

We have established an internet-based Patient Portal to help effectively and securely manage your healthcare information. The content in this document will guide you through the secure portal's most frequently-required functions. Should you have other questions about using the portal, please contact our office at 407.260.2606.

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Access the Patient Portal

Activate Your Patient Portal Account

An account must be created before you can use or access your data on the Patient Portal. Providing us with your email address will allow us to send you an email from the office that includes a link to activate your Patient Portal account.

1. Open the email from us with the subject, "Welcome to Your Altamonte Dermatology Patient Portal".
2. The email will include your Patient Portal *Username*, *Practice URL* (patient portal web address) and the steps for logging into the portal.
3. Select, Activate Account.

1. Activate Your Patient Portal for Altamonte Dermatology

Dear Patient,

Please use the button below to activate your Patient Portal on a Google Chrome or Mozilla Firefox computer browser and set up your password.

Activate Account

This link will expire after 72 hours. If the link has expired, or if this message has reached you in error, please contact your healthcare provider's office.

For initial account activation and subsequent logins, you will need the following credentials. Please consider **saving this email** for future reference.


Username: hcctestpatient@gmail.com

Practice URL: altamontedermatology.ema.md

2. Download APPatient™ App (recommended)

After activating your Patient Portal account on a computer browser, you can use our patient mobile app - APPatient™. To log into APPatient, you will need the User Name and Practice URL provided above. Please click on the appropriate link below to download the mobile app for your

4. You will be directed to the portal website, where you will be prompted to verify your identity by entering your *Date of Birth* and *Last Name*. Once entered, select **Verify Information**.


ALTAMONTE
 DERMATOLOGY

Password Reset

Please verify your date of birth and last name.

Date of Birth | mm/dd/yyyy

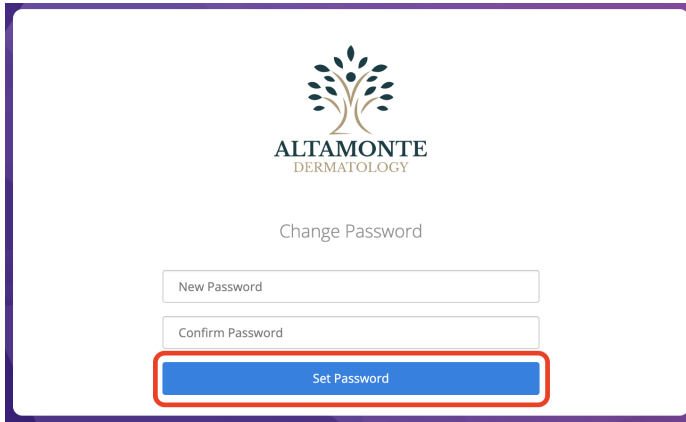
Last Name

Verify Information

[Go to Login](#)

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- You will be prompted to change your password. Once entered, select **Set Password**.



ALTAMONTE
DERMATOLOGY

Change Password

New Password

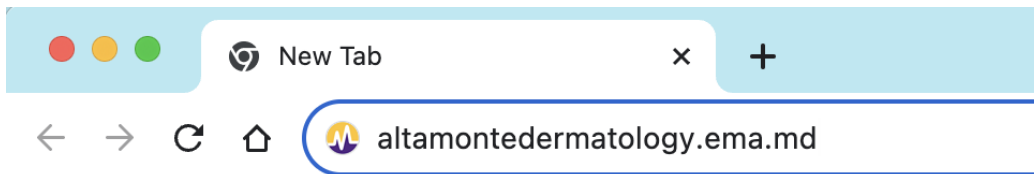
Confirm Password

Set Password

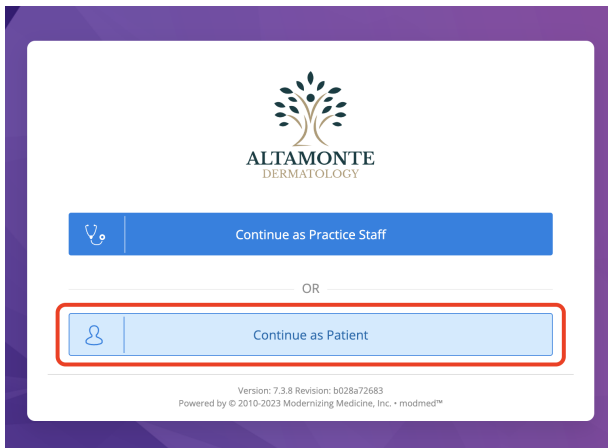
Log in to the Patient Portal

Once your account has been activated, you will be able to log in to the Patient Portal as needed. Follow the steps below to log in.

