

Patient Portal Instructions

We have established an internet-based Patient Portal to help effectively and securely manage your healthcare information. The content in this document will guide you through the secure portal’s most frequently-required functions. Should you have other questions about using the portal, please contact our office at 985-446-5079.

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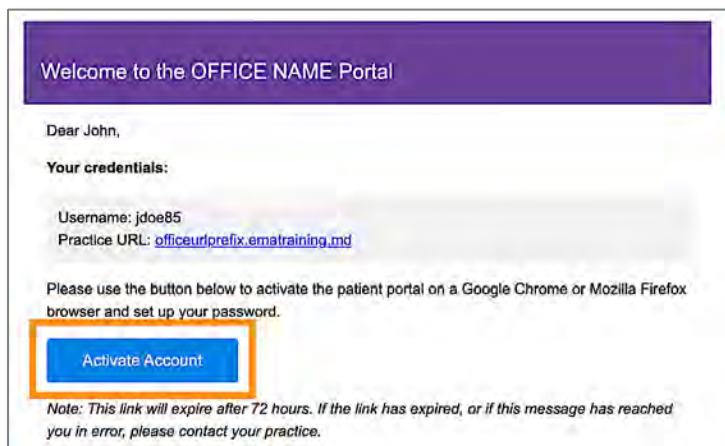
Patient Portal Instructions

Access the Patient Portal

Activate Your Patient Portal Account

An account must be created before you can use or access your data on the Patient Portal. 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* (patient portal web address) and the steps for logging into the portal.
3. Select, Activate Account.

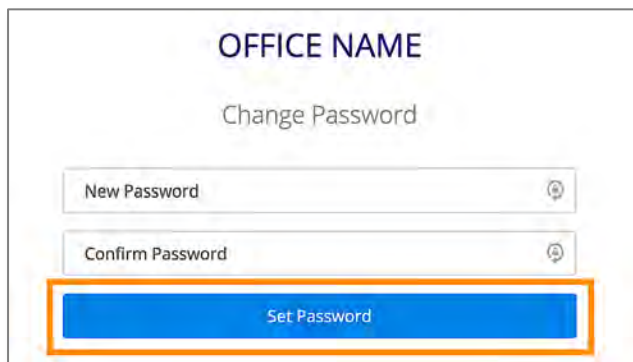


4. You will be directed to the portal website, where you will be prompted to verify your identity by entering your *Date of Birth* and *Last Name*. Once entered, select **Verify Information**.

A screenshot of the Patient Portal verification page. The page has a white background with the text "OFFICE NAME" at the top. Below that, it says "Password Reset". Then, it says "Please verify your date of birth and last name." There are two input fields: "Date of Birth | mm/dd/yyyy" and "Last Name". Below these fields is a blue button with the text "Verify Information" that is highlighted with an orange border. At the bottom, there is a link that says "Go to Login".

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

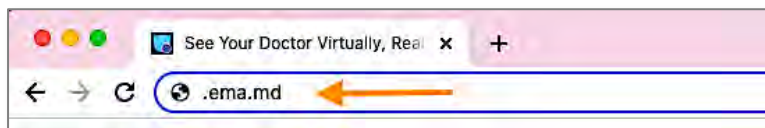


The screenshot shows a web form titled "OFFICE NAME" with the subtitle "Change Password". It contains two input fields: "New Password" and "Confirm Password", each with a small eye icon to the right. Below these fields is a blue button labeled "Set Password", which is highlighted with an orange rectangular border.

Log in to the Patient Portal

Once your account has been activated, you will be able to log in to the Patient Portal as needed. Follow the steps below to log in.

1. Open your internet browser on a computer or laptop and enter the following website URL into the address bar: **southernent.ema.md**



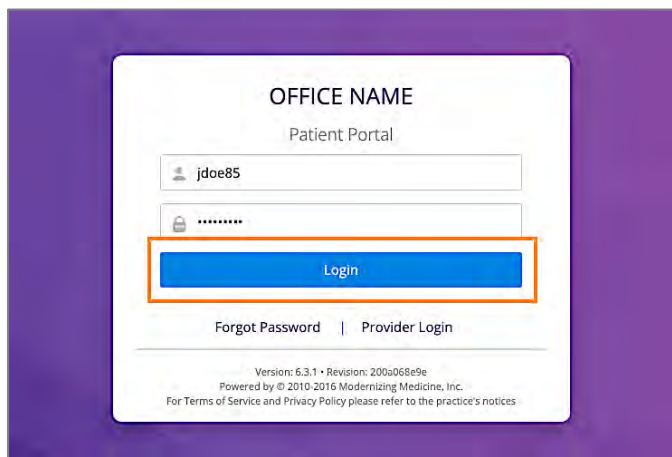
2. Select Continue as Patient.



