

# BROADLAWNS PATIENT PORTAL

## USER GUIDE: MHEALTH APP



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# GETTING STARTED



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



**MEDITECH MHealth** 12+

Meditech

#150 in Medical

★★★★★ 2.6, 86 Ratings

Free



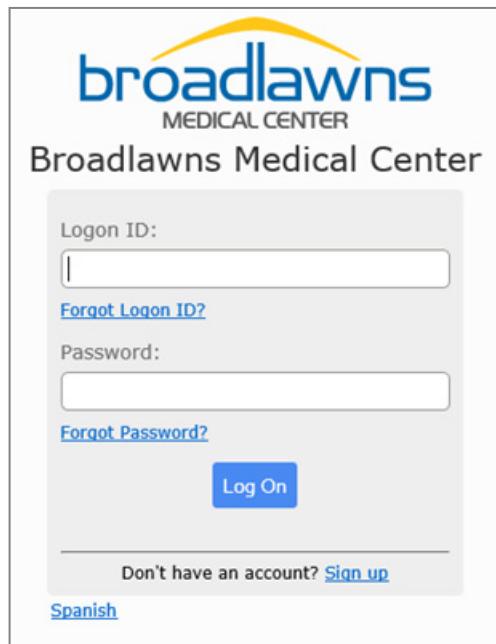
After downloading the app, select **Broadlawns Medical Center** as your health portal.

A screenshot of a mobile application interface titled "Choose a portal". The screen shows a list of healthcare organizations under the heading "Near Me".

Logo	Healthcare Organization
	Broadlawns Medical Center Health Portal
	Boone County Hospital and Clinics Health Portal
	Pella Regional Health Center MyPellaHealth
	MercyOne Newton Medical Center Patient Portal
	St. Anthony Regional Hospital and Clinics My eChart

## EXISTING USERS

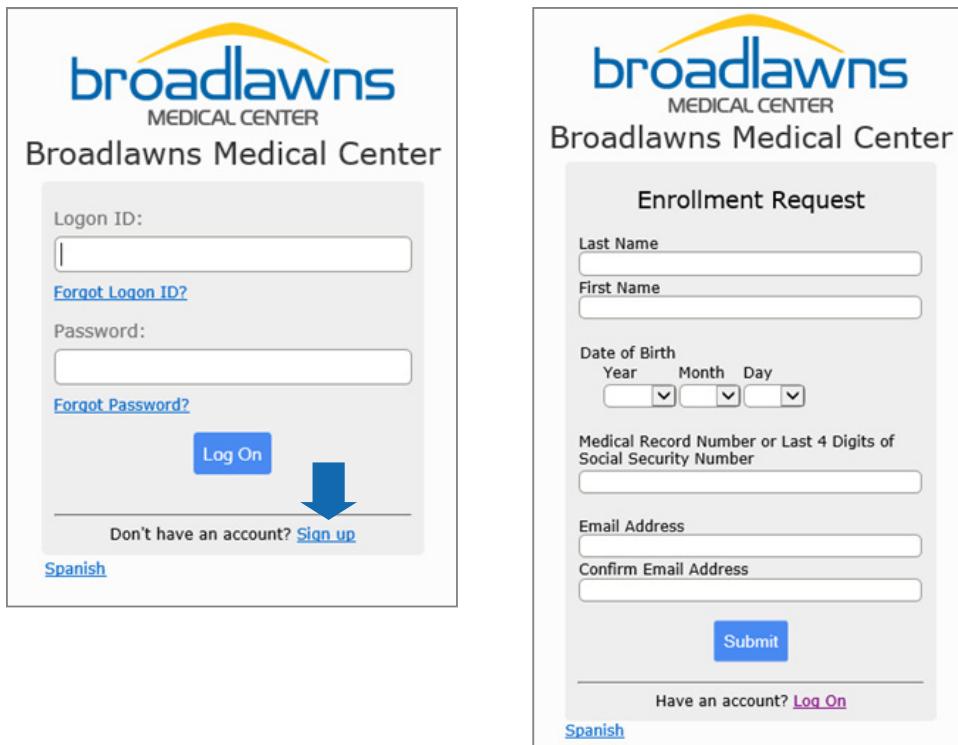
If you are an existing user, log in using your Patient Portal username and password.



The image shows the logon page for Broadlawns Medical Center. It features the Broadlawns logo at the top left. Below the logo, the text "Broadlawns Medical Center" is displayed. The main form area contains fields for "Logon ID:" and "Password:", each with a corresponding input box. Below these fields are two links: "Forgot Logon ID?" and "Forgot Password?". A blue "Log On" button is positioned below the password field. At the bottom of the form, there is a link "Don't have an account? [Sign up](#)" and a link "Spanish".

