The **Patient Portal** is an area of our electronic health record system, EMA, where patients can interact directly with our clinic through the system and perform many useful and important functions. Once we have enabled your access and you have signed up, it can be accessed from most electronic devices.

(the main website to access is: **mittelbronn.ema.md**)

**Benefits and Uses**

**NEW PATIENTS**

* enter or correct *personal*, *demographic, and contact* information collected at time of scheduling
* enter *medical history* (medical problems, skin problems, medications, allergies, et al), *surgical history*, *family history*, and *social history*
* enter preferred *pharmacy information.*

***We highly recommend this be done PRIOR TO YOUR VISIT, which will save a good deal of time at check-in and during your appointment!***

* check upcoming *appointment information*

**ESTABLISHED PATIENTS**

* access all the same areas as new patients!
* check *upcoming and past appointment information*
* correct *inaccurate information* or update *changes* in your personal, or medical information (especially *prescriptions*) since your last visit.
* review results from *lab testing* performed and view your *pathology reports*. (once you have requested your doctor to release them)

**Registering and Accessing the Portal**

***(you will need to use GOOGLE CHROME or FIREFOX web browsers when using a computer; no specific browser is necessary when using a smartphone or tablet)***

**REGISTRATION PROCESS**

* a valid email address is necessary (= *same* one you provided when you registered)
* our clinic staff will need to electronically enable your *access* to the portal.
  + **new patients** will be enabled when you schedule your appointment
  + **established patients** will be enabled either at your next scheduling or at the time of your next visit
* once access is granted, you will receive an email containing your username (= the email address you provided to us), instructions on next steps, along with a link to our portal. **(this email will expire in 72 hours)**

**[ below are examples of what the initial email will look like, and the body of the email ]**

* once clicking the email link, you will be taken to the password reset / verification page requesting your **DOB** (mm/dd/yyyy) and **last name** (see example below)
* once you click verify information (above), you will be taken to the change password page, (see below) where you will enter whatever password you like.

**(must be: at least 7 characters, including at least 1 uppercase letter and 1 number)**

***[ we suggest you write your password down and keep in a safe place ]***

* once you click set password (above), you will then be transferred into your actual **Patient Portal** itself. (the portal home screen will look like example below)

(the home patient portal screen defaults to Appointments tab at top and Video Visits tab on left)

* **registration is now complete!** You can now access the Patient Portal at any time using your username (email address) and newly created password by entering the web address **mittelbronn.ema.md**, and choosing ‘patient login’.

( Below are 2 different versions of the login screen. Which one you see depends on the web browser or device used. Either way, just click on *‘patient login’ or ‘continue as patient’* )

* **TIPS and TRICKS for Registration / Accessing the Portal**
  + Please keep in mind that all the above information and instructions are correct, however, we have realized that *in reality* this sequence of steps is often not what may actually occur during registration and activation (apologies – we don’t know why). Some anomalies are easy to identify and devise your own ‘solution’, but others are more complicated. Feel free to contact our staff, who are very happy to assist you completing any and all aspects of your interaction with the patient portal.
  + **TIP1**: sometimes, after entering your **DOB** and **last name** on the password reset / verify information page (as above), you are NOT taken to the change password page (as above), but instead taken directly into your Portal homepage. When this occurs, you still need to create (or change) your password. To do so, click on your image icon/name area at the upper right-hand side and click on the ‘Reset Password’ tab on the drop-down menu. This should take you through the password reset process.
  + **TIP2:** it seems that different email platforms/companies also cause irregularities in the registration process. It you experience problems registering that you are not able to solve, as above, please contact our staff and we will be happy to help.

***[ …. additional tips to come as we discover them .... ]***

**Using the Patient Portal**

* using the portal is generally easy, and we will discuss it further and show you how to navigate some of its features, along with examples:

***[…. more information to come soon…. ]***