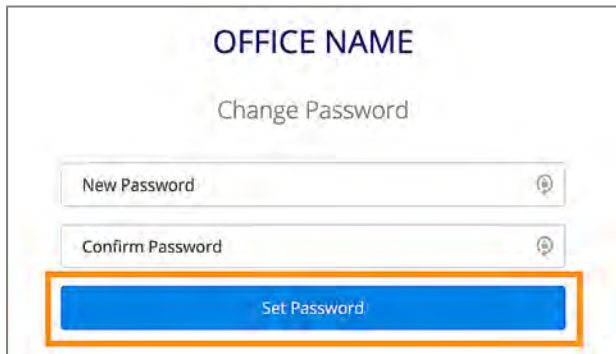
1. Open the email from us with the subject, "Welcome to Your Louisiana ENT Patient Portal".
2. The email will include your Patient Portal *Username*, *Practice URL*, and the steps for logging into the portal. The Practice URL that you will use for our office is southernent.ema.md.
3. Select, **Activate Account.**
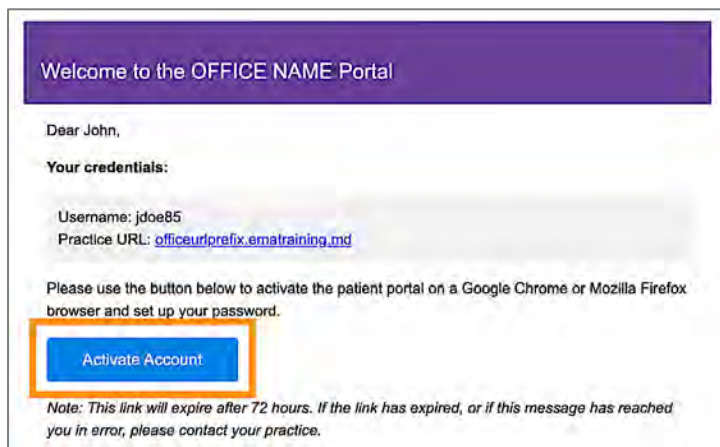
4. You will be directed to the portal website, where you will be prompted to verify your identity by entering your *Date of Birth* and *Last Name*. Once entered, select **Verify Information**.

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5. You will be prompted to change your password. Once entered, select **Set Password**.

Download APPatient Application

After activating your Patient Portal account on a web browser, you can use our patient mobile app- APPatient. To log into APPatient, you will need your Practice URL, Username, and Password. The Practice URL that you will use for our office is southernent.ema.md.

1. Open the received email through your smartphone and select the provided hyperlink**.** If you do not have access to your email on your smartphone, go to the *App Store* and search **APPatient**.

Note: Our practice offers remote, clinical care through telemedicine services available in APPatient. To access telemedicine services, you will need to activate your Patient Portal and download the APPatient mobile app.

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2. This redirects you to the App Store to download the APPatient application. Select **Get** to download the application.
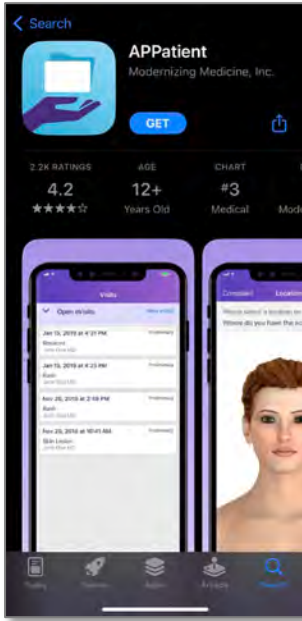
Note: If the application has already been downloaded, the hyperlink will redirect you to the application.

3. You will receive a pop-up asking to Allow Push Notifications. It is highly recommended that you select **Allow** to receive push notifications for updates. If you don't allow, you will have to log into the app frequently to check for updates.
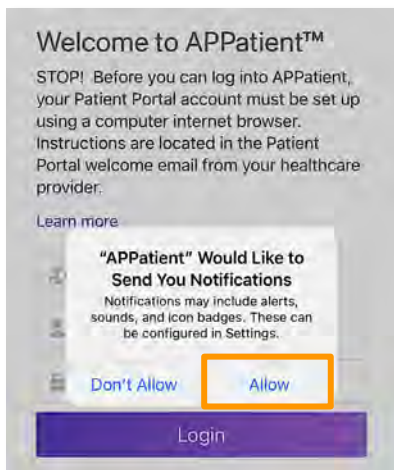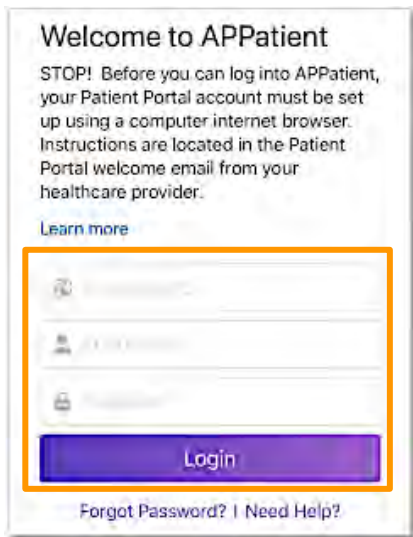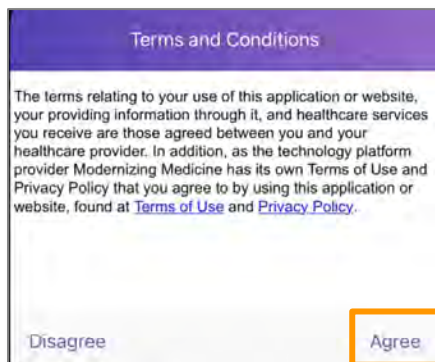

