BROADLAWNS PATIENT PORTAL
USER GUIDE: MHEALTH APP

To get started, download the **MEDITECH MHealth** app from Google Play App Store or Apple App Store.
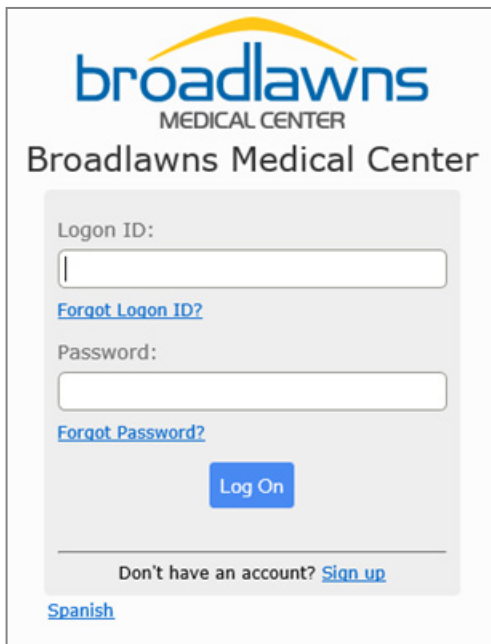

After downloading the app, select **Broadlawns Medical Center** as your health portal.

EXISTING USERS
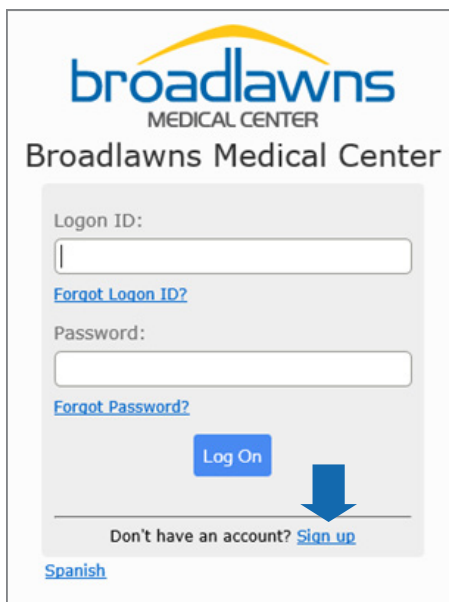
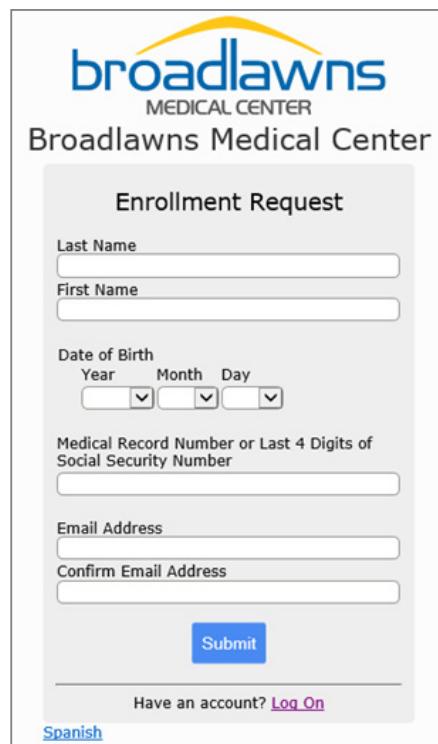If you are an existing user, log in using your Patient Portal username and password.

NEW USERS

If you are a new user, click on the **Sign up** link and complete the **Enrollment Request**.

RESETTING YOUR USERNAME OR PASSWORD

If you need to reset your username or password, click on **Forgot Logon ID?** and/or **Forgot Password?** and follow the prompts.

RESET LOGON

To reset your logon, enter the email address connected to your patient portal account.

RESET PASSWORD

To reset your password, enter the username and email address connected to your patient portal account.

MAIN NAVIGATION SCREEN

Here you can access different functionalities of the portal. The main navigation also displays announcements and helpful weblinks.

