



## Patient Portal- Instructions Overview

Your Healthcare Provider will now be able to send you results and other health information via our secure Patient Portal. When your Provider has sent something to the portal for you to review, you will be notified via email to the email address that you gave our front office staff.

Go to the Portal at : [www.patientportal.cvmgonline.org](http://www.patientportal.cvmgonline.org) or go to [cvmgonline.org](http://cvmgonline.org) and click the patient portal tab

**Login** using the username and password that was given to you at your Healthcare Provider's office. (You should also have received it via email) **NOTE: Usernames and passwords are case-sensitive**

**Click Lab/Diagnostic Reports** (Under Medical records Heading) to view any lab/x-ray/other radiology results that your Healthcare Provider has sent to the portal for your review

**Click Visit Summary** (Under Medical Records Heading) to view a list of all visit summaries

**Click Personal Health Record** (Under Medical records Heading) to view Patient demographics, allergies, problem lists, medication lists and lab results. (this section may take a few moments to load)

**Click My Account** to reset password

**Click Inbox** (Under Messages Heading) to check messages sent to you from your Healthcare Provider

**Click Refill Requests** to request a refill from your Healthcare Provider

**Click Ask Doctor** to send a message to your Healthcare Provider's office

**Click on Upcoming Appointments** (under Appointments Heading) to view all future appointments

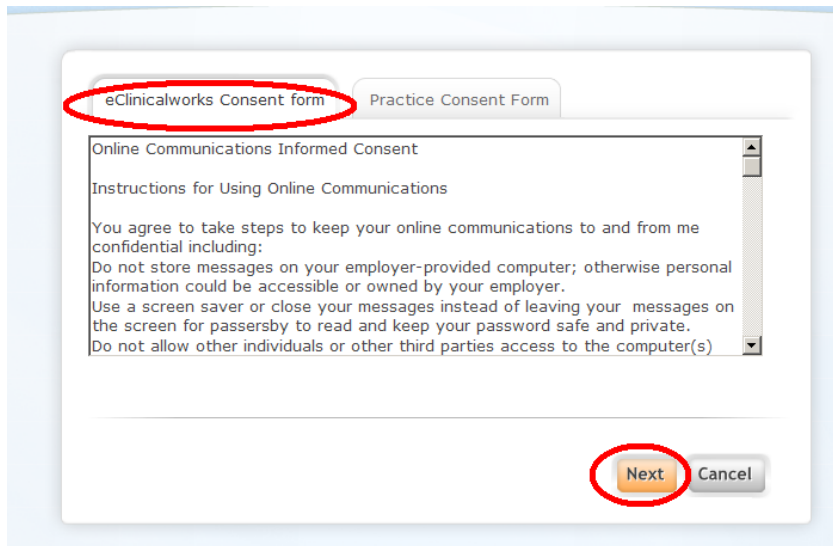
A Mobile App is now available for this portal on your smart phone. Search for the app called "Healow"

**See attached pages for more detailed instructions on using the Patient Portal**

# Patient Portal- PATIENT INSTRUCTIONS

## To Log-on to the Patient Portal for the first time:

- You will receive an email with instructions on logging in to the portal for the first time.
- Go to the portal website: [www.patientportal.cvmgonline.org](http://www.patientportal.cvmgonline.org) or go to [cvmgonline.org](http://cvmgonline.org) and click the patient portal tab
- In the boxes on the right of the screen enter the username and password that were given to you at your Provider's office. Click in the first box and enter your Username. Click in the second box and enter your password. NOTE: username and password are case sensitive, so enter exactly as given to you from your Provider's office.
- The first time you log-in, You may have to answer questions to verify that you are the patient. Answer those questions to proceed.
- You may also be prompted to change your password. Password should be 6 or more characters. (Click on Password Guidelines if you need help creating a secure password).
- Read and click Agree to accept the Consent Forms.



- This will then take you to your Portal Home Screen
- NOTE: After logging in the first time, you will only have to enter your username and password and you will be sent directly to your Portal homepage.

