# Patient Portal

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# About *Patient Portal*

### What is *Patient Portal*?
*Patient Portal* is an easy and convenient way for patients and clients to better manage their health journey by accessing their health records, scheduling appointments, and sending messages to their providers.

### Is it easy to use?
*Patient Portal* is an easy-to-use, patient-friendly platform. We've developed guides to help you navigate the program, and our team members are trained if you have any issues. If you have questions about how to use the platform, please call 210-922-6922 so we can assist you.

### What if I have issues with my computer or phone?
Unexpected technical difficulties occur. If you have questions about how to use the platform, please call 210-922-6922 so we can assist you.

### Is there a cost for using the *Patient Portal*?
There is no additional cost for using the *Patient Portal*.

### Is my *Patient Portal* private?
The information within *Patient Portal* is private and confidential.

## How to Access the *Patient Portal*

To access the *Patient Portal*, you will <u>not</u> need to download any software to your computer or device. You will need to set up an account prior to accessing the *Patient Portal*. Once your account is set up, you will be able to use *Patient Portal* to better manage your health journey.

Follow the instructions in this guide to set up a *Patient Portal* account for you and your family.

## Navigating the *Patient Portal*

There are a number of things, you can do in the *Patient Portal* including:
- Schedule an appointment with your provider
- Send a private message to your provider
- View your upcoming appointments
- Access medical records

In addition to the *Patient Portal*, Methodist Healthcare Ministries also uses eVisit to conduct telehealth appointments. eVisit is only used by patients to attend telehealth appointments. eVisit is separate from the *Patient Portal* and will require a separate login. eVisit will send out auto-reminders for scheduled patient appointments. Patients and clients will only get emails from the *Patient Portal* when they have asked a question or requested an appointment.
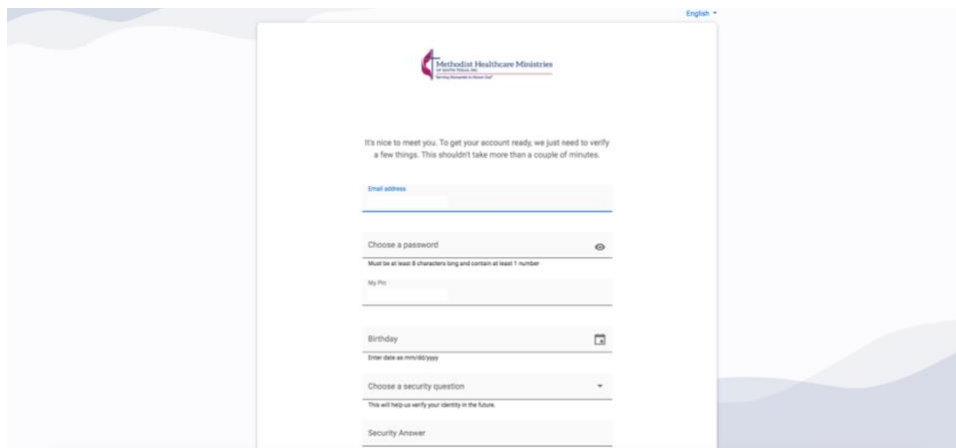
While this program is new, we want to assure you that we will work with you to ensure an easy transition to this new platform. We've provided some materials that will help you better manage your health journey.

## How to Set Up an Account

**Step 1**: You will receive a *Patient Portal* registration link via email from your provider.
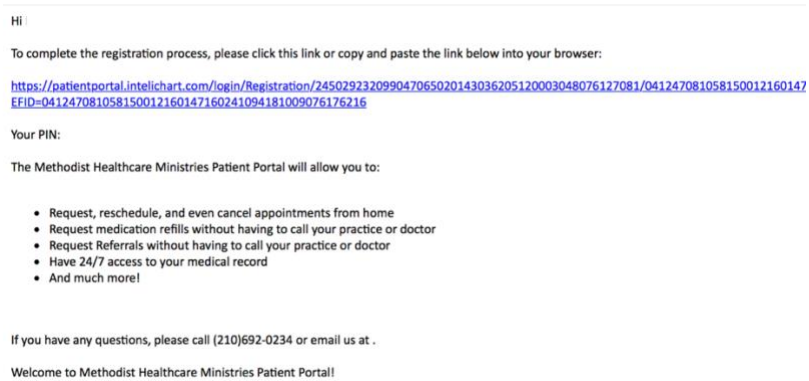