At the bottom of the screen you will see several links, including a **Contact Us** link. Please note: This is to be used to send a general message about the portal to our Medical Records department. *This is not the link to send a message to your clinic/provider.*
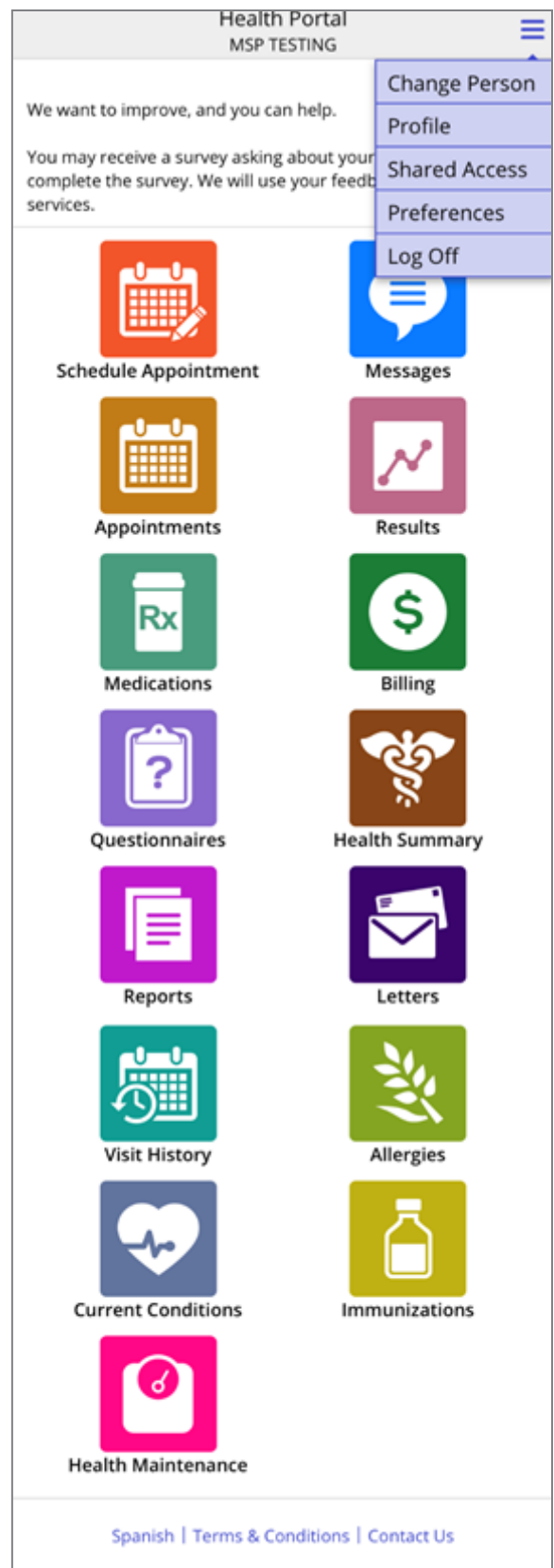
SCHEDULE APPOINTMENT

Please note: only certain locations are available to request appointments online. If you do not see your clinic, please call your clinic to schedule an appointment.

To request an appointment (if available) click on **Schedule Appointment** icon.

If you see the provider that you would like to schedule an appointment with, click on **Request Appointment** below the provider name and location and then complete your appointment day and time preferences (step 6).

If you do not see the provider you would like to schedule an appointment with, click on **Select a different location or provider** and complete steps 3 through 5.

After you submit your appointment request, your request will be reviewed by your clinic. If your requested time is available, you will receive a booking confirmation under the **Messages** icon of the patient portal. You can also find your appointment information under the **Appointments** icon.

If your requested appointment time is not available, your clinic will contact you to schedule an appointment.

MESSAGES

Here you can send a new message to a care provider, read new messages, and view sent messages.

MESSAGE INBOX
Your inbox lists all messages your health care providers have sent to you. To read a message, select the message of interest.