## Forgot your password?:

- Click on the Forgot Password? Link on the Log-in screen.(Under Sign In) An email will be sent to you on instructions for getting a new password. If this doesn't work for you, call your Doctor's office to get a new password.

## Using the Patient Portal

Portal Home Screen/ Dashboard: to log out of the portal click Sign Out at the top right

- Click the More button (circled below) to see contact information for our locations.

Powered by eClinicalWorks

COLLAPSE ALL

Dashboard

Medical records

Visit Summary

Personal Health Record

PHR-View

My Account

Reset Password

Appointments

Upcoming Appointments

Historical Appoint...

Let us know what YOU think  
Feedback for new design

Hi

WELCOME TO CATAWBA VALLEY MEDICAL GROUP PATIENT PORTAL

Scroll down to see Practice Contact Information

MORE

Coming Soon!  
On your smartphone

next appointment

Date: 01/31/2013  
Time: 10:15:00

Don't Forget!

Click here for more details

More Appointments

medical records

Personal Health Record can be requested by clicking on the Request PHR on the right side

Request PHR

View Medical Records

- Scroll down and click the individual Practice name to be directed to the Practice Website.

Powered by eClinicalWorks

COLLAPSE ALL

Dashboard

Medical records

Visit Summary

Personal Health Record

PHR-View

My Account

Reset Password

Appointments

Upcoming Appointments

Historical Appoint...

Let us know what YOU think  
Feedback for new design

Hi

WELCOME TO CATAWBA VALLEY MEDICAL GROUP PATIENT PORTAL

Scroll down to see Practice Contact Information

Taking part in managing your healthcare is an important step. With this website, you will be able to manage your healthcare information by giving you the ability to:

- 1- Receive important notifications directly from your healthcare Provider
- 2- Obtain, review and print specific results, and medical information for your records.
- 3- View past and upcoming appointment details
- 4- Access Patient Education Knowledge Base

If you wish to speak to someone at your Practice regarding an urgent care situation, please call your Provider's office at the number listed below to schedule an appointment or leave a message for your Provider.

Catawba Valley Family Medicine - Catawba : 828.241.2377  
Catawba Valley Family Medicine - Claremont : 828.459.7324  
Catawba Valley Family Medicine - Maiden : 828.428.2446  
Catawba Valley Family Medicine - North Hickory : 828.326.0658

LESS

Coming Soon!  
On your smartphone

## Portal Menu

- Click on the headings to expand each section
- Click on the items below the headings to be directed to that section of the patient portal- detailed in the following pages
- Clicking Dashboard will take you back to the homepage of the portal

## Medical Records -click Medical records to expand the category

### Lab / Diagnostic Reports:

- Click Lab / Diagnostic Reports to view results that your Provider has sent to you for review.
- Click on the lab result that you want to review

Note: When your Doctor has results for you to review, you will get an email notification at the email address you provided the practice, letting you know that you have a new message. You will be directed to the Portal to Log-in to check the message.

### Visit Summary:

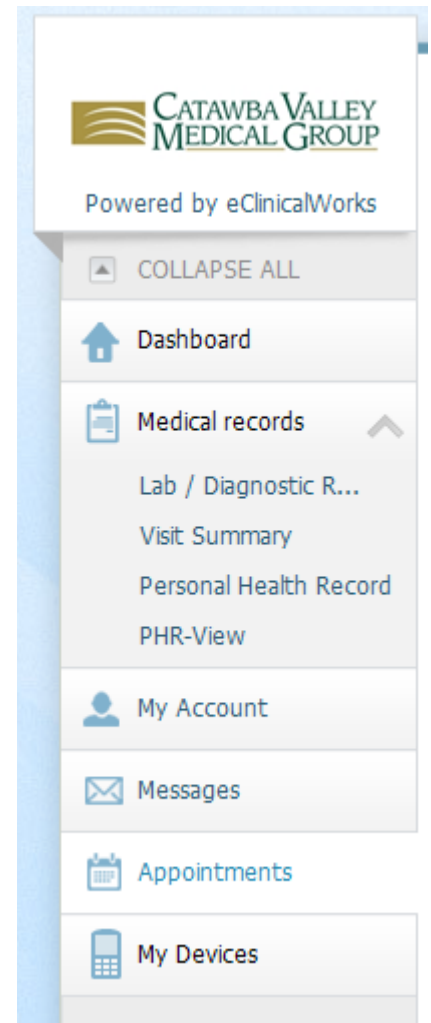
- Click Visit Summary to view a list of all visit summaries- a list of visits populates