- Open your internet browser on a computer or laptop and enter the following website URL into the address bar: altamontedermatology.ema.md



- Select Continue as Patient.



ALTAMONTE
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Continue as Practice Staff

OR

Continue as Patient

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- Enter your Patient Portal Username and Password, then select **Login**.

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Patient Portal

hcctestpatient@gmail.com

Login

Forgot Password | Provider Login

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Forgot Password

Follow these instructions if you forgot your password and need to create a new one.

Note: These instructions will only work successfully if your Patient Portal account is already created and the information entered is correct according to our records. If you have any trouble receiving your password reset link, please contact our office.

1. From the Patient Portal login screen, select **Forgot Password**.

ALTAMONTE
DERMATOLOGY

Patient Portal

Username

Password

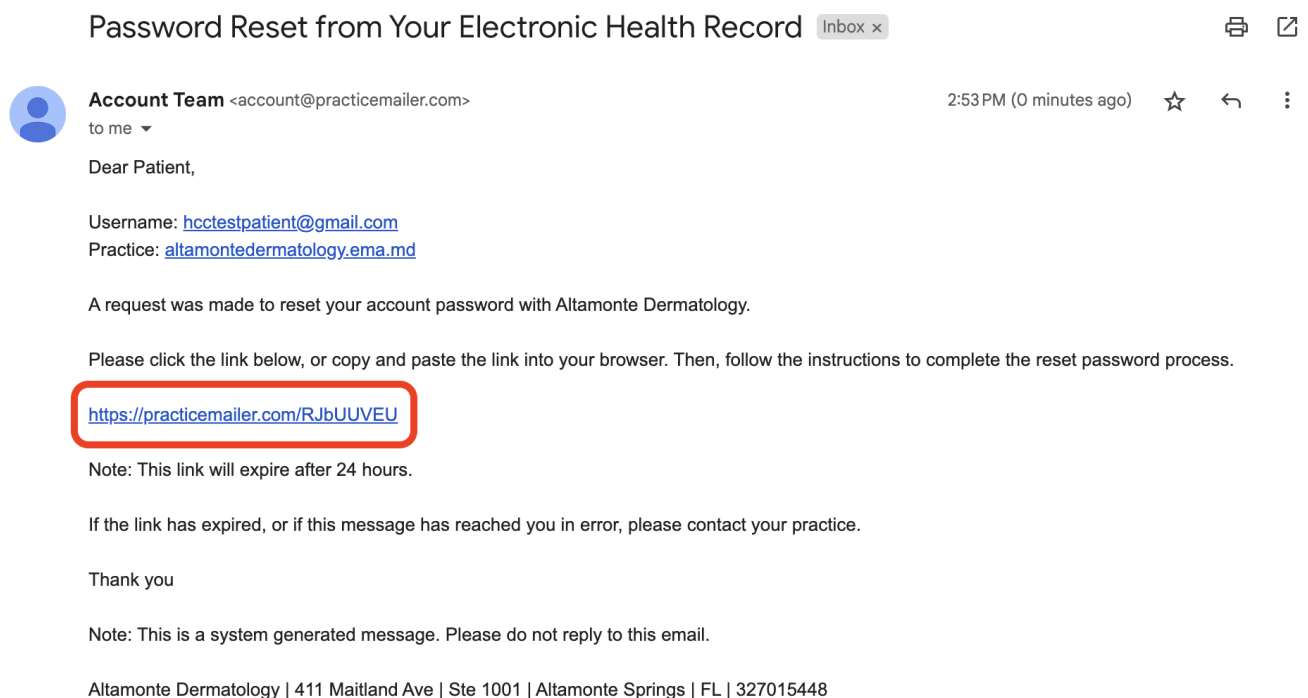
Login

Forgot Password | Provider Login


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2. Enter the requested information, then select **Request Email**.

