

GUIDE TO PATIENT PORTAL

In this document, you will learn what is stored within the Patient Portal. By using the Patient Portal, patients can review demographic information, enter their health information, see past and upcoming appointments, message the practice, update medications, request refills, and pay bills.

PLEASE NOTE: Patients may not be able to see every visit in the chart and they cannot make changes to sections the practice has restricted.

LOGGING IN

- Enter the practice URL (**teg.ema.md**) into your Chrome or Mozilla Firefox browser.
- Select *Patient Login*.
- Enter the username and password created for the patient by the practice.
- Patients will be prompted to reset their password.

Note: Passwords expire every 90 days.

MY HEALTH

Patients can view and update contact information, pharmacy details, personal and family medical history, medications and allergies, and social history.

Contact Info:

Some of this section is view only. These fields can be updated at Pre-Check or at Check-In.

Insurance:

This section is view only. Insurance can be updated at Pre-Check or at Check-In.

Pharmacy:

After selecting the 'Add Surescripts Pharmacy' option, you can enter the name of your pharmacy to search and add to your chart.

Note: Pharmacy Type should be set to Any to ensure full search results populate.

Medications:

Enter an updated list of medications.

- If there are medications to be added, type the medication in the *Drug Name* field. Select it from the provided options and choose the appropriate dose (use "Unspecified Dispensable" if unknown).

- If there are no medications to add, select the 'Mark No Medications' option.



- To remove a medication, change the status to *inactive*.

Note: Do not delete a medication unless it was added in error and was never taken.

Allergies:

Add new or inactivate past allergies.

- To add a new Allergy, begin typing the allergen name into the field. Select from the provided options and choose the reaction when exposed to the allergen.
- If there are no allergies to add, select Mark No Known Allergies



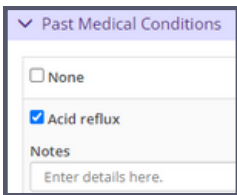
- If an allergy is no longer a concern, change the status to *Inactive*.

Note: Do not delete an allergy unless it was added in error.

Past Medical History:

Add or delete major medical and surgical histories.

- To add a condition/disease, select the checkbox next to that condition.



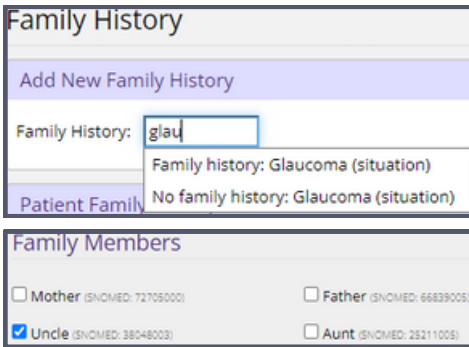
Social History:

Add or delete smoking habits, alcohol use, driving status, and other details.

Family History:

Add or delete family medical history.

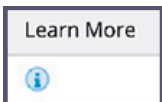
- To add a disease, begin typing in the field. Select it from the provided options, then choose the family member associated.



Problem List:

View a list of diagnoses. *This section is view only.*

- To view more information on a condition, select the blue information bubble next to the condition.



APPOINTMENTS

Patients can view appointments, notes, educational handouts and lab test results.

Video Visits

View your previous Telemedicine visits (if applicable)

Upcoming Appointments

View scheduled appointments and make requests for a visit.

Note: When using the web browser, you will be directed to our scheduling page. If using the APPatient app, you will be prompted to fill out a request form.

Past Appointments

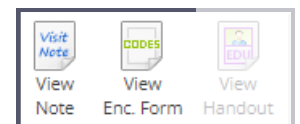
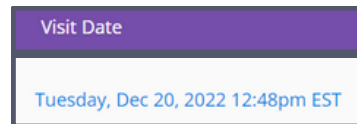
Appointments Information

- View appointment dates, attendees, impressions (diagnosis for the visit), the visit location and CCD.

Visit Date	Attendees	Impressions	Location	Action
Tuesday, Dec 20, 2022 12:48pm EST	Primary Provider & Primary Biller: Coffe, Jeffrey OD	Allergic Conjunctivitis (H10.45)	Marietta East Cobb	Send CCD View CCD Download CCD Download CCD XML

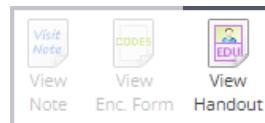
Visit Records

- Select the date in blue to read the finalized Visit Note and Encounter Form.



Patient Handout/Education

- To review an explanation or additional information of the visit diagnoses, click on the 'View Handout' link.



Eyewear Prescriptions

Eyeglass and Contact Lens prescriptions will be displayed here.

Date of finalized prescription and prescription status are available for each entry.

Date Written	Type	Usage	Written By	Status	Action
Wednesday, April 19, 2023	Contact Lens		Dr. Mary Brunner	Active	Download & View
Wednesday, February 15, 2023	Glasses		Dr. Mary Brunner	Expired	Download & View

Results

Any pathology reports sent to the lab will display here

- Select the date to view the pathology report.
- Select the blue information bubble to view more information on the diagnosis.
- Select Compose to contact the provider about the result using.

Note: The same results are also visible under the Tests & Results section of the patient portal.

MESSAGES

Patients can send and receive messages with the practice here.

- Select the subject line to view messages.

From	Message	Received On
Maxwell Chandra	Irene Fgor Cornelius-Tester MRN:MM0000016523 PMS:109502PAT000051635 - ...	07/19/2023 09:57 AM EDT

- Select 'Compose Message' in blue to generate a new message to the practice.

[Compose Message](#)

Inbox

Sent

Sent CCDA

Note: Type in your doctor's name in the "To" section. Otherwise, it will limit the results in the drop-down menu.

BILLING

Patients have the ability to view balances with the practice and make payments through the Patient Portal. They are also able to view any generated statements sent to the address on file.

Account Balance

Remaining Balance Amount

- Patient's current, real-time balance will display here.
- Each Business Unit will be separated for easy review.

Account Balance	Balance Due
Thomas Eye Surgery Center LLC Balance Amount \$25.88	\$25.88 Make a Payment
Thomas Eye Group PC Balance Amount \$58.00	\$58.00 Make a Payment

Saved Payment Methods

[Saved Payment Methods](#)

- Any saved credit or debit card information will be listed here.
- Patients have the ability to remove or add new cards

Billing Statements

View your statements from the practice here.

- Statement Date, Number, Charges, Status will be displayed.
- Clicking on the blue 'View Statement' text will open a PDF of the patient statement.

Date	Number	Total Charges	Status	Action
03/09/2024	422547	\$58.00	30 days past due	View Statement
02/09/2024	416825	\$98.00		View Statement

Note: Any statements will display within 24 hours of being generated in the system.