## NEW USERS

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



The image shows the enrollment request page for Broadlawns Medical Center. It features the Broadlawns logo at the top left. Below the logo, the text "Broadlawns Medical Center" is displayed. The main form area is titled "Enrollment Request". It includes fields for "Last Name" and "First Name", each with an input box. Below these are dropdown menus for "Date of Birth" with options for "Year", "Month", and "Day". There is also a field for "Medical Record Number or Last 4 Digits of Social Security Number" with an input box. Further down, there are fields for "Email Address" and "Confirm Email Address", both with input boxes. A blue "Submit" button is located at the bottom of the form. At the very bottom, there is a link "Have an account? [Log On](#)" and a link "Spanish". To the left of the "Log On" link on the logon page, a large blue arrow points downwards towards the "Sign up" link on the enrollment page, indicating the flow from existing users to new users.

## 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.

Broadlawns  
MEDICAL CENTER

Broadlawns Medical Center

Logon ID:

Forgot Logon ID? ←

Password:

Forgot Password? ←

Log On

Don't have an account? [Sign up](#)

[Spanish](#)

### RESET LOGON

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

Broadlawns  
MEDICAL CENTER

Broadlawns Medical Center

Reset Logon

An email address must be connected to your account in order to reset your logon ID. Please contact the hospital if you do not have an email address connected to your account.

\* Email Address:

Reset Logon

This will reset both your logon ID and your password.

\* = Required fields

[Spanish](#)

### RESET PASSWORD

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

Broadlawns  
MEDICAL CENTER

Broadlawns Medical Center

Reset Password

An email address must be connected to your account in order to reset your password. Please contact the hospital if you do not have an email address connected to your account.

\* Enter Logon ID:

\* Email Address:

Reset Password

\* = Required fields

[Spanish](#)

## 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.***

Health Portal  
MSP TESTING

We want to improve, and you can help.

You may receive a survey asking about your complete the survey. We will use your feed services.

Change Person  
Profile  
Shared Access  
Preferences  
Log Off

Schedule Appointment

Messages

Appointments

Results

Medications

Billing

Questionnaires

Health Summary

Reports

Letters

Visit History

Allergies

Current Conditions

Immunizations

Health Maintenance

Spanish | Terms & Conditions | Contact Us

# 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.

10:54

Back Schedule Appointment X

**Step 2 of 7: Select a provider and office location for your Patient Portal Appt Request**

Christy E. Benson, MD  
Optometry  
[Request Appointment](#) 

Nicole J. Gilg, MD, MPH  
Primary Care Clinic  
[Request Appointment](#)

Rebecca Schleuger-Valadao, ARNP  
Womens Health Clinic  
[Request Appointment](#)

Rebecca Schleuger-Valadao, ARNP  
East University Clinic  
[Request Appointment](#)

Select a different location or provider 

10:55

Back Schedule Appointment X

**Step 3 of 7: Select an office location and provider for your Patient Portal Appt Request**

Location (required)

Provider

[Next](#)

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

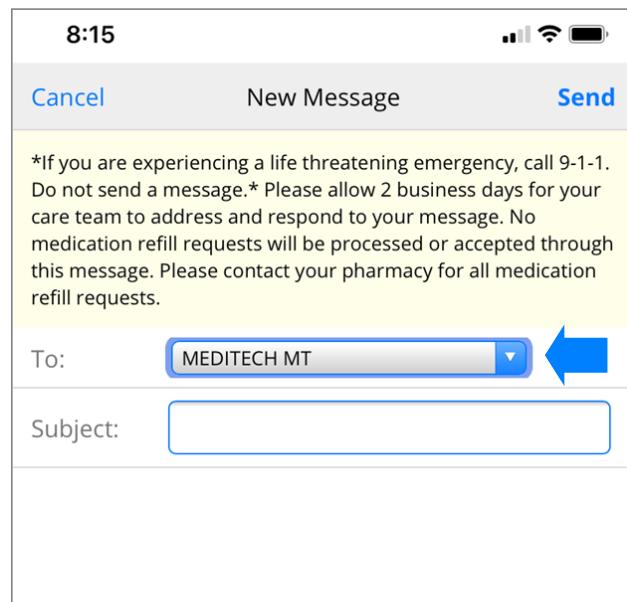
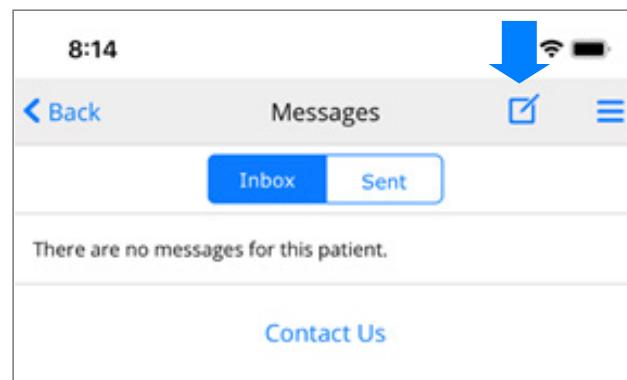
Use the  to send private messages to your healthcare providers about non-urgent medical issues.