Visit Summaries				
Date	Time	Facility	Provider	Reason
10/02/2012	11:00 AM	<a href="#">CVFM-Claremont</a>	HONG CHI	
10/01/2012	10:30 AM	<a href="#">CVFM-Claremont</a>	HONG CHI	abdominal pain
09/28/2012	03:15 PM	<a href="#">CVFM-Claremont</a>	HONG CHI	follow up
09/27/2012	01:30 PM	<a href="#">CVFM-Claremont</a>	HONG CHI	blood draw
09/26/2012	02:30 PM	<a href="#">CVFM-Claremont</a>	HONG CHI	follow up

- Click on the row to open the corresponding visit summary- this may take a moment to load
- Print the Visit Summary by clicking the print icon at the top right

## Personal Health Record (PHR)

- Click Personal Health Record to view your Patient demographics, allergies, problem lists, medications and lab results. (It may take a few moments to load) \*\* Note that the medications list is a cumulative list of all of the medications that you have been on while you have been a patient of our practice. This list includes all dosage changes and refills as separate items. You will receive a list of your current medications when you check out at each office visit from our practice.

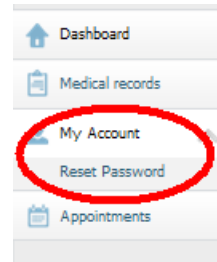


- The report can be printed by clicking 'Print' in the top of the screen. It can also be downloaded for you to save under the Download PHR option.

Note: This list of results is not cumulative. The way the system displays the labs is hard to understand. To view any lab/x-ray/other radiology results that your Healthcare Provider has sent to the portal for your review, go under the Lab/Diagnostic Reports or Messages tab.

## My Account

- Click on My Account header to expand section
- Click Reset Password to change your password

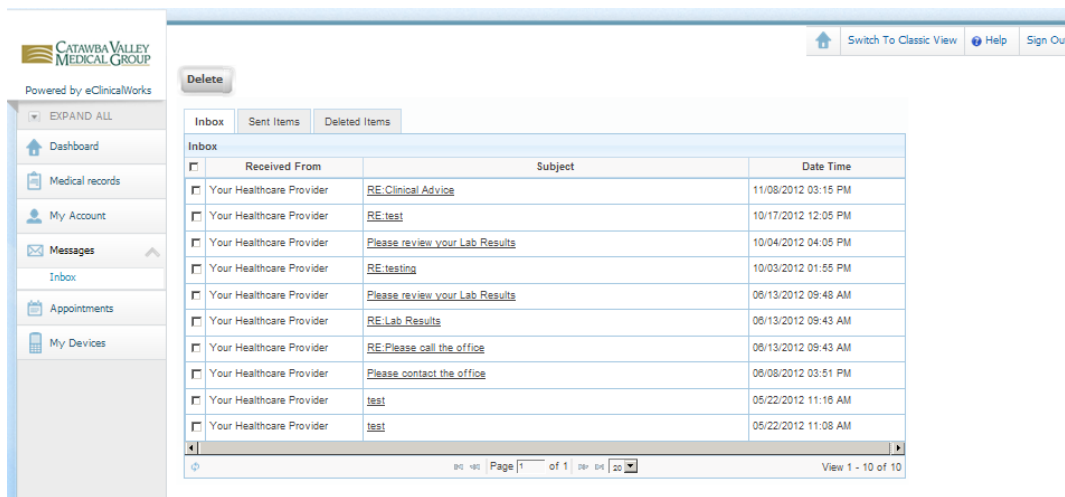
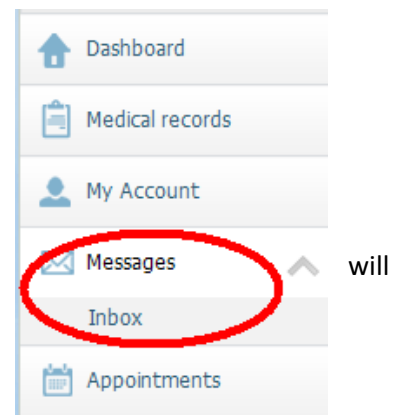