READ MESSAGES
Click on a message in your inbox to view the message. If your inbox includes other messages, use can use **Previous Message** and **Next Message** buttons to move through messages.

SEND MESSAGE
Use the ☑ to send private messages to your healthcare providers about non-urgent medical issues.

If you are replying to a message a provider sent you, the provider's name will appear in the **To** field. If you are sending a new message, select the **To** field down arrow and select the provider you want to contact. Only providers you have visited that accept Health Portal messages appear in the list.

When you finish composing your message, click the **Send** button at the top of your screen.

VIEW SENT MESSAGES
To view messages you sent to providers, select the **View Sent Messages** link from your inbox.
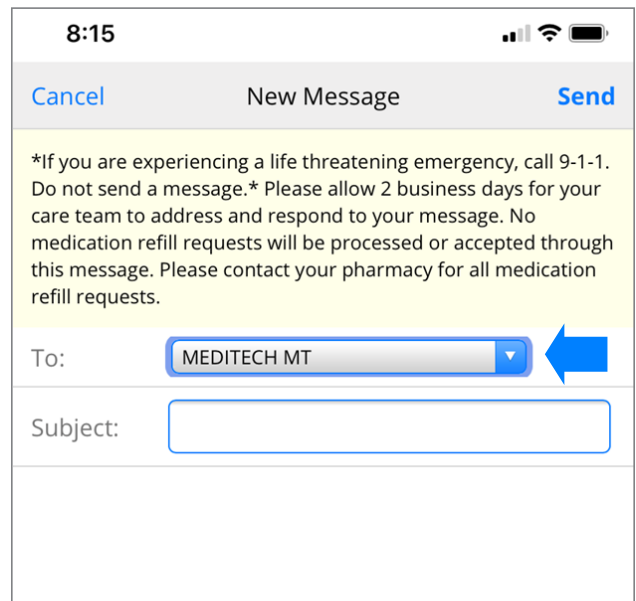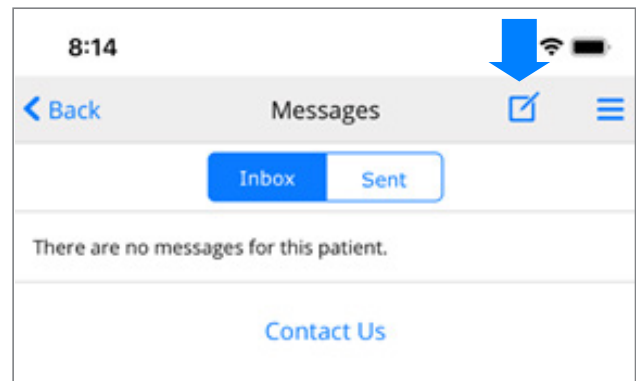
APPOINTMENTS

