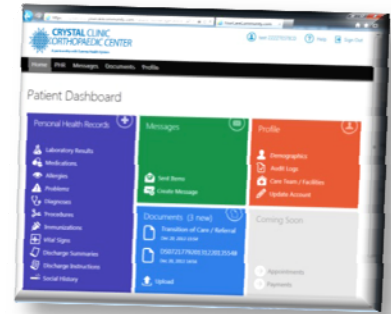


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What is the Crystal Clinic Patient Portal?

The Crystal Clinic patient portal website makes accessing your personal health information easy, secure and convenient. With this access, you can view your health records any time of day and from any location that has an Internet connection.

How do I get started?

Once you receive an e-mail, click the link to be directed to the **Sign in** page. If you haven't done so already, you will be prompted to verify demographic information, set a password, and select a security question.

Signing in:

1. Go to the website address given to you.
www.CrystalClinic.com/portal
2. Type your **User Name**, which is your e-mail address.
3. Type your **Password**. (*Passwords are case-sensitive.*)
4. Click **Submit**. The **Home** page (shown at right below) will display.

My Information:

User Name (*email address*)

Password

If you forget your password:

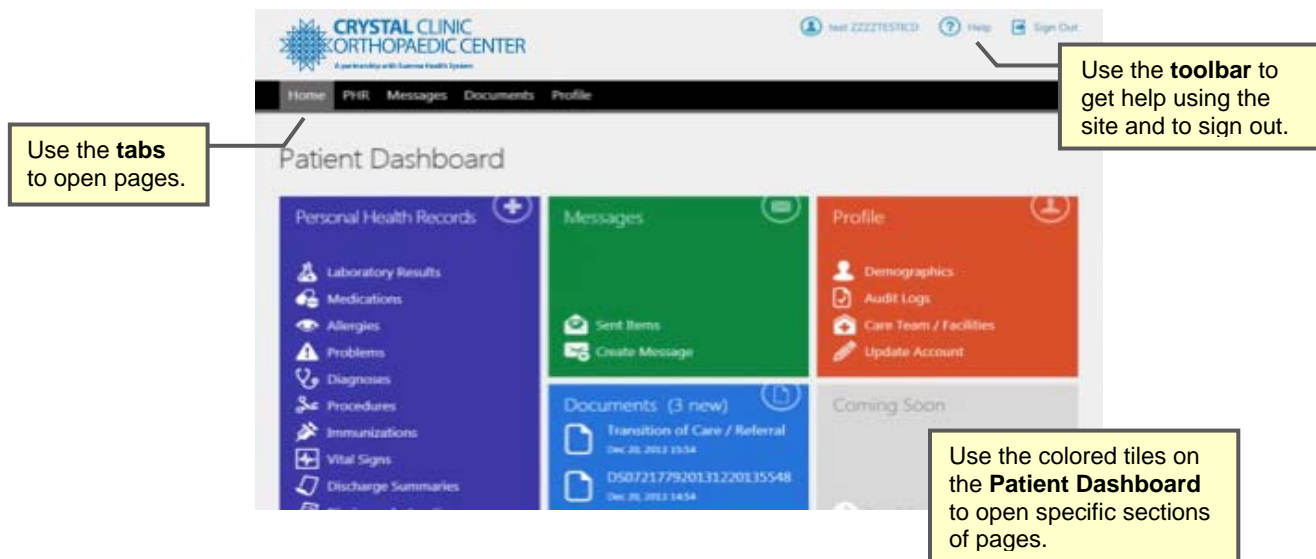
1. Click **Forgot Password**.
2. Type your **User Name**, which is your e-mail address.
3. Click **Get New Password**. A new page will display and direct you to your e-mail for further directions.



Click the link in your e-mail to complete your registration.

How do I navigate in the Crystal Clinic Patient Portal?

After you sign in, the **Home** page (shown below) will display. To move around the site and find the information you need, you can use the colored tiles on the **Patient Dashboard** or the tabs across the top of the page.



Information is grouped into different pages, which are then divided into multiple sections:

Personal Health Records:

- View a wide variety of key information from your health record, such as test results, prescribed medications, vital signs, diagnoses, discharge instructions, and more.