The screenshot shows the Patient Portal login screen. It features a white box on a purple background. Inside the box, the text "OFFICE NAME" is at the top. Below it are two buttons: "Continue as Practice Staff" (blue) and "Continue as Patient" (light blue). The "Continue as Patient" button is highlighted with an orange rectangular border. Below the buttons is the text "OR". At the bottom of the white box, there is small text: "Version: 6.3.1 Revision: 2016/08/16" and "Powered by © 2010-2012 Modernizing Medicine, Inc. - mmodem.com".

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3. Enter your Patient Portal Username and Password, then select **Login**.



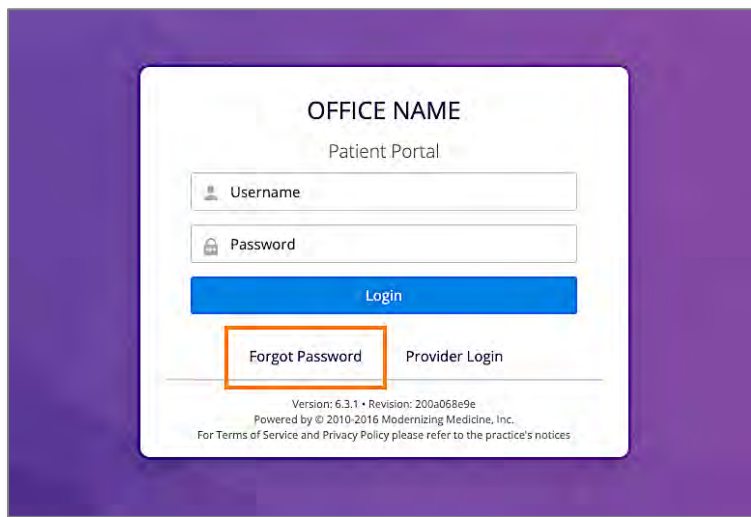
A screenshot of the Patient Portal login interface. The page has a purple background. At the top, it says "OFFICE NAME" and "Patient Portal". Below this are two input fields: "Username" with the text "jdoe85" and "Password" with masked characters "*****". A blue "Login" button is positioned below the password field and is highlighted with an orange rectangular border. Below the "Login" button are two links: "Forgot Password" and "Provider Login". At the bottom, there is small text indicating the version (6.3.1), revision (200a068e9e), and copyright information (© 2010-2016 Modernizing Medicine, Inc.).

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.

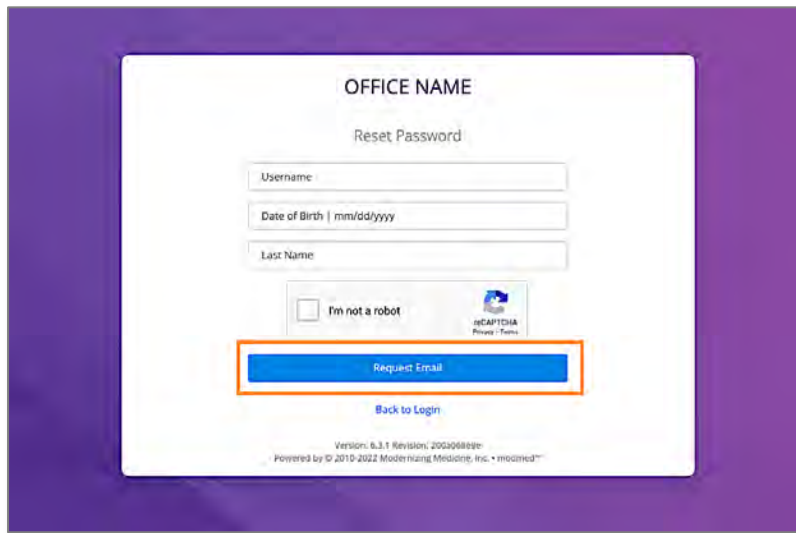
1. From the Patient Portal login screen, select **Forgot Password**.