**Step 2**: Click the link in the email. You will then be taken to a login screen. Using the email your provider has on file, create a password for your account. You will also be asked to select security questions. These are in case you forget your password and need to reset it. Do **not** delete the "pin" text. If you need to view the screen in Spanish, there is a button in the top right-hand corner.



**Step 3**: Once you've created your account, log in to the Patient Portal via www.login.intelichart.com/mhmstx.

**Step 4**: Your account is now set up.

## How to Request an Appointment with Your Provider

You are able to request an appointment for you or your child via the *Patient Portal*. Please note that this <u>does not</u> schedule your appointment. You will receive a confirmation email from your provider if your appointment request is accepted.

**Step 1**: Log in to your account via www.login.intelichart.com/mhmstx. Once you are logged in, if you need to view the screen in Spanish, there is a button in the top right-hand corner.
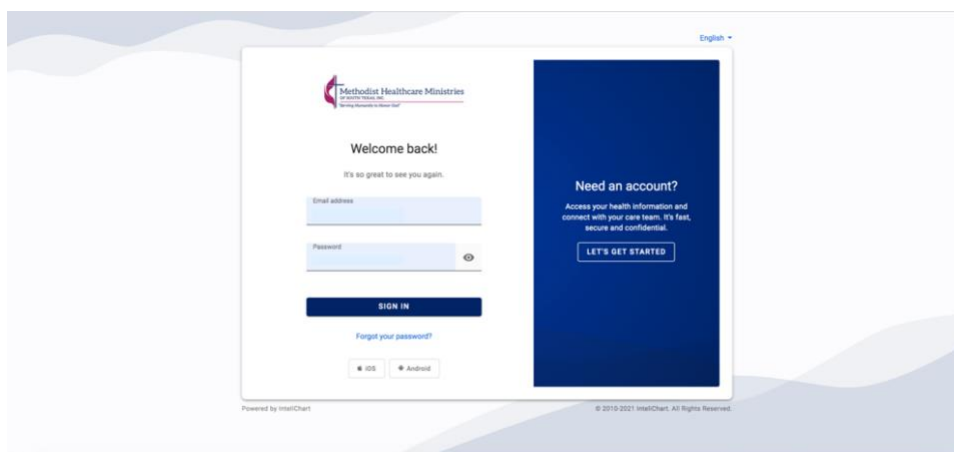


**Step 2**: On the homepage, select "schedule an appointment."
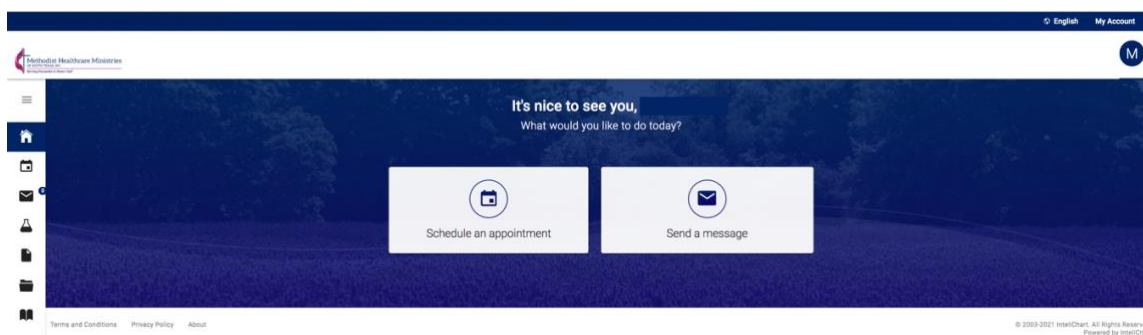
**Step 3**: Enter in the details regarding the appointment, including the dates and times you are free to speak with your provider. You will be asked to list multiple dates and times of availability. This will help the provider schedule a time that works best for your appointment.



