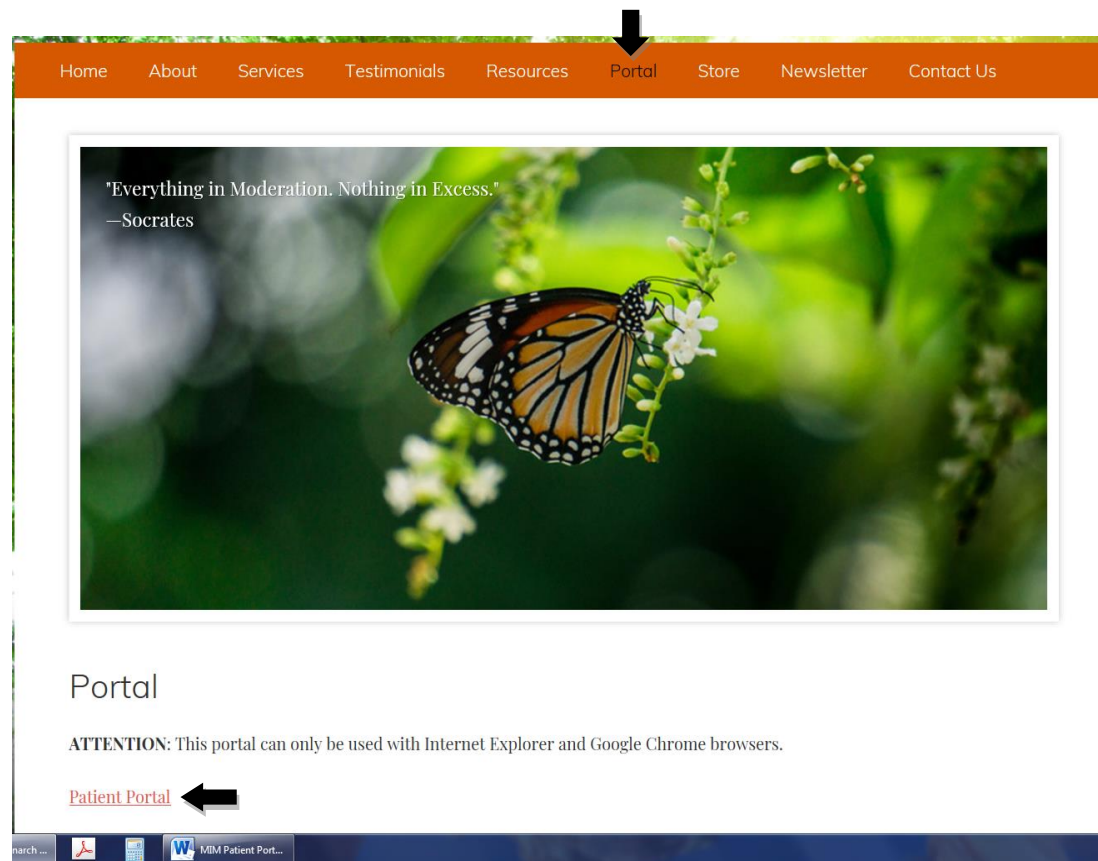

Patient Portal Instructions

In an effort to answer your questions with the HIPAA compliant MIM Patient Portal, here are some instructions to help you navigate.

Step 1: Go to www.MonarchIntegrativeMedicine.com (Google Chrome web browser works best) and click on the “Portal” Tab and then “Patient Portal” link.



The screenshot shows the website's navigation menu with the following items: Home, About, Services, Testimonials, Resources, Portal, Store, Newsletter, and Contact Us. An arrow points to the 'Portal' tab. Below the menu is a large image of a monarch butterfly on a flower with the quote: "Everything in Moderation. Nothing in Excess." —Socrates. Below the image, the word 'Portal' is displayed. Underneath, an attention notice states: "ATTENTION: This portal can only be used with Internet Explorer and Google Chrome browsers." At the bottom, a red link labeled 'Patient Portal' is shown with an arrow pointing to it. The browser's taskbar at the bottom shows an open window for 'MIM Patient Port...'.

Step 2: Log into the Patient Portal with your given “Login ID” Username and “Temporary Password” and click “Login” tab.

Step 3: There are only two screens, “Appointments” and “Messages”. The Initial screen will show “Appointments”, Both Upcoming and Past Appointments.

