

miCare Patient Portal

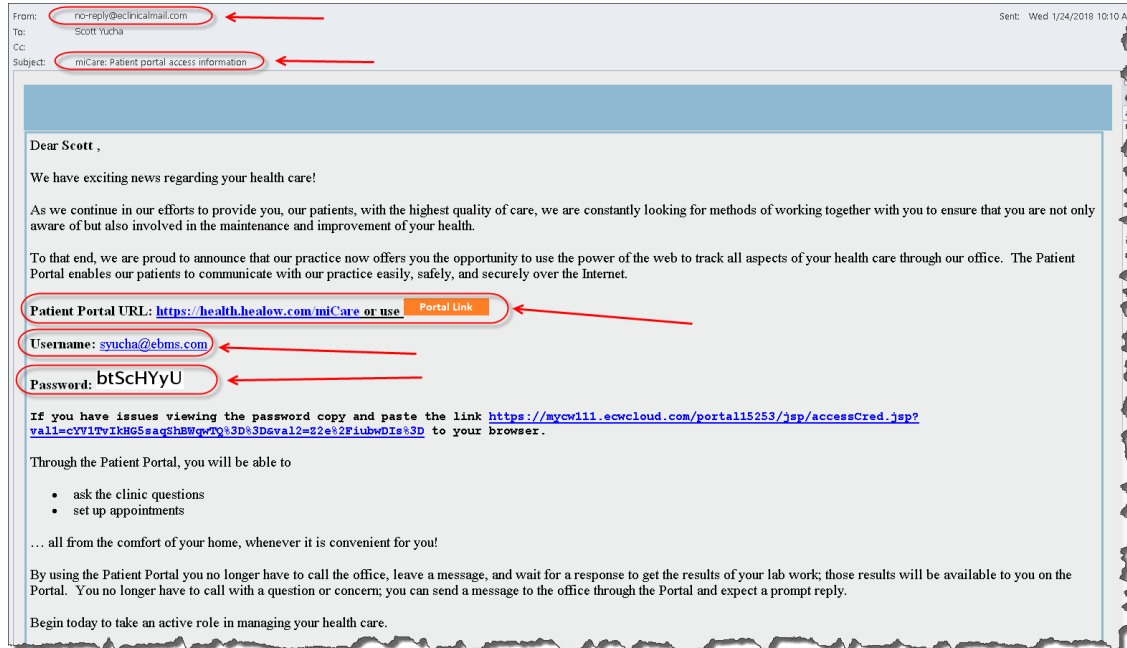
January 29, 2018
New User Instructions v1.0

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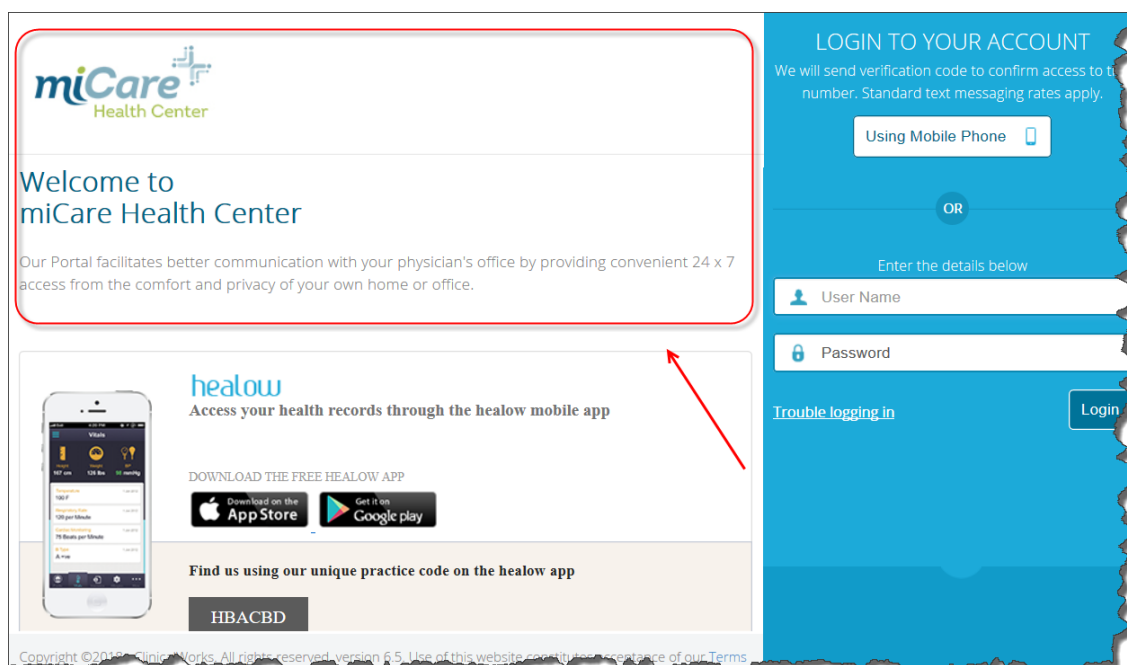
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Email Notification

