

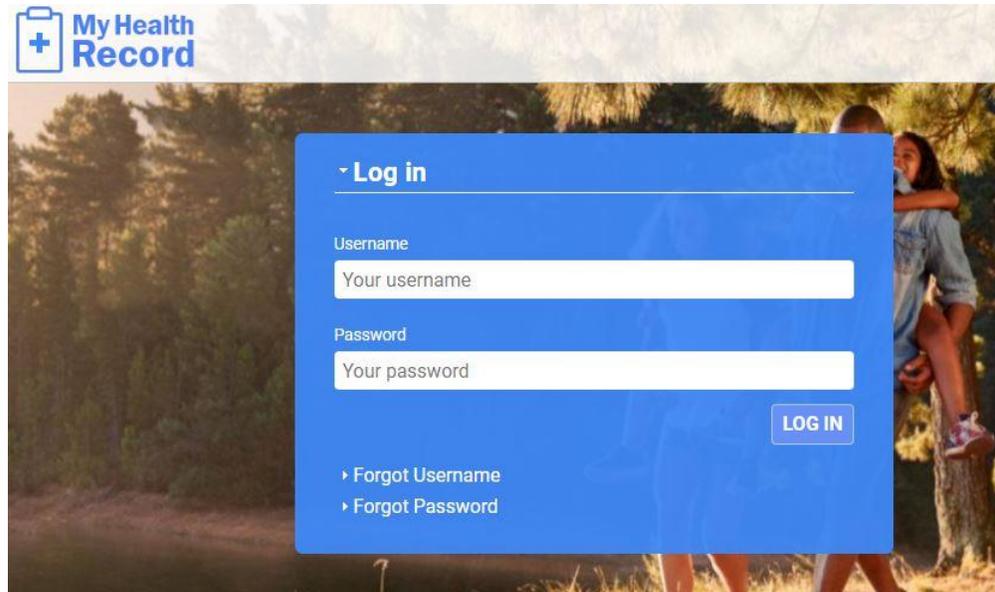
Welcome Back to MyHealthRecord, The Patient Portal



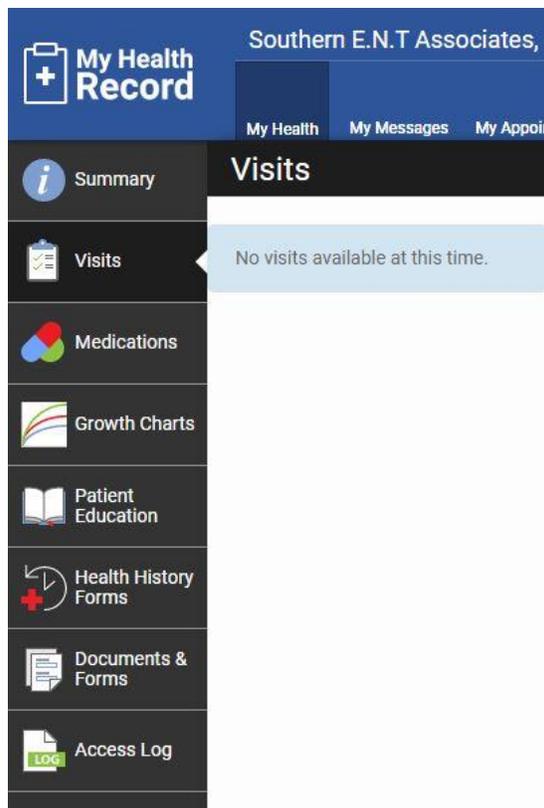
Now that you are an established with your patient portal account with Southern ENT and have completed your first visit, you will be able to navigate your patient portal with more health information available to you.

To access your portal again, go to <https://myhealthrecord.com/Portal/SSO> to input your credentials for your account and log in.

Navigating Through Your MyHealthRecord Patient Portal



Once on your main My Health Record page, you will be able to see your visits that your provider has made accessible to you, your medications, scheduled appointments, documents, messages, etc.



All visits will list by date of service.