Profile:

- View and change information related to you and your account, such as name, marital status, address and phone numbers, your portal password, and more.
- Manage notifications. These are email messages sent to you to alert you about new information on your portal.
- Add and manage patient representatives. A representative is someone you authorize to view your medical records.

Documents:

- Download and upload a variety of health-related documents. If you have a Continuity of Care document from another physician, you can send it to your physician here.
- Find documents sent by your care providers.

Messages:

- Receive and send private messages to your healthcare providers.

To open a page:

There are 2 ways to open a page:

- Click a tab.
- Click the title of a tile from the **Home** page. (The **Personal Health Records** (PHR) page is shown below.)

To open another section of a page:

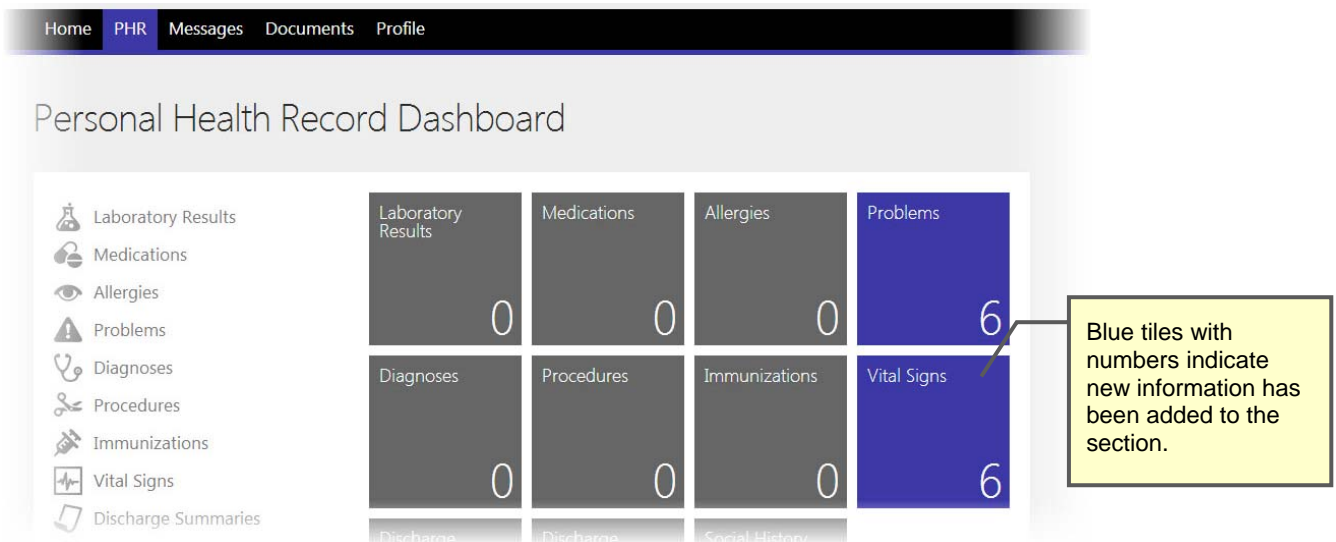
There are 2 ways to open a section of a page:

- Click a link within a tile from the **Home** page.
- From an open page, click **More** and then click the section you want to see. (The **Medications** section of the **PHR** page is shown on the next page.)

To view new information:

Once you click a page or open a section of a page, you can easily see where new information has been added:

- From a page, the blue tiles with numbers indicate new updates.
- From a section of a page, click **More**. Items with new information will show in parenthesis.