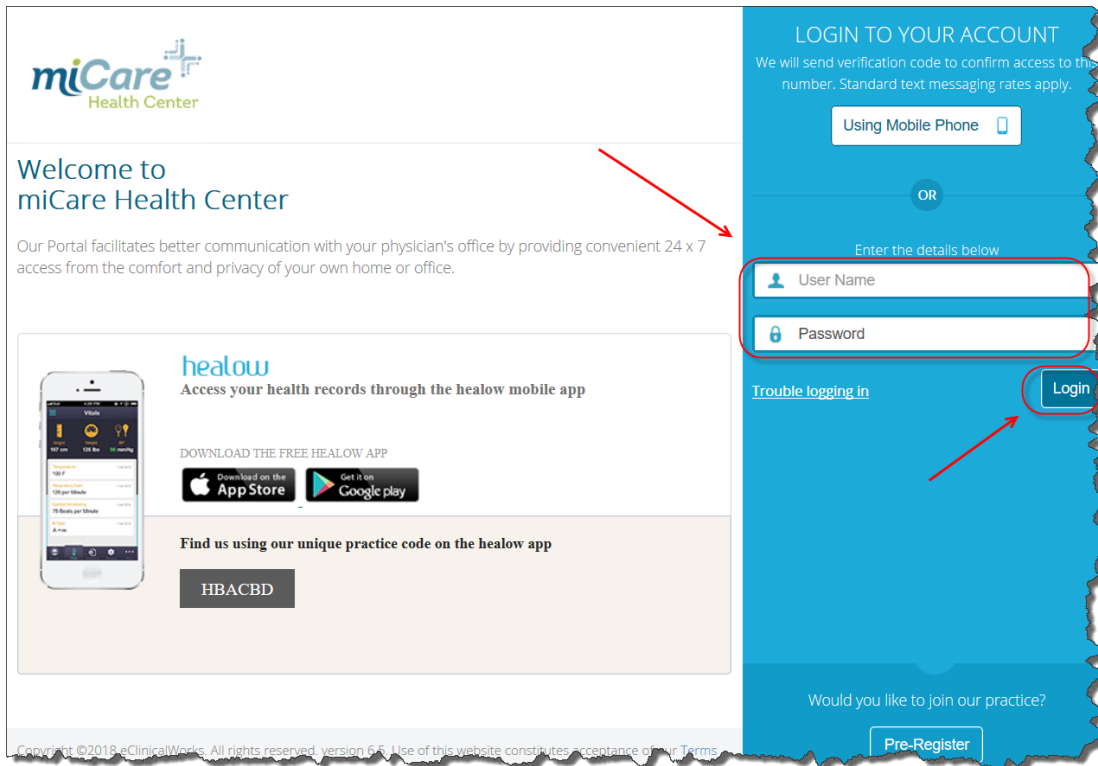
When a new member has been added to the patient database with a valid email address, they will automatically receive an email from no-reply@eclinicalmail.com with the subject line "miCare: Patient portal access information" which contains the link to the patient portal as well as your username & password:



Click on the "Patient Portal URL" hyperlink which will open up the following web browser window:



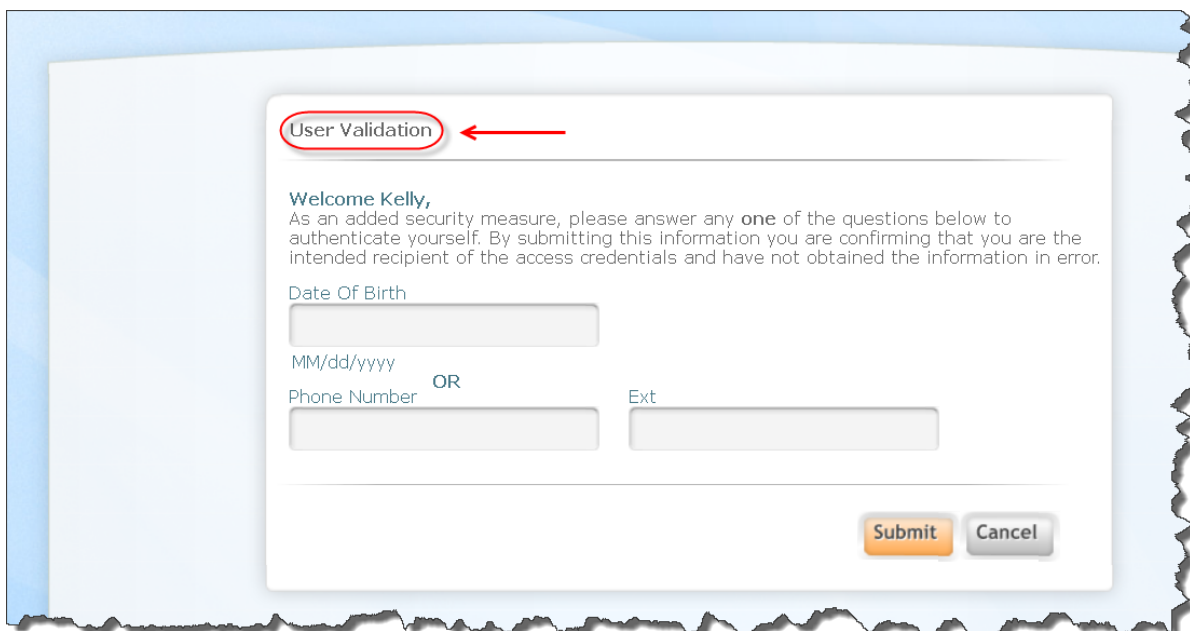
Enter the username & password that you received in the email into the corresponding boxes:



The login screen is divided into two main sections. The left section, titled "Welcome to miCare Health Center", features the miCare Health Center logo and a description of the portal's benefits. Below this, there is a promotional banner for the "healow" mobile app, which includes a smartphone image, the app's name, and download instructions for the App Store and Google Play. A practice code "HBACBD" is also displayed. The right section, titled "LOGIN TO YOUR ACCOUNT", contains a verification code notice, a "Using Mobile Phone" button, and a "OR" separator. Below these are input fields for "User Name" and "Password", both highlighted with red boxes. A "Login" button is also highlighted with a red box. A "Trouble logging in" link is located below the password field. At the bottom of the right section, there is a "Pre-Register" button and a question "Would you like to join our practice?". A red arrow points from the "Welcome to miCare Health Center" text to the "User Name" input field.

