

Welcome to our clinic's patient portal. You can think of your patient portal as a way to securely communicate with our office and to have access to your medical chart. Your portal is the central dashboard for your care with us.

When you log in, you will always see the navigational menu at the right of your screen with the following icons:



### **My Account Details**

This section contains all of your basic demographic information. You can view or change your contact and insurance information here. Please take a moment to upload a photo of yourself or your child so we can get to know you better.



### **Secure Messages:**

Secure messages function just like e-mail but they are HIPAA compliant—they are messages between you and our staff. You can always go back to view your previous messages and our responses.

You can use secure messages to:

- Ask questions about a medication, supplement or diagnostic test recommended by us.

- Let us know about side effects of a treatment.

Please note that secure messaging should be used for non-urgent messages, as it may take 3 working days for a response.

For requests to have us send you supplements, please email us at [orders@chandramd.com](mailto:orders@chandramd.com)

For scheduling and non-medically sensitive issues, please email us at [frontdesk@chandramd.com](mailto:frontdesk@chandramd.com)

To send us a message, simply click the "Send a Secure Message" and start a message. When we have responded, you will receive a notification to the email address on file letting you know to log back into your patient portal to view the response.



Appointment Reminders

### **Appointment Reminder**

Here you will be able to see any future scheduled appointments.



Invoices & Payment

### **Invoices and Payments**

The billing section of the Patient Portal allows you to see your current balance, make payments, review your statement (history of charges), and download insurance invoices that have been made available by your provider.



Consents, Intake & Registration

### **Consents, Intakes, and Registration**

This is the section that you will go to prior to your first appointment. Please complete all the applicable forms. Please complete these forms at least 3 business days prior to your appointment.

Please keep in mind that **once you begin, you cannot save the questionnaire** and come back later to finish or edit it. We recommend that you open it up and review the questions to make sure you have all the information you'll need to fill it out and then complete it.



Questionnaires & Rating Scales

### **Questionnaires and Rating Scales**

Periodically you may be asked to complete rating scales and questionnaires prior to follow up appointments. These forms will show up in this section.



Labs & Medical Info

### **Labs and Medical Info**

There are many functions of this section including uploading documents for your clinician, viewing prescriptions, and reviewing lab results. If you want to share a document

with Dr. Chandra, make sure to upload it directly through the portal rather than sending it by email. Please note if you do upload documents, they must be in PDF format.

Please follow the steps below in order to upload your document/test results to your patient portal:

First, **please convert everything into PDFs**

While logged into the patient portal, click on the blue “Labs & Medical Info” button on the right-hand side of your screen.

Next, please click on the green “upload new document” button in the middle of the screen.

Next, fill in a name for your document (such as “Quest Results October 2016”) and then click on the “choose file” button to select the file from your computer that you want to upload.

Finally, click on “save document.”

### **My Vitals**

This is where you can record your blood pressure, weight, temperature, pH and height. You can update and make changes to this information over time.

Please contact your primary care physician immediately or go to the closest urgent care center or ER if your:

Heart rate is greater than 100 beats per minute or less than 50 beats per minute

Systolic blood pressure (top measure) is greater than 170 or diastolic blood pressure (bottom measure) is greater than 100

Systolic blood pressure (top measures) is less than 90

### **My Medications**

This section contains a list of medications that the clinician has prescribed for you or that we



have in your history, as well as any refill requests submitted via the patient portal



### **My Supplements**

This section contains a list of your supplements. Clicking on the name of a supplement shows you the brand name, as well as general dosage/timing instructions. If your clinician has recommended different dosage/timing instructions during an appointment or via any responses in secure messages, please follow the clinician's instructions instead.

Note: If you want to re-order any supplements, please contact us at [orders@chandramd.com](mailto:orders@chandramd.com) to let us know which supplements you are in need of and how many of each you would like to order. We will charge the credit card on file and ship to the address on file. Please let us know in advance if this information has changed. It does reduce your shipping costs to place supplement orders all at once instead of one at a time.



### **My Pharmacies**

Set preferred pharmacies here to make it fast and easy for us to call in your prescriptions and prevent mix-ups. You can remove a pharmacy from the list, change your primary pharmacy, or add a new preferred pharmacy using the buttons provided. We recommend choosing a local/neighborhood pharmacy as well as a compounding pharmacy.



### **My Encounter Summary**

This section contains a summary of the recommendations and treatment plan after a phone call or visit. A summary might include the clinician's diagnosis, new or modified

prescriptions, orders or laboratory requests, as well as a list of suggested instructions for you. Once your clinician marks a summary as "complete," it will automatically appear on the list below. If supplements were recommended, you will also find the dosage/timing instructions here. It may take up to 24 hours for the summary to show up after your visit.