- Open your email and look for the message with the subject *Password Reset from Your Electronic Health Record*. The email will include your *Username* and *Practice* information, as well as a link to reset your Password. Select the link to continue.



- You will be prompted to enter your *Date of Birth* and *Last Name* to verify your identity. Once entered, select **Verify Information**.


ALTAMONTE
 DERMATOLOGY

Password Reset

Please verify your date of birth and last name.

Date of Birth | mm/dd/yyyy

Last Name

Verify Information

[Go to Login](#)

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5. If the information is verified successfully you will be logged in to the portal.


Prepare for Your Visit

Complete Forms on the Patient Portal

Once you have activated your account, you may use the Patient Portal to complete visit forms and view your health information.

1. Once logged in to the Patient Portal, select **My Health** from the main navigation bar.


My Health
 Appointments Messages Tests and Results Billing Patient HCC Test


HCC Test, Patient
 DOB: 04/07/1996 (27) Birth Sex: Unknown MRN: MM0000002586 PMS ID: 103416PAT000000957
 Alerts: Unspecified
 Allergies: Unspecified

Video Visits
 You currently have no active video visits
By selecting Join Video Visit, you are agreeing to a video stream with your provider and also agree you have not been seen by the provider within 3 days.

Upcoming Appointments
 Past Appointments
 Results

- From the *My Health* page, select **My Forms**.

The screenshot shows a navigation menu on the left with options: Family History, Problem List, and My Forms. The 'My Forms' option is highlighted with an orange box and has a small purple icon with the number '1' next to it. To the right of the menu are several dropdown menus for patient information: Language (English), Ethnic Group (Not Hispanic or L...), Gender Identity (Unspecified), and Patient Preferred Pronoun (- Select One -).

- Any forms that have been assigned to you will be available to review and edit. Select **Start** to begin reviewing the forms and making applicable changes.

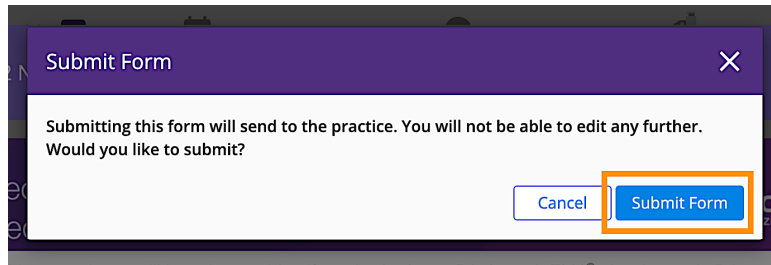
The screenshot shows a table titled 'Forms Sent From Practice'. The table has three columns: Title, Date Received, and Status. A single row is visible with the title 'New Patient Paperwork', date '08/19/2022', and status 'Incomplete'. A 'Start' button is located to the right of the 'Incomplete' status and is highlighted with an orange box. Below the table, there is a pagination control showing 'Total Results: 1' and a 'View Records By' dropdown set to '25'.

- A pop-up window will appear with the specified form. You can place your cursor in the appropriate fields and enter the applicable information. You have the option to *Save and Exit* or *Submit Form*.
 - Save and Exit** - Marks the form In Progress and allows you to continue to edit.
 - Submit Form** - Closes the form and submits it to the office.

The screenshot shows a pop-up window titled '08/19/2022 New Patient Paperwork'. The window has a purple header bar with a close button (X) on the right. The main content area is empty. At the bottom of the window, there are two buttons: 'Save and Exit' and 'Submit Form'. Both buttons are highlighted with an orange box.

- Once complete, select **Submit Form**.