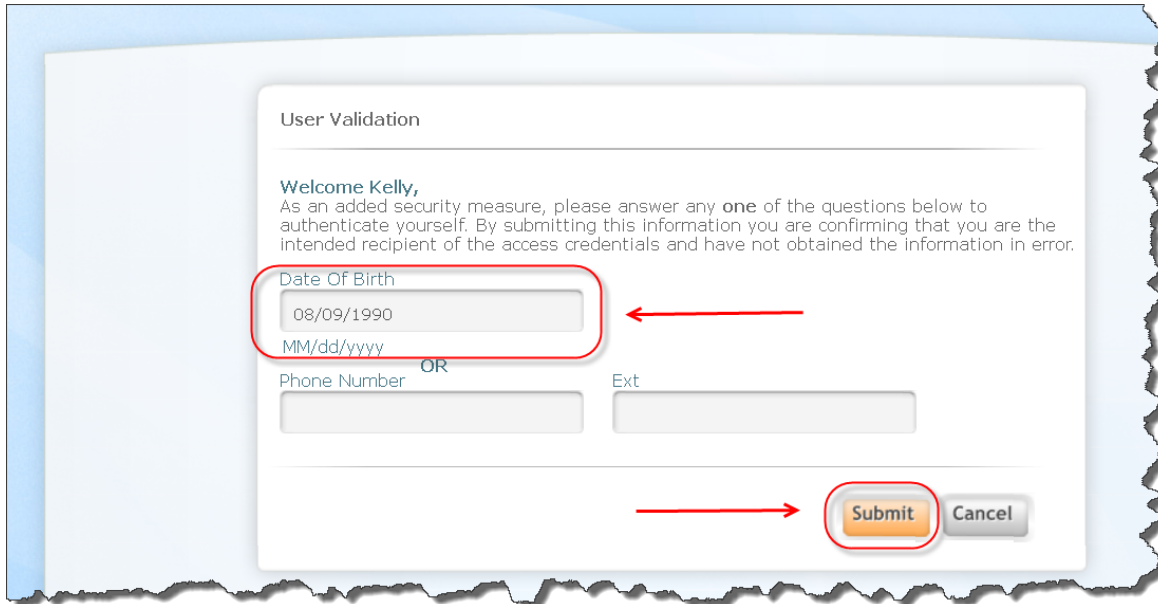
User Validation

Next you will be presented with the "User Validation" screen:



The "User Validation" screen is a modal window with a light blue background. It features a title bar with the text "User Validation" and a red arrow pointing to it. The main content area includes a welcome message "Welcome Kelly," followed by a security notice: "As an added security measure, please answer any one of the questions below to authenticate yourself. By submitting this information you are confirming that you are the intended recipient of the access credentials and have not obtained the information in error." Below this, there are two input options: "Date Of Birth" with a text field and "MM/dd/yyyy" format, and "Phone Number" with a text field and "Ext" with a text field. At the bottom right, there are "Submit" and "Cancel" buttons.

Enter your "Date of Birth" & click "Submit":



The screenshot shows a 'User Validation' form. At the top, it says 'Welcome Kelly,' followed by instructions to answer one of the questions below. The 'Date Of Birth' field is highlighted with a red circle and contains '08/09/1990'. Below it is the placeholder 'MM/dd/yyyy'. To the right is an 'OR' option with 'Phone Number' and 'Ext' fields. At the bottom right, the 'Submit' button is highlighted with a red circle. Red arrows point from the text above to the 'Date Of Birth' field and the 'Submit' button.

User Validation

Welcome Kelly,
As an added security measure, please answer any **one** of the questions below to authenticate yourself. By submitting this information you are confirming that you are the intended recipient of the access credentials and have not obtained the information in error.

