

Lincoln Surgical Hospital Patient Portal User Handbook

Part 1 – Patient Portal Homepage

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Introduction

The Lincoln Surgical Hospital Patient Portal offers secure electronic access as a service to patients who wish to view a summary of their medical record. This interactive web portal will empower patients and their families to take a more active role in their care by providing easy, secure access to their health information and online communication with Lincoln Surgical Hospital staff.

Lincoln Surgical Hospital gives patients instant access to their health information, including laboratory results, medications, allergies, demographic information, visit history, discharge/aftercare information, and more. Patients can also access their billing statements and outstanding balances and link to Online Bill Pay. In addition to handling their own care, parents and health care proxies with authorized consent will appreciate the ability to access the records of those individuals for whom they manage care.

Lincoln Surgical Hospital encourages all of their patients to enroll in the Patient Portal, as it presents a valuable opportunity for patients and their families to actively participate in their care, which contributes to better health.

Navigation of Patient Portal

- Use buttons and hyperlinks on portal pages to move forward and backward within portal.
- Do not use browser back arrow to move backwards within portal.
- Use Log Off button in upper right corner when ready to exit the portal.

Patient Portal Home Page

The Home Page is the starting point to access all portions of the portal.

Main Sections

The main sections of the portal are accessed from the Home Page. The Health Record, Medications, Billing, and Profile make up the main sections and are where the health data are located.

Lincoln Surgical Hospital Patient Portal

Change Person Log Off

PETER PAN PARKER

Health Record Medications Billing Profile

Links

- Online Bill Pay
- Patient Forms

Recent Visits

Wed, Oct 22, 2014	11:41 am	Surgical Day Care	OPERATING ROOM
Tue, Oct 07, 2014	8:55 am	Surgical Day Care	OPERATING ROOM

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Links

The home page has a links section providing hyperlinks to other pertinent webpages.

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Recent Visits

Recent visits are listed and provide a hyperlink to the associated visit data.

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Contact Us

Within the Contact Us sections throughout the Portal, users are able to send a message for general inquiries.



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- Contact Us messages from the Home Page will be directed to the Health Portal team
- Contact Us messages from the Health Record pages will be directed to the Health Information Management department
- Contact Us messages from the Medication pages will be directed to the Pharmacy department
- Contact Us messages from the Billing pages will be directed to the Finance department
- Contact Us messages from the Profile pages will be directed to the Admissions department

Preferences

Preferences allow the user to set personal preferences regarding their preferred email and passwords. Preferences allow the patient to view their current proxy access, email and communication preferences, the default user upon sign in, as well as provides an outlet where the user can update their password. Users can update their preferences by selecting the Preferences footer button within the Patient Portal.

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Recent Visits

Wed, Nov 05, 2014	9:41 am	Inpatient	POST SURGICAL UNIT 3RD FLOOR
Wed, Oct 22, 2014	11:41 am	Surgical Day Care	OPERATING ROOM
Mon, Oct 20, 2014	9:00 am	Surgical Day Care	OPERATING ROOM

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Preferences Main Page

To enter the main page of Preferences, select the Preference button on the footer region of the main page. The Preferences main page displays the preference for receiving email notifications, as well as provides a list of patients to which the user has proxy access.

The screenshot shows the 'User Preferences' page for Peter Pan Parker. The header includes the Lincoln Surgical Hospital logo and 'Patient Portal' text, with 'Home' and 'Log Off' links. The main title is 'PETER PAN PARKER'S User Preferences'. A yellow box contains instructions: 'View your communication and Health Portal access preferences. Select 'Update User Preferences' to request a change to your communication preferences and default patient or 'Change Password' to reset your password. [Learn More](#)'. Below this is a section titled 'Health Portal User Information' with two sub-sections: 'Communication Preferences' showing 'Email Address for Notifications: PETERPARKER1071994@HOTMAIL.COM' and 'Health Portal Access' listing 'Patient', 'Lucky Chance', and 'Peter Pan Parker'. On the right side, there are three buttons: 'Update User Preferences' (with a gear icon), 'Change Password' (with a padlock icon), and 'Print' (with a printer icon). A 'Contact Us' link is located at the bottom center.

Update User Preferences

To update preferences, select the “Update User Preferences” button. The “Update User Preferences” button allows the user to update their email settings, as well as select the default patient at logon for their portal account.

To enter in a new email, the user needs to enter the new email, re-enter the new email address, and provide their portal password to confirm the change.

To select a default patient, select the arrow to view the list of patients to which the portal user has access. The selection here will determine which patient is seen when the user logs in to the portal.

The screenshot shows the 'User Preferences' page for Peter Pan Parker. The page has a blue header with the Lincoln Surgical Hospital logo and 'Patient Portal' text. A 'Log Off' button is in the top right. The main title is 'PETER PAN PARKER's User Preferences'. Below the title is a 'Preferences' section with a yellow background. It contains the text: 'Update your email address to receive Health Portal notifications. Notifications include alerts to NEW medications and results. [Learn More](#)'. There are two main sections: 'Update Email Address' and 'Update Default Patient'. The 'Update Email Address' section has a label 'Update Email Address', a text field for 'Current email address: PETERPARKER1071994@HOTMAIL.COM', a label 'Enter your new email address:', an input field, a label 'Re-enter your new email address:', another input field, and a label 'Enter your password to confirm the updated email address:' with a third input field. The 'Update Default Patient' section has a label 'Update Default Patient', a text field for 'Select the patient you prefer to see first when accessing the portal:', and a dropdown menu with 'Lucky Chance' selected. A green 'Submit' button with a checkmark is at the bottom right of the form. On the right side of the page, there is a blue button with a left arrow and the text 'Do Not Submit. Return to User Preferences'.

Change Password

The “Change Password” button within the Preferences main page instructs the user on how to create a new password.

The screenshot shows the 'User Preferences' page for Peter Pan Parker. At the top, there is a blue header with the Lincoln Surgical Hospital logo and 'Patient Portal' on the left, and a 'Log Off' button on the right. Below the header, the page title 'PETER PAN PARKER'S User Preferences' is displayed. A yellow box titled 'Preferences' contains instructions: 'Change your Health Portal sign on password below. Select 'Do Not Submit' to exit the Change Password wizard without saving. [Learn More](#)'. Below this is a 'Change Password' section with a green header. It includes a password requirement: 'Password must be a minimum of 4 characters, a maximum of 12 characters, and must contain at least 2 numeric character(s)'. There are three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. A green 'Submit' button with a checkmark icon is at the bottom right of the form. A blue button with a left arrow icon and the text 'Do Not Submit. Return to User Preferences' is located on the right side of the page. A note at the bottom of the form states: 'After clicking 'Submit', you must log off and back on again. You will not be allowed to continue until you do.'

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Terms & Conditions

The Terms of Use and User Agreement are accepted by the user upon first log on to the Patient Portal. The Agreement is accessible from the Home Page for Portal User review.

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Peter Pan Parker

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