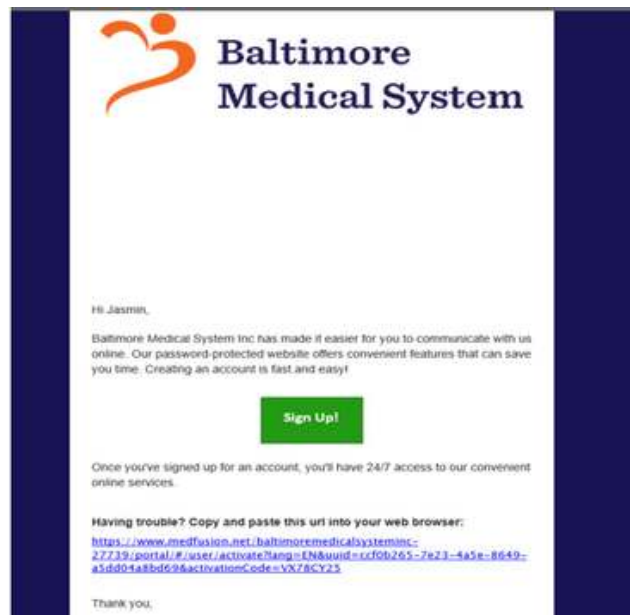
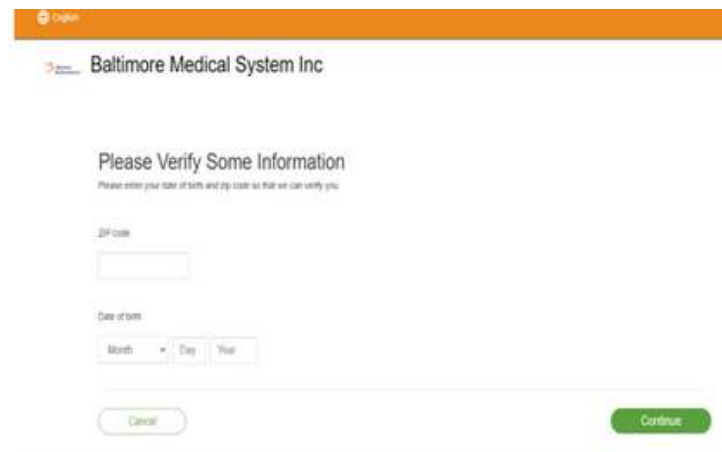


Signing up

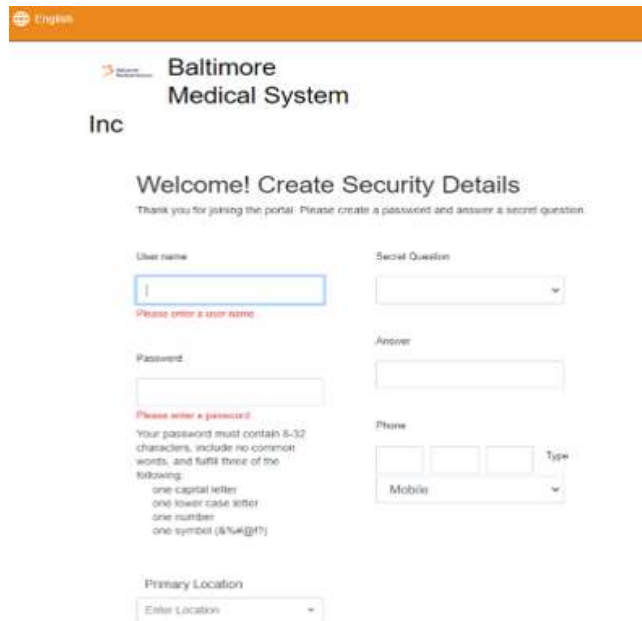
You will receive an email invite when you have been enrolled to sign up.



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.**

A verification form for Baltimore Medical System. At the top, there is a language selection bar with "English" selected. Below this is the Baltimore Medical System Inc. logo. The main heading is "Please Verify Some Information" with a subtext "Please enter your date of birth and zip code so that we can verify you". There is a text input field for "ZIP code" and a date of birth selector with "Month", "Day", and "Year" dropdowns. At the bottom, there are "Cancel" and "Continue" buttons.