Date Of Birth
08/09/1990
MM/dd/yyyy

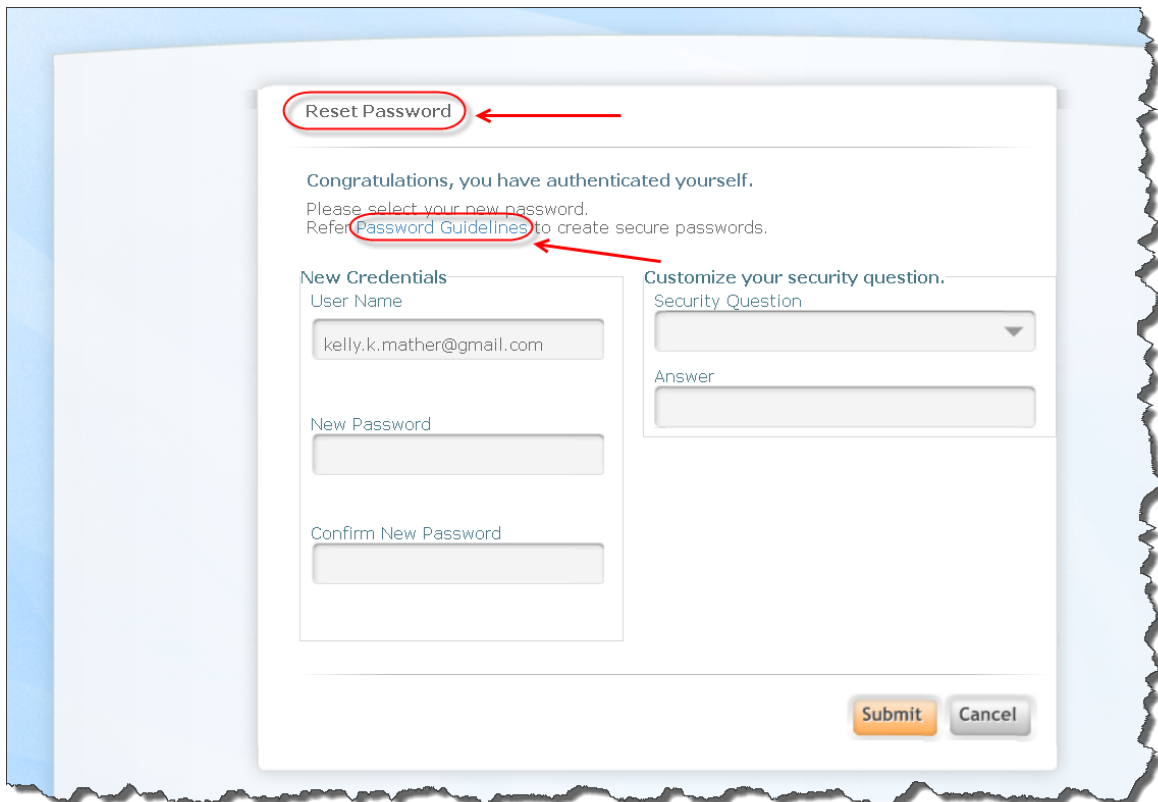
OR

Phone Number Ext

Submit Cancel

Reset Password

Once successfully authenticated you will be prompted to reset your password:



The screenshot shows a 'Reset Password' form. At the top, the 'Reset Password' link is highlighted with a red circle. Below it, a message says 'Congratulations, you have authenticated yourself.' and 'Please select your new password. Refer to Password Guidelines to create secure passwords.' The 'Password Guidelines' text is also highlighted with a red circle. The form is divided into two sections: 'New Credentials' and 'Customize your security question.'. The 'New Credentials' section has fields for 'User Name' (containing 'kelly.k.mather@gmail.com'), 'New Password', and 'Confirm New Password'. The 'Customize your security question.' section has a 'Security Question' dropdown and an 'Answer' field. At the bottom right, there are 'Submit' and 'Cancel' buttons. Red arrows point from the text above to the 'Reset Password' link and the 'Password Guidelines' text.

Reset Password

Congratulations, you have authenticated yourself.
Please select your new password.
Refer to Password Guidelines to create secure passwords.

New Credentials

User Name
kelly.k.mather@gmail.com

New Password

Confirm New Password

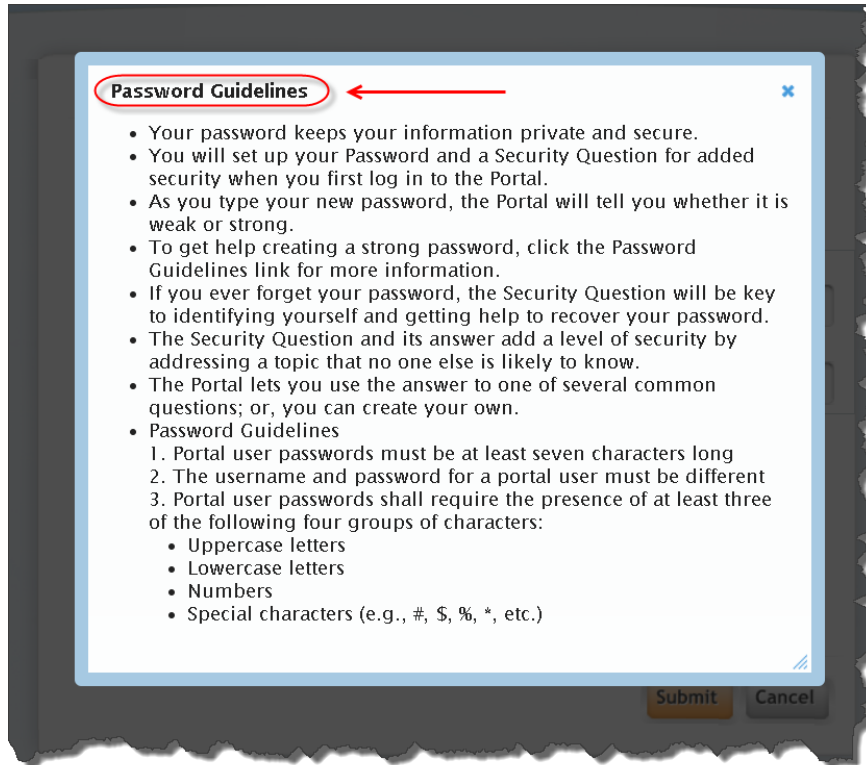
Customize your security question.

