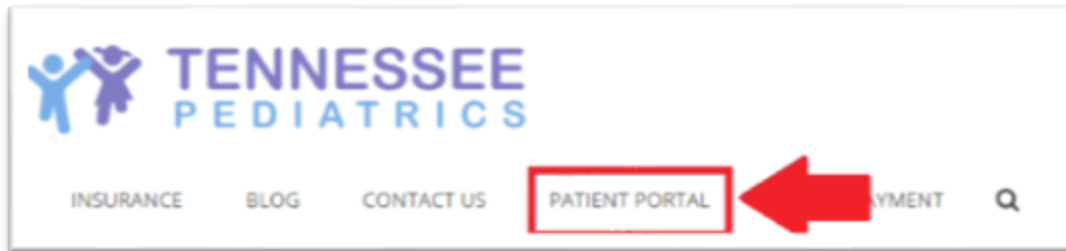


# Patient Portal Guide

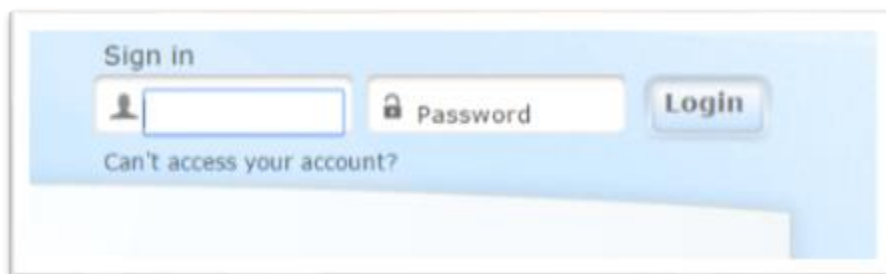
Please navigate to [www.tnpediatrics.com](http://www.tnpediatrics.com). In the upper right hand portion of the screen, you will notice a link to the patient portal:



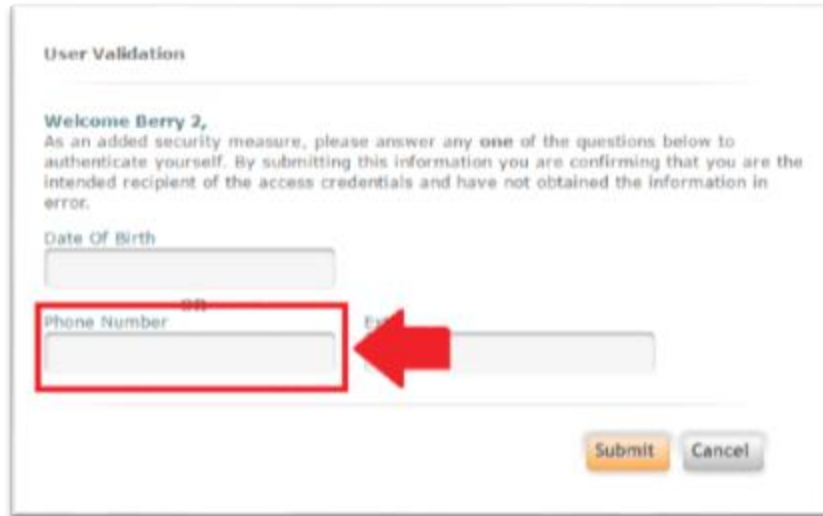
From there, you will be brought to the Portal login screen please verify that this information is on the screen:



You will now login using the credentials provided to you by the practice. Use caution when entering in your username and password. The password is case sensitive. If you are copying and pasting from an email, make sure you have not included any trailing or preceding white spaces. It will count them as a character and return your password as incorrect. For your data's security, your account will be locked after three failed login attempts. Enter your credentials here:



