

Welcome to the Crystal Clinic Patient Portal

Crystal Clinic Orthopaedic Center's Patient Portal is a secure, online tool that connects you to personalized health information from the privacy of your home at any time, day or night, allowing you to become a more active participant in your orthopaedic care.

You will be able to:

- View key information in your medical record, such as test results, prescribed medications, vital signs, diagnoses, discharge instructions and more
- View and change information related to you and your account
- Receive emails alerting you to updates to your portal
- Receive and send private messages to your healthcare providers
- Download a variety of health-related documents

Important to Note:

The Crystal Clinic Orthopaedic Center Patient Portal should never be used for urgent medical matters.

For urgent medical matters, contact your physician office by telephone, go to an emergency room, or call 9-1-1.



Do you have questions about how to use the portal?

Do you have questions about how to use the portal? The online help system provides detailed instructions on using the site. To open, click the **Help icon** in the upper right of the screen. Or visit the Frequently Asked

Questions section of our website, at
www.crystalclinic.com/portalfaq

Still have unanswered site questions?

Call the portal help line at

(330) 929-9671

Or email us at

portalhelp@crystalclinic.com



CRYSTAL CLINIC ORTHOPAEDIC CENTER

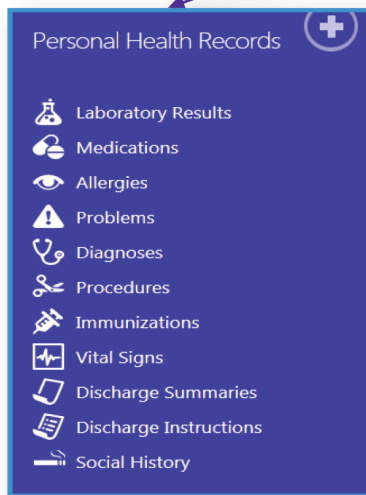
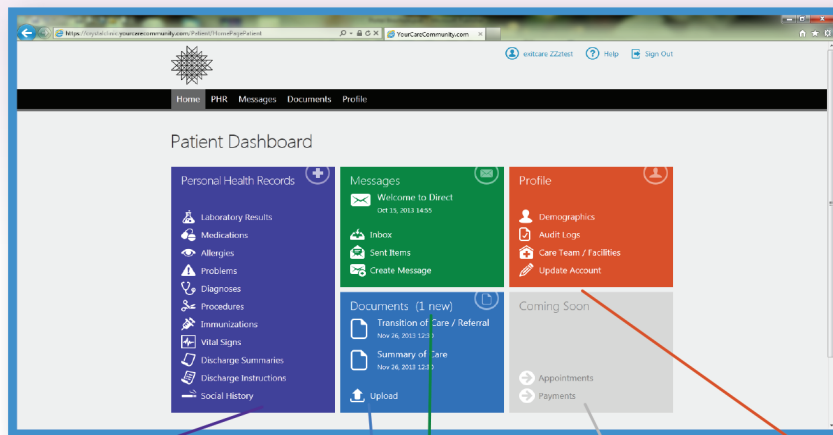


Patient Portal

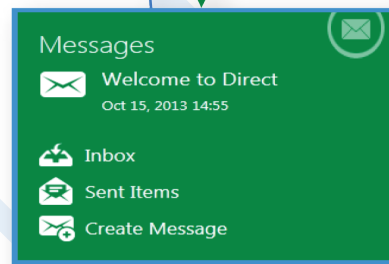
Your online connection to
your records and your providers
at Crystal Clinic Orthopaedic Center



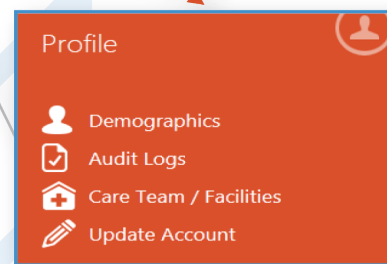
A quick glance at the Patient Portal



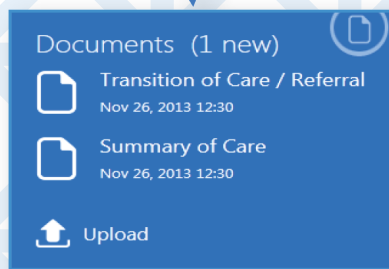
View a variety of key information from your health record, such as test results, prescribed medications, vital signs, diagnoses, discharge instructions, and more.



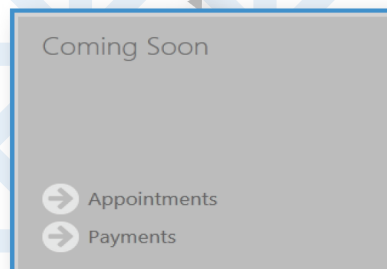
Send and receive private messages to and from your healthcare provider(s).



View and change information such as your address, phone, etc. Change password. Add and manage accounts for others you may want to have access to your information.



Download a variety of health related documents. Access documents sent to you directly from your provider(s).



New features will be added frequently. Check here for what's new on the portal.

Frequently Asked Questions:

What if I don't have a computer or an email?

Most local public libraries have computers available for use at no charge. Email addresses are available free of charge from sites such as Google, Yahoo and Hotmail.

Will I get spam mail because of the Portal?

No. The email address you provide to us will be used for our patient contact purposes only. It will not be disclosed to any third-parties.

Is there a charge for using the Portal?

No. This is a free service we offer to our patients.

Can I designate a family member or care provider to have access to my Portal?

Yes. Once you have registered in the Portal, you can create a Representative Account to grant access to someone else. You can control how much of your information is visible to that person. You can cancel Representatives at any time.

Can I access the Portal for my child?

Yes. As the parent/guardian of a minor child, you will have a sign-on for that child and full access to their records.

How do I get started?

When registering for your appointment, you will be asked for your email address. Shortly after your visit, you will receive an email invitation to join the patient portal. You can do so, following the instructions provided to you at your appointment, and on our website.

I have more questions. Where should I go?

Please visit www.crystalclinic.com/portalfaq for a complete list of frequently asked questions and answers.