A screenshot of the Patient Portal login interface, similar to the one above. The "Username" field contains the text "Username" and the "Password" field contains "Password". The blue "Login" button is present. Below it, the "Forgot Password" link is highlighted with an orange rectangular border. The "Provider Login" link is also visible. The same footer text regarding version and copyright is present at the bottom.

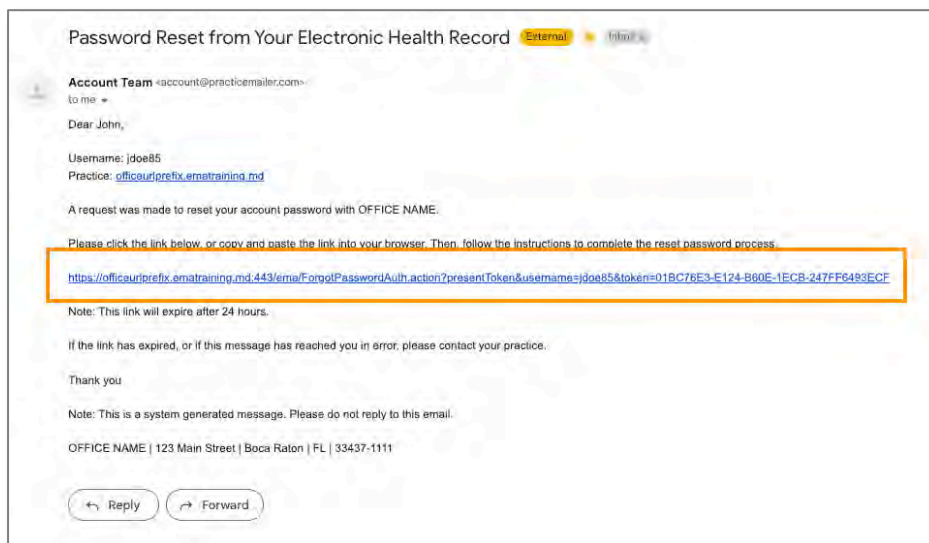
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2. Enter the requested information, then select **Request Email**.



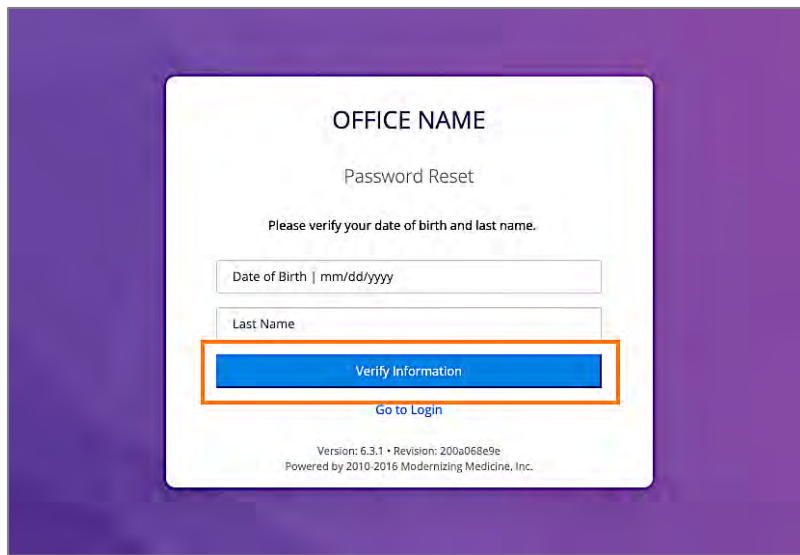
The screenshot shows a web form titled "OFFICE NAME" with a subtitle "Reset Password". The form contains three input fields: "Username", "Date of Birth | mm/dd/yyyy", and "Last Name". Below these fields is a CAPTCHA section with a checkbox labeled "I'm not a robot" and a reCAPTCHA logo. A blue button labeled "Request Email" is highlighted with an orange border. Below the button is a link "Back to Login". At the bottom, small text reads: "Version: 6.3.1 Revision: 20090808e: Powered by © 2010-2022 Modernizing Medicine, Inc. • modified™".

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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4. You will be prompted to enter your *Date of Birth* and *Last Name* to verify your identity. Once entered, select **Verify Information**.



The screenshot shows a white rectangular form centered on a purple background. At the top of the form, it says "OFFICE NAME" in bold. Below that is "Password Reset". A line of text reads "Please verify your date of birth and last name." There are two input fields: "Date of Birth | mm/dd/yyyy" and "Last Name". Below these fields is a blue button with the text "Verify Information" in white, which is highlighted by an orange rectangular border. Underneath the button is a link that says "Go to Login". At the very bottom of the form, in small text, it says "Version: 6.3.1 • Revision: 200a068e9e" and "Powered by 2010-2016 Modernizing Medicine, Inc."