Log in to the APPatient App

After APPatient has been downloaded, you will be able to log in to the App as needed. Follow the steps below to log in.

1. First, enter the **Practice URL, Username,** and **Password.** Then, select **Login.** These are the same credentials utilized when accessing the patient portal on the web browser. The Practice URL that you will use for our office is southernent.ema.md.
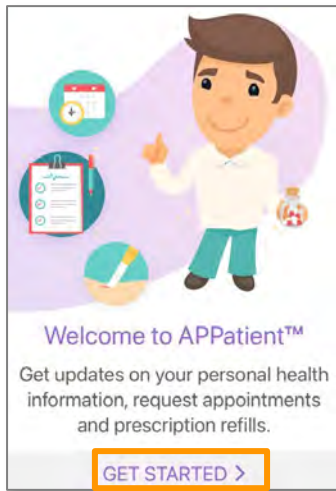
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Welcome to APPatient

STOP! Before you can log into APPatient, your Patient Portal account must be set up using a computer internet browser. Instructions are located in the Patient Portal welcome email from your healthcare provider.

Learn more

Login

Forgot Password? I Need Help?

2. Next, select **Agree** to the Terms and Conditions to proceed.

Terms and Conditions

The terms relating to your use of this application or website, your providing information through it, and healthcare services you receive are those agreed between you and your healthcare provider. In addition, as the technology platform provider Modernizing Medicine has its own Terms of Use and Privacy Policy that you agree to by using this application or website, found at Terms of Use and Privacy Policy.

Disagree   Agree

3. Welcome to APPatient! Tap **Get Started** to continue!

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Welcome to APPatient™

Get updates on your personal health information, request appointments and prescription refills.

GET STARTED >

4. If applicable, you can enable *Touch ID* or *Face ID* capabilities.

Would you like to enable Touch ID login?

Using Touch ID to sign into the APPatient app means that the biometric information registered on this device will be used to access your account

Enable

No, set up later in My Profile

Would you like to enable Face ID login?

Using Face ID to sign into the APPatient app means that the biometric information registered on this device will be used to access your account

Enable

No, set up later in My Profile

Forgot Password

Follow these instructions if you forgot your password and need to create a new one.

Note: These instructions will only work successfully if your Patient Portal account is already created, and the information entered is correct according to our records. If you have any trouble receiving your password reset link, please contact our office.

1. From the APPatient login screen, select **Forgot Password**.

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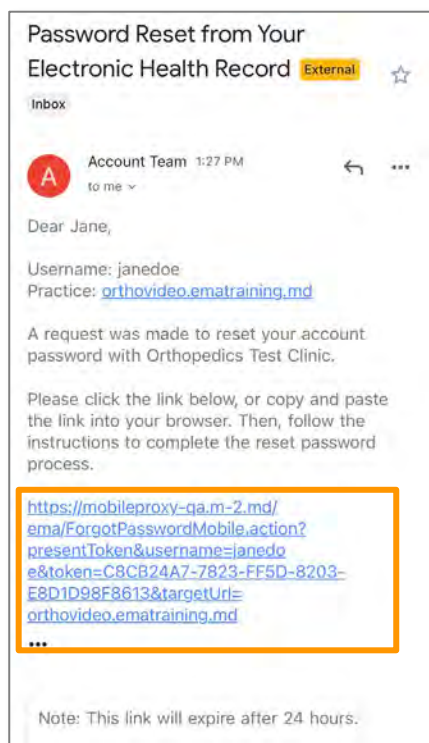# APPatient™ Application Instructions

2. Enter the requested information, then select **Send Password Request Email.**

3. Open your email and look for the message with the subject *Password Reset from Your Electronic Health Record.* The email will include your *Username* and *Practice* information, as well as a link to reset your Password. Select the **link** to continue.
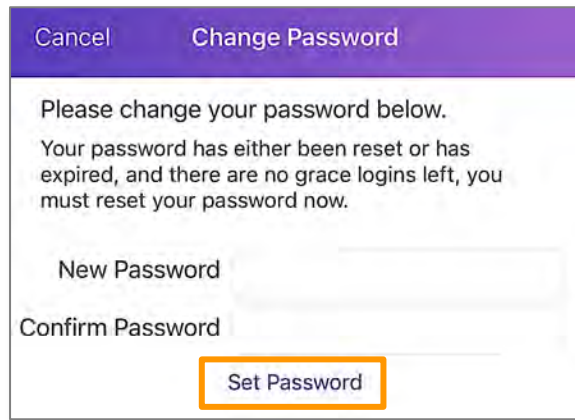
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Password Reset from Your Electronic Health Record [External]