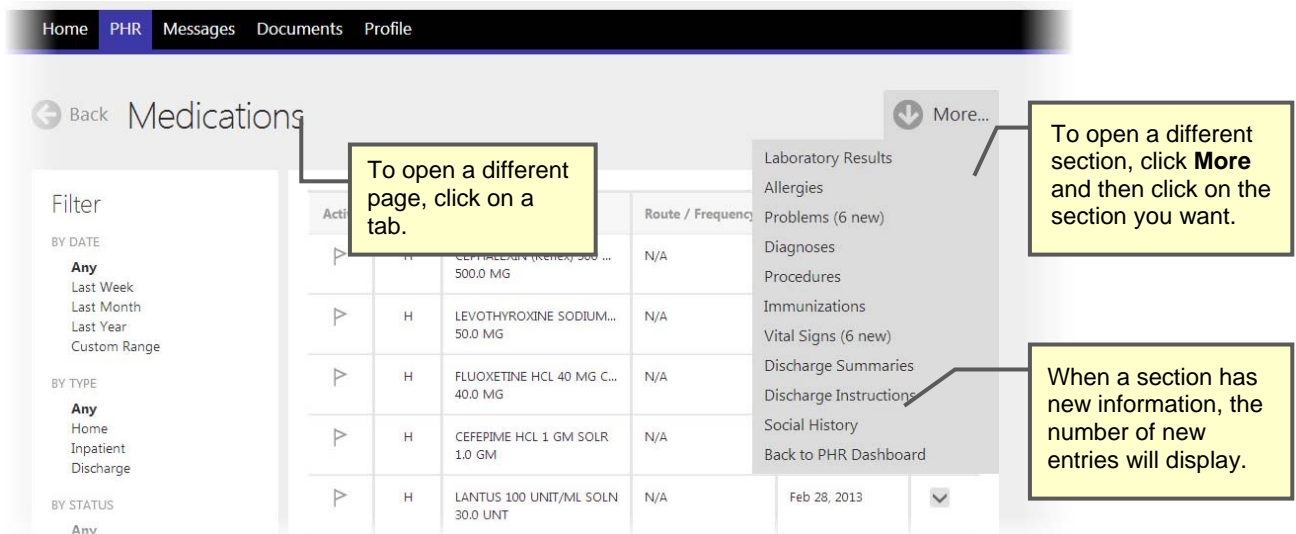



Home PHR Messages Documents Profile

Personal Health Record Dashboard

Laboratory Results	Medications	Allergies	Problems
0	0	0	6
Diagnoses	Procedures	Immunizations	Vital Signs
0	0	0	6
Discharge	Discharge	Social History	

Blue tiles with numbers indicate new information has been added to the section.



Home PHR Messages Documents Profile

Back Medications

Filter

BY DATE:

- Any
- Last Week
- Last Month
- Last Year
- Custom Range

BY TYPE:

- Any
- Home
- Inpatient
- Discharge

BY STATUS:

- Any

Acti	Route / Frequency		
		CEPHALADIN (Kentex) 500 ... 500.0 MG	N/A
		LEVOTHYROXINE SODIUM... 50.0 MG	N/A
		FLUOXETINE HCL 40 MG C... 40.0 MG	N/A
		CEFEPIME HCL 1 GM SOLR 1.0 GM	N/A
		LANTUS 100 UNIT/ML SOLN 30.0 UNT	N/A

More...

- Laboratory Results
- Allergies
- Problems (6 new)
- Diagnoses
- Procedures
- Immunizations
- Vital Signs (6 new)
- Discharge Summaries
- Discharge Instructions
- Social History
- Back to PHR Dashboard

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To open a different page, click on a tab.

To open a different section, click **More** and then click on the section you want.

When a section has new information, the number of new entries will display.

Medications Section of the PHR Page

How do I manage representatives?

You can designate representatives that can have access to your personal records. You can revoke those privileges at any time.

Once you add a representative, a verification e-mail will be sent to the representative and a notification e-mail will be sent to you.

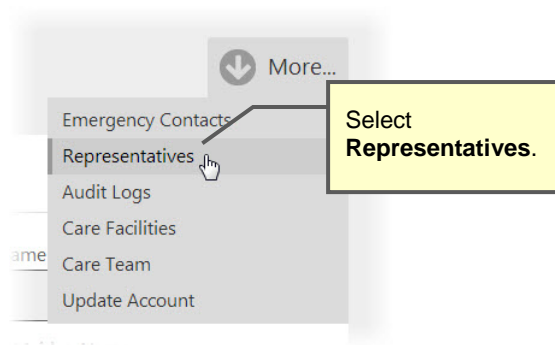
To create a Representative:

- 1 From the **Patient Dashboard**, click **Profile**.
- 2 Click **More**.
- 3 Select **Representatives**.

