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GETTING STARTED

To get started, click on the **Patient Portal** link located at the bottom of www.broadlawns.org

EXISTING USERS

If you are an existing user, log into the Patient Portal using your username and password.
NEW USERS
If you are a new user, click on the **Sign up** link and complete the **Enrollment Request**.

![Enrollment Request Form](image1)

After completing the enrollment request, complete the Logon ID setup.

![Logon ID Setup Form](image2)
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.
PORTAL HOMEPAGE
Here you can access different functionalities of the portal. The homepage 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.**
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 Send Message feature 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. If you do not want to send the message, select Do Not Submit. Selecting Do Not Submit cancels your message and returns you to the inbox.

**VIEW SENT MESSAGES**
To view messages you sent to providers, select the View Sent Messages link from your inbox.
Here you can access your: Health Summary, Visit History, Results, Medications, Allergies & Conditions, Reports, Letter, Health Maintenance & Immunizations, and Questionnaires.

**HEALTH SUMMARY**
Here you can view, print or download a summary of your care.

**VISIT HISTORY**
Here you can view, print, or download your visit history.
RESULTS
Here you can view your current and past lab results.

<table>
<thead>
<tr>
<th>Date</th>
<th>Test</th>
<th>Result</th>
<th>Reference Range</th>
<th>Flag</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 10, 2019 12:55 pm</td>
<td>Sodium Level</td>
<td>140 mmol/L</td>
<td>132-146 mmol/L</td>
<td></td>
</tr>
<tr>
<td>May 10, 2019 12:55 pm</td>
<td>Potassium Level</td>
<td>3.8 mmol/L</td>
<td>3.6-5.0 mmol/L</td>
<td></td>
</tr>
</tbody>
</table>

Click on a result for more information.

MEDICATIONS
See page 8 for more information.

ALLERGIES & CONDITIONS
View a list of allergies and conditions. Click on an item for more details.

<table>
<thead>
<tr>
<th>Allergies</th>
<th>Last Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>aspirin</td>
<td>Feb 25, 2020</td>
</tr>
</tbody>
</table>

REPORTS
View imaging or diagnostic reports.

If you need specific information in regards to your medical record, please contact the Broadlawns medical records department at (515)282-8492. Learn More

<table>
<thead>
<tr>
<th>Date</th>
<th>Report</th>
<th>Dictated Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feb 17, 2020 at 12:01 pm</td>
<td>Electrocardiogram</td>
<td>John M. Tentinger, MD</td>
</tr>
<tr>
<td>Oct 03, 2018 at 9:48 am</td>
<td>Wrist X-Ray</td>
<td>John M. Tentinger, MD</td>
</tr>
<tr>
<td>Oct 03, 2018 at 9:47 am</td>
<td>Chest X-Ray</td>
<td>John M. Tentinger, MD</td>
</tr>
</tbody>
</table>
**LETTERS**
View letters received from your clinic (ex: work/school release).

<table>
<thead>
<tr>
<th>Letter</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinic Apt Letter</td>
<td>Apr 13, 2020</td>
</tr>
<tr>
<td>Cityville Normal Lab Ltd</td>
<td>Feb 17, 2020</td>
</tr>
<tr>
<td>Work/School Excuse</td>
<td>Feb 07, 2020</td>
</tr>
<tr>
<td>Urodynamic Patient Packet</td>
<td>Dec 13, 2019</td>
</tr>
</tbody>
</table>

**HEALTH MAINTENANCE & IMMUNIZATIONS**
View immunization history as well as health maintenance items like labs, screenings, etc.

**Immunization History**

<table>
<thead>
<tr>
<th>Immunization</th>
<th>Dates Given</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fluzone 0.5 ml. (36 months &amp; up)</td>
<td>Oct 01, 2018</td>
</tr>
<tr>
<td>Fluzone 0.5 ml. (36 months &amp; up)</td>
<td>Oct 24, 2018</td>
</tr>
<tr>
<td>Fluzone 0.5 ml. (36 months &amp; up)</td>
<td>Nov 13, 2018</td>
</tr>
<tr>
<td>Fluzone High-Dose 0.5 ml (65 years &amp; up)</td>
<td>Nov 06, 2019</td>
</tr>
<tr>
<td>Fluzone Quad 0.5 ml (5 months &amp; up)</td>
<td>Oct 04, 2019</td>
</tr>
<tr>
<td>Influenza (Adult)</td>
<td>Sep 01, 2018</td>
</tr>
<tr>
<td>Measles, Mumps, and Rubella Virus Vaccine</td>
<td>Mar 20, 2019</td>
</tr>
<tr>
<td>Pneumovax-23</td>
<td>Aug 10, 2012</td>
</tr>
<tr>
<td>Tenvac (Td)</td>
<td>Mar 20, 2019</td>
</tr>
</tbody>
</table>

**Health Maintenance Items**

<table>
<thead>
<tr>
<th>Item</th>
<th>Date</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cholesterol</td>
<td>May 10, 2019</td>
<td></td>
</tr>
<tr>
<td>Electrocardiogram</td>
<td>Feb 17, 2020</td>
<td></td>
</tr>
<tr>
<td>Hgb</td>
<td>Jan 29, 2019</td>
<td></td>
</tr>
</tbody>
</table>

**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.
Here you can view a list of your current medications.

Click on a medication to view. If you need to renew a prescription, please call your pharmacy.

**Patient on Pain Contract**

1 X XX X

**atenolol (Tenormin) 25 MG**

1 TAB PO twice daily as needed for Agitation/Psychosis

Click on a medication for more information.

**atenolol (Tenormin) 25 MG**

- **Dose:** 1 TAB
- **Form:** TABLET
- **Route:** PO
- **How Often:** twice daily as needed
- **Reason for Use:** Agitation/Psychosis
- **Prescribed By:** KROGER, RACHEL, ARNP
- **Total Refills:** 5
- **Last Updated:** Thu, Aug 24, 2017

**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.

**ATENOLOL - ORAL (a-TE-noh-lol)**

**COMMON BRAND NAME(S):** Tenormin

**WARNING:** Do not stop taking this medication without consulting your doctor. Some conditions may become worse when you suddenly stop this drug. Some people who have suddenly stopped taking similar drugs have had chest pain, heart attack, and irregular heartbeat. If your doctor decides you should no longer use this drug, he or she may direct you to gradually...
Here you can view any future/upcoming appointments or schedule an appointment. If you do not have any upcoming appointments then it will show as no appointments.

**SCHEDULING AN 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**.

Select **Patient Portal Appt Request** in step 1 and then click **Next**.

If you see the provider that you would like to schedule an appointment with, click on **Request Appointment** next to 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.

You will only need to complete steps 3 through 5 if you selected **Select a different location or provider** in step 2.
After you have selected a clinic, you may select a provider.

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 tab of the patient portal. You can also find your appointment information under the Appointments tab. If your requested appointment time is not available, your clinic will contact you to schedule an appointment.
Your profile reflects the current information in your Electronic Medical Record. Select **Update Profile** to request an update.

Update your information and select **Submit** to send this update request to Medical Records.

You may also update your user preferences by selecting **Update User Preferences** - this includes your communication and health portal access preferences. You may also change or reset your password here.
Where does my health information in the Portal come from?
All of the information in the Portal comes from your Broadlawns Electronic Health Record. This ensures that you have access to the most accurate, up-to-date information possible.

Can my family access my Portal?
Yes, you can give family members, such as parents or healthcare proxies, access to your Portal. This needs to be done within your healthcare facility and requires consent from you and your family member(s).

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 portal 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.