5. If the information is verified successfully you will be logged in to the portal.

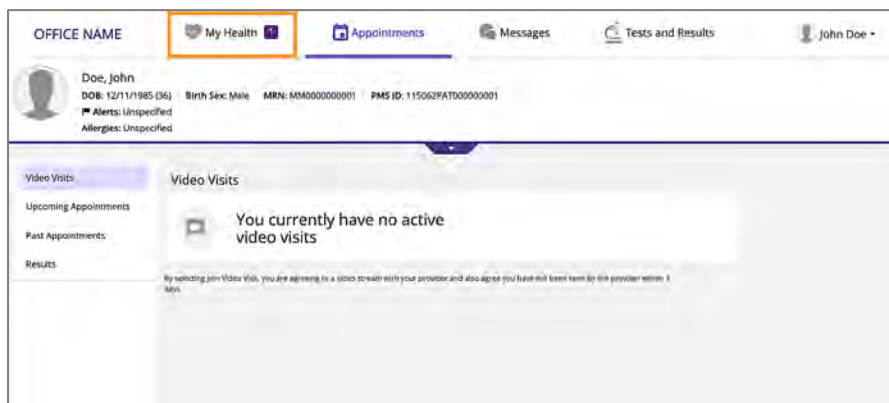
Prepare for Your Visit

Complete Forms on the Patient Portal

Once you have activated your account, you may use the Patient Portal to complete visit forms and view your health information.

1. Once logged in to the Patient Portal, select **My Health** from the main navigation bar.

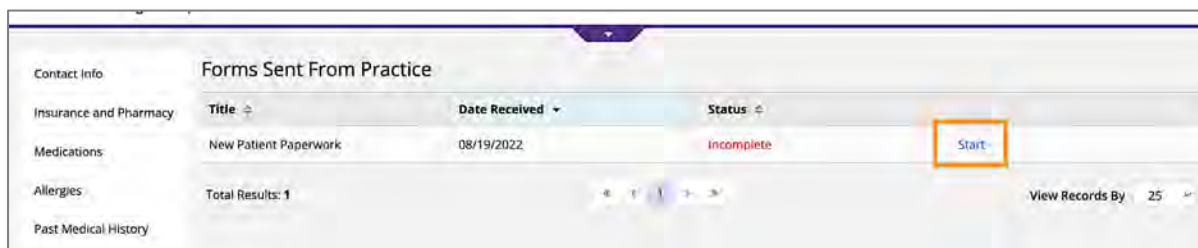
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2. From the *My Health* page, select **My Forms**.

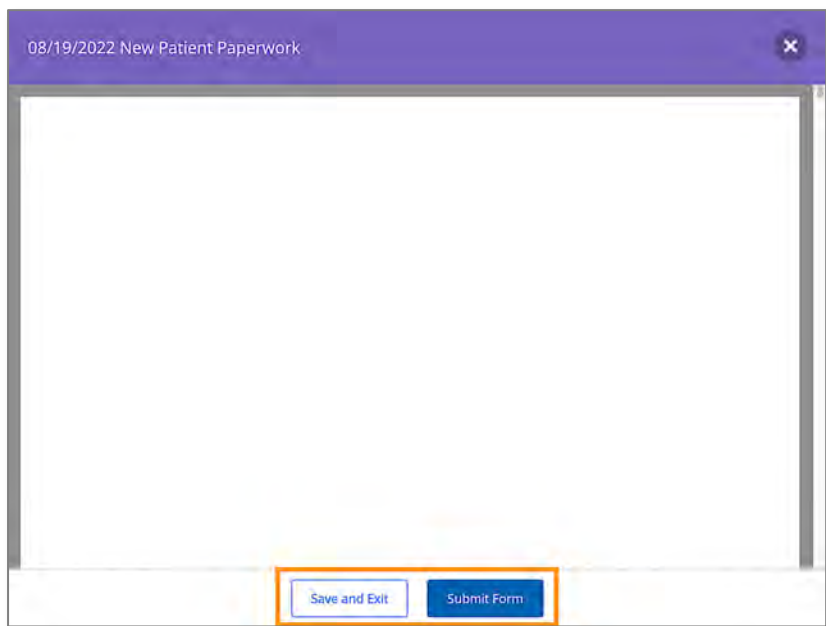


3. Any forms that have been assigned to you will be available to review and edit. Select **Start** to begin reviewing the forms and making applicable changes.