Inbox

Account Team 1:27 PM
to me

Dear Jane,

Username: janedoe
Practice: orthovideo.ematraining.md

A request was made to reset your account password with Orthopedics Test Clinic.

Please click the link below, or copy and paste the link into your browser. Then, follow the instructions to complete the reset password process.

https://mobileproxy-qa.m-2.md/ema/ForgotPasswordMobile.action?presentToken&username=janedoe&token=C8CB24A7-7823-FF5D-8203-E8D1D98F8613&targetUrl=orthovideo.ematraining.md

Note: This link will expire after 24 hours.

4. You will be prompted to enter your **Last Name and Date of Birth** to verify your identity. After the information is entered, select **Verify.**

Cancel   Password Reset

Please verify your date of birth and last name to change your password.

Last Name:

Date of Birth:

Verify

5. If the information is verified successfully, you will be prompted to enter your new password. Select **Set Password**.

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Prepare for Your Visit

Forms on APPatient

Once you have activated your account, APPatient will notify you of any Pending Documents to Review. To complete the documents, you will need to be logged into your web portal on your computer.

1. When logged into APPatient, you will be navigated to the Home Screen. Below Recent Messages, select **Pending Documents to Review**.
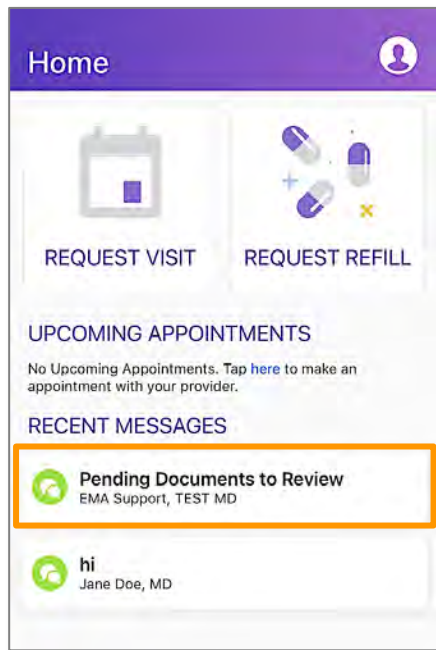
2. The message will show you the documents that need to be reviewed and completed on your web portal.

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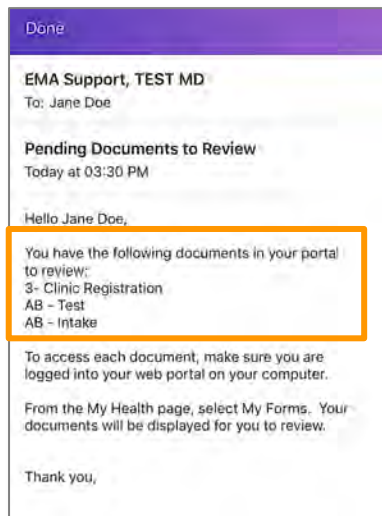
3. Please refer to the Patient Portal Manual for more details on completing forms on the computer.

Add or Update Medical Information

In this section, you will learn how you can update your medical history and verify your patient information.

1. Once logged in to APPatient, select **My Health** and navigate through the sections to update and/or view your *Medications*, *Pharmacies, Tests & Results, Allergies*, *Patient Information,* and *History.*
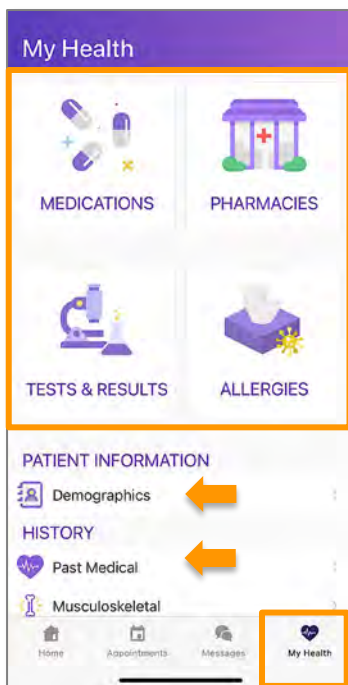
- **Medications** - Add or edit your medications list.
- **Pharmacies** - Add or edit pharmacies. See below for additional instructions.