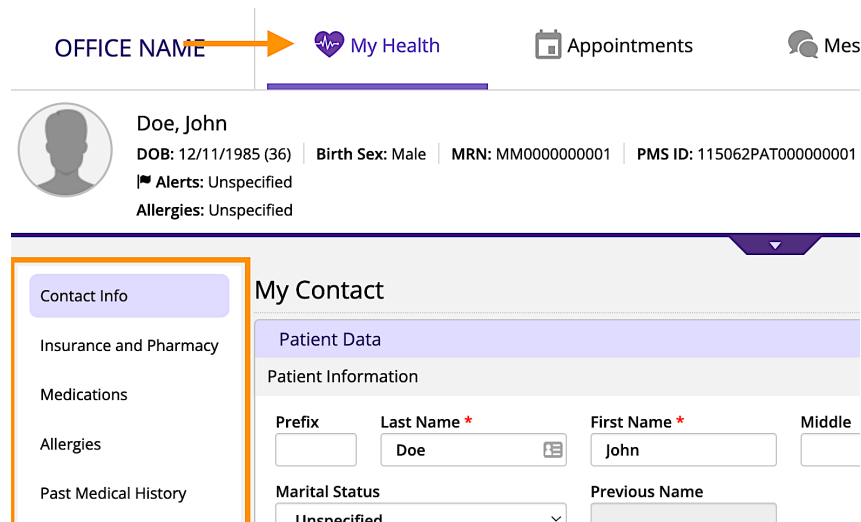
You will receive a pop-up alerting you that you are submitting the form to the office and you will not be able to edit any further. When ready, select **Submit Form**.



Add or Update Medical Information

In this section, you will learn how you can verify your contact and insurance information, update your medical history, and add your preferred pharmacy.

1. Once logged in to the Patient Portal, select **My Health** and navigate through the sections to enter and/or update your *Medications*, *Allergies* and Past Medical History.



- **Contact Info** – View basic contact and demographic information.
- **Insurance and Pharmacy** – View insurance information and add or edit pharmacies. See below for additional instructions.
- **Medications** - Add or edit your medications list.
- **Allergies** - Add or edit your allergies.
- **History** – Add or update Past Medical History, Specialty-Specific History, Social History and Family History.
- **Tests & Results** - View any result that your medical provider has posted.

Add Your Preferred Pharmacy

In this section, you will learn how to add your preferred pharmacy to your patient chart. Adding your pharmacy will assist our office with sending electronic prescriptions and medication refills.

1. From the *My Health* section of the portal, select **Insurance and Pharmacy**.

OFFICE NAME | My Health | Appointments

Doe, John
 DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS I
 Alerts: Unspecified
 Allergies: Penicillins

My Contact

Insurance and Pharmacy (highlighted)

Medications

Allergies

Patient Data

Patient Information

Prefix: Last Name*: First:

2. There are two options to enter your pharmacy information, *Add Surescripts Pharmacy* and *Add Manual Pharmacy*.

- **Add Surescripts Pharmacy** (*try this option first*) – Allows you to search for registered pharmacies that are capable of sending and receiving electronic prescription requests.
- **Add Manual Pharmacy** – If you were not able to find your preferred pharmacy through the Surescripts option, you can use Add Manual Pharmacy to manually enter pharmacy information to your chart. It is recommended that you first attempt to add a Surescripts pharmacy before using this method.

3. Select Add Surescripts Pharmacy.

Doe, John
 DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000000
 Alerts: Unspecified
 Allergies: Penicillins

Insurance and Pharmacy (selected)

No insurances defined.

Add Surescripts Pharmacy (highlighted) | Add Manual Pharmacy

Pharmacy

No pharmacies defined.

4. Use the *Filter* options to find your preferred pharmacy. Then, select **Search**.

Tip: Not all fields are required. Use any combination of the criteria to locate your pharmacy. Common search methods include *Phone* number only, or *Name* and *Zip Code*.

Add ePrescribing Pharmacy

Pharmacies

Filter

Name City

Phone State

Fax Zip Code

Refill enabled Yes No Any Type Retail Mail Any

Store Name Phone Fax Address City

- Locate the pharmacy in the list of results by verifying the name and address. Once found, select the blue *Store Name* to add the pharmacy.

Refill enabled Yes No Any Type Retail

Store Name	Phone	Fax
#003 Eastway NY Test UAT	5852392059	5852392044
#008 Mt Laurel NJ Test UAT	5852392059	5852392044
#016 Fairfax VA Test UAT	5852392059	5852392044
#040 Woodmore MD Test UAT	5852392059	5852392044


Access Your Medical Records

View, Download, and Print Your Visit Notes

The Patient Portal allows you to access your medical records, including completed visit documentation from your doctor or other qualified healthcare provider. The following instructions will guide you through how to locate these records within the portal.