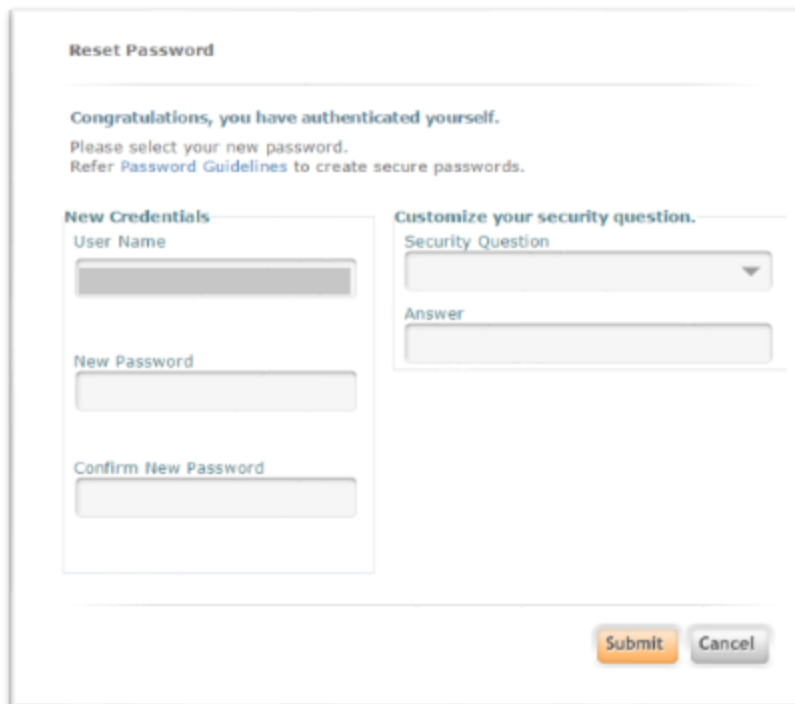
After logging in, you will be required to verify your identity. You will see this screen:



The image shows a 'User Validation' form. At the top, it says 'User Validation'. Below that, it says 'Welcome Berry 2,' followed by a paragraph: 'As an added security measure, please answer any one of the questions below to authenticate yourself. By submitting this information you are confirming that you are the intended recipient of the access credentials and have not obtained the information in error.' There are two input fields: 'Date Of Birth' and 'Phone Number'. The 'Phone Number' field is highlighted with a red box, and a red arrow points to it from the right. At the bottom right, there are 'Submit' and 'Cancel' buttons.

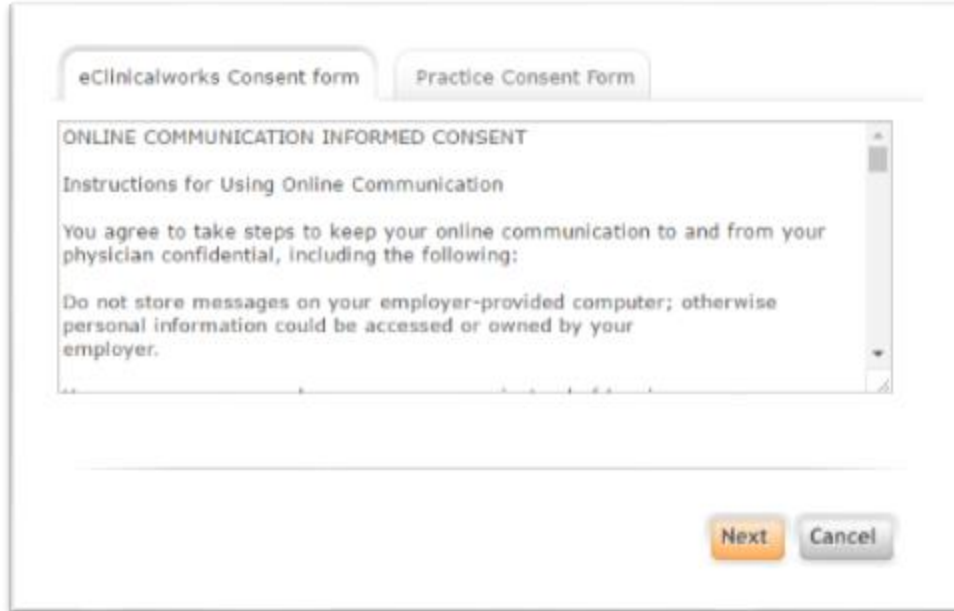
Please make sure to only enter in a phone number in the field boxed in red. Also, please make sure this number matches the primary contact number you have provided the practice. Then click "Submit." You can also use your Date of Birth if you would like. However, please only fill out one part.