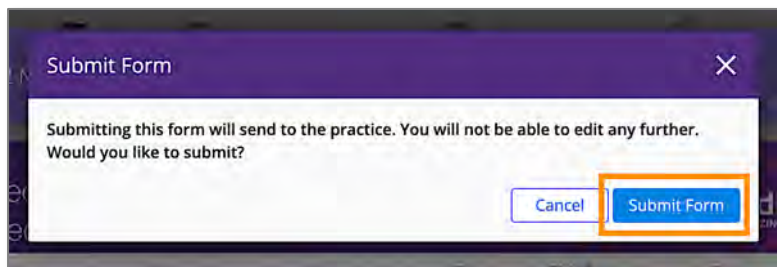
4. A pop-up window will appear with the specified form. You can place your cursor in the appropriate fields and enter the applicable information. You have the option to *Save and Exit* or *Submit Form*.
 - **Save and Exit** - Marks the form In Progress and allows you to continue to edit.
 - **Submit Form** – Closes the form and submits it to the office.

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5. Once complete, select **Submit Form**.

You will receive a pop-up alerting you that you are submitting the form to the office and you will not be able to edit any further. When ready, select **Submit Form**.



Add or Update Medical Information

In this section, you will learn how you can verify your contact and insurance information, update your medical history, and add your preferred pharmacy.

1. Once logged in to the Patient Portal, select **My Health** and navigate through the sections to enter and/or update your *Medications*, *Allergies* and Past Medical History.

Patient Portal Instructions

OFFICE NAME → My Health Appointments Mes

Doe, John
DOB: 12/11/1985 (36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PAT000000001
Alerts: Unspecified
Allergies: Unspecified

Contact Info
Insurance and Pharmacy
Medications
Allergies
Past Medical History

My Contact

Patient Data

Patient Information

Prefix Last Name * First Name * Middle
Doe John
Marital Status Previous Name
Unspecified

- **Contact Info** – View basic contact and demographic information.
- **Insurance and Pharmacy** – View insurance information and add or edit pharmacies. See below for additional instructions.
- **Medications** - Add or edit your medications list.
- **Allergies** - Add or edit your allergies.
- **History** – Add or update Past Medical History, Specialty-Specific History, Social History and Family History.
- **Tests & Results** - View any result that your medical provider has posted.

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 **Insurance and Pharmacy**.

OFFICE NAME → My Health Appointments Mes

Doe, John
DOB: 12/11/1985 (36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PAT000000001
Alerts: Unspecified
Allergies: Penicillins

Contact Info
Insurance and Pharmacy
Medications
Allergies

My Contact

Patient Data

Patient Information

Prefix Last Name * First Name * Middle
Doe John
Marital Status Previous Name
Unspecified

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- There are two options to enter your pharmacy information, *Add Surescripts Pharmacy* and *Add Manual Pharmacy*.
 - Add Surescripts Pharmacy** (*try this option first*) – Allows you to search for registered pharmacies that are capable of sending and receiving electronic prescription requests.
 - Add Manual Pharmacy** – If you were not able to find your preferred pharmacy through the Surescripts option, you can use Add Manual Pharmacy to manually enter pharmacy information to your chart. It is recommended that you first attempt to add a Surescripts pharmacy before using this method.
- Select Add Surescripts Pharmacy.



- Use the *Filter* options to find your preferred pharmacy. Then, select **Search**.

Tip: Not all fields are required. Use any combination of the criteria to locate your pharmacy. Common search methods include *Phone* number only, or *Name* and *Zip Code*.

A screenshot of the 'Add ePrescribing Pharmacy' form. The form has a header 'Add ePrescribing Pharmacy' and a sub-header 'Pharmacies'. Below this is a 'Filter' section with various input fields: 'Name' (text box), 'City' (text box), 'Phone' (text box with value '5852392059'), 'State' (dropdown menu with 'Select One'), 'Fax' (text box), 'Zip Code' (text box), 'Refill enabled' (radio buttons for 'Yes', 'No', 'Any' with 'Any' selected), and 'Type' (radio buttons for 'Retail', 'Mail', 'Any' with 'Retail' selected). At the bottom of the filter section are two buttons: 'Search' and 'Clear filter'. The 'Search' button is highlighted with an orange rectangular box. Below the filter section, there is a row of labels: 'Store Name', 'Phone', 'Fax', 'Address', and 'City', each with a small icon next to it.