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- **Tests & Results** - View any result that your medical provider has posted. See below for additional instructions.
- **Allergies** - Add or edit your allergies.
- **Patient Information**- Update basic contact and demographics.
- **History** - Add or update Past Medical History, Specialty-Specific History, Social History, and Family History.

Add Your Preferred Pharmacy

In this section, you will learn how to add your preferred pharmacy to your patient chart. Adding your pharmacy will assist our office with sending electronic prescriptions and medication refills.

1. From the *My Health* section of the portal, select **Pharmacies**.
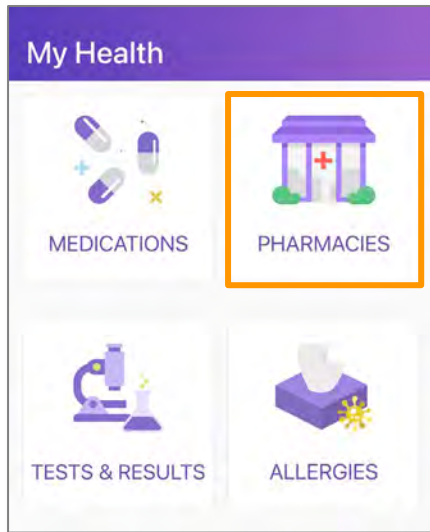
2. Select **Add a Pharmacy.**
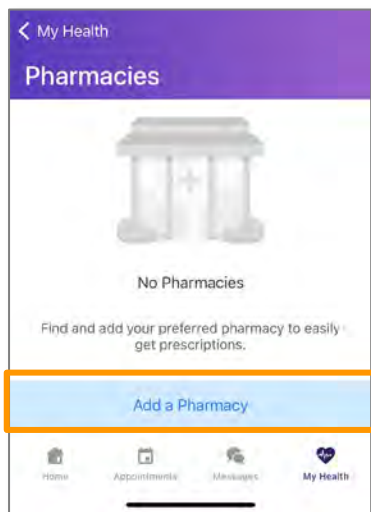
3. There are two options to enter your pharmacy information, *Add In-Store Pickup,* and *Add Mail Order*.

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- **Add In-Store Pickup** – Allows you to search for registered pharmacies that can receive electronic prescription requests.
- **Add Mail Order** – Allows you to search for registered pharmacies that can receive and mail electronic prescription requests.

4. Select **In-Store Pickup.**

5. In the search bar, type in your preferred *Pharmacy Name*. Then, select **Search.**
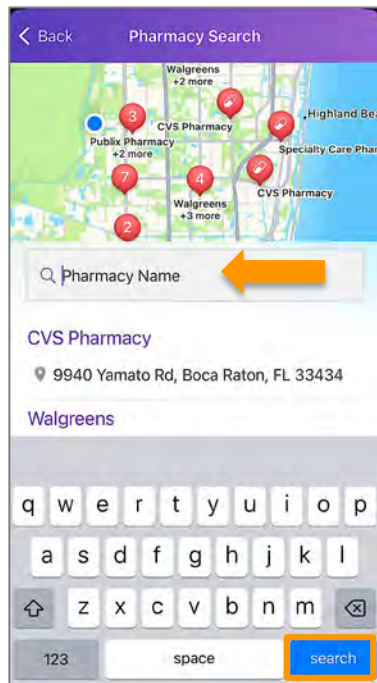
Note: The search will filter pharmacies based on the address you have saved in your demographics.

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6. Locate the pharmacy in the list of results by verifying the name and address. Tap the pharmacy of your choice.
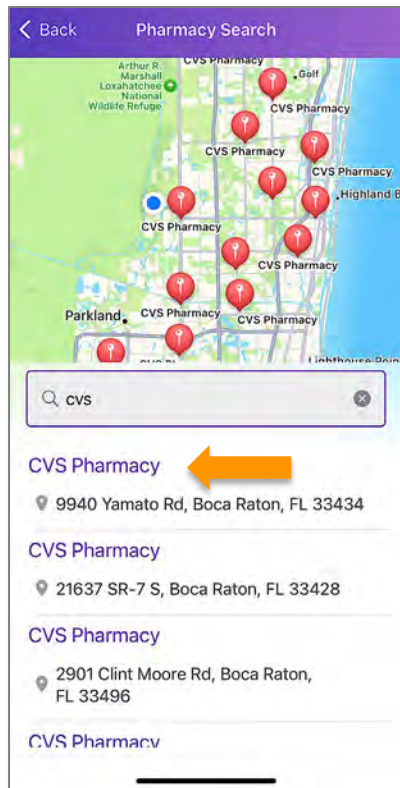
7. Select the **Add Icon** to add the pharmacy.
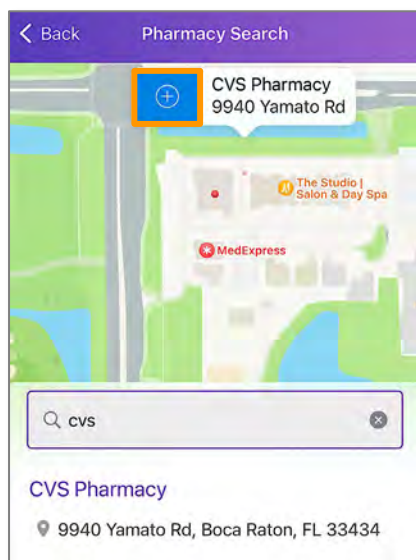
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View Your Tests & Results

In this section, you will learn how to view the tests and results that your medical provider has posted.