You will now be brought to a screen where you can change your password and create a security question. Please make sure your password is at least 8 characters in length and contains a special character, a number, and an upper case letter:



The image shows a 'Reset Password' form. At the top, it says 'Reset Password'. Below that, it says 'Congratulations, you have authenticated yourself.' followed by 'Please select your new password.' and 'Refer Password Guidelines to create secure passwords.' There are two main sections: 'New Credentials' and 'Customize your security question.'. The 'New Credentials' section has three input fields: 'User Name', 'New Password', and 'Confirm New Password'. The 'Customize your security question.' section has a 'Security Question' dropdown menu and an 'Answer' input field. At the bottom right, there are 'Submit' and 'Cancel' buttons.

Next you will be given the Patient Portal Consent to accept:



The screenshot shows a web interface with two tabs: 'eClinicalworks Consent form' and 'Practice Consent Form'. The 'Practice Consent Form' is active. The main content area contains the following text:

**ONLINE COMMUNICATION INFORMED CONSENT**

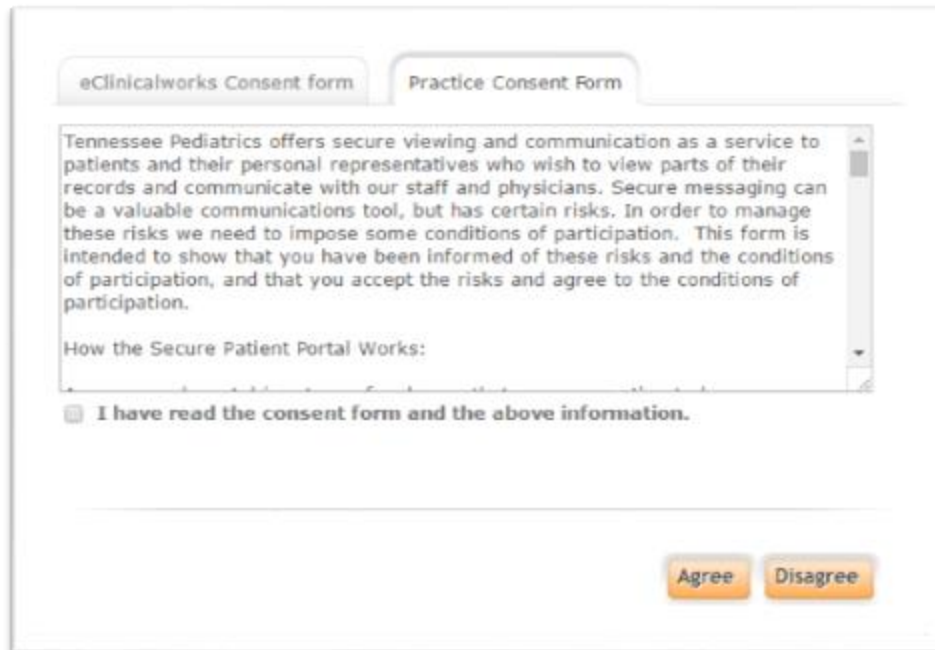
Instructions for Using Online Communication

You agree to take steps to keep your online communication to and from your physician confidential, including the following:

Do not store messages on your employer-provided computer; otherwise personal information could be accessed or owned by your employer.

At the bottom right, there are two buttons: 'Next' (highlighted in orange) and 'Cancel' (greyed out).