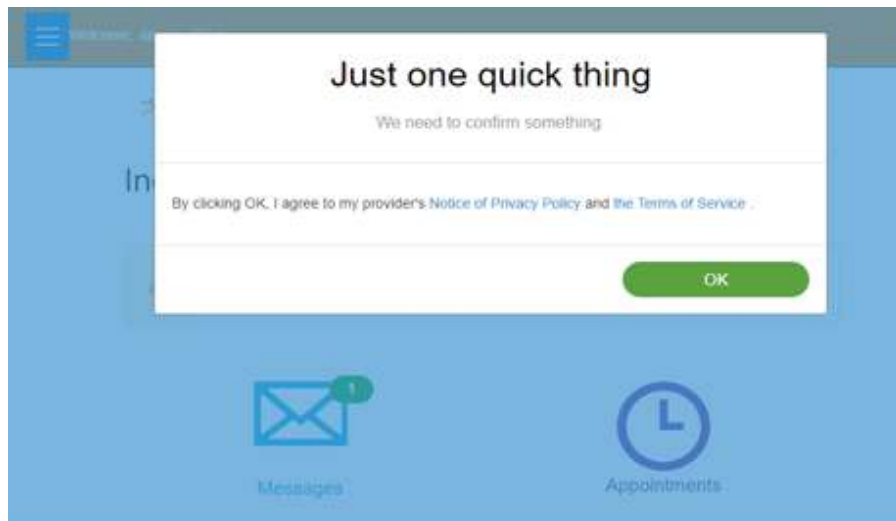
You will then be prompted to create a **user name, complete security questions, add a phone number and choose your center location.**



The screenshot shows a web form titled "Welcome! Create Security Details" with the subtitle "Thank you for joining the portal. Please create a password and answer a secret question." The form includes the following fields and instructions:

- User name:** A text input field with a red error message below it: "Please enter a user name."
- Password:** A text input field with a red error message below it: "Please enter a password." Below this, instructions state: "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 (&!@#%&#?)"
- Secret Question:** A dropdown menu.
- Answer:** A text input field.
- Phone:** Two input fields for the number and a dropdown menu for the type, currently set to "Mobile".
- Primary Location:** A dropdown menu with "Enter Location" selected.

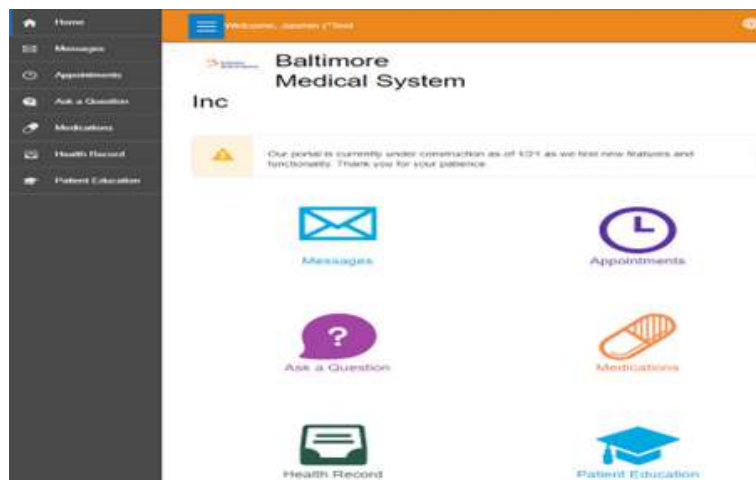
After this, you will get a notification to agree to the Notice of Privacy Policy and Terms of Service. **Please clicking OK.**



The screenshot shows a confirmation dialog box with the title "Just one quick thing" and the subtitle "We need to confirm something." The text inside the box reads: "By clicking OK, I agree to my provider's Notice of Privacy Policy and the Terms of Service." There is a green "OK" button at the bottom right of the dialog. The background of the page is blue and features icons for "Messages" (an envelope) and "Appointments" (a clock).