View a list of your upcoming appointments. Click on the appointment for additional details.
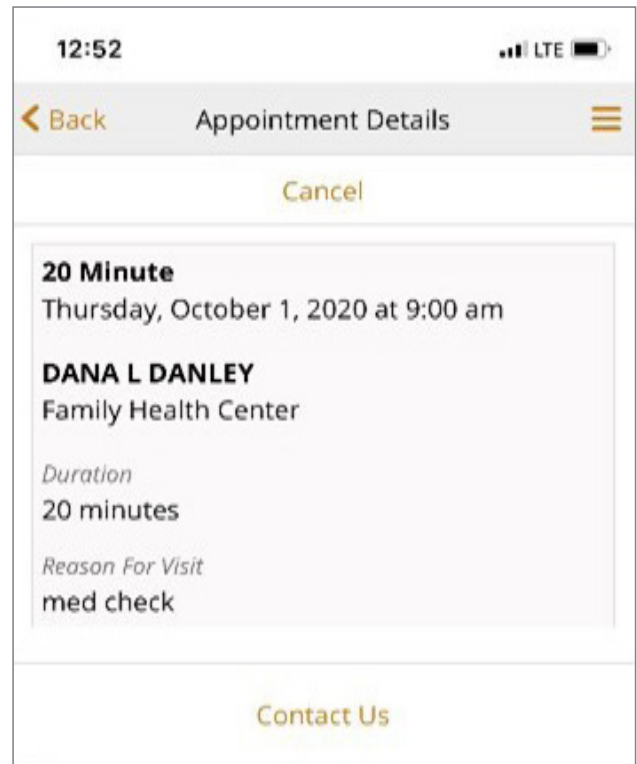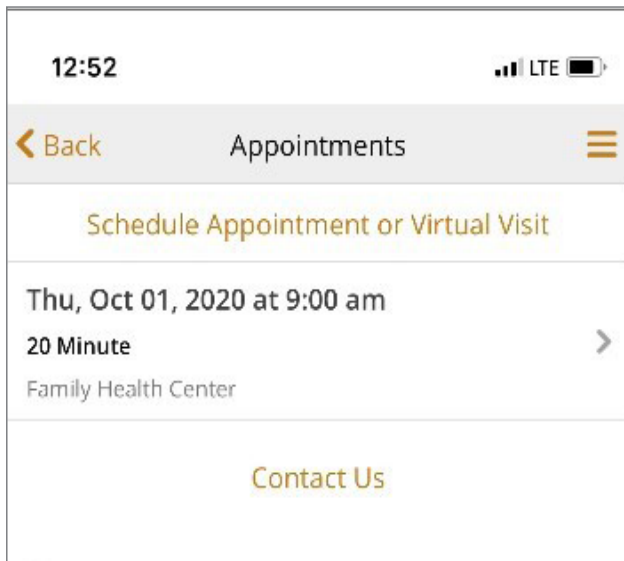
RESULTS

Here you can view your current and past lab results. The most recent results will display first. You may also sort by test if you prefer.

Click on the name of a result (ex: white blood count) to show all results for this item. Results will display with the most recent at the top.

A reference range for normal results is included in the center column.

MEDICATIONS

Rx

Here you can view a list of your current medications.

Click on a medication for more information.

8:17

< Back   Medications   ☰

Fluconazole 5 MG
5 MG PO daily for TESTING   >

Levothyroxine Sodium (Synthroid) 100 MCG
100 MCG PO daily for Hypothyroidism   >

lisinopriL (Lisinopril) 10 MG
1 TAB PO twice daily for Hypertension   >

MISCELLANEOUS INFORMATION (Handicap Parking Sticker)
1 EACH XX once   >

MISCELLANEOUS MEDICAL SUPPLY (Eye Glasses) 1 PKT
1 QS MC once   >

Pen Needle, Diabetic (Ultra-Fine Mini Pen Needle) 1 DIS.NDL
1 DIS.NDL MC TO BE USED AS DIRECT   >

Pioglitazone HCl (Actos) 15 MG
15 MG PO daily for Treat/Control Diabetes   >

Tapentadol HCl (Nucynta) 50 MG
50 MG PO every 6hr as needed for PAIN   >

Varicella Vaccine Live/Pf (Varivax) 1350 PFU/0.5 ML
0.5 ML SQ once   >

Warfarin Sodium (Coumadin) 1 MG
1 MG PO daily   >

Contact Us

8:17

< Back   Medication Details   ☰

Fluconazole 5 MG

Dose:	5 MG
Form:	TAB.ER.24
Route:	PO
How Often:	daily
Reason for Use:	TESTING
Prescribed By:	RANKIN,TIMOTHY, MD
Total Refills:	0
Last Updated:	Thu, Aug 24, 2017
Additional Instructions:	TESTING

Show Less Information ▲

IMPORTANT: HOW TO USE THIS INFORMATION: This is a summary and does NOT have all possible information about this product. This information does not assure that this product is safe, effective, or appropriate for you. This information is not individual medical advice and does not substitute for the advice of your health care professional. Always ask your health care professional for complete information about this product and your specific health needs.