- Locate the pharmacy in the list of results by verifying the name and address. Once found, select the blue *Store Name* to add the pharmacy.

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Store Name	Phone	Fax
#003 Eastway NY Test UAT	5852392059	5852392044
#008 Mt Laurel NJ Test UAT	5852392059	5852392044
#016 Fairfax VA Test UAT	5852392059	5852392044
#040 Woodmore MD Test UAT	5852392059	5852392044

Access Your Medical Records

View, Download, and Print Your Visit Notes

The Patient Portal 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 portal.

1. Once logged in to the portal, select **Appointments** from the main navigation bar.

OFFICE NAME My Health **Appointments** Messages Tests and Results

Doe, John
DOB: 12/11/1985 (36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PAT000000001
Alerts: Unspecified
Allergies: Penicillins

Video Visits Video Visits

2. Select Past Appointments.

Patient Portal Instructions

OFFICE NAME My Health Appointments

Doe, John
DOB: 12/11/1985 (36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062
Alerts: Unspecified
Allergies: Penicillins

Video Visits
Upcoming Appointments
Past Appointments
Results

You currently have no active visits

By selecting Join Video Visit, you are agreeing to a video stream with your provider.

- From the *Visit Date* column, select the blue hyperlink for the visit documentation you would like to view.

OFFICE NAME My Health Appointments Messages Tests and Results

Doe, John
DOB: 12/11/1985 (36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PAT0000000001
Alerts: Unspecified
Allergies: Penicillins

Video Visits
Upcoming Appointments
Past Appointments
Results

Start Date: mm/dd/yyyy End Date: 08/23/2022 Apply

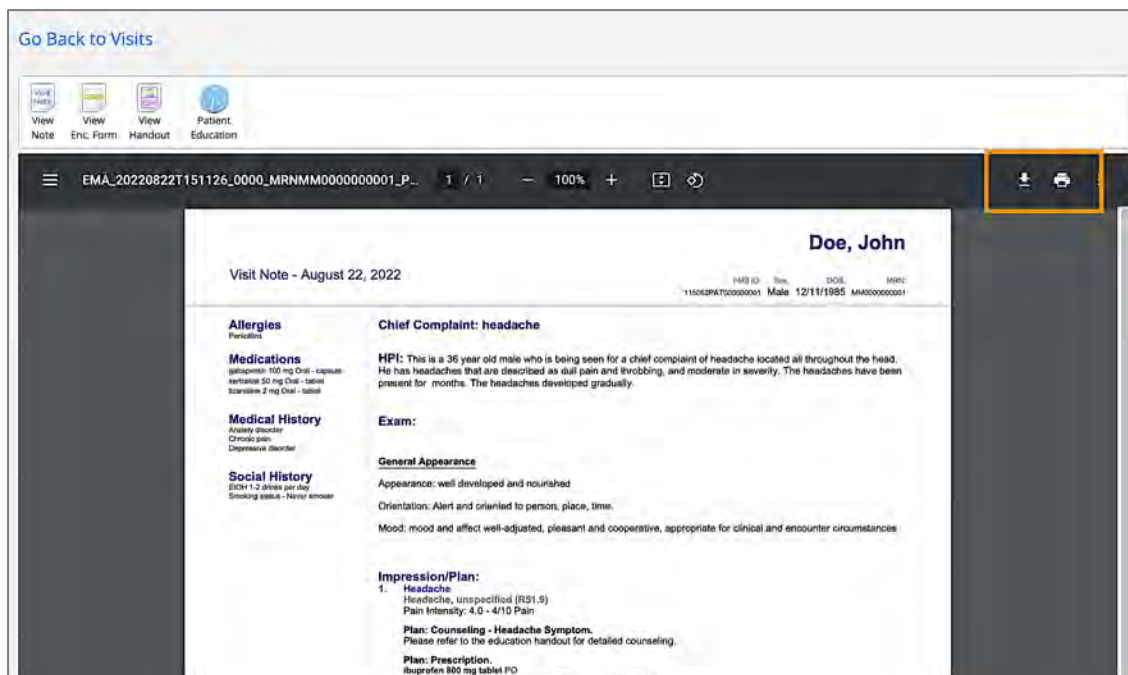
Visit Date	Attendees	Impressions	Location
Monday, Aug 22, 2022 11:11am EDT	Primary Provider & Primary Bill: Doe, Jane	Headache (R51.9)	Office

Page 1 of 1

Note: If the visit link is in plain black font, this means the visit is not ready to be viewed. Check back later or contact our office.