1. From the *My Health* section, select **Tests & Results**.
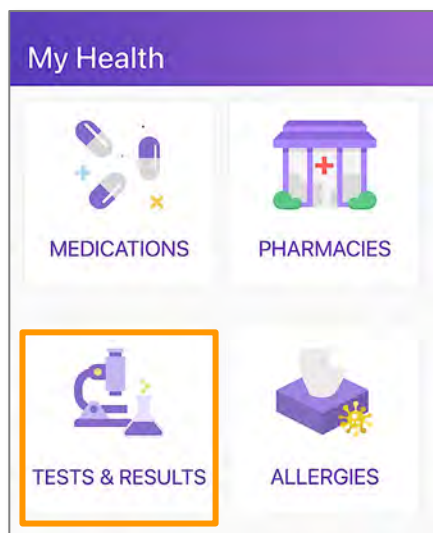
2. Click on the box (white area to the side) to view the tests and/ or results that have been posted by your medical provider.
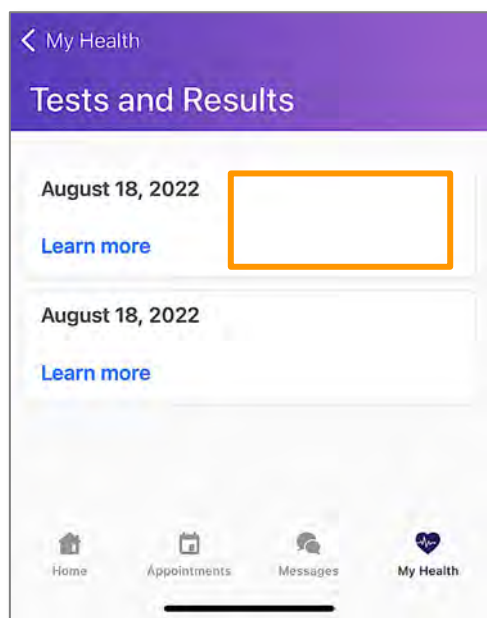
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3. Review your tests and/ or results.
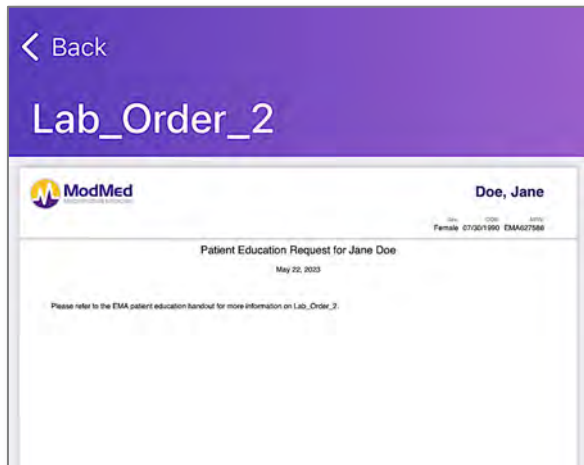
Appointments

Telehealth Video Visit

After scheduling your video visit appointment with your healthcare provider, follow these steps to ensure your call is successful.

1. At the time of your appointment, you will receive an email reminding you that your video chat visit is ready.

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2. You will also receive a text message with a link to join the video visit. Select the **link**.
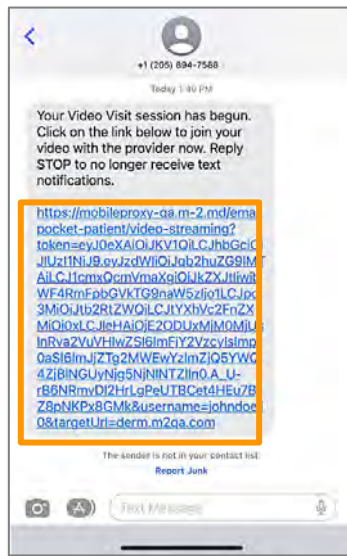
Note: The video visit link is valid for 10 minutes from the time it is launched by the provider. If you do not join within the 10-minute timeframe, the video will need to be launched again by the provider.