- Once logged in to the portal, select **Appointments** from the main navigation bar.

OFFICE NAME My Health Messages Tests and Results

 Doe, John
 DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM000000001 | PMS ID: 115062PAT000000001
 Alerts: Unspecified
 Allergies: Penicillins

Video Visits Video Visits

- Select Past Appointments.

OFFICE NAME | My Health | Appointments

Doe, John
 DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS ID: 115062
 Alerts: Unspecified
 Allergies: Penicillins

Video Visits | Upcoming Appointments | **Past Appointments** | Results

Video Visits

You currently have no active visits

By selecting Join Video Visit, you are agreeing to a video stream with your provider.

3. From the *Visit Date* column, select the blue hyperlink for the visit documentation you would like to view.

OFFICE NAME | My Health | Appointments | Messages | Tests and Results

Doe, John
 DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS ID: 115062PAT000000001
 Alerts: Unspecified
 Allergies: Penicillins

Video Visits | Upcoming Appointments | **Past Appointments** | Results

Past Appointments

Start Date: End Date:

Visit Date	Attendees	Impressions	Location
Monday, Aug 22, 2022 11:11am EDT	Primary Provider & Primary Billor: Doe, Jane	Headache (R51.9)	OF

Page 1 of 5

Note: If the visit link is in plain black font, this means the visit is not ready to be viewed. Check back later, or contact our office.

4. Your internet browser's PDF viewer should open the document for you to view. You should also have options to download or print the document.

Go Back to Visits

View Note View Enc. Form View Handout Patient Education

EMA_20220822T151126_0000_MRNMM0000000001_P... 1 / 1 100%

Doe, John

Visit Note - August 22, 2022 PMS ID: Sex: DOB: MRN: 115062PAT000000001 Male 12/11/1985 MM0000000001

Allergies
Penicillins

Medications
gabapentin 100 mg Oral - capsule
sertraline 50 mg Oral - tablet
ibuprofen 2 mg Oral - tablet

Medical History
Anxiety disorder
Chronic pain
Depressive disorder

Social History
EIOH 1-2 drinks per day
Smoking status - Never smoker

Chief Complaint: headache

HPI: This is a 36 year old male who is being seen for a chief complaint of headache located all throughout the head. He has headaches that are described as dull pain and throbbing, and moderate in severity. The headaches have been present for months. The headaches developed gradually.

Exam:

General Appearance
Appearance: well developed and nourished
Orientation: Alert and oriented to person, place, time.
Mood: mood and affect well-adjusted, pleasant and cooperative, appropriate for clinical and encounter circumstances

Impression/Plan:

1. Headache
Headache, unspecified (R51.9)
Pain Intensity: 4.0 - 4/10 Pain

Plan: Counseling - Headache Symptom.
Please refer to the education handout for detailed counseling.

Plan: Prescription.
ibuprofen 800 mg tablet PO

Communicate with Our Office

Send a Portal Message to Our Office

The Patient Portal provides a self-contained method of communicating with our office using secure messaging protocols.

Note: If you are experiencing a medical emergency or need immediate assistance, please call 911.

- Once logged in to the Patient Portal, select **Messages** from the main navigation bar.

My Health Appointments **Messages** Tests and Results John Doe

(36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PAT0000000001

ified

ified

Video Visits

- Select Compose Message.

OFFICE NAME

My Health | Appointments | Messages | Tests and Results

Doe, John
 DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS ID: 115062PAT000000001
 Alerts: Unspecified
 Allergies: Unspecified

Compose Message

Inbox

Sent

Sent CCDA

Inbox

From	Message
Jane Doe	Pending Documents to Review - Hello John Doe, You have the following ...

3. Enter the recipient into the *To* field.

Compose Message

If this is an emergency, contact 911 or contact your office directly.

To*

Jan

Staff

Doe, Jane

Cc

Type name to see more options

Message*

Tip: If you start typing the first few letters of the recipient's name, it will narrow the list and allow you to find them more quickly and easily.

