

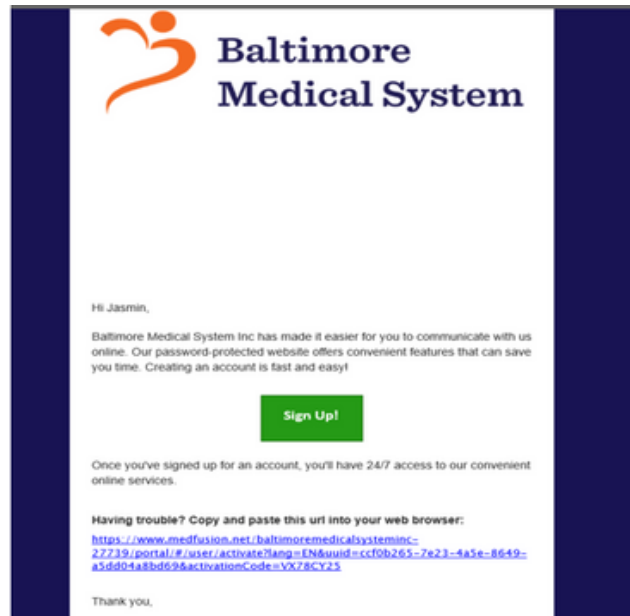


# Baltimore Medical System

THE HEART OF COMMUNITY HEALTH

## Signing up

You will receive an email invite when you have been enrolled to sign up.



Once you on the link, you will be prompted to verify your information. ZIP code must match with the one in the chart. **Spanish is another language option and can be assessed by clicking on the top right of the English globe.**

English

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Please Verify Some Information

Please enter your date of birth and zip code so that we can verify you.

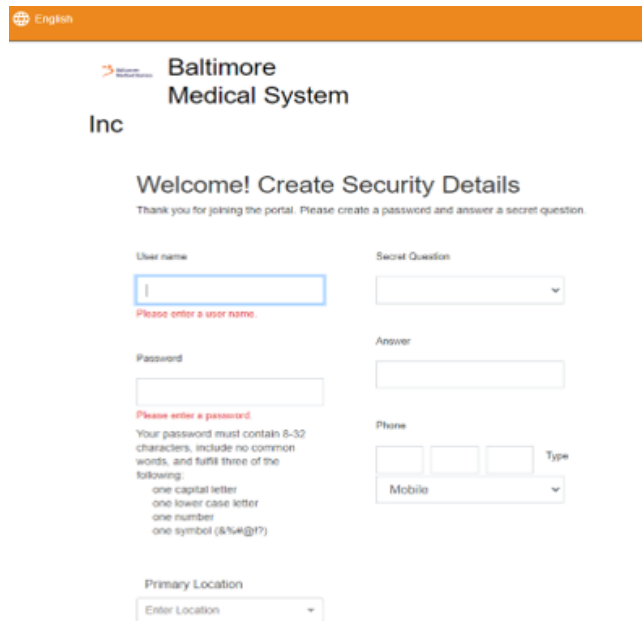
ZIP code

Date of birth

Month Day Year

Cancel Continue

You will then be prompted to create a **user name, complete security questions, add a phone number and choose your center location.**



English

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### Welcome! Create Security Details

Thank you for joining the portal. Please create a password and answer a secret question.

User name:  | Secret Question:

Please enter a user name.

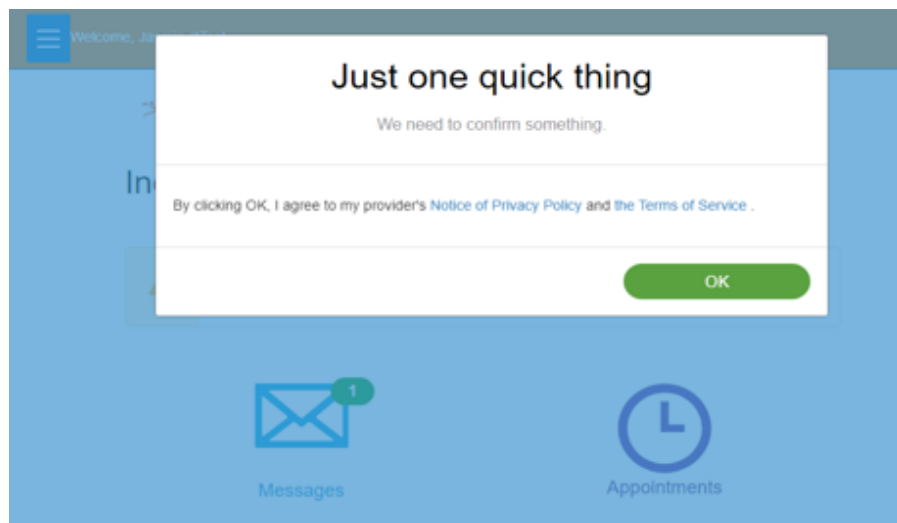
Password:  | Answer:

Please enter a password.  
Your password must contain 8-32 characters, include no common words, and fulfill three of the following:  
one capital letter  
one lower case letter  
one number  
one symbol (&/%#@!?)

