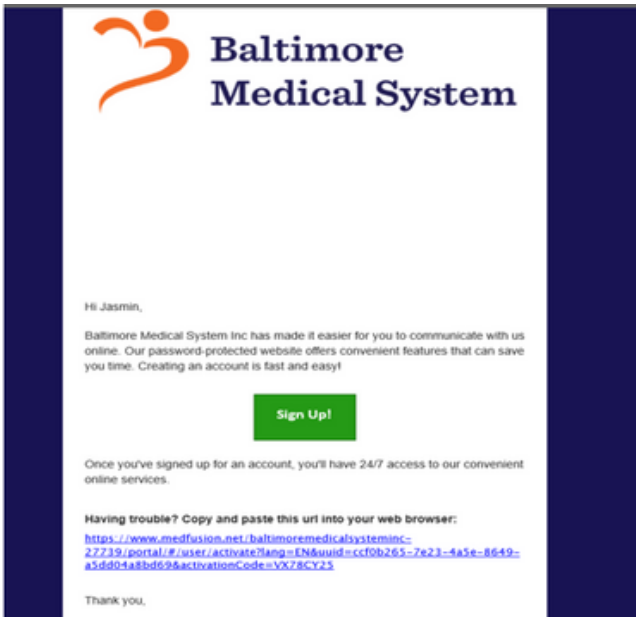
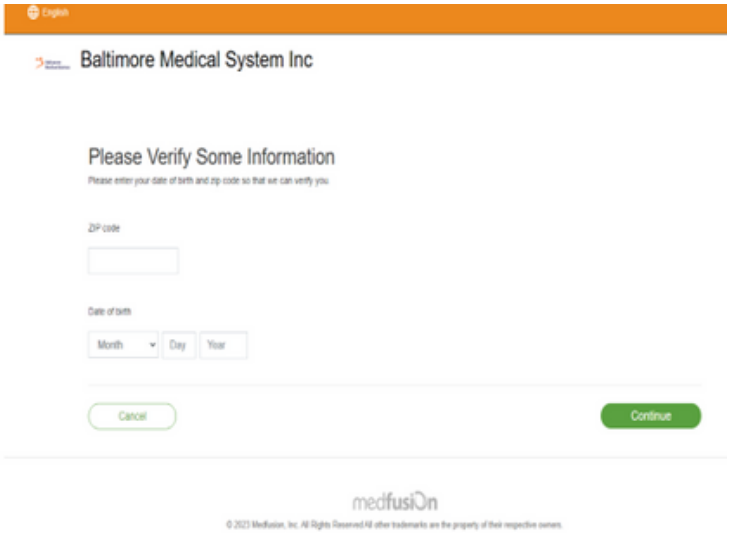
Baltimore Medical System
THE HEART OF COMMUNITY HEALTH

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.**



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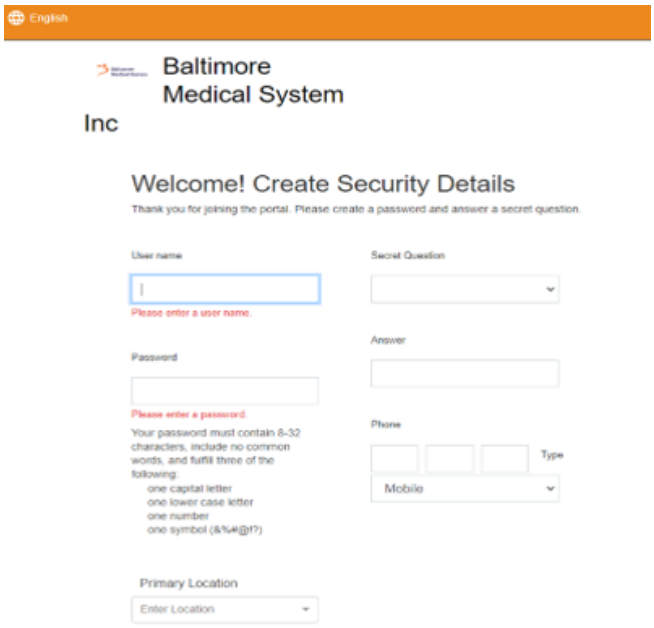
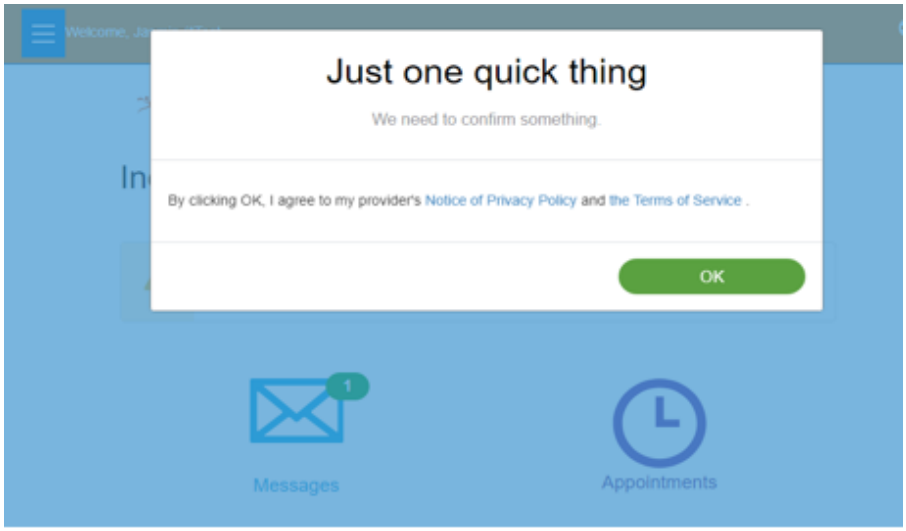
You will then be prompted to create a **user name, complete security questions, add a phone number and choose your center location.**