4. Enter the subject of the message into the **Subject** field.
5. Enter your message into the **Message** field.
6. When you are ready to send your message, select **Send**.

Compose Message Back to Inbox

! If this is an emergency, contact 911 or contact your office directly.

To* **Cc**

Subject*

Referral Information

Message*

Hello Dr. Doe,

I am messaging you because I forgot the name of the supplement you recommended to me during my last visit. Can you send it to me here, please?

Thank you,

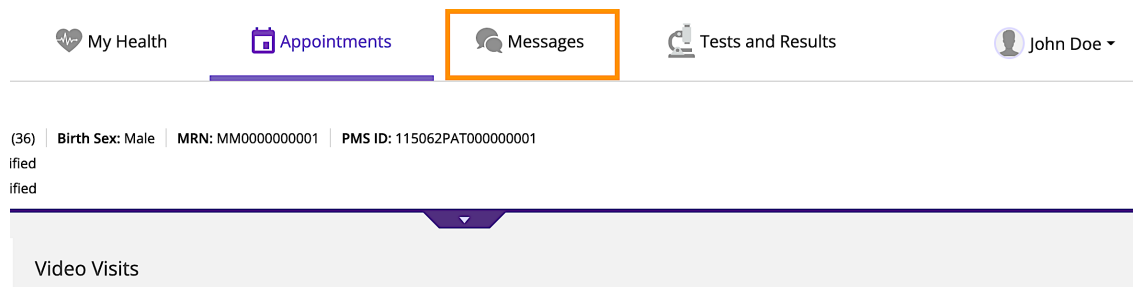
John

[Add Attachments](#)

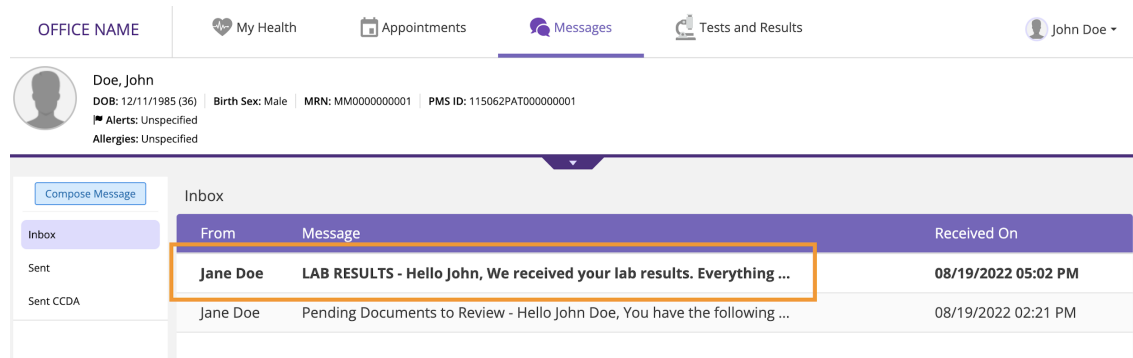
Read and Reply to Portal Messages

Our office may send messages to you through the portal. These messages could include documents; such as test results, or just a general message regarding your care. Follow these steps to view and/or reply to a portal message.

1. Log in to the Patient Portal and select **Messages** from the main navigation bar.



2. To read a message, select anywhere in the corresponding line.



3. To reply to a message, select **Reply** or **Reply All**.

OFFICE NAME My Health Appointments **Messages** Tests and Results John Doe ▾

Doe, John
DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS ID: 115062PAT000000001
Alerts: Unspecified
Allergies: Unspecified

Compose Message

Inbox
Sent
Sent CCDA

Message Details [Back to Inbox](#)

From: Jane Doe
To: John Doe
Cc: Medical Assistant

Subject: LAB RESULTS
August 19, 2022 8:02:49 PM

Attachments
[JohnDoeLabs.pdf](#) (293.0k)

Hello John,

We received your lab results. Everything came back within normal limits.

I've attached the results for reference. We will discuss them in more detail during your follow-up. Until then, continue the medications and call the office if it gets worse.

Dr. Doe

[Reply](#) [Reply All](#) [Forward](#)

4. Enter your response into the *Message* field, then select **Send**.