Phone:    Type:

Primary Location:

After this, you will get a notification to agree to the Notice of Privacy Policy and Terms of Service. **Please clicking OK.**



Welcome, Ja

## Just one quick thing

We need to confirm something.

By clicking OK, I agree to my provider's Notice of Privacy Policy and the Terms of Service .

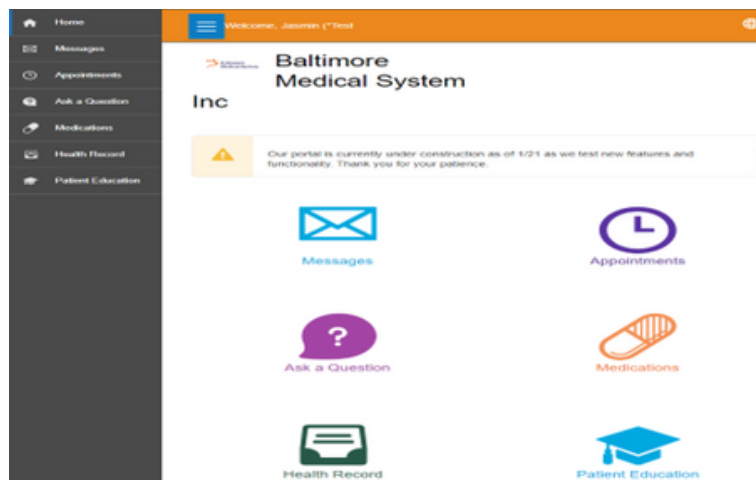
OK

Messages

Appointments

Patient Home screen will have a few icons. These options are also accessible on the left side bar.

- a. Messages
- b. Appointments (reminders or past appointments)
- c. Ask Question
- d. Medications
- e. Health Records
- f. Patient Education



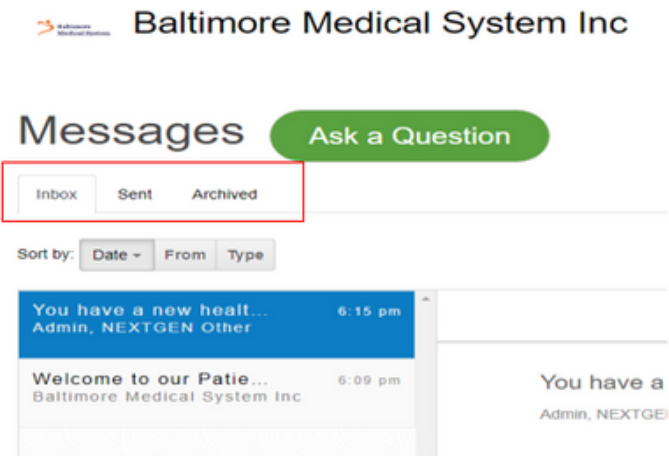
## How to use your Patient Portal

When you on the Message icon, you will be able to Ask a Question. In Messages they will be able to view Inbox, Sent and Archived messages like an email

When you on the Message icon, you will be able to Ask a Question. In Messages they will be able to view Inbox, Sent and Archived messages like an email

a. Once you select a category you will be asked to type in a Subject, select Location, Provider, Type in their question, add attachments and Continue

b. When patient clicks on continue option it will show them a draft of their message and an option to go back if needed to edit or submit a question. Once a question is submitted, they will see the message in their Sent messages. When a message has been responded to, they will be notified through email that they have something in their Inbox.