3. Your Session is Ready. Enter in your **Last Name** and **Date of Birth**. Then, select **Login**.

4. Read the Terms of Service. When finished, select **Agree**.

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5. Select **Join Video Visit**. When prompted, allow access to your camera and microphone.
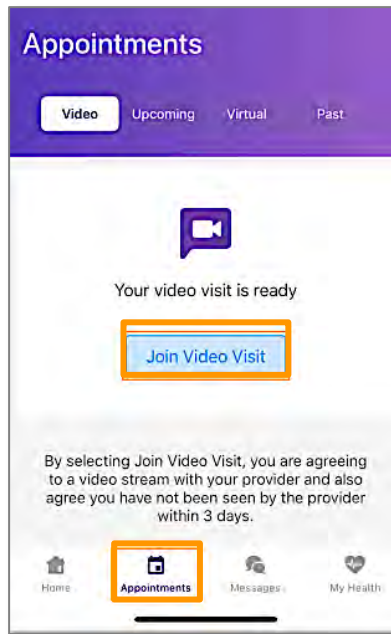
6. Read the Telemedicine Consent. Then, select **Agree**.

7. When the video visit begins, you can interact with your provider.

Note: During your call, you can switch between your front and back camera. You can also use your phone's flashlight. If you get disconnected, simply log back into the app and rejoin the call.

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View Video, Upcoming, Virtual, and Past Visits (Notes)

1. From the Home Screen, select **Appointments**.
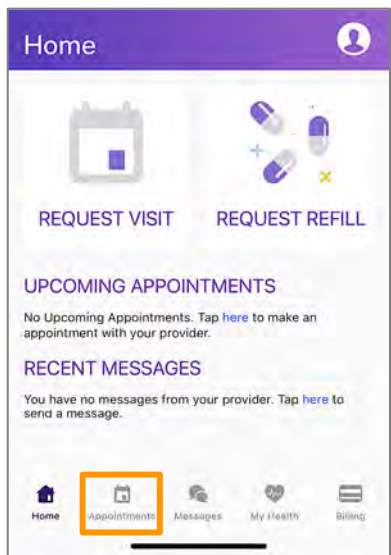
2. Tap into the section you want to view.
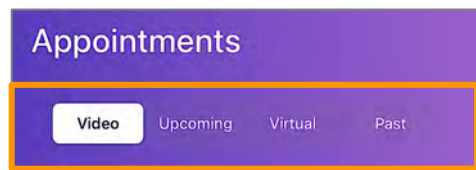
Access Your Medical Records

View and Share Your Medical Records

APPatient allows you to access your medical records, including completed visit documentation from your doctor or other qualified healthcare provider. The following instructions will guide you through how to locate these records within the App.

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1. Once logged in to APPatient, select **Appointments** from the main navigation bar.
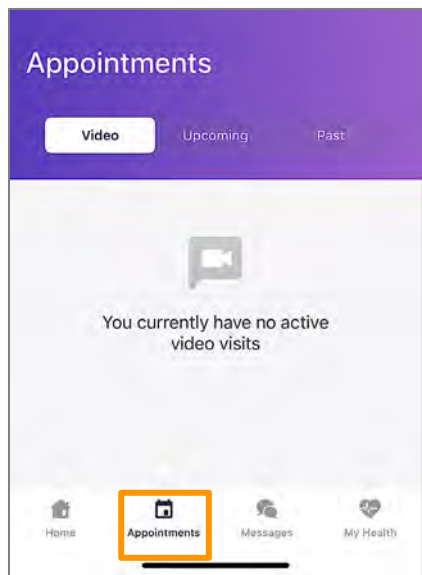
2. To view past visits, select **Past.**
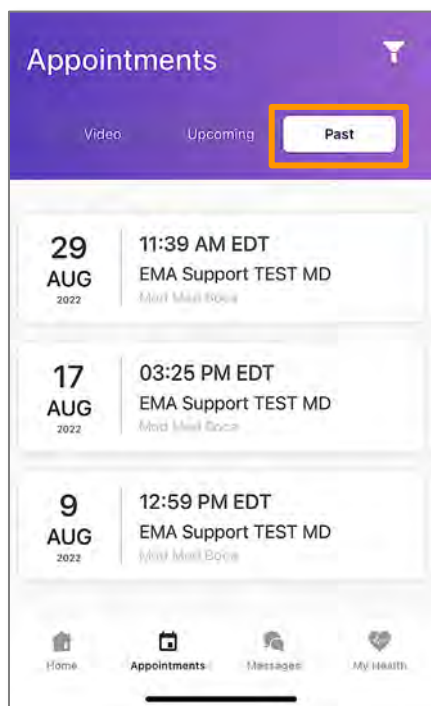
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3. Tap the visit you would like to view.
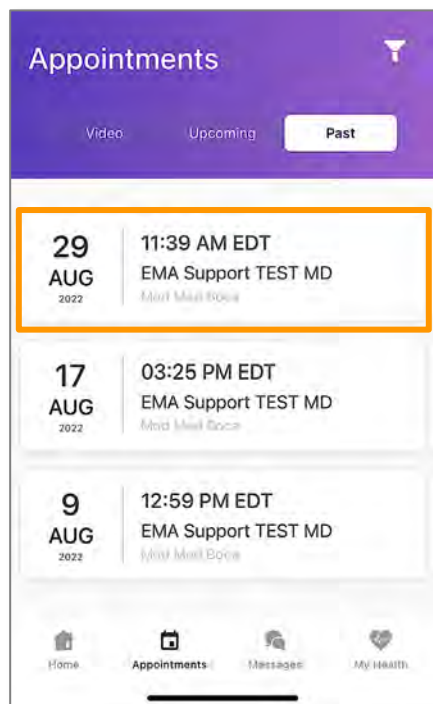
4. You can view your Appointment Details here. To open the visit note, select **View Visit Note.**
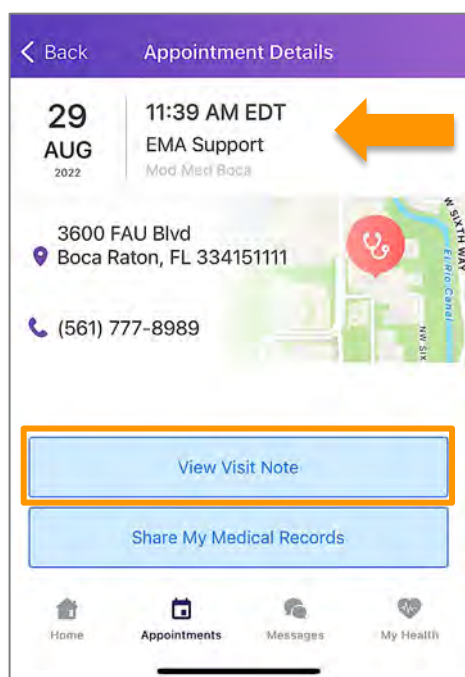
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5. Here, you can view your Visit Note. To return to the Appointment Details, select **Cancel.**