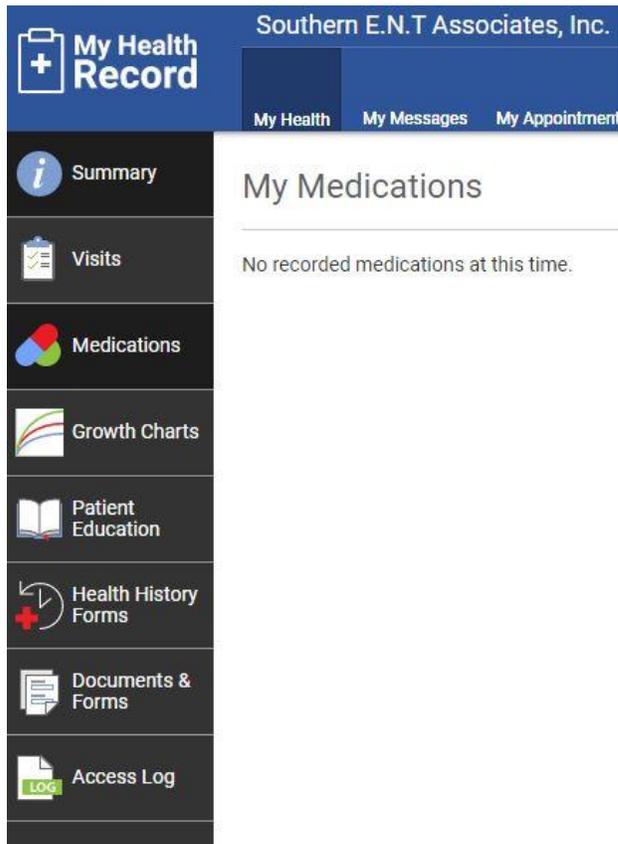
*If a visit does not show on your patient portal, please contact the medical records department.

Results from Southern ENT are imported documents.

*These are not accessible unless a message is sent to the medical records specialist stating you need these results to be accessed in the portal.

Once the specialist receives the request from your portal, he/she will send you back a message with the requested results available.

Please note: If a you are requesting ALL medical record copies, you will be required to sign a written HIPPA authorization to release the PHI (patient health information) needed which will be processed with a 14 day period.

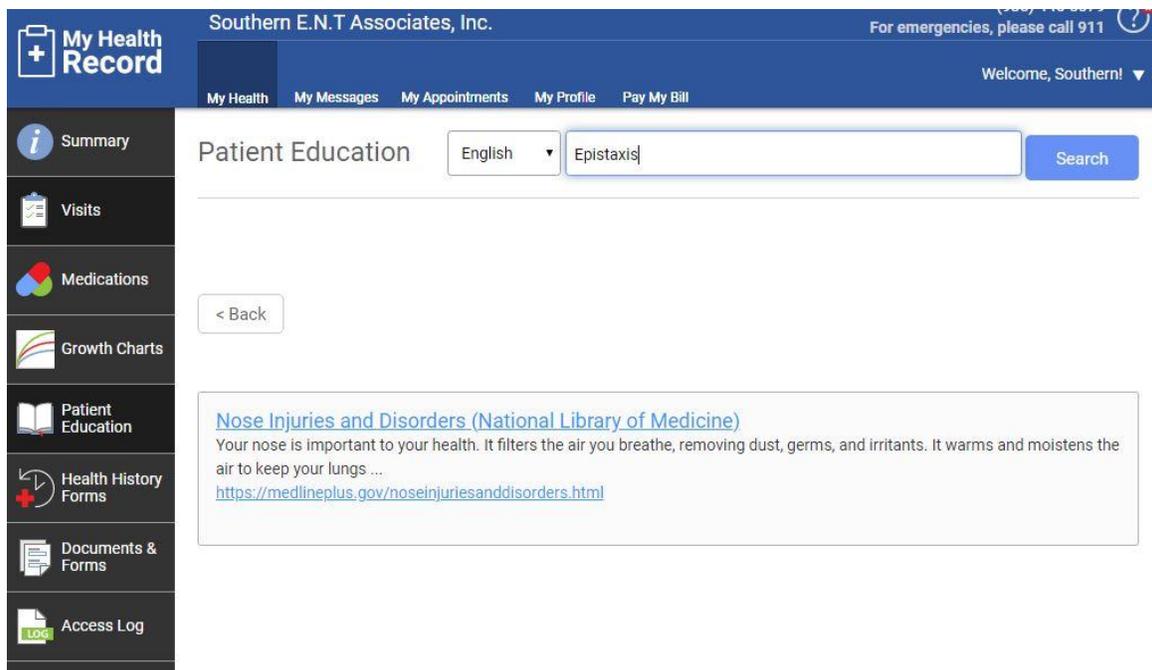


Any medications that have been prescribed will be available for view under the Medication tab on the dark side.