Security Question

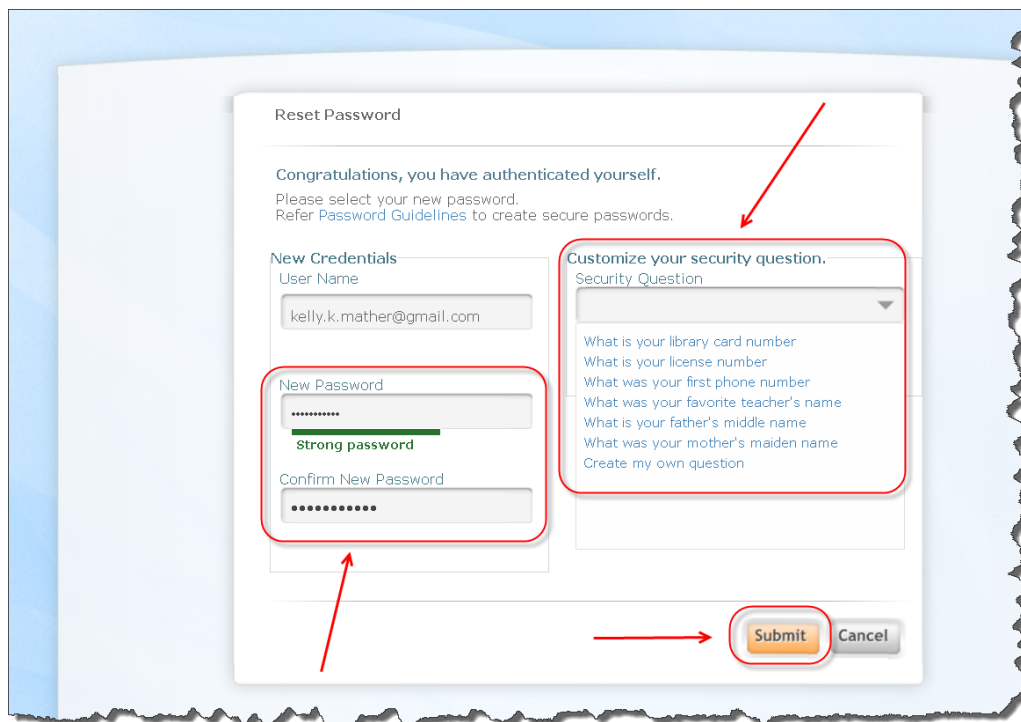
Answer

Submit Cancel

Select a strong password that is in accordance with the password guidelines:



Enter it & confirm in the corresponding fields, then select a security question, enter the answer & click "Submit":



eClinicalWorks Consent Form/Practice Consent Form

Review the "eClinicalWorks Consent form" & click "Next":

The screenshot shows a web interface with two tabs: "eClinicalworks Consent form" and "Practice Consent Form". The "eClinicalworks Consent form" tab is selected and highlighted with a red circle and a red arrow. Below the tabs is a scrollable text area containing the following text:

ONLINE COMMUNICATION INFORMED CONSENT

Instructions for Using Online Communication

You agree to take steps to keep your online communication to and from your physician confidential, including the following:

Do not store messages on your employer-provided computer; otherwise personal information could be accessed or owned by your employer.

Use a screen saver or close your messages instead of leaving your messages on the screen for passersby to read and keep your

At the bottom right of the form, there are two buttons: "Next" and "Cancel". The "Next" button is highlighted with a red circle and a red arrow.

Review the "Practice Consent Form" , click the acknowledgement box & click "Agree":

The screenshot shows a web interface with two tabs: "eClinicalworks Consent form" and "Practice Consent Form". The "Practice Consent Form" tab is selected and highlighted with a red circle and a red arrow. Below the tabs is a scrollable text area containing the following text:

Purpose of this Form

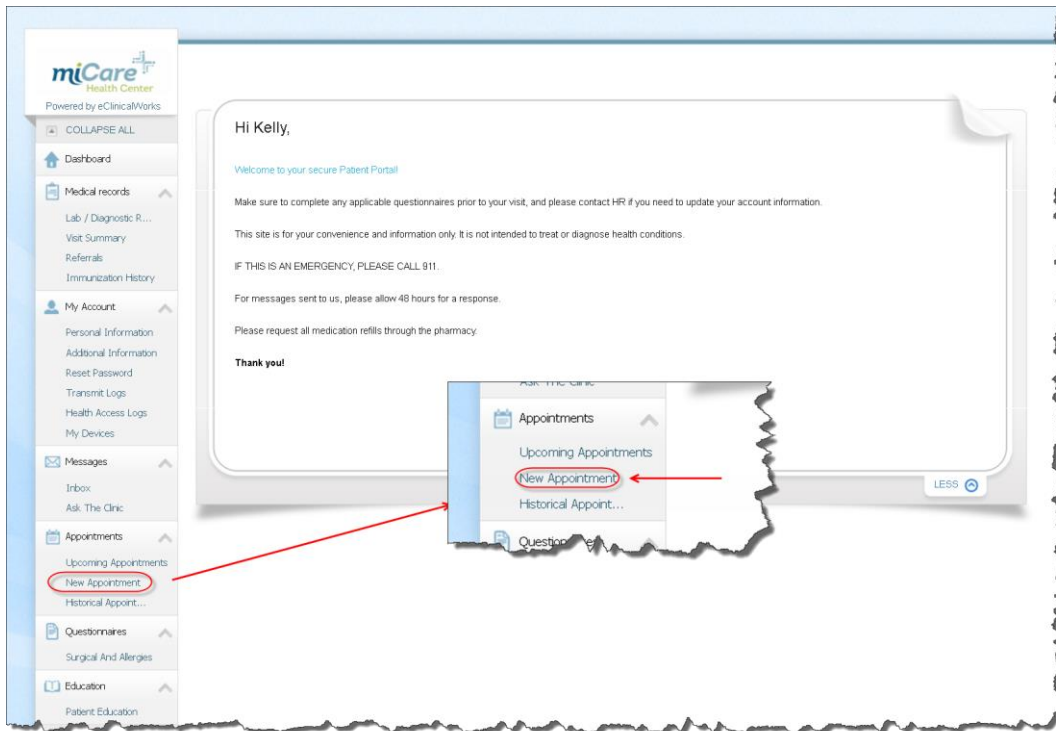
miCare offers secure viewing and communication as a service to patients who wish to view parts of their records and communicate with our staff and physicians. Secure messaging can be a valuable communications tool, but has certain risks. In order to manage these risks we need to impose some conditions of participation. This form is intended to show that you have been informed of these risks and the conditions of participation, and that you accept the risks and agree to the conditions of

Below the text area, there is a checkbox with a checkmark inside, followed by the text "I have read the consent form and the above information." The checkbox is highlighted with a red circle and a red arrow.