6. From Appointment Details, you have the options to view, share, or download your medical records. Select **Share My Medical Records.**

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7. A pop-up will appear asking if you would like to view your CCDA or Share your CCDA. Select the option you need. To escape, tap **cancel.**

Communicate with Our Office

Send a Message to Our Office

APPatient provides a self-contained method of communicating with our office using secure messaging protocols.

Note: If you are experiencing a medical emergency or need immediate assistance, please call 911.

1. Once logged in to APPatient, select **Messages** from the main navigation bar.
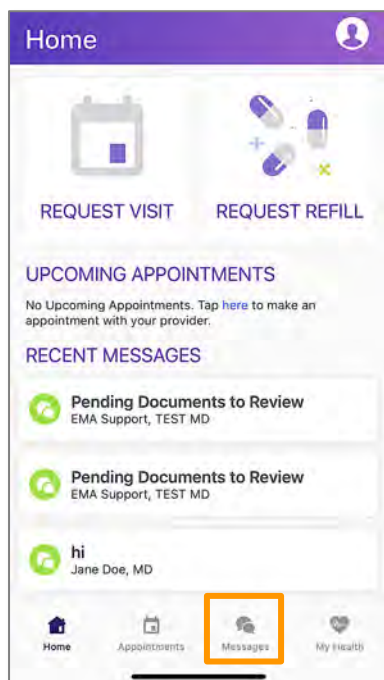
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2. Select **New Message.**
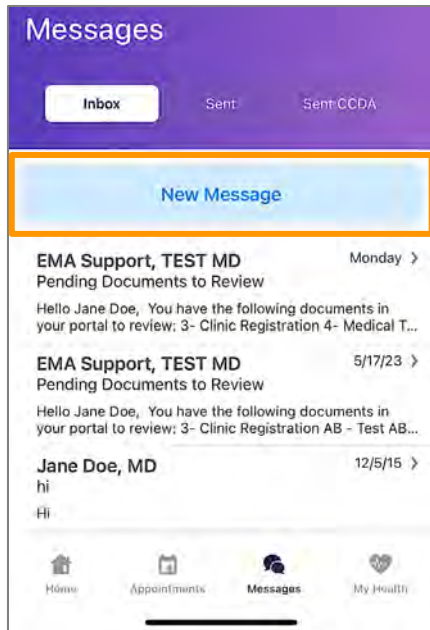
3. Enter the recipient into the *To* field.
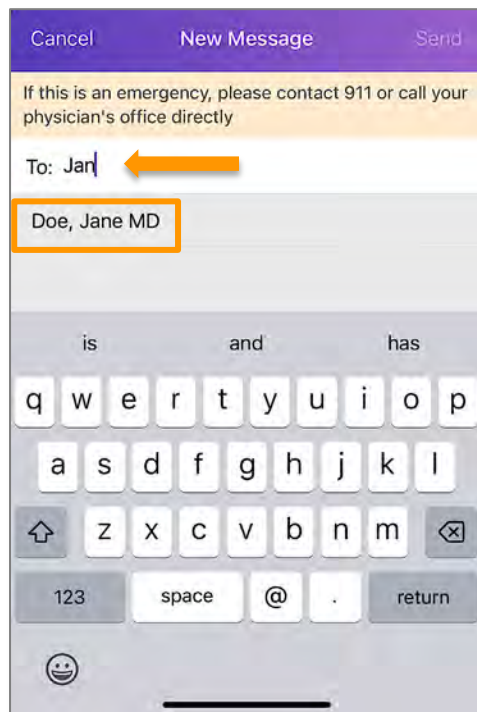
Tip: If you start typing the first few letters of the recipient's name, it will narrow the list and allow you to find them more quickly and easily.