**Step 4**: In the box labeled "Please describe the reason for your visit," be sure to add as much detail about your appointment request as possible.

**Step 5**: Once you've entered all the details, click the blue button that says, "Request Appointment."

- **If your appointment request is accepted**, you will receive an email confirmation and your provider will contact you with further directions on how to access your appointment.
- **If your appointment request is denied**, you will receive a notification via email. If this occurs, please call the clinic to schedule your appointment.

## How to Send Your Provider a Private Message

**Step 1**: Log in to your account via www.login.intelichart.com/mhmstx. Once you are logged in, if you need to view the screen in Spanish, there is a button in the top right-hand corner.
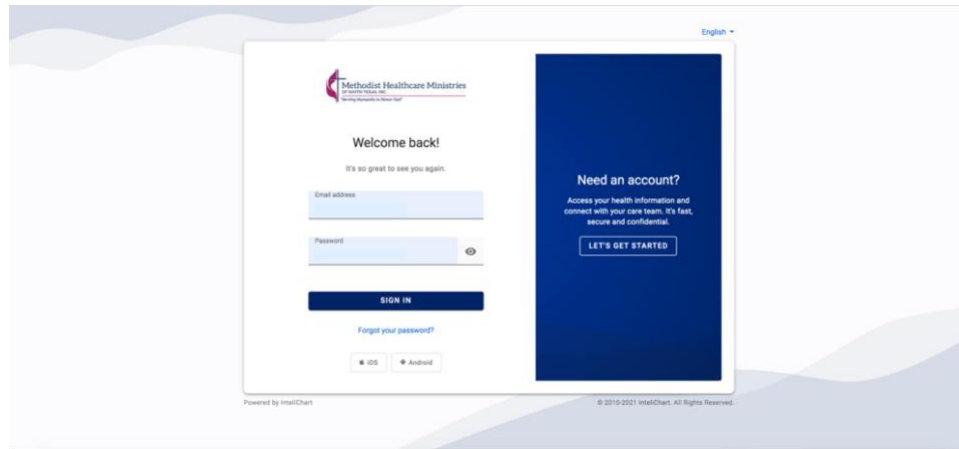


**Step 2**: On the homepage, select "send a message."
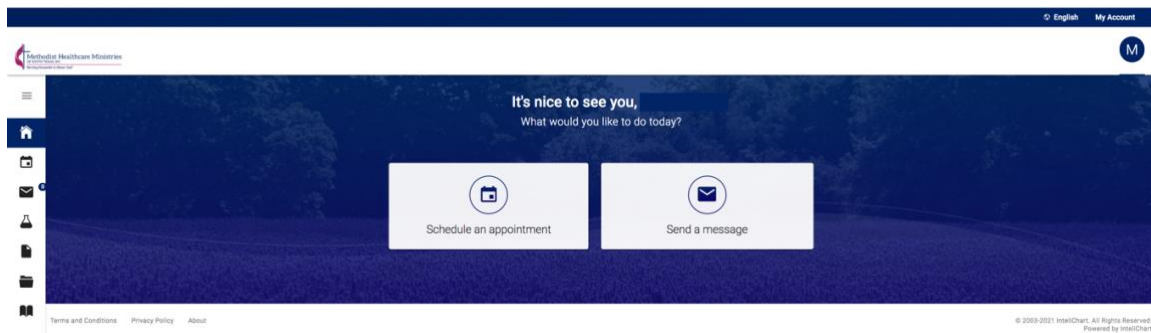
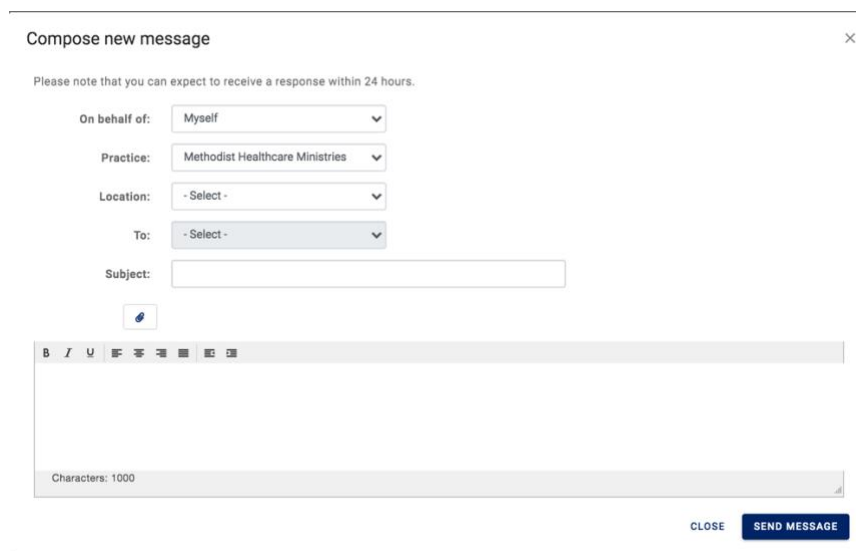**Step 3**: In this section, you will provide details of your message.