- Your internet browser's PDF viewer should open the document for you to view. You should also have options to download or print the document.

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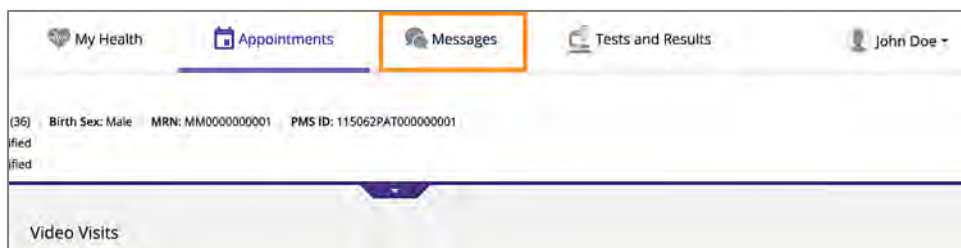
Communicate with Our Office

Send a Portal Message to Our Office

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

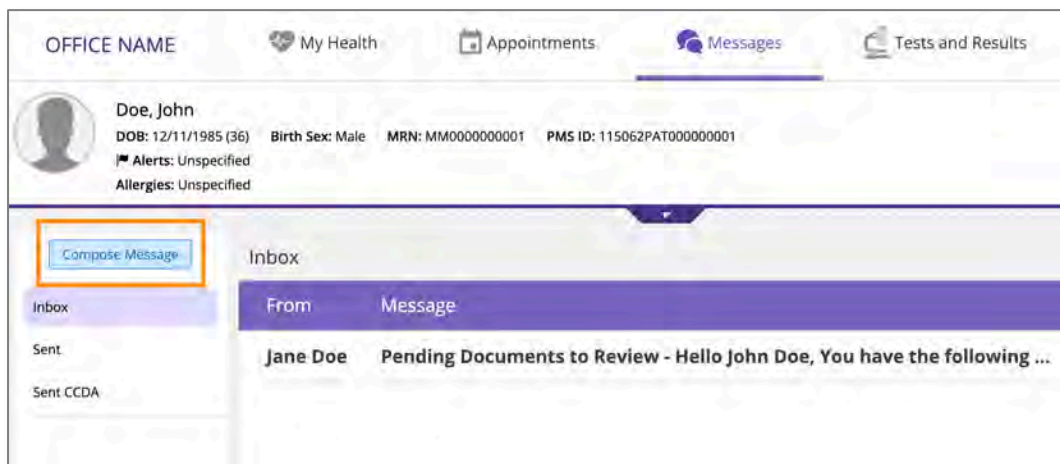
Note: If you are experiencing a medical emergency or need immediate assistance, please call 911.

1. Once logged in to the Patient Portal, select **Messages** from the main navigation bar.

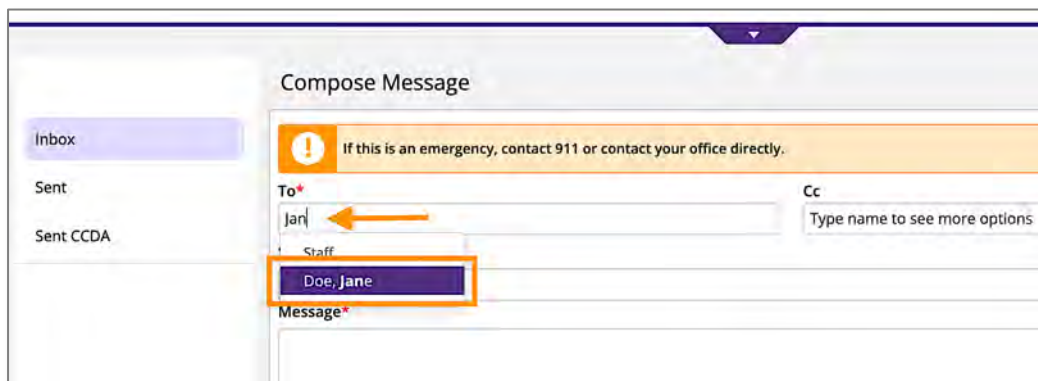


2. Select Compose Message.

Patient Portal Instructions



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.