Any refill requests can be made on active medications from this screen.

If a refill is needed and a medication is marked inactive, you can either call our messaging center to leave a message for the nurse or call your pharmacy to fax a request for the desired medication refill.

Please Note: For a refill to approved, you would have had to be seen within the last 6 months by the provider.



Patient Education is a tool for you to retrieve more information regarding injuries, disorders, diagnoses, etc.

This education is pulled by Medline Plus and redirected into your browser.

Southern E.N.T Associates, Inc.

My Health Record

My Health My Messages My Appointments My Profile Pay My Bill

Summary

Visits

Medications

Growth Charts

Patient Education

Health History Forms

Documents & Forms

Access Log

Documents & Forms

General

Authorization and Acknowledgment	32KB PDF
Disclosure and Formulary Consent	40KB PDF
Health Information Form	45KB PDF
Notice of Privacy Practices	43KB PDF
Release of Information	61KB PDF

Documents & Forms can be accessed for PDF format files.

THIS FEATURE IS CURRENTLY UNDER CONSTRUCTION

Southern E.N.T Associates, Inc.

My Health Record

My Health My Messages My Appointments My Profile Pay My Bill

Inbox ▾ + New

No messages in your Inbox.

My Messages can be accessed at the top of your My Health Record (in the blue). This is where you can view a message you have sent, view a message a provider/staff member has sent or create a new message.

To create a message, select "+ New".

Southern E.N.T Associates, Inc. (985) 446-5079 For emergencies, please call 911

My Health Record

My Health My Messages My Appointments My Profile Pay My Bill

Welcome, Southern! ▾

Inbox ▾ + New

No messages in your Inbox.

New Message

IMPORTANT: In case of emergency, call 911 or go to the nearest emergency room. Messaging should be limited to non-emergency communications and requests.

To:

From: Southern Test

I would like to...

Anything else you would like us to know?

Type your notes here

Attached files will be converted to .PDF

See Example of a General Message Below ↓

New General Message

IMPORTANT: In case of emergency, call 911 or go to the nearest emergency room. Messaging should be limited to non-emergency communications and requests.

To:
 From: Southern Test

Please give us a little more information below before sending

How can we help you?

Maximum subject length is 50 characters.

[Change question type](#)

Anything else you would like us to know?

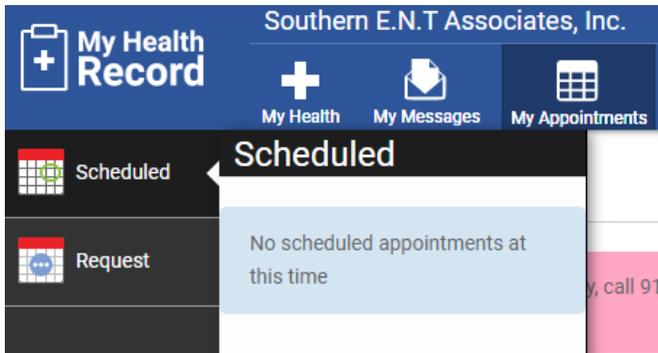
I am needing more information how to view my patient portal account.

TEST.