Press next after reading to continue to the Practice Consent Form:



The screenshot shows the same web interface as the previous one, but with the 'Practice Consent Form' tab selected. The main content area contains the following text:

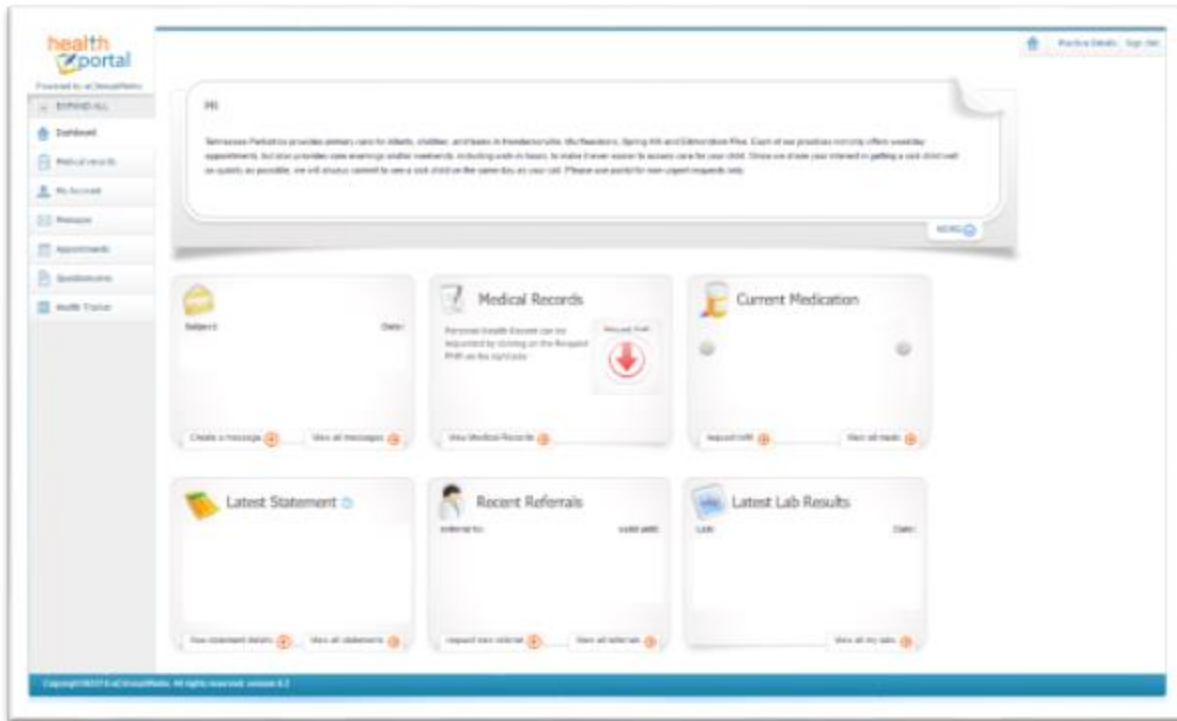
Tennessee Pediatrics offers secure viewing and communication as a service to patients and their personal representatives who wish to view parts of their records and communicate with our staff and physicians. Secure messaging can be a valuable communications tool, but has certain risks. In order to manage these risks we need to impose some conditions of participation. This form is intended to show that you have been informed of these risks and the conditions of participation, and that you accept the risks and agree to the conditions of participation.

How the Secure Patient Portal Works:

I have read the consent form and the above information.

At the bottom right, there are two buttons: 'Agree' (highlighted in orange) and 'Disagree' (greyed out).

Read and accept the consent form to continue to the patient portal. You will now be brought to the portal welcome screen:



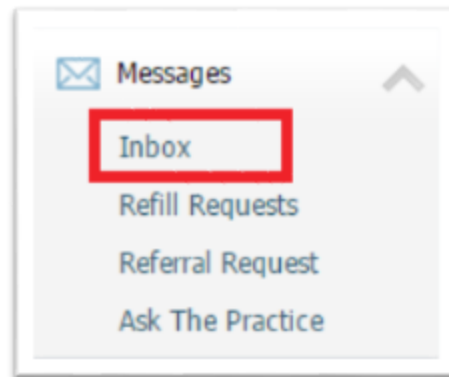
This is your Portal Dashboard. From here you can access your labs, update your information, reset your password, send and receive messages from the practice, view your appointments, view your current medication, and view office information.