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



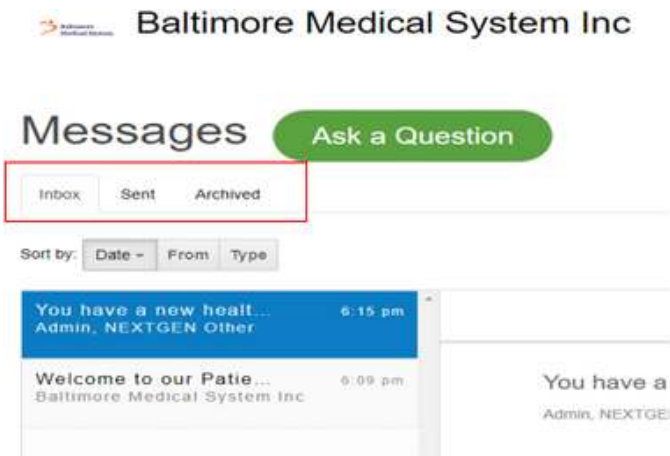
How to use your Patient Portal

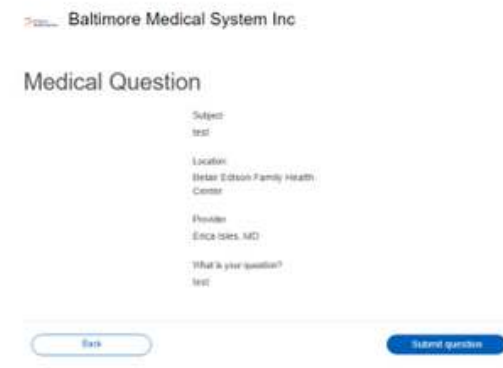
When you on the Message icon, you will be able to Ask a Question. In Messages they will be able to view Inbox, Sent and Archived messages like an email

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.



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

- 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

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.

Baltimore Medical System Inc

Rx Request

Confirm your renew details

Choose a location & provider

LOCATION
Highland Health Living Center

PROVIDER
Nancy Bennett, LDRNC

Pharmacy

Site

PHARMACY INFORMATION
Yak Pharmacy
123 Main Street
Anytown

Select medications

Site

NEW MEDICATION REQUEST

Reason

RTT rating

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.



Your prescription request has been submitted.



Prescription details

A copy of this request has been saved in your message.

[View in messages.](#)

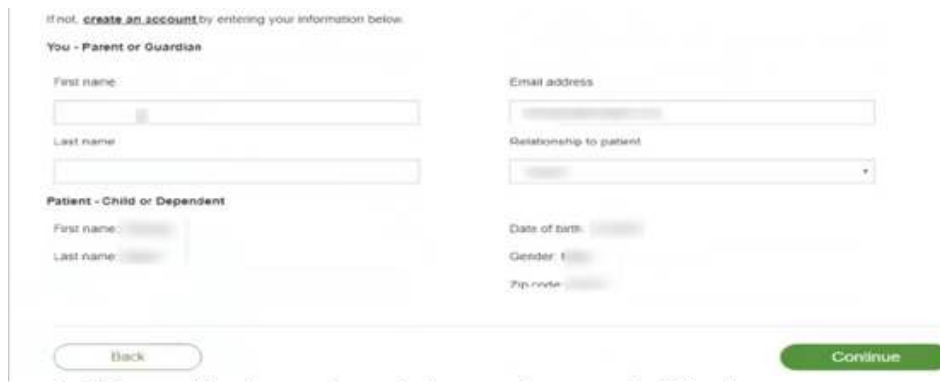
Close

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.

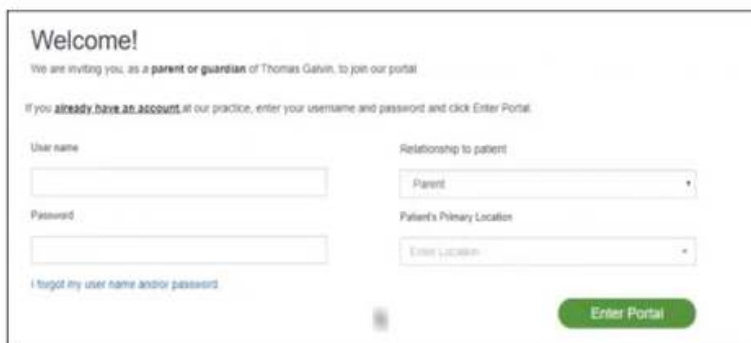
1. In the email invitation received from the practice. Click Sign Up. Identify the patient when pages open.
 - a. Enter the dependent patient's zip code and date of birth.
 - b. Click Continue. The Welcome Window opens.
 - c. To enter the patient portal, one of the following must be completed.

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




The screenshot shows a web form for creating an account. At the top, it says "If not, create an account by entering your information below." The form is divided into two main sections: "You - Parent or Guardian" and "Patient - Child or Dependent". Under "You - Parent or Guardian", there are input fields for "First name", "Last name", "Email address", and a dropdown menu for "Relationship to patient". Under "Patient - Child or Dependent", there are input fields for "First name", "Last name", "Date of birth", "Gender", and "Zip code". At the bottom of the form, there are two buttons: "Back" and "Continue".

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



The screenshot shows a "Welcome!" screen. It says "We are inviting you, as a parent or guardian of Thomas Gavin, to join our portal." Below this, it says "If you already have an account at our practice, enter your username and password and click Enter Portal." The form has input fields for "User name" and "Password", and dropdown menus for "Relationship to patient" (set to "Parent") and "Patient's Primary Location" (set to "Enter Location"). There is a link "I forgot my user name and/or password." and a green "Enter Portal" button at the bottom right.

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