**"On behalf of"** Select who the message is about. This could be you, a spouse, child, or other family member. It is important to remember that this message should be about a family member who is also on the account.

**"Practice"** Select 'Methodist Healthcare Ministries.'

**"Location"** Select the location where you receive services.

**"To"** Select the name of your provider, or the department you wish to contact.

**"Subject"** share the reason for your message in a few words.



**Step 4**: In the message body, describe in detail what you need to speak to a provider about. If you need to provide photos related to your medical questions, such as pictures of a burn or injury, you can attach those images using the paperclip icon.
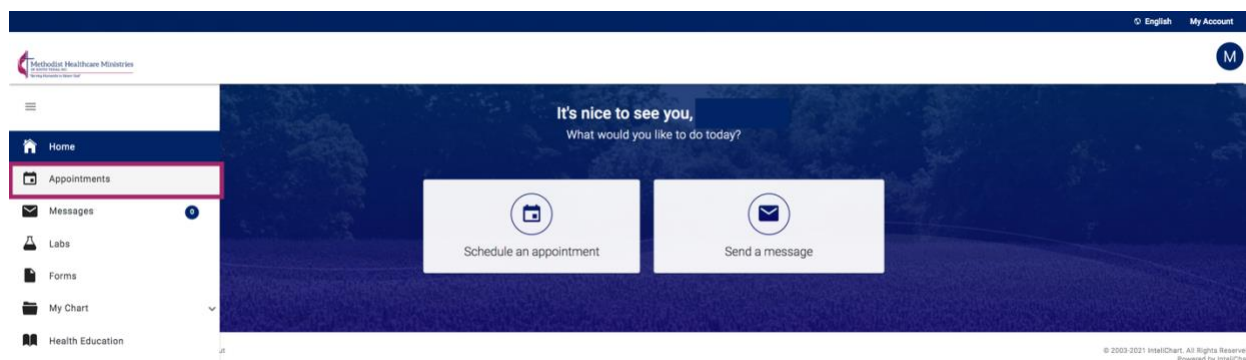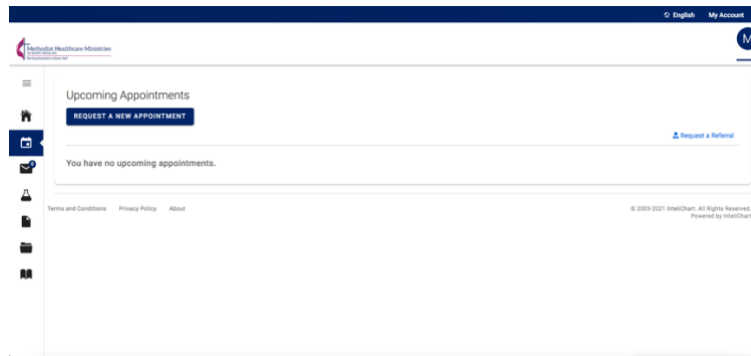
## To View Your Upcoming Appointments