To view your labs please select the “Labs / Diagnostic Reports” tab on the left hand navigation bar:



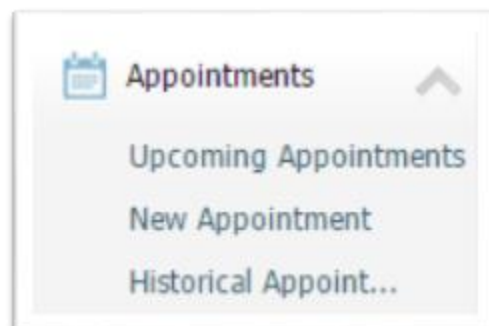
You can also use this tab to access your Personal Health Record, Immunization History, Growth Chart, Visit Summaries, and any Referrals you may have.

To send and receive messages from the practice, select the “Messages” tab on the left hand navigation bar:

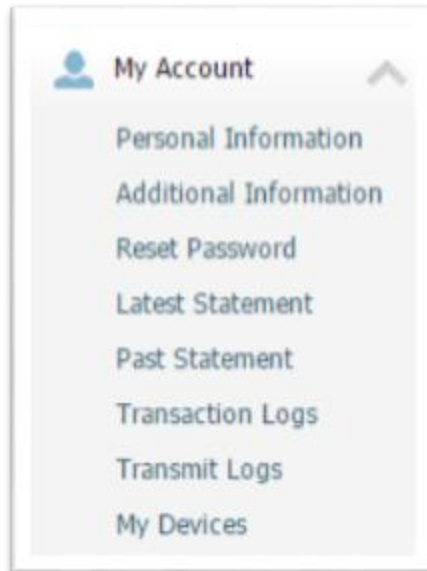


To view messages that the practice has sent you, select the “Inbox.” To send a message to the practice you can either select “Compose” from the “Inbox,” or you can select “Ask the Practice” from the left hand navigation bar. **NOTE: This is for non-urgent communication only. If you have an urgent or emergent matter call 911, do not send a message to the practice regarding the issue.** To view the messages you have sent to the practice, select the “Sent Items” tab from the “Inbox.” From this section of the portal you can also submit medication refill requests to the practice. Select “Refill Requests” from the left hand navigation bar, then select the medication you would like refilled and click “Refill Request.” Next, select your provider, your pharmacy (you can free type in the box, not all will be available via the drop down menu), and the number of refills requested. Then click “Submit.”

If you would like to request an appointment or view your previous and upcoming appointments, you can do so through the “Appointments” tab.



From the “My Account” tab you can update your information, change your password, and view your statement or make a payment.



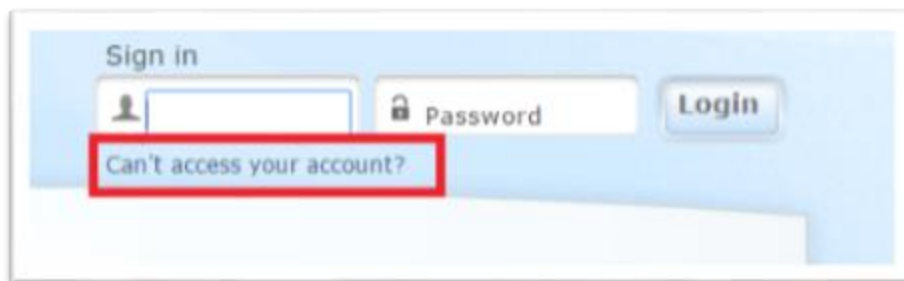
To make a payment, bring up the statement and select “Pay Bill”