The **Representatives** section will display, allowing you to add or manage representatives.

To manage representatives:

- 1 Click the name of the representative that you want to manage.
- 2 Make appropriate changes.
- 3 Click **Edit Representative**.



More...

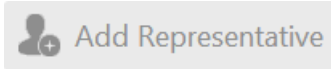
- Emergency Contacts
- Representatives
- Audit Logs
- Care Facilities
- Care Team
- Update Account

Select Representatives.

More options from the Profile page

To add a representative:

- 1 Click **Add Representative**.



- 2 Complete the following fields:

- **First Name** (required)
- **Last Name** (required)
- **Middle Name**
- **Birthdate** (required)
- **Sex**
- **Primary Phone Number** (required)
- **Secondary Phone Number**
- **User Name** (required)
- **Address**

- 3 The **Pin code** field will automatically generate a pin. Make a note of the pin and give it to the representative verbally. The representative will use this code during their login process to gain access.





- 4 Select the **Allow Full Access** check box.

Note: Full access will allow the representative to see all medical and vital information contained in this site.

- 5 Click **Add Representative**.

Back Representatives More...

Add Representative

	Name	Sex	Birthdate	Address
	Bob Brown	MALE	May 05, 1945	
	Bob Marinaro	MALE	Jan 01, 2013	
	Mike Brown	MALE	Oct 03, 1956	
	Sophia Samani	FEMALE	Dec 15, 2030	

Representatives section

Required fields are marked *

Active Profile

First Name* Last Name*

Middle Name

Birthdate* Sex

Primary Phone Number* Secondary Phone Number

User Name* [Check Availability](#) E-mail*

Pin code

Allow Full Access

Address

Add Representative Cancel

Note **Pin code** and give it to representative for their logging in process.

Select **Allow Full Access** to allow the representative view vital information.

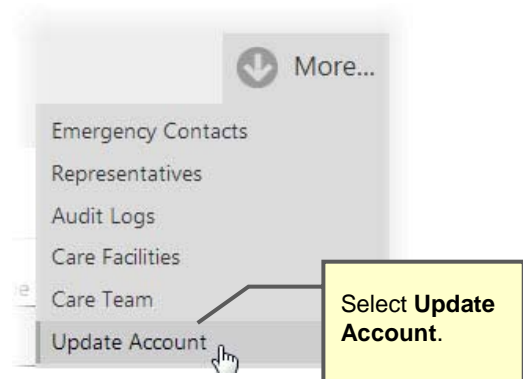
Adding a Representative

How do I manage notifications?

You can manage which e-mail notifications you receive when there is activity on your account. This may be when the account is updated with new lab results or if you have made changes to your patient profile.

To access Notifications:

- 1 From the **Patient Dashboard**, click **Profile**.
- 2 Click **More**.
- 3 Select **Update Account**.
- 4 Scroll down to the bottom of the page.
- 5 Clear check boxes for notifications that you don't want to receive.
Note: All notifications will be selected by default.
- 6 Click **Save Changes**.



More options from the Profile page

Notifications

Receive an email notification if the following events have occurred with your account:

- When new message is received
- When a Representative has been added
- When a Representative has been updated
- When a Representative has been deleted
- When an Emergency Contact has been added
- When an Emergency Contact has been updated
- When an Emergency Contact has been deleted
- When Demographics have been updated


Notifications section on the Update Account page

How do I get more help?

Questions on how to use the site?

The help system provides detailed instructions on using the site. To open, click **Help** icon in the upper right.



The **Help** page will display showing information related to the current page. To find other help topics, type keywords in the **Search** box and then click the **Search** icon .

For commonly asked questions about the portal, visit

www.CrystalClinic.com/PortalFAQ

More questions?

Contact your provider's office

Crystal Clinic Orthopedic Center

www.CrystalClinic.com