**Step 1**: Log in to your account via [www.login.intelichart.com/mhmstx](www.login.intelichart.com/mhmstx). Once you are logged in, if you need to view the screen in Spanish, there is a button in the top right-hand corner.
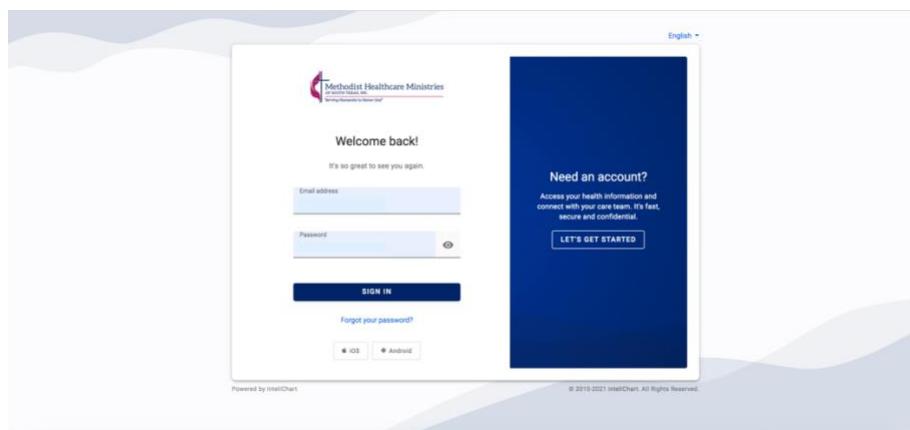