<b>PATIENT NAME</b> TEST TEST		IF PAYING BY CREDIT, FILL OUT BELOW. CHECK: CARD USED <input type="checkbox"/> MASTER CARD <input type="checkbox"/> VISA <input type="checkbox"/> DISCOVER	
<b>BILL DATE</b> 11/04/2014	<b>ACCT</b>	<b>AMOUNT PAID</b>	<b>CARD NUMBER</b>
		<b>AMOUNT PAID</b>	<b>SIGNATURE:</b>
		<b>EXR.DATE:</b>	<b>AMOUNT ENCLOSED:</b>
<b>TEST TEST</b> 740 Cool Springs Franklin TN 37211		THIS IS A STATEMENT OF SERVICES RENDERED BY PHYSICIAN(S) WHO ARE MEMBERS OF: API Billing Solutions 740 Cool Springs Blvd Suite 220 Franklin TN 370676450 615-550-4040	
<b>DATE OF SERVICE</b> 10/29/2014	<b>DESCRIPTION OF SERVICE</b> Your Balance Due On These Services ...	<b>AMOUNT</b> 39.55	
<b>DATE</b> 11/04/2014	<b>PATIENT NAME</b> TEST TEST	<b>ACCT. NO.</b>	<b>PAY THIS AMOUNT</b> 39.55
This is a statement for professional services rendered by your physician. You may receive a separate bill from the hospital for its services.		<b>MAKE CHECK PAYABLE TO:</b>	Tennessee Pediatrics
<b>IMPORTANT MESSAGE REGARDING YOUR ACCOUNT</b>			
Statement Balance			
<b>Pay Bill</b> \$39.55			
If you have made any payment towards this statement you will see it reflected in "Transaction Logs"			

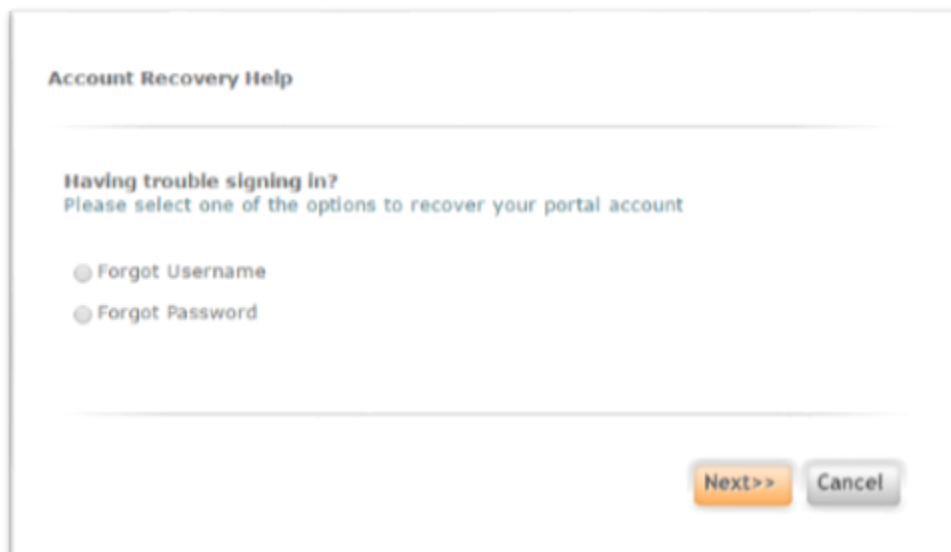
You can fill out medical history, surgery, allergy, and immunization forms through the “Questionnaires” tab.



