

INFORMATIONAL GUIDE

Patient Portal

Get Connected

Overview

POINTS OF DISCUSSION

What is the Patient Portal?
Language Set Up
Profile Picture
Manage Account Information
Navigation and Features
Contact Us







Patient Portal WHAT IS THE PATIENT **PORTAL**?

secure website.

- The patient portal allows you to:
- Send a message to your care team
- Request, reschedule, or cancel an appointment
- Access to your medical records
- View and request medication
- View laboratory and x-ray results



NEVHC offers patients an easy way to get connected with their Care Team using a

NEW FEATURES COMING SOON!





NOW AVAILABLE IN THE APP STORE



patientportal.intelichart.com/login

IOS App Store: PatientPortal by Intelichart

Google Play: PatientPortal by Intelichart



PATIENT PORTAL (HOMEPAGE)

The homepage focuses on appointments, messages or medication refills.

- User can identify to whom the information applies, as the corresponding avatar is displayed in the top right corner.
- Upcoming appointment, unread messages from your care team, and unread results will be displayed below the homepage.









Patient Portal LANGUAGE SET UP

You can choose English or Spanish for your language preference by selecting the language drop-down on the top right of the Patient Portal home page.

• If the patient selects Spanish, a disclaimer will appear that states the change being made.



PATIENT PORTAL PROFILE PICTURE

You can personalize your portal account by adding a picture to your profile.

To add a profile picture:

- Click Settings and select Upload Photo
- Click Browse and choose the photo to upload as the profile picture
- Then click SAVE



Your image must be smaller than 4 MB.

Upload a new photo:







MANAGING ACCOUNT INFORMATION

Change Password

Through the Settings page, you can change your email and or password and view and add other Unassociated Practices.

• The My Account option allows you to adjust login setting and notification



2021 • Patient Portal

trainicportalmary+30@gmail.com (Change)

🕝 Change password

Change security question

Add PIN from another practice

Ballantyne Family Office



What w	vould you like to o	do today?	
J) Jle an	Send a	Request a	
tment	message	retill	$\implies +$

FLOATING ACTION WIDGET

The floating action widget is an easily accessible shortcut that allows users to do common actions in the homepage. The button is displayed in the bottom of the screen.



Request an appointment

Send a message to your Care Team

Request a medication refill



APPOINTMENTS TAB

If you, your child(ren) or dependent have an upcoming appointment, the upcoming appointment will be displayed in the Your upcoming appointments section. Each appointment has a "tile" and will display the appointment details.



Messages Tab

STAY CONNECTED

Patient Portal • 2021

You can send and view incoming messages from your Care Team.

Your laboratory results are available on your portal.

• Refer to the Patient Portal Q&A information to see what type of laboratory results will not be available on the Patient Portal.

	Patient Porta	I	
×			Lab
甯	Home		Most
	Appointments		The info notify t
	Messages	0	🗆 Disp
Δ	Labs		COVII Date: 1
	For ms		COVII Date: 1
\$	Billing	~	HBA10 Date: 5
-	My Chart	~	CREA Date: 3
۲	My Health	~	TSH Date: 7

		AP	SP	DP BP
				Beverly
Tests				
Recent Lab/Test Results				
ormation below is from your elect the office.	ronic medical record. If y	ou believe any data is i	ncorrect, p	lease
lay Only Abnormal Results				🖶 Print
		Show	10 ~	entries
D19 10/20/2021	Not detected Ordered By: Asanova, Elena			>
D 19 10/20/2021	detected Ordered By: Asanova, Elena			>
C 5/25/2021	7.2 % Ordered By: Nursing, Visit	Reference Range: 4 % - 5	.5%	>
TININE 3/22/2021	2.0 Ordered By: Nursing, Visit			>
7/30/2020	4.5 Ordered By: Johnson, Gina			>

Insurance Information

Messages	Insurance	e on file f	or Beverly I
Labs	MHLA		,
Forms			
Billing	Name on Card	Blum Phase2	Policy Number
Insurance	Copay Amount	\$0.00	Effective Date
My Chart	Group Number	7211	Phone Number

Your medical insurance information will be available on the portal and you can view any changes made.