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4. Enter the subject of the message into the Subject field.
5. Enter your message into the Message field.
6. When you are ready to send your message, select **Send**.

Read and Reply to Messages

Our office may send messages to you through the App. These messages could include documents; such as test results, or just a general message regarding your care. Follow these steps to view and/or reply to a message.

1. Log in to the APPatient and select **Messages** from the main navigation bar.
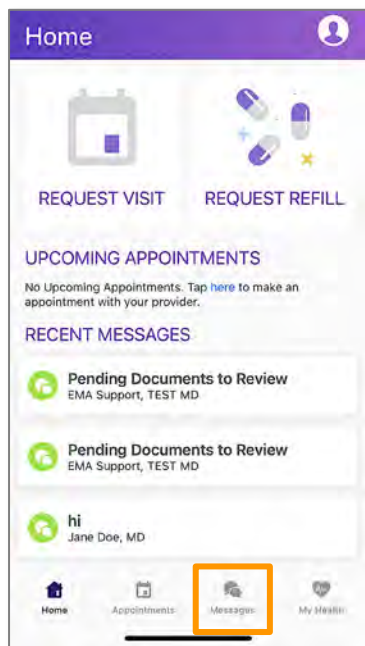
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2. Tap on the message you want to open.
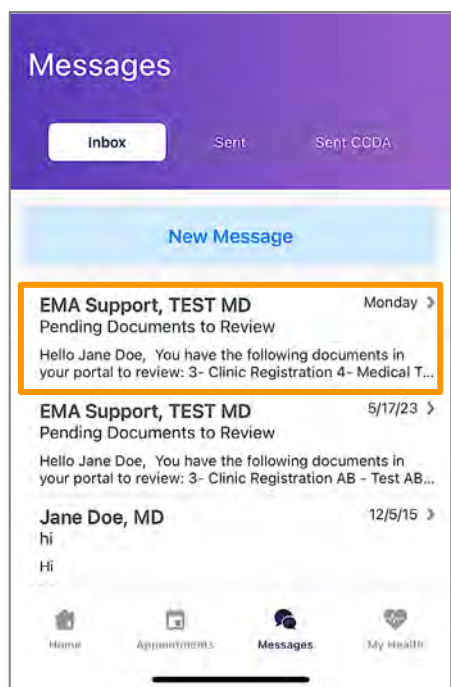
3. To reply to a message, select **Reply** or **Reply All**.
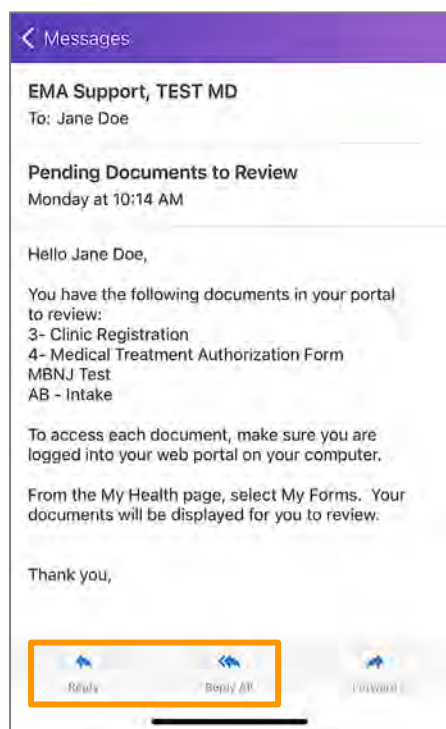
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4. Enter your response into the *Message* field, then select **Send**.

Request Visit and Request Refill

APPatient provides a self-contained method of communicating with our office using secure messaging protocols.

1. From the Home Screen, select **REQUEST VISIT**.
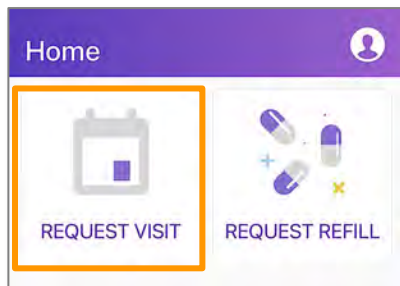
2. Complete steps 1-4. When finished, select **SEND**.

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3. To request a refill, select **REUEST REFILL**.

4. Complete the steps. When finished, tap **SEND**.

Any questions or concerns, please contact the Health Information Department at 985-446-5079, option 4.