**Step 2**: From the homepage, hover your mouse over the left-hand sidebar. Click the calendar icon titled "Appointments."
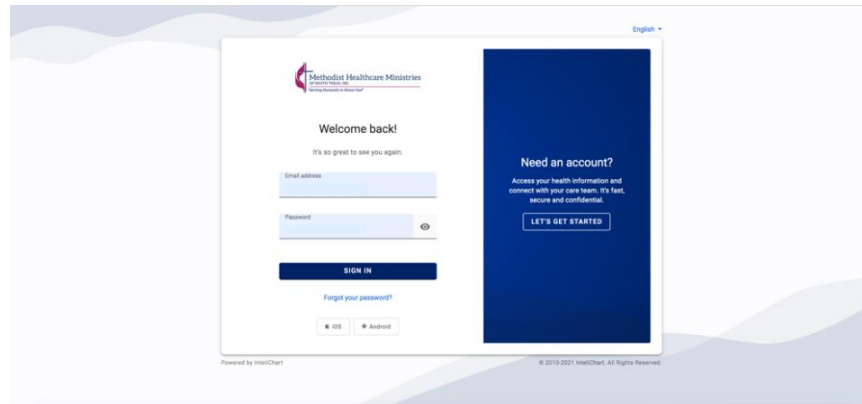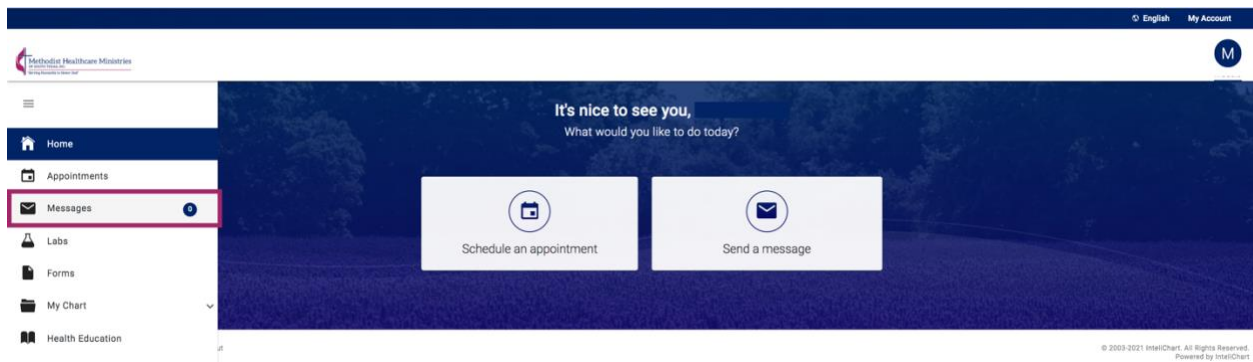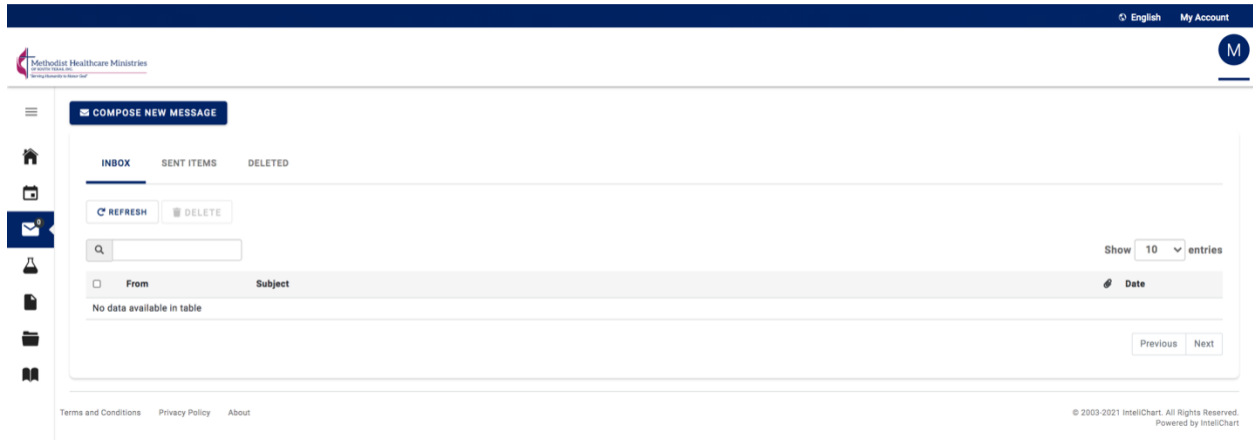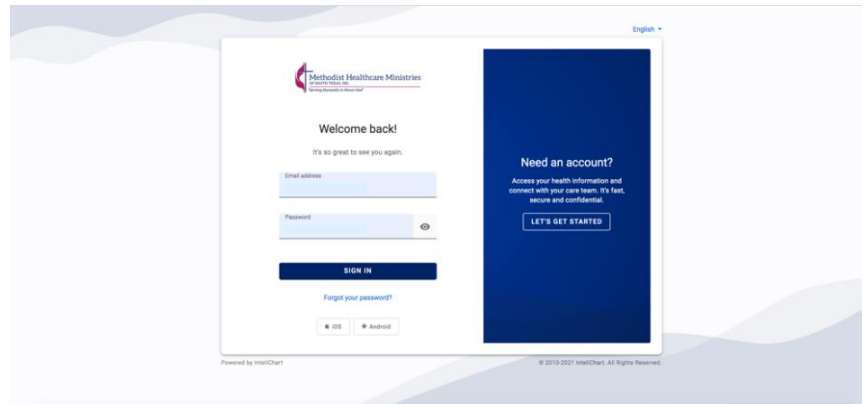
**Step 3**: From here you will be able to see a list of your upcoming appointments. You will also be able to request an appointment with your provider by clicking the "request a new appointment" button at the top of the page.

## To Check Your Messages

**Step 1**: Log in to your account via [www.login.intelichart.com/mhmstx](www.login.intelichart.com/mhmstx). Once you are logged in, if you need to view the screen in Spanish, there is a button in the top right-hand corner.