Phase2	
123456789	Plan Number
	Expiration Date

My Chart Tab

The My Chart drop-down will have the following options below: SUMMARY

Displays an overview of all your medical history. The top 5 records will display in each section.

_					
×		Chart Summ	lary		
	Home	Demographics			
	Appointments	Address	1234 Maclay San Fernando, CA 9	91340	
		Home Phone	(818) 234-5678	Work Phone	
\sim	Messages	Mobile Phone	(661) 964-7991		
		Birthdate	1/10/2005 Age: 16	Gender	F
	Labs	Preferred Language	English	Prior Last Name	
	Forms	Race	Black or African American	Ethnicity	Prefer not to answer
ė	Billing				
÷.	Dining				
	My Chart	Lab Tests			Social I
	Summary	Date	Test		Birthplace
		10/20/2021	COVID19		Marital Si
	Medications	10/20/2021	COVID 19		Children
		10,20,2021	000019		A

My Chart Tab

The My Chart drop-down will have the following options below:

MEDICATION

Display your current and past medication. You can request medication and update your pharmacy information.

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VISITS

Displays an overview of your past office visits and access to your patient summary.

Chart	Visits						Ð
mary	٩					Show	10 ~ en
cations	Date	Chief Complaint	Assessment	Procedures	Location	Note	
ories	10/6/2021	Episodic		Hearing Test (92551) Vision Screening (99173)	Pacoima Adult Medicine		✓ Details
	8/31/2021				Valencia Adult Medicine		✓ Details
gies	7/26/2021	heartburn			AMS Program	D	✓ Details
s	5/19/2021				Newhall Adult Medicine		✓ Details
unization	5/11/2021	Episodie			AMS Program	D	✓ Details
lems	4/14/2021	Social Determinants of Health		Ind Counsel 30 Min (V V) (99402VV)	Pacoima Adult Medicine		✓ Details

My Chart Tab

The My Chart drop-down will have the following options below:

IMMUNIZATION

You can now access and print your immunization records.

My Chart	Immunizations			🖶 Print
Summary	Q			,
Medications	Vaccine Group			
Labs	Hep A, unspecified formulation	Vaccine	Date	
Histories		Hep A and Hep B Hep A (adult)		
Allorgias				
Allergies	Hep B, unspecified formulation	Vaccine	Date	
Visits		Hep A and Hep B		
Immunizations	influenza, unspecified formulation	Vaccine	Date	
Problems		Influenza Virus vaccine injectable quadrivalent split virus 2020-2021	11/10/2020	
Vitals		Influenza, seasonal, injectable, preservative free, 3 yrs or older (36 mos+)	10/3/2017	

DOCUMENT

You can now view and print your School/Work excuse letters.

/ Chart	Q				Sh	ow 10	✓ entries
abs	Date Created	Filename					
listories	8/31/21 2:40 PM	Clinical Summ	ary for Beverly Phas	e2	VIEW FILE HISTORY	DELETE	
Allergies	6/11/21 10:32 AM	Clinical Summ	ary for Beverly Phas	e2	VIEW FILE HISTORY	DELETE	
/isits	6/11/21 10:32 AM	Ambulatory St	ummary for Beverly I	Phase2	VIEW FILE HISTORY	DELETE	
mmunizations	Showing 1 to 3 of 3 er	ntries			1	Previous	1 Next
Problems							
/itals	Encounter No	tes					
Growth Charts	Encounter Date Nam	ne		Practice			
ocuments	5/17/21 4:36 Sch	ool/Work Excuse	Note	Northeast Va	alley Health Corporatio	n	

Contact Us

FOR INQUIRIES AND CONCERNS ABOUT THE PATIENT PORTAL

PATIENT PORTAL HOTLINE (818) 979 - 7444