Attached files will be converted to .PDF

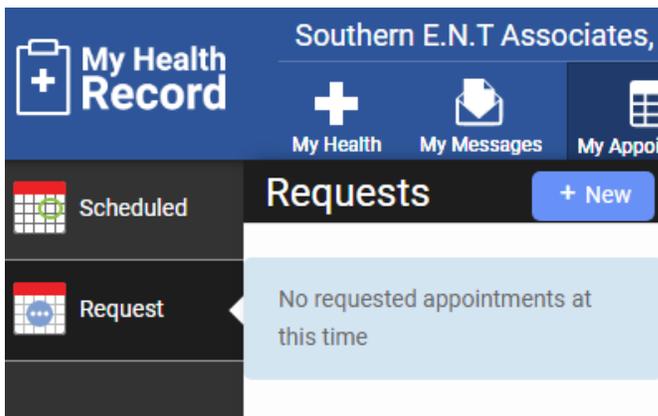
Message options to choose from are:

- Ask a Medical Question
- Request a Medical Record
- Ask an Insurance Question
- Ask a General Question



My Appointments can be accessed at the top of your My Health Record (in the blue). This is where you can view any scheduled upcoming appointments you may have.

***Please note: Surgery scheduled times are for Southern ENT tracking. This does not indicate that your surgery is at that time. You will go to surgery at the time the surgery center has given you.**



***Patients are only able to request a new appointment through the portal. Once requested, a receptionist will call your or reach out through the portal with your appointment date, time, location and provider of choice. If it is an emergency, dial 911 or go to the nearest emergency room.**

***See Appointment Request Images**

IMPORTANT: In case of emergency, call 911 or go to the nearest emergency room. Appointment requests should be limited to non-emergency situations.

Patient Southern Test

Location 604 N. Acadia Rd. Suite 101 Thibodaux LA 70301

Provider

How soon?

Preferred Day(s)

- Monday Tuesday Wednesday Thursday Friday

Time

- No preference Morning Afternoon

What is most important to you?

Reason for visit (required)

Please give us a little more information about your visit.

Choose your location, provider, how soon you would like your appointment to be scheduled, preferred day(s), time, what is most important to you (location, physician, day or time), and the reason for your visit. Submit once finished.

*Please note: Some days, times, and locations may differ depending on the provider.

If your appointment is urgent, we recommend calling the office for your appointment. Appointment requests should be limited to non-emergent situations.

Example of an Appointment Request:

Patient Southern Test

Location 604 N. Acadia Rd. Suite 101 Thibodaux LA 70301

Provider

How soon?

Preferred Day(s)

- Monday Tuesday Wednesday Thursday Friday

Time

- No preference Morning Afternoon

What is most important to you?

Reason for visit (required)

Right Ear Drainage, Sore Throat

Pay My Bill

Balance: \$0.00

May not reflect recent payments

All Fields are Required

Amount

Account Number

Month Year

CVC/CVV

Full Name

Address Line 1

Zip Code

Email

A service error occurred on checking the merchant's authentication

Pay My Bill can be accessed at the top of your My Health Records (in the blue).

THIS FEATURE IS CURRENTLY UNDER CONSTRUCTION

On your My Health screen (on the top blue), you can also adjust your view to show how many years of health information you would like to view by dropping down the arrow.

VIEW

Last 3 years

To (required)

Check only if this is a Direct Address.

Tip: A Direct address is a special email address with enhanced security that often has the word "direct" in it. Example: doctor@direct.practice.com

My Health Record

Message

Displaying data as of 5/13/17 - 5/13/20

The attached document may include information about active health conditions, even if it falls outside of the selected date range.

You are about to send personal health data outside our secure portal. Please ensure that you know the recipient.

Patient #1117235

Medical History

You have the option to email your health information to another person. Select Send (paper airplane) and an email box will appear. Input the email address you would like the information to be forwarded to, add any additional information you're your message and complete by selecting send.

Disclaimer

I understand that by downloading and saving a copy of my medical summary to my computer, I am now responsible for securing the information and protecting it from access by unauthorized entities.