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### Messages

**Ask a Question**

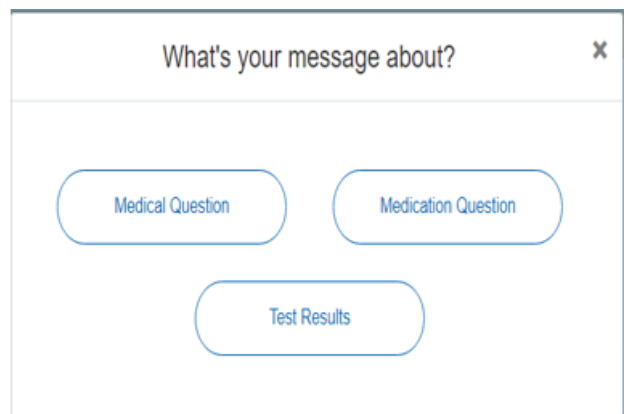
Inbox Sent Archived

Sort by: Date - From Type

You have a new health... 6:15 pm  
Admin, NEXTGEN Other

Welcome to our Patie... 6:09 pm  
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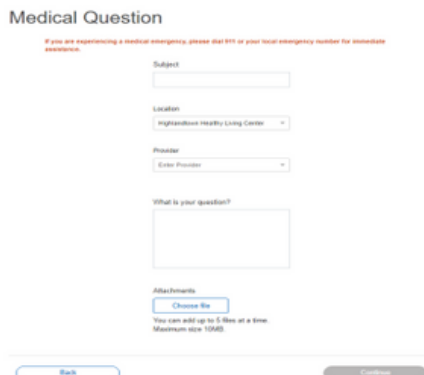
You have a  
Admin, NEXTGE



What's your message about? X

Medical Question Medication Question

Test Results



Medical Question

If you are experiencing a medical emergency, please dial 911 or your local emergency number for immediate assistance.

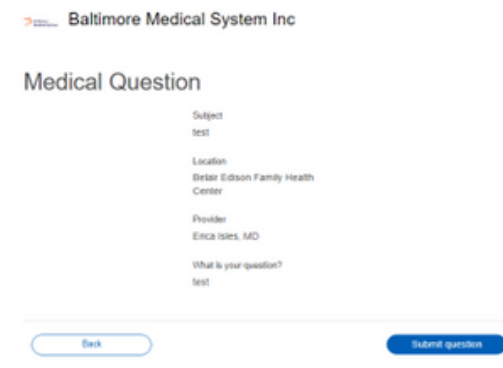
Subject

Location

Provider

What is your question?

Attachments   
You can add up to 10 files at a time. Maximum size 10MB.



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### Medical Question

Subject  
test

Location  
Deber Edison Family Health Center

Provider  
Erica Isles, MD

What is your question?  
test



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For RX request, on this Tab you can see Active/Inactive medications and request RX.

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## Medications

Active Inactive

Rx request

Name	Dosage
No medications.	

- When you select the Rx request option, you will have to fill out a few sequences of questions.
- On the Left side they will have to Select Location and Provider. Once information is filled in, they can Continue to Next Step.
- Select a Pharmacy
- Select Medications
- Confirm the renew details

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## Rx Request

### Choose a location & provider

Choose location Required

Highlandtown Healthy Living Center

Choose provider Required

Naomi Berkebile, LCSW-C

Back Continue

- Choose a location & provider
- Select a pharmacy
- Select medications
- Confirm your renew details

f. Once the request is filled with the required questions, you will get a draft of their RX request before submitting and an option to write a small message.

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### Rx Request

#### Confirm your renew details

Choose a location & provider

LOCATION  
Highlandtown Healthy Living Center

PROVIDER  
Naima Benjamin, LCSW-C

Pharmacy

PHARMACY INFORMATION  
Toll Pharmacy  
123 Blvd, Toll Park Rd  
410728888

Select medications

NEW MEDICATION REQUEST  
Sertraline  
60 mg

Back Confirm

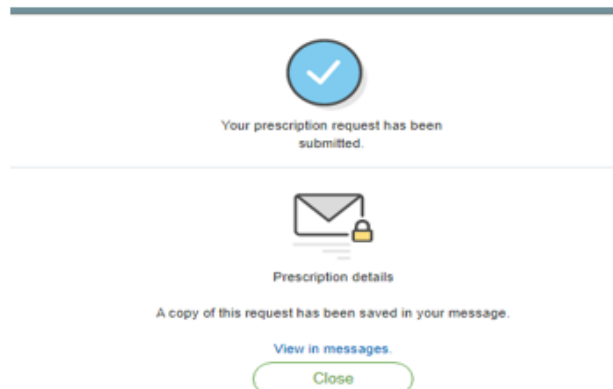
Choose a location & provider

Select a pharmacy

Select medications

Confirm your renew details

g. Once Confirm is selected, a Notification that the prescription request was submitted will be saved to your messages.