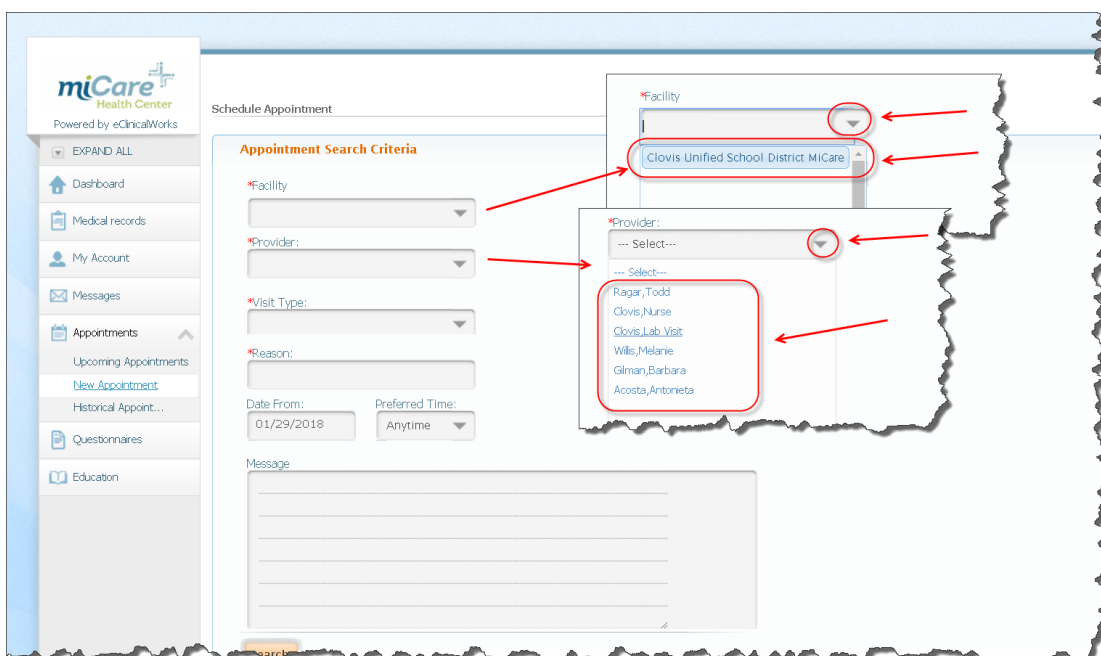
At the bottom right of the form, there are two buttons: "Agree" and "Disagree". The "Agree" button is highlighted with a red circle and a red arrow.

Portal Home Screen/New Appointment

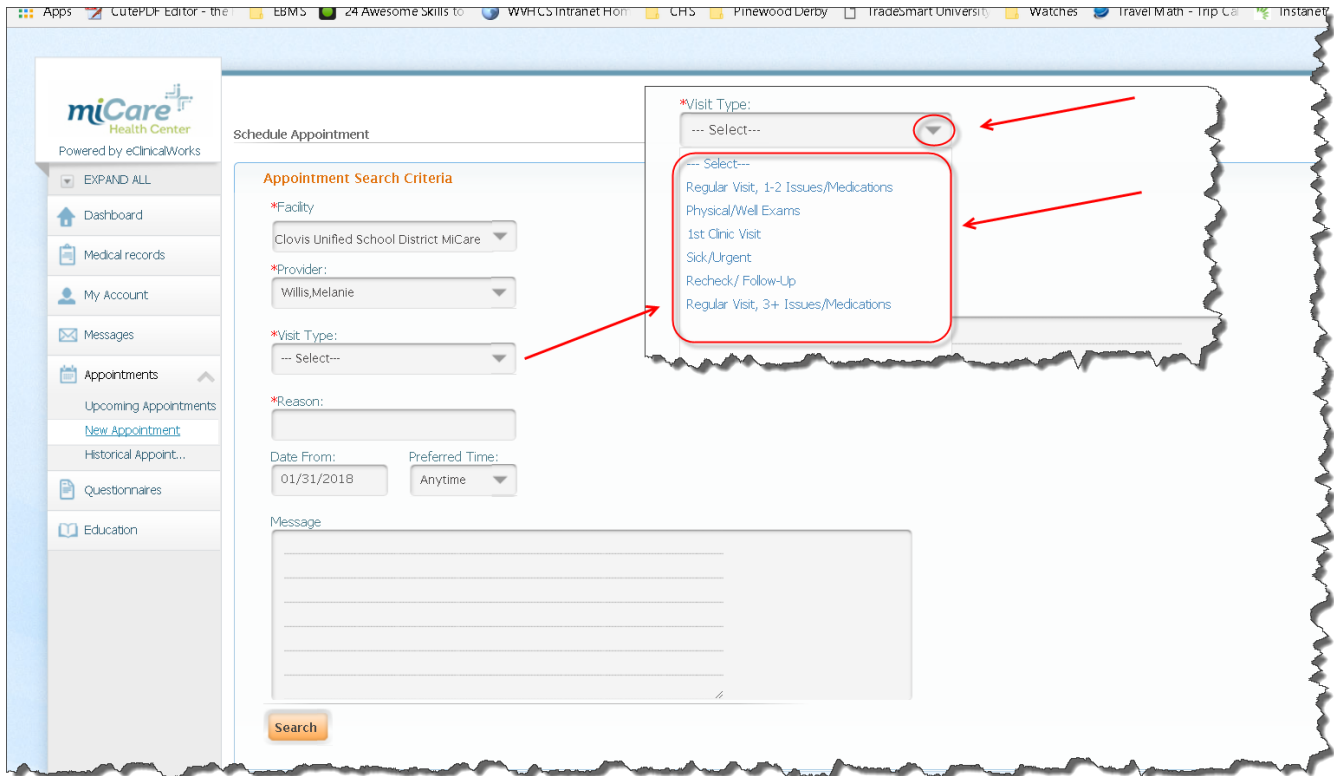
You will be presented with the portal home screen, click on "New Appointment":