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**.

Patient Portal Instructions

Compose Message [Back to Inbox](#)

! If this is an emergency, contact 911 or contact your office directly.

To* Doe, Jane **Cc** Type name to see more options

Subject* Referral Information

Message*

Hello Dr. Doe,

I am messaging you because I forgot the name of the supplement you recommended to me during my last visit. Can you send it to me here, please?

Thank you,

John

[Add Attachments](#)

Send **Cancel**

Read and Reply to Portal Messages

Our office may send messages to you through the portal. 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 portal message.

1. Log in to the Patient Portal and select **Messages** from the main navigation bar.

[My Health](#) [Appointments](#) **[Messages](#)** [Tests and Results](#) [John Doe](#)

(36) Birth Sex: Male MRN: MM000000001 PMS ID: 115062PAT000000001

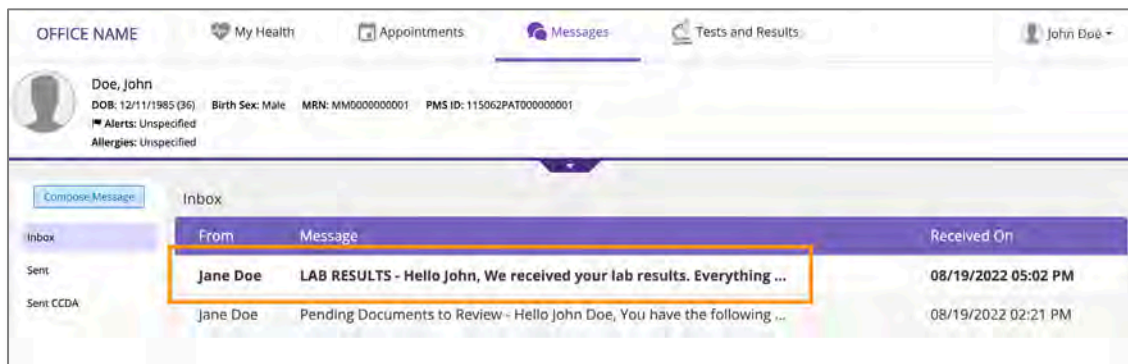
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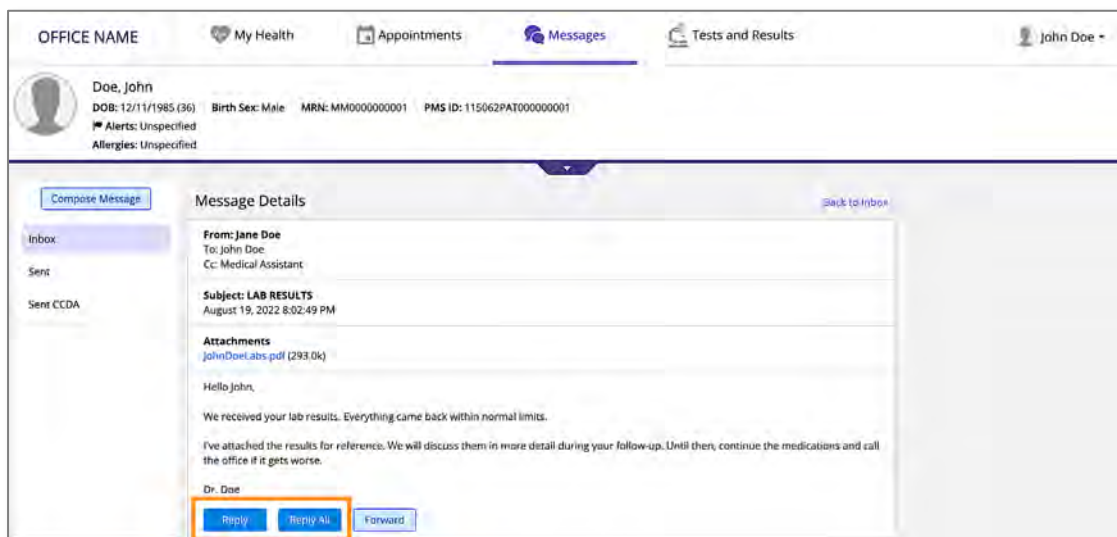
[Video Visits](#)

Patient Portal Instructions

- To read a message, select anywhere in the corresponding line.



- To reply to a message, select **Reply** or **Reply All**.



- Enter your response into the *Message* field, then select **Send**.

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