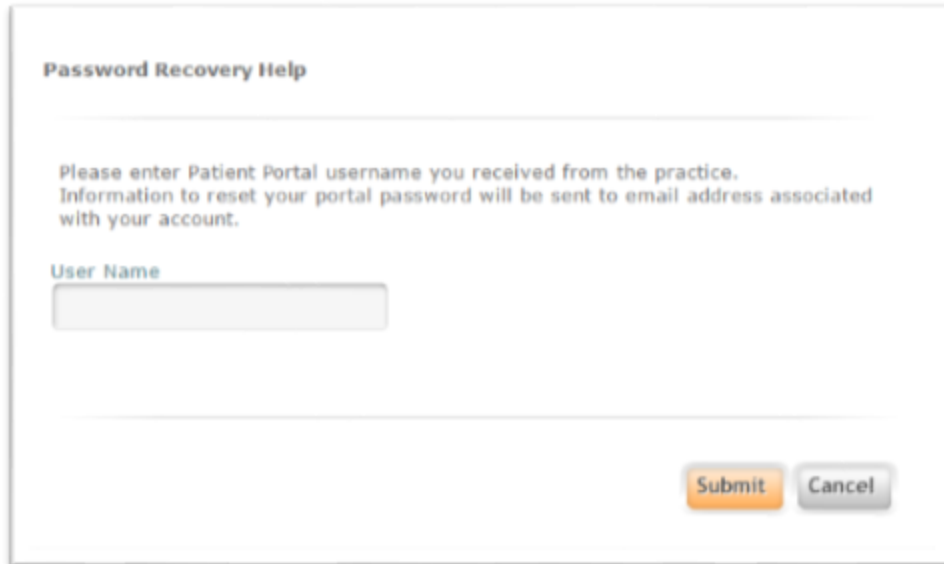
If you forget your password, you can use the password recovery option at the portal login screen. Select “Can’t access your account?” option:



You can also use this option to recover your username. Select which credential you need and click “Next”:



If you are needing to reset your password this window will appear. Please enter your username and select "Submit":



**Password Recovery Help**

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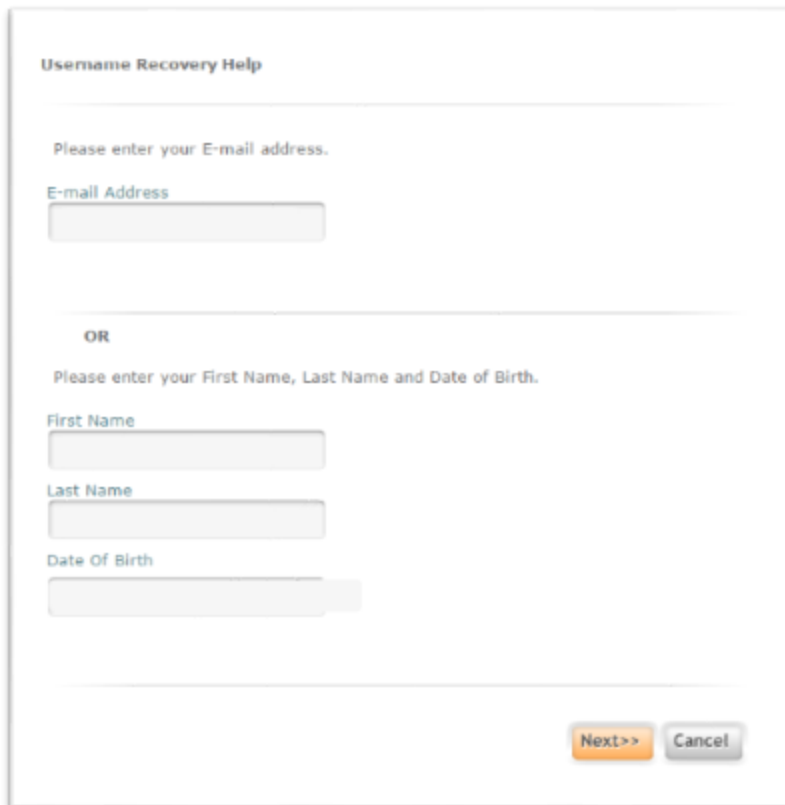
Please enter Patient Portal username you received from the practice. Information to reset your portal password will be sent to email address associated with your account.

User Name

---

**Submit** **Cancel**

If you are needing to recover your username, this window will appear, entering your email address will be the easiest option:



**Username Recovery Help**

---

Please enter your E-mail address.