FLUCONAZOLE - ORAL (floo-KON-a-zole)

COMMON BRAND NAME(S): Diflucan

USES: Fluconazole is used to prevent and treat a variety of fungal and yeast infections. It belongs to a class of drugs called azole antifungals. It works by stopping the growth of certain types of fungus.

HOW TO USE: Read the Patient Information Leaflet if available from your pharmacist before you start taking fluconazole and

BILLING $

Clicking on this link will take you to the Broadlawns payment portal.

QUESTIONNAIRES

If your clinic has a questionnaire that you need to fill out before or after your visit, you will find the questionnaire under this tab.

HEALTH SUMMARY

Here you can view or download a summary of your care.

REPORTS

View imaging or diagnostic reports.

LETTERS

View letters received from your clinic (ex: work/school release).

VISIT HISTORY

The Visit History tab allows you to see your prior visits. Click on a visit for more information. Use the menu bar at the top right to navigate back to home screen.
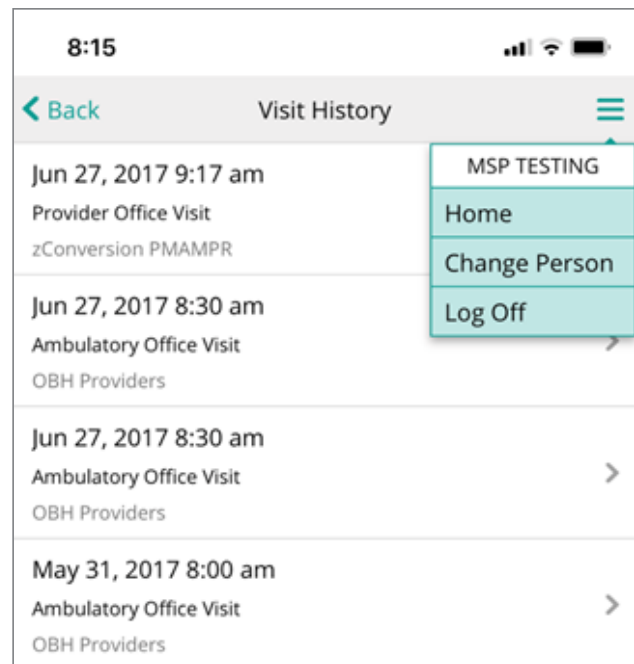
ALLERGIES

View a list of your allergies. Click on an item for more details.

CURRENT CONDITIONS

View a list of your current conditions. Click on an item for more details.

IMMUNIZATIONS

View your immunization history.

HEALTH MAINTENANCE

View health maintenance items like labs, screenings, etc.

FAQS

Where does my health information in the MHealth App come from?

All of the information in the MHealth app comes from your Broadlawns Electronic Health Record. This ensures that you have access to the most accurate, up-to-date information possible.

Is my information safe?

Yes. Portal passwords are encrypted and URLs are re-written so that they cannot be copied and pasted. You and authorized family members are the only ones who can access your Portal. Also, a timeout feature protects your information if you leave the Portal page open.

What if a family member is not listed under "change person" option within the portal?

Please ensure you have filled out and requested proxy access to your family member's portal via the Broadlawns Medical Record Department. They can be reached Monday through Friday, 7am to 4pm at (515) 282-8482.

I messaged my provider via the MHealth App and haven't heard back. What should I do?

If they are experiencing a life threatening emergency, call 9-1-1. Do not send a message. Please allow two business days for your care team to address and respond to your message. Please note: Medication refill requests will not be accepted through this message. Please contact your pharmacy for all medication refill requests.

If it has been more than two businesses days and you have not received a reply, please contact your clinic directly.

I used the "Contact Us" link in the portal but haven't heard back. What should I do?

Message sent via the "Contact Us" option are received by Broadlawns staff and then routed to the appropriate department to best assist you with your message. If it has been more than two businesses days, please contact your clinic directly or the contact the Broadlawns Medical Records department, Monday through Friday, 7am to 4pm at (515) 282-8482.