## Messages

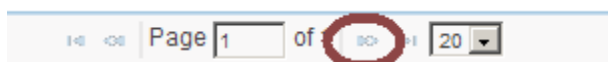
**Inbox:** Your Doctor can send you secure messages that show up in your inbox.

When your Doctor sends you a message, you will get an email notification at the email address you provided the practice letting you know that you have a new message. You be directed to the Portal to Log-in to check the message.

- Click on Messages in the menu band on the left of the portal screen
- Click Inbox, your Inbox appears



Double Click on the subject of the message that you want to look at. Messages that have not been opened are highlighted in **bold** type. All messages will stay in your inbox until you delete them. If you have more than one page of messages, click the Next button at the bottom to see the next window.



- The message can be printed by clicking 'Print' in the top right hand corner of the message.

NOTE: You cannot respond to your messages from this screen. See section below titled "Ask Doctor" to send messages to the practice.

**Refill Requests:** You can request refill requests of medications that were listed in your medication list at your last office visit.

- Click Refill Requests
- Click the box to the left of the medication(s) that you want refilled
- Click orange Refill Request button
- Choose your Provider, if not already selected. The facility should default, if not, choose from the dropdown.
- Choose your pharmacy
- Enter any additional notes in the message section
- Click Submit (the message goes directly to your Healthcare Provider's office)

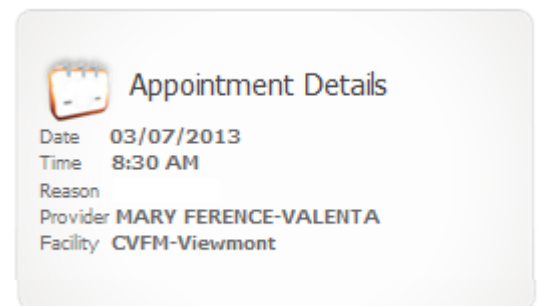
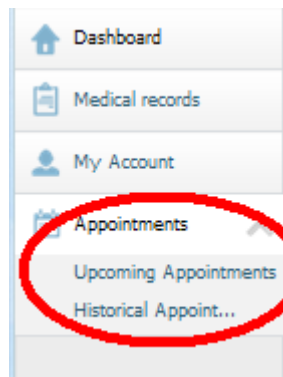
**Ask Doctor:** You can send a message directly to your Healthcare Provider's office.

- Click Ask Doctor
- Choose your Provider in the 'To' dropdown
- The Facility field will default
- Enter the subject of the message
- Enter the message you want to send to your Provider in the Message field
- Click Submit (the message goes directly to your Healthcare Provider's office)

## **Appointments**

### **Upcoming Appointments:**

- Click Upcoming Appointments to view future appointments that are scheduled. The list populates with the Appointment Date & Time, Reason for appointment, Appointment Provider, and Appointment Facility. (example on right)
- You will receive an email appointment reminder 2 days before your scheduled appointment.



### **Historical Appointments:**

- Click Historical Appointments to view past appointments

NOTE: This screen is just a log of appointment dates. You cannot view anything other than what's on this screen from this section of the portal.