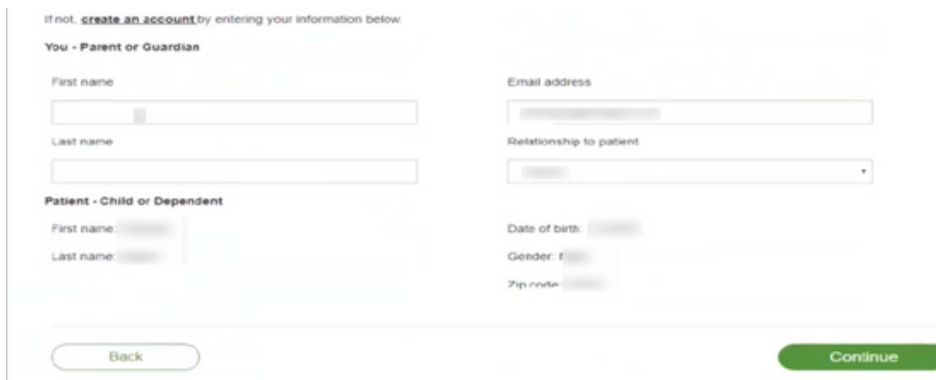


## Linking Dependent Accounts

You can enroll yourself as the guardian to access and manage a dependent Portal account. To do this, patient or person must link the guardian portal account to the dependent portal account.

1. In the email invitation received from the practice. Click Sign Up. Identify the patient when pages open.
  - a. Enter the dependent patient's zip code and date of birth.
  - b. Click Continue. The Welcome Window opens.
  - c. To enter the patient portal, one of the following must be completed.

If the guardian already had a Portal account, type username, password, and relationship with the dependent. Click Enter Portal.



If not, **create an account** by entering your information below.

**You - Parent or Guardian**

First name:

Last name:

Email address:

Relationship to patient:

**Patient - Child or Dependent**

First name:

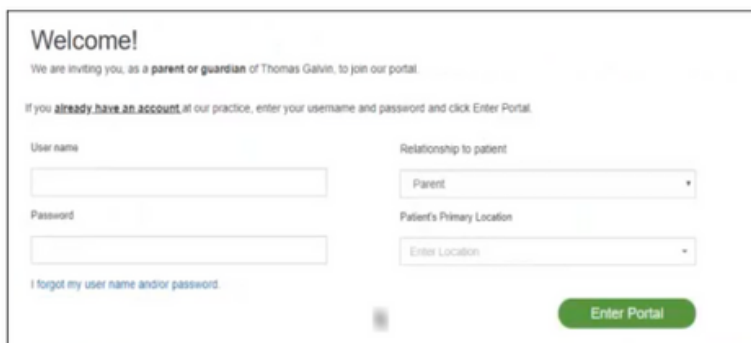
Last name:

Date of birth:

Gender:

Zip code:

2. If you not have a Patient portal account, the following must occur:
  - a. Type the first, last name, email address, and relationship with the dependent patient. Click Next.
  - b. The Create Security Details window open



**Welcome!**

We are inviting you, as a **parent or guardian** of Thomas Galvin, to join our portal.

If you **already have an account** at our practice, enter your username and password and click Enter Portal.

User name:

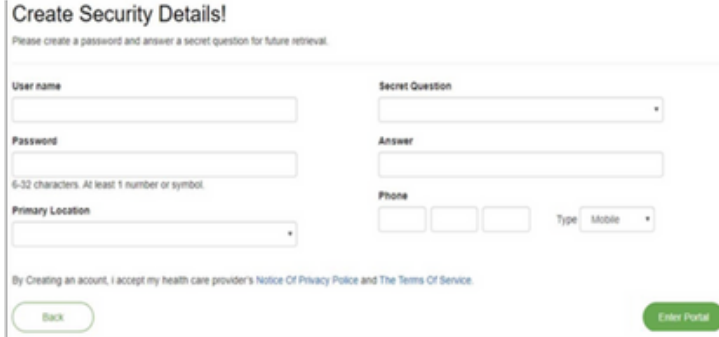
Relationship to patient:

Password:

Patient's Primary Location:

[I forgot my user name and/or password.](#)

c. Enter values in the fields and click Enter Portal.



**Create Security Details!**  
Please create a password and answer a secret question for future retrieval.

**User name**

**Secret Question**

**Password**  
  
6-32 characters. At least 1 number or symbol.

**Answer**

**Primary Location**

**Phone**  
   Type:

By Creating an account, I accept my health care provider's Notice Of Privacy Policy and The Terms Of Service.

[Back](#) [Enter Portal](#)

The guardian portal account is linked to the dependent portal account and the guardian is logged on the dependent portal account automatically.

**Note:** The guardian can manage multiple dependent portal accounts using the same username and password.

## Viewing Linked Accounts in Portal.

Users can click the user icon next to Sign Out to select a linked dependent's account. They can view the records and manage the account on behalf of the dependent. The selected dependent's name appears on every window of the patient portal. If any of the Dependents have an exclamation mark next to their name, this indicates there is a message in the inbox