**Step 2**: From the homepage, hover your mouse over the left-hand sidebar. Click the envelope icon titled "Messages."

**Step 3**: From here you will be able to see a list of messages from your provider, and also a list of messages you've submitted. To write a new message, click the "compose new message" icon at the top of the screen.
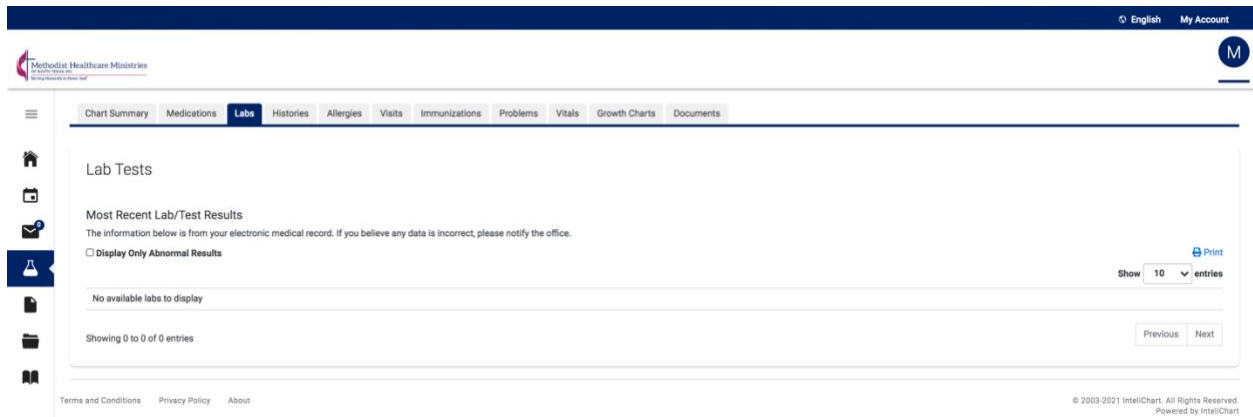
## To View Your Labs

**Step 1**: Log in to your account via www.login.intelichart.com/mhmstx. Once you are logged in, if you need to view the screen in Spanish, there is a toggle in the top right-hand corner.



**Step 2**: From the homepage, hover your mouse over the left-hand sidebar. Click the beaker icon titled "Labs."
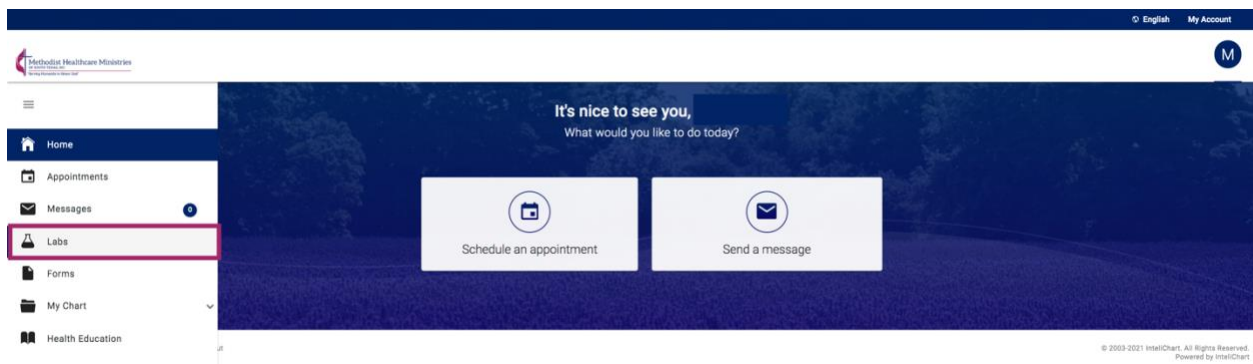
**Step 3**: From here you will be able to see a list of lab reports your provider has issued, and also a list of immunizations, medical history, charts, medications and allergies.