Click the drop-down arrow for Facility & select "Clovis Unified School District miCare", then click the drop-down arrow for "Provider" and choose a provider:



Click the drop-down arrow for "Visit Type" & select accordingly:



Schedule Appointment

Appointment Search Criteria

*Facility: Clovis Unified School District MiCare

*Provider: Willis, Melanie

*Visit Type: --- Select ---

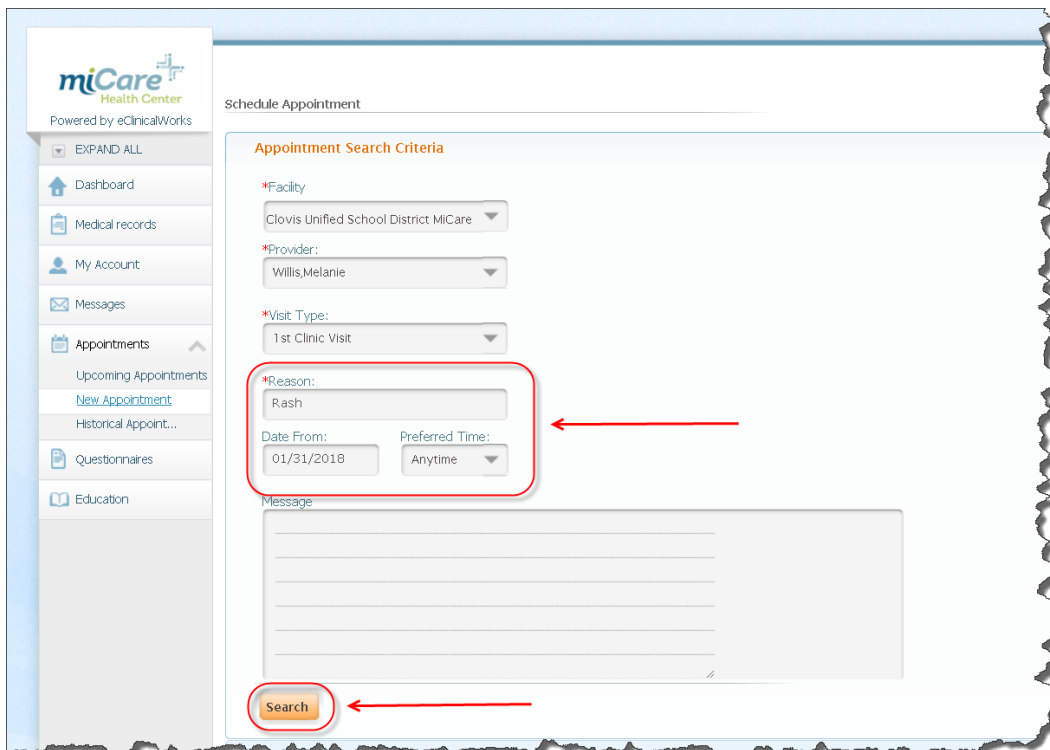
*Reason:

Date From: 01/31/2018 Preferred Time: Anytime

Message:

Search

Enter a short description for "Reason", select "Date From" & "Preferred Time", then click "Search":