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



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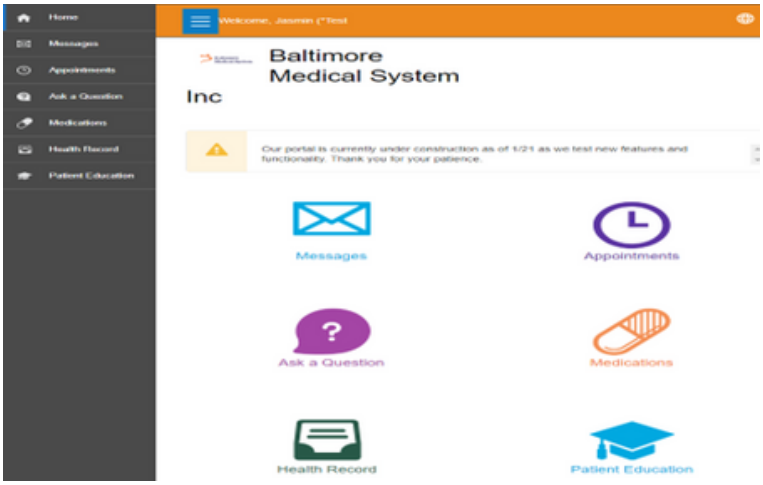
Patient Home screen will have a few icons. These options are also accessible on the left side bar.

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



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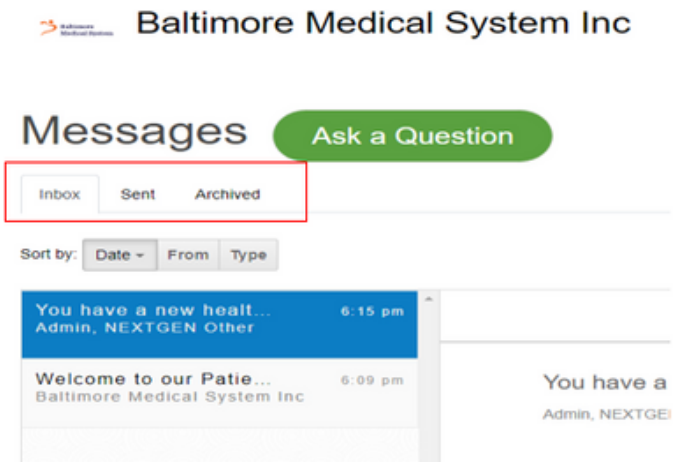
How to use your Patient Portal

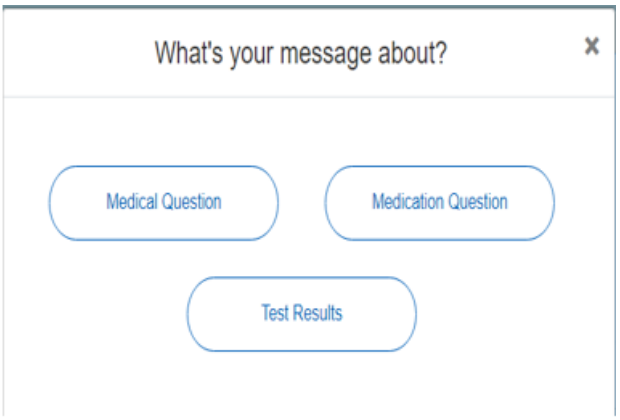
When you on the Message icon, you will be able to Ask a Question. In Messages they will be able to view Inbox, Sent and Archived messages like an email