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.

12:52      LTE

Back      Appointments      More

Schedule Appointment or Virtual Visit

Thu, Oct 01, 2020 at 9:00 am      >

20 Minute      Family Health Center

Contact Us

12:52      LTE

Back      Appointment Details      More

Cancel

**20 Minute**  
Thursday, October 1, 2020 at 9:00 am

**DANA L DANLEY**  
Family Health Center

*Duration*  
**20 minutes**

*Reason For Visit*  
**med check**

Contact Us

# 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.

9:15

Back Results

Sort by Date Sort by Test

White Blood Count	4.4 K/uL	04/29/20 10:40 am
Red Blood Count	4.90 M/uL	04/29/20 10:40 am
Hemoglobin	16.1 g/dL	04/29/20 10:40 am
Hematocrit	45.6 %	04/29/20 10:40 am
Mean Corpuscular Volume	93 fl	04/29/20 10:40 am
Mean Corpuscular Hemoglobin	32.8 pg	04/29/20 10:40 am
Mean Corpuscular Hemoglobin Concent	35.2 g/dL	04/29/20 10:40 am
Red Cell Distribution Width	14.0 %	04/29/20 10:40 am
Platelet Count	132 K/uL (L)	04/29/20 10:40 am
Mean Platelet Volume	7.8 fl	04/29/20 10:40 am
Neutrophils (%) (Auto)	68.1 %	04/29/20 10:40 am

Contact Us

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.



9:15

Back Result History

White Blood Count

Results

04/29/20 10:40 am	4.4 K/uL	(i)
03/15/17 9:43 am	5.7 K/uL	(i)

Contact Us

# MEDICATIONS



Here you can view a list of your current medications.

8:17		
<a href="#">Back</a>	Medications	<a href="#">≡</a>
Fluconazole 5 MG 5 MG PO daily for TESTING	<a href="#">&gt;</a>	
Levothyroxine Sodium (Synthroid) 100 MCG 100 MCG PO daily for Hypothyroidism	<a href="#">&gt;</a>	
lisinopril (Lisinopril) 10 MG 1 TAB PO twice daily for Hypertension	<a href="#">&gt;</a>	
MISCELLANEOUS INFORMATION (Handicap Parking Sticker) 1 EACH XX once	<a href="#">&gt;</a>	
MISCELLANEOUS MEDICAL SUPPLY (Eye Glasses) 1 PKT 1 QS MC once	<a href="#">&gt;</a>	
Pen Needle, Diabetic (Ultra-Fine Mini Pen Needle) 1 DIS.NDL 1 DIS.NDL MC TO BE USED AS DIRECT	<a href="#">&gt;</a>	
Pioglitazone HCl (Actos) 15 MG 15 MG PO daily for Treat/Control Diabetes	<a href="#">&gt;</a>	
Tapentadol HCl (Nucynta) 50 MG 50 MG PO every 6hr as needed for PAIN	<a href="#">&gt;</a>	
Varicella Vaccine Live/Pf (Varivax) 1350 PFU/0.5 ML 0.5 ML SQ once	<a href="#">&gt;</a>	
Warfarin Sodium (Coumadin) 1 MG 1 MG PO daily	<a href="#">&gt;</a>	
<a href="#">Contact Us</a>		

Click on a medication for more information.

8:17	
<a href="#">Back</a>	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
<a href="#">Show Less Information</a> ▲	
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.

The screenshot shows a mobile browser interface for the Broadlawns Medical Center payment portal. At the top, the time is 8:17, signal strength is shown, and the URL is evokepay.com. Below the header, the Broadlawns logo is displayed with "MEDICAL CENTER" underneath. A language selection dropdown shows "English". The main content area has a heading "Access your account securely". Below this, a large section titled "No Login Required" explains that access is possible with a 10-character guarantor number from the last statement. A text input field is provided for the "Guarantor number", which contains the value "GN". Another input field for "Date Of Birth (MM/DD/YYYY)" is present but empty. A large blue "Continue" button is at the bottom of the form.

## 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.

The screenshot shows a mobile application interface for visit history. At the top, it displays the time (8:15) and signal strength. Below that is a navigation bar with a back arrow, the text "Visit History", and a menu icon (three horizontal lines). The main content area lists three previous visits:

Date/Time	Visit Type	Details
Jun 27, 2017 9:17 am	Provider Office Visit	zConversion PMAMPR
Jun 27, 2017 8:30 am	Ambulatory Office Visit	OBH Providers
Jun 27, 2017 8:30 am	Ambulatory Office Visit	OBH Providers
May 31, 2017 8:00 am	Ambulatory Office Visit	OBH Providers

To the right of the visit list is a vertical navigation menu with the following options:

- MSP TESTING
- Home
- Change Person
- Log Off

## 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.