Schedule Appointment

Appointment Search Criteria

*Facility: Clovis Unified School District MiCare

*Provider: Willis, Melanie

*Visit Type: 1st Clinic Visit

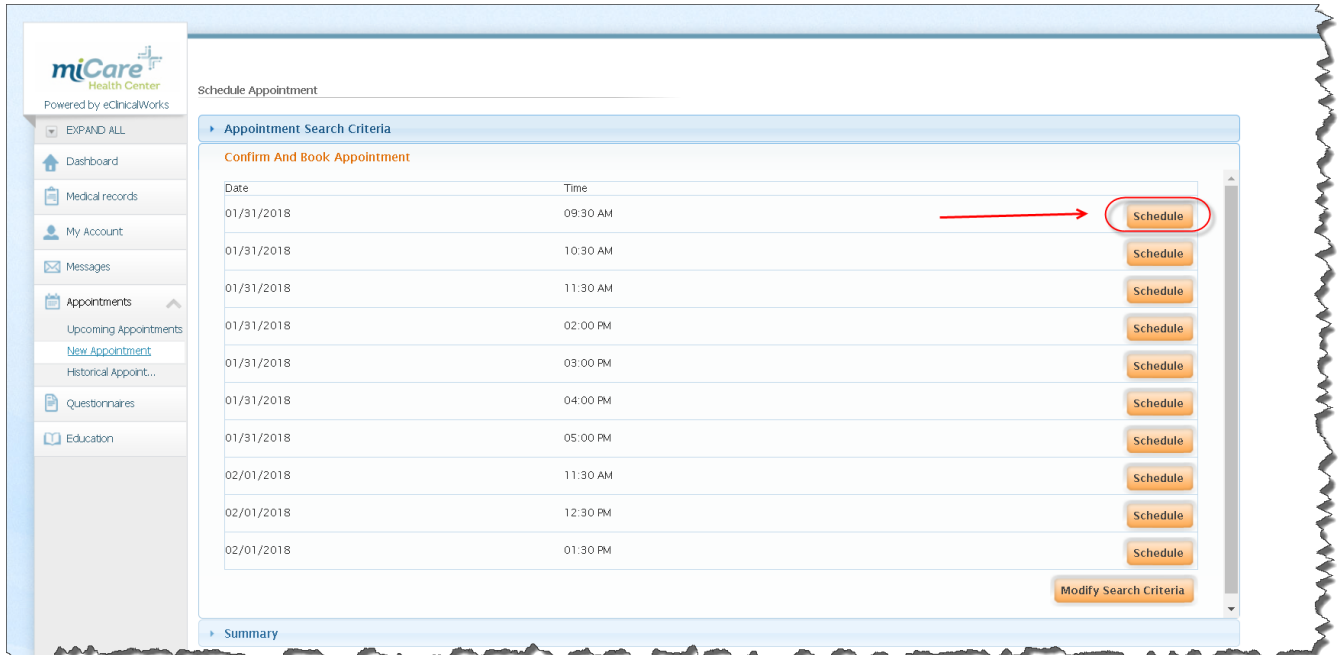
*Reason: Rash

Date From: 01/31/2018 Preferred Time: Anytime

Message:

Search

Click "Schedule" on the preferred timeslot:



Schedule Appointment

Powered by eClinicalWorks

EXPAND ALL

- Dashboard
- Medical records
- My Account
- Messages
- Appointments
 - Upcoming Appointments
 - New Appointment
 - Historical Appoint...
- Questionnaires
- Education

Appointment Search Criteria

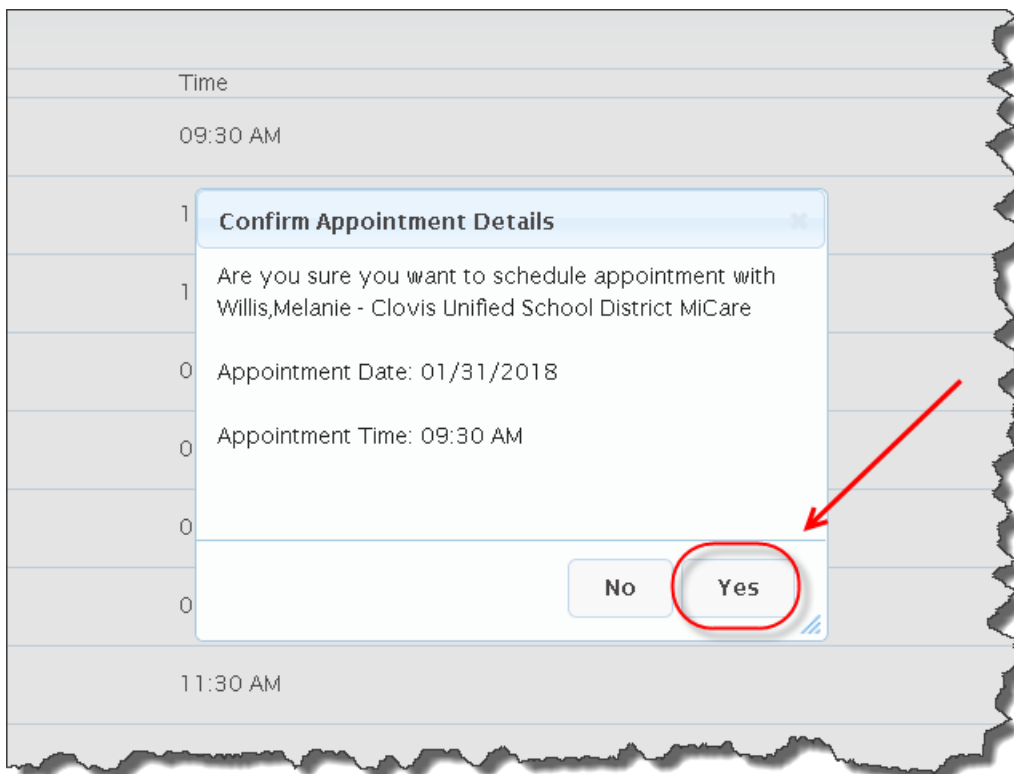
Confirm And Book Appointment

Date	Time	Action
01/31/2018	09:30 AM	Schedule
01/31/2018	10:30 AM	Schedule
01/31/2018	11:30 AM	Schedule
01/31/2018	02:00 PM	Schedule
01/31/2018	03:00 PM	Schedule
01/31/2018	04:00 PM	Schedule
01/31/2018	05:00 PM	Schedule
02/01/2018	11:30 AM	Schedule
02/01/2018	12:30 PM	Schedule
02/01/2018	01:30 PM	Schedule

Modify Search Criteria

Summary

Then confirm by selecting "Yes":



Time

09:30 AM

1

Confirm Appointment Details

Are you sure you want to schedule appointment with Willis,Melanie - Clovis Unified School District MiCare

Appointment Date: 01/31/2018

Appointment Time: 09:30 AM

No Yes

11:30 AM