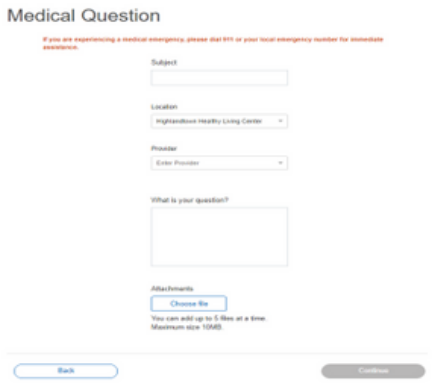
When you on the Message icon, you will be able to Ask a Question. In Messages they will be able to view Inbox, Sent and Archived messages like an email

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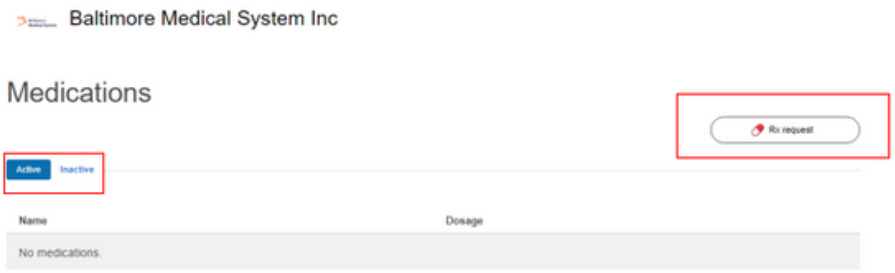
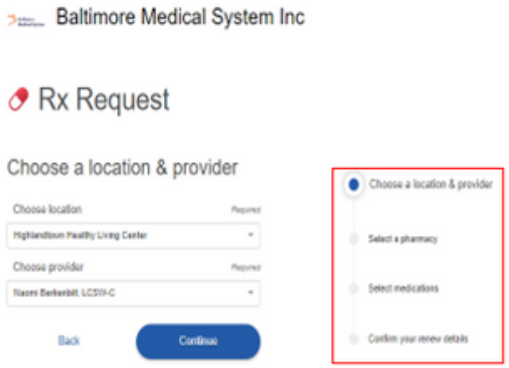
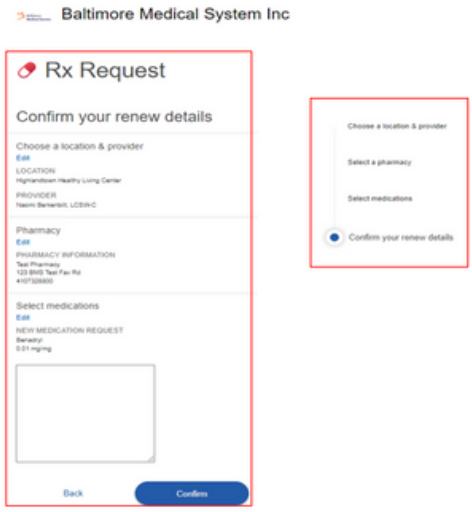
For RX request, on this Tab you can see Active/Inactive medications and request RX.



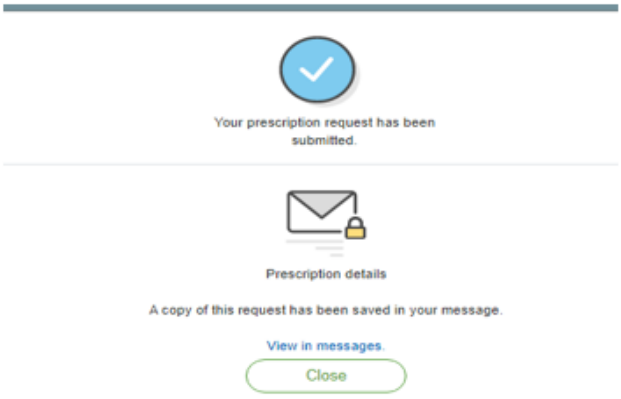
a. When you selects the Rx request option, you will have to fill out a few sequences of questions.
b. On the Left side they will have to Select Location and Provider. Once information is filled in, they can Continue to Next Step.
c. Select a Pharmacy
d. Select Medications
e. Confirm the renew details



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.