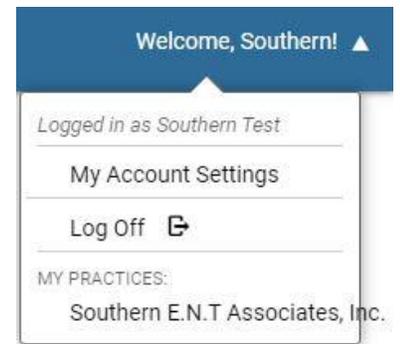
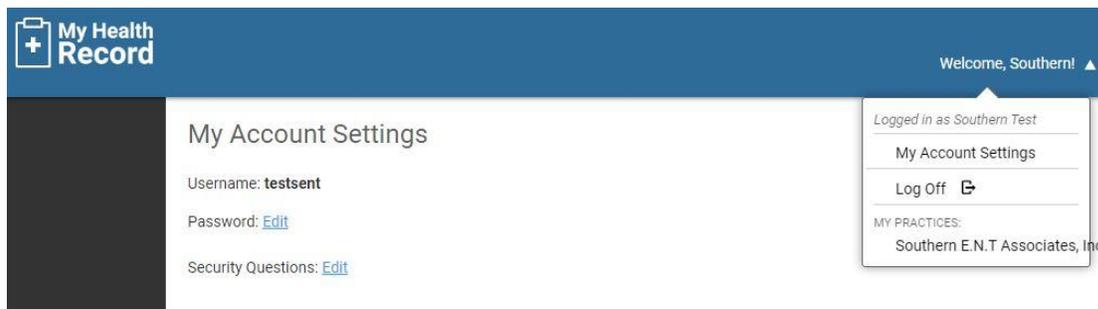
PDF XML

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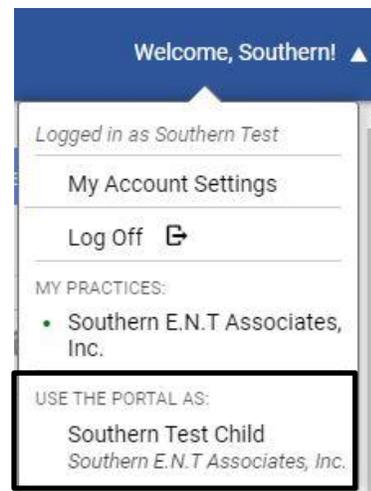
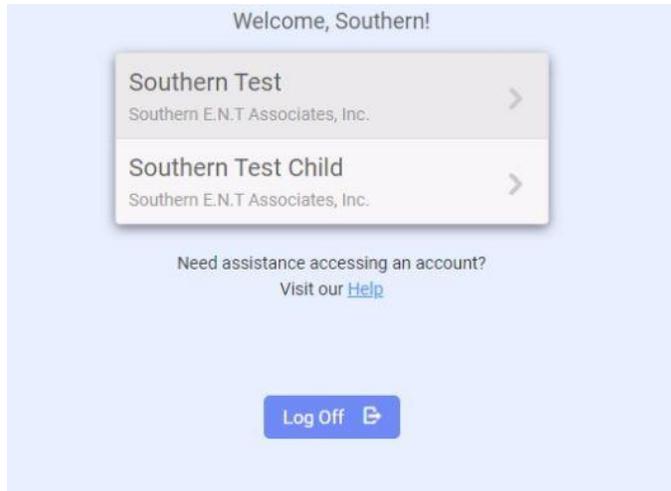
You also have the option to download your health information to your computer or phone (applications permitting).

A disclaimer will be prompted to accept that states you are taking responsibility for securing your health information once downloaded.

You can choose between a PDF or XML format file type that you can save your information as.



Under “Welcome, (Your Name)”, you will be able to access your account settings to edit the password and security questions saved along with where to properly Log Off your patient portal account.



If you are an account holder for another patient, you will be able to view all accounts linked to your email on your initial welcome screen. While in your main My Health Record screen, if you are in need to switch accounts from yours to another’s, you will select “USE THE PORTAL AS: (Patient Name)” and the portal will switch over. You can find this option in the drop down at the bottom where your account settings, log off, and practice name is.

For Example:

1. Child 17 and under- Mother, Father and/or Legal Guardian is the portal account holder.
2. Elderly- Spouse, Daughter, Son, Power of Attorney or Caregiver is the portal account holder. (Disclosure form and/or Power of Attorney papers on file.)

*Please note more than one person can be a portal account holder. Example: Mother and Father

This concludes Navigating Through Your MyHealthRecord Patient Portal.

Disclaimer: My Health Record can be accessed via cellular device. Please note, all cellular devices are different, and your patient portal may appear differently.

***Below please see examples of the appearance of My Health Records on an Apple iPhone XR.**

