

GREATER BALTIMORE HEALTH ALLIANCE

PATIENT PORTAL

About the Patient Portal

You now have the ability to take a more active role in managing your healthcare. The Patient Portal is a personalized, secure communication link between you and your physician's office that provides convenient, 24-hour access to your health information as well as a variety of online tools to help manage your care more effectively.

By logging in, you can safely:

- » Access your personal health record
- » Contact your physician's office
- » View recent laboratory results
- » Review upcoming appointment information
- » Request prescription refills, and more!

Ready to take charge of your health? Simply ask your physician's office to set up your Patient Portal account. Once you are granted access to the system, use the following instructions to get started.

Getting Started & Accessing the Patient Portal

1. Once your physician's office creates your Patient Portal account, you will be given a username and temporary password. Your username will consist of your first name, last name and year of birth.

From your personal computer, go to www.gbha.org and click on the menu bar to select your physician's practice. Once you are on your physician's practice page, click on the link for the Patient Portal. Enter your username and temporary password and click the blue **SIGN IN** button.

Please note: You will need to change your password when logging in for the first time. For maximum security, your password should be at least eight (8) characters in length and a combination of letters, numbers and special characters.

2. Upon your first login, you will next be asked to answer a few questions for added security. After entering your information, click **Submit**. This information can be used if you ever need to reset your password.
3. Next, you will see two consent forms. These forms provide information on the security of the Patient Portal as well as details on protecting your private health information. You must agree with both consent forms before you can fully access the benefits of the Patient Portal. After reading both forms, select the checkbox at the bottom of the screen and click **Agree**.
4. On the next screen, you will be able to view the Patient Portal home page. From here, you can access all of the benefits the Patient Portal offers. Along the left-hand side of the page, you will be able to view links that enable you to access and manage your health information. Please refer to the reverse side of this flyer for a summary of these features.

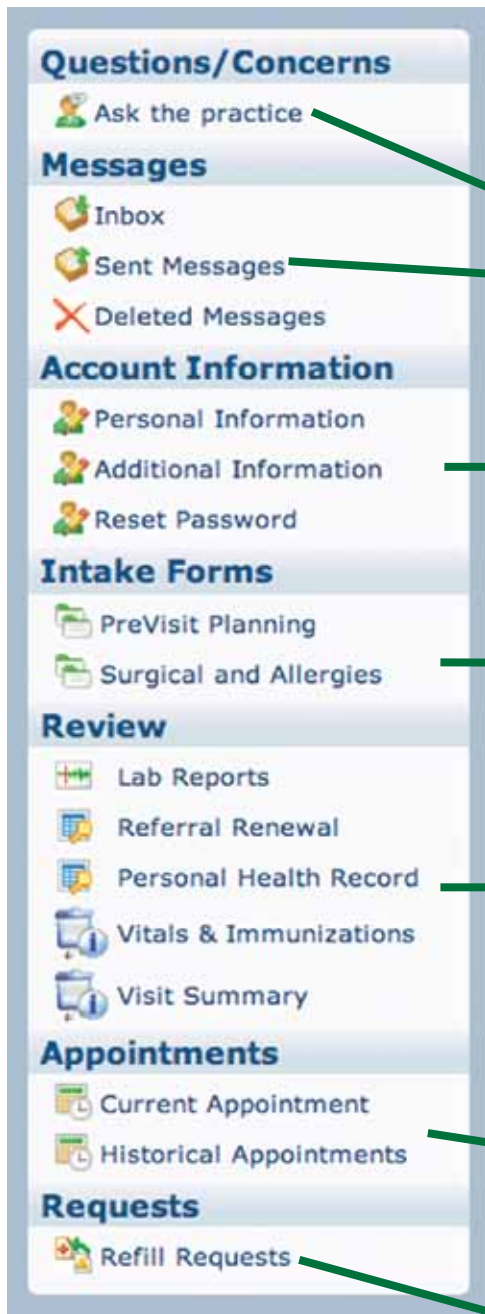


Patient Portal Login Box

FOR MORE INFORMATION, CONTACT YOUR PHYSICIAN'S OFFICE.

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Summary of Features



The Patient Portal enables you to communicate with your physician's office easily, safely and securely. From the Patient Portal home page, you may also access select information from your personal health record and manage important aspects of your healthcare.

From the Patient Portal's **Message** Center, you can view all messages that you have sent to or received from your physician's office. All electronic messages sent through the Patient Portal are securely delivered to you or your physician's practice. New messages sent to your physician will generally be answered within one to two business days.

Use the links in the **Account Information** section to update your personal information, such address, telephone number and emergency contacts as well as to add additional information such as your preferred pharmacy and employer information. You can also reset your password.

Under **Intake Forms**, you can submit your most recent health information in preparation for an upcoming appointment as well as provide information regarding past surgeries, hospitalizations and allergies.

In the **Review** section, you can view important information contained in your medical records. You can obtain the results of recent laboratory tests, request a renewal of an existing referral and view a list of active medications. You also have the ability to view a list of recent diagnoses, past immunizations and a record of your vital signs taken at your last visit.

Under **Appointments**, you can easily view the details of any currently scheduled appointments as well as a list of past appointments.

Click on the **Refill Requests** link to request a refill of an active prescription medication. Your request will be sent directly to your physician's office and will be addressed within one to two business days.

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