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



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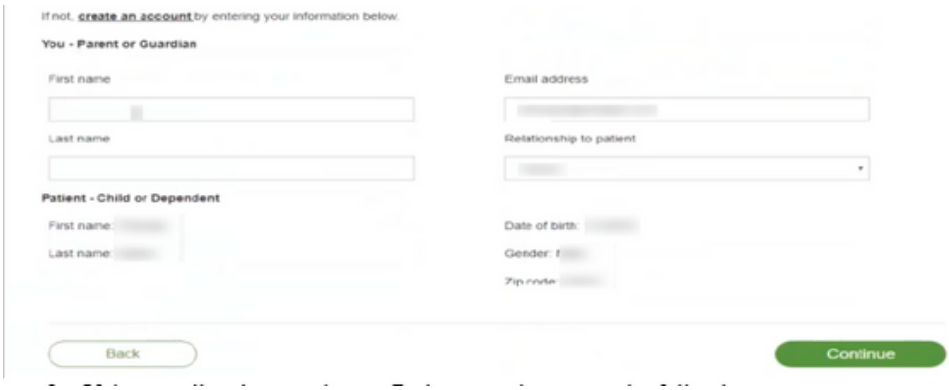
Linking Dependent Accounts

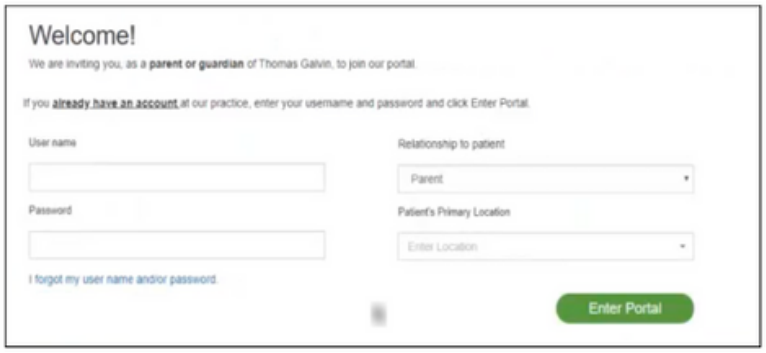
You can enroll yourself as the guardian to access and manage a dependent Portal account. To do this, patient or person must link the guardian portal account to the dependent portal account.

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.

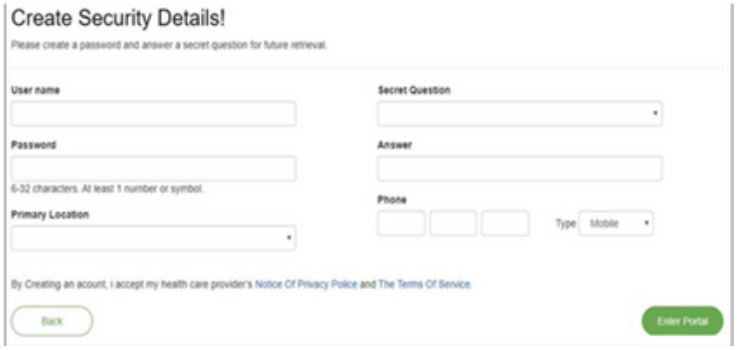
If the guardian already had a Portal account, type username, password, and relationship with the dependent. Click Enter Portal.



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

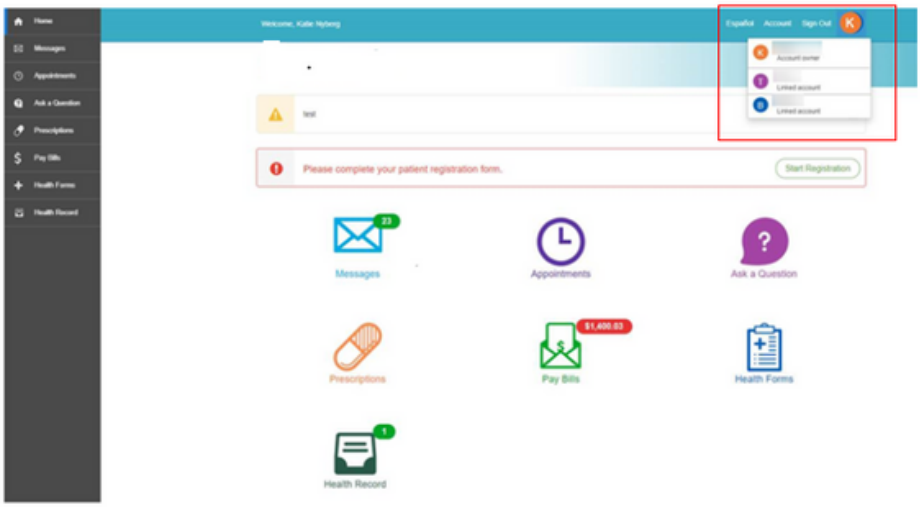


c. Enter values in the fields and click Enter Portal.



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