E-mail Address

---

**OR**

Please enter your First Name, Last Name and Date of Birth.

First Name

Last Name

Date Of Birth

---

**Next>>** **Cancel**

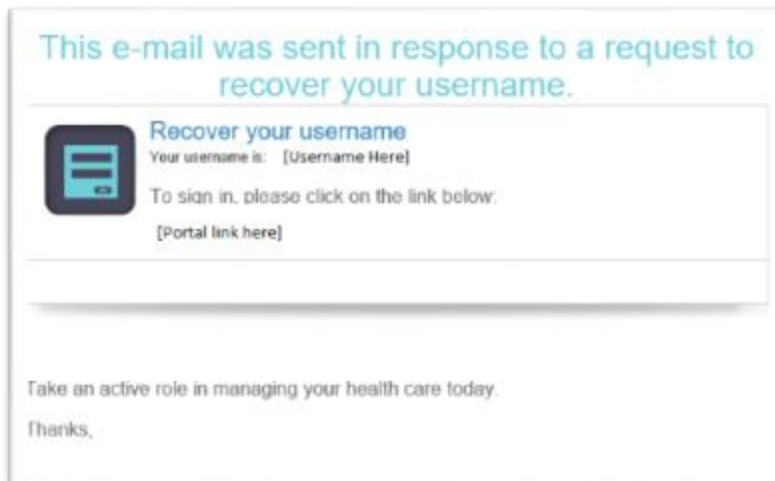


You will get an email that will look like the following:

Password Reset:

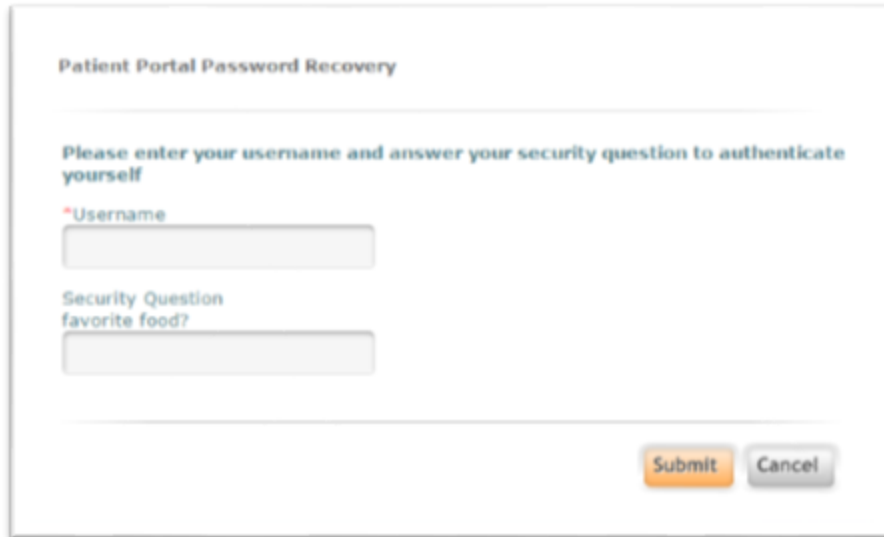


Username Request:



**Please note: If you do not receive an email, your spam filter may have stopped it from being delivered. The sender of the email will be "Tennessee Pediatrics, PC" Please check you spam and junk folders for an email from that sender.**

For password recovery, please click on the “Reset My Password” link in the email. It will direct you to this page to verify your identity:



The screenshot shows a web form titled "Patient Portal Password Recovery". Below the title is a horizontal line. The text "Please enter your username and answer your security question to authenticate yourself" is displayed. There are two input fields: the first is labeled "Username" with a red asterisk, and the second is labeled "Security Question" with the text "favorite food?" below it. At the bottom right of the form are two buttons: "Submit" (orange) and "Cancel" (grey).

Please enter your username and answer the security question you created. This will take you back to the initial password reset page. Input a new password and select “Submit”

For Username recovery, your username will be displayed in the email where it says [Username Here].