Appointments ← Messages

My Appointments ←

Recent and Upcoming Health Alerts

Effective Date	Health Alert	Category/Type	Recomd. By	Status
No Health Alerts Found				

Upcoming Appointments ←

Date of Service	Case	Chief Complaint	Attending Provider	Location	Progress
SUN 03/10/2019 10:00 AM-10:30 AM	OV	OV	Dr. Stacey Kuhns	MIM Monarch Integrative Medicine	

Past Appointments ←

Date of Service	Case	Chief Complaint	Attending Provider	Visit Report	Clinical Summary	Progress	Action ⓘ
WED 11/28/2018 11:30 AM-12:00 PM	OV	Auto	Dr. Stacey Kuhns				
TUE 04/03/2018 7:35 PM-8:05 PM	OV	Auto	Dr. Stacey Kuhns				
WED 03/14/2018 3:30 PM-4:30 PM	OV	OV	Dr. Stacey Kuhns				

Step 6: To Attach File, click on the “Browse” Icon to upload a file from your computer.

Message: Reply

Send Message to Patient

To: Mr. Dennis Kuhns;

CC:

Subject*: RE[1]:TEST PORTAL EMAIL NOTIFICATION

Priority: Urgent High Medium Low

Template: select

Attach File Existing Patient Document

Notes

Format Font Size B I U A A₂ A₂

TYPE YOUR MESSAGE HERE!

From: Mr. Dennis Kuhns **Sent:** TUE,11/13/2018 10:03 AM
To: (Patient: Kuhns **Cc:**
Subject: RE[1]:TEST PORTAL EMAIL NOTIFICATION **Priority:** Medium

Choose File to Upload

Libraries Documents

Organize New folder

File name: All Files (*.*)

11/13/2018 10:03 AM Mr. Dennis Kuhns

Appointments Messages Action Log Logout

Message: Reply

Send Message to Patient

To: Mr. Dennis Kuhns;

CC:

Subject*: RE[1]:TEST PORTAL EMAIL NOTIFICATION

Priority: Urgent High Medium Low

Template: select

Attach File Existing Patient Document

MIM Test Attachment doc

Notes

Format Font Size B I U A A₂ A₂

TYPE YOUR MESSAGE HERE!

From: Mr. Dennis Kuhns **Sent:** TUE,11/13/2018 10:03 AM
To: (Patient: Kuhns **Cc:**
Subject: RE[1]:TEST PORTAL EMAIL NOTIFICATION **Priority:** Medium

Step 6: To send a "NEW Message", click on "New Message" tab. Type "Subject" plus "Message" in Large White "Notes" box.

You Can Send Messages to 1 of 3 people: (You can NEVER send ANY messages directly to Dr. Stacey Kuhns!)

- **Front Desk (Start typing "FR" in "To" white box & click on drop down)**
- **Medical Assistant (Start typing "ME" in "To" white box & click drop down)**
- **Office Manager (Dennis) (Start typing "DEN" in the "To" white box & click drop down)**

Finally, click "Send Message"

The screenshot shows the 'Messages' section of a software interface. At the top, there are tabs for 'Appointments', 'Messages', 'Action Log', and 'Logout'. Below the tabs is a 'Search Message List' area with a 'New Message' button (indicated by a black arrow) and search filters for 'From', 'Subject Contains', 'Date From', and 'To'. There are also buttons for 'Search', 'Clear', and 'Export To Excel'. Below the search area is a table with columns: Date & Time, Patient, From, Subject, Type, Status, Priority, Source, and Action. The table contains one row: 11/13/2018 10:03 AM, Kuhns, Dennis, Mr. Dennis Kuhns, TEST PORTAL EMAIL NOTIFICATION, MSG, Medium, EHR. The page number 'Page 1 of 1' is visible in the bottom right corner.

The screenshot shows the 'New Message' form. The 'To' field contains 'FR' and a dropdown menu is open, showing 'Front Desk (DoctorAdmin/EHR)'. The 'Subject' field is empty. The 'Priority' is set to 'Medium'. The 'Notes' area is a large white box with a rich text editor toolbar above it. The 'Send Message' and 'Cancel' buttons are at the bottom right.

The screenshot shows the 'New Message' form. The 'To' field contains 'ME' and a dropdown menu is open, showing 'Medical Assistant (DoctorAdmin/EHR)'. The 'Subject' field is empty. The 'Priority' is set to 'Medium'. The 'Notes' area is a large white box with a rich text editor toolbar above it. The 'Send Message' and 'Cancel' buttons are at the bottom right.

The screenshot shows the 'New Message' form. The 'To' field contains 'DEN' and a dropdown menu is open, showing 'Mr. Dennis Kuhns (DoctorAdmin-Administrator/EHR)'. The 'Subject' field is empty. The 'Priority' is set to 'Medium'. The 'Notes' area is a large white box with a rich text editor toolbar above it. The 'Send Message' and 'Cancel' buttons are at the bottom right.