My RMH Medical Record User Guide

This guide outlines the basic functionality of how to use the Patient Portal to edit your account, send emails to your provider, request appointments and medication refills, view test results, as well as use the Research Center to access more information about a diagnosis. If after reading this guide you have additional questions regarding the portal website, please contact us at PortalSupport@sentara.com. If your questions are clinical, please use the portal to send the question to your provider.

Home (Patient Portal Dashboard):

After logging in, the first page you will see is the Patient Portal Dashboard. The Patient Portal Dashboard provides an overview of important notifications such as new messages, upcoming appointment reminders even quick access to lab results and medications. Furthermore, the Patient Portal Dashboard also allows the user easy access to other managed accounts (i.e. proxy access for a minor/elderly parent).

Fig 1: The 'Home' tab of Patient Portal Dashboard gives a quick glance at the patient's inbox, upcoming appointments, reminders, lab results, and medications.

Mail:

The 'Mail' tab is where you will find your inbox, sent items, and the ability to compose messages to your provider. The inbox is where all of your received messages, medication renewal requests, documents and appointments will be received. Any online communication from RMH can be found in the Inbox. You can filter on the specialty practice, mail recipient, or the type of communication you want to view by using the dropdown menus as shown below.
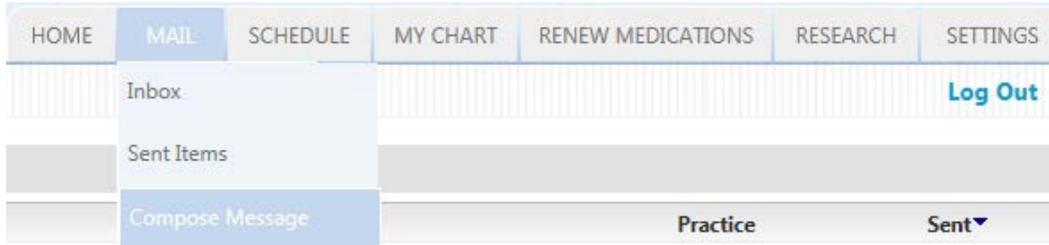

Fig. 2: Hovering over the 'Mail' tab gives you access to Inbox/Sent Items & Compose Message.
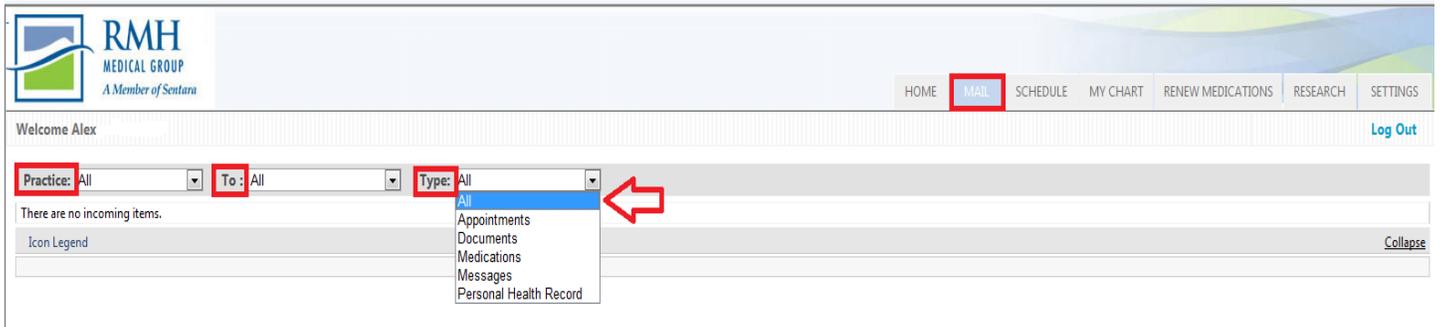

Fig. 3: You can filter specialty practice, mail recipient, or type of communication from within the 'Mail' tab dropdown menus.

Sent Items:

Sent items contain the online communications you have sent to RMH.

Compose Message:

Compose message is used to initiate communication that is not appointment or medication renewal related. The practice drop down should always be RMH Medical Group. Choose the appropriate category and choose your provider. Populate the subject line and compose your message. Click Submit when you are finished. Remember: in case of emergency always contact your Emergency Medical Service (911).

Compose Message

1) Select Practice and Patient

*Practice: RMH Medical Group

2) Select Message Category and Recipient
Please select the appropriate message category and recipient from the drop down lists below. Asterisk (*) denotes required field.

*Category: Medical Question

*To: John

* Subject: Lab Results

* Message: When should I expect my lab results to be ready?

⚠ *Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911).*

Submit

Fig. 4: Input the appropriate category, recipient, subject and message... when you're done click submit.

Schedule:

The 'Schedule' tab provides the ability to request appointments as well as view upcoming appointments. To request an appointment simply hover over the 'Schedule' tab and click 'Request Appointment' (visualized below). RMH Medical Group will always be selected for you in the 'Practice' menu under section 1. Under section 2 select your provider, the appropriate visit category (e.g. 'Post-Op' for a post-procedure appointment) and appropriate location (note: if this is a referral appointment you may view the location address by clicking the 'Address' link in blue just next to the 'Select Location' field. Finally, under section 3, fill in the reason for your appointment, the priority level and details on when you would like your appointment; remember, you are not selecting your appointment date, you are simply requesting times that are convenient for you. Once you have finished filling out each section, click 'Submit' to send your request.

Fig. 5: 'Schedule' tab gives access 'Request Appointment' and 'My Appointments'.

Fig. 6: Fill in all required fields under each section and click submit to request your appointment. If the location is new to you, click the blue 'Address' link to view the location address.

Schedule (Cont'd):

Once your appointment request is reviewed by the RMH Medical Group staff you will receive an email notification. After receiving the notification, login to the portal and check your Inbox to see your appointment details.

My Chart:

Under the My Chart tab you can request your health record and once it is loaded, you can view, download or transmit your health record. To load your record, click on the My Chart tab and select Request Health Record. It will take about 5 minutes for your record to load. From the My Chart tab click on View My Chart to see your record.
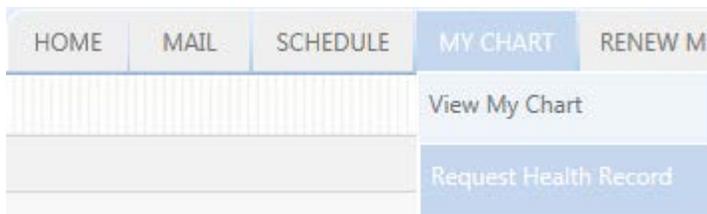

Fig. 7: Hovering over 'My Chart' tab gives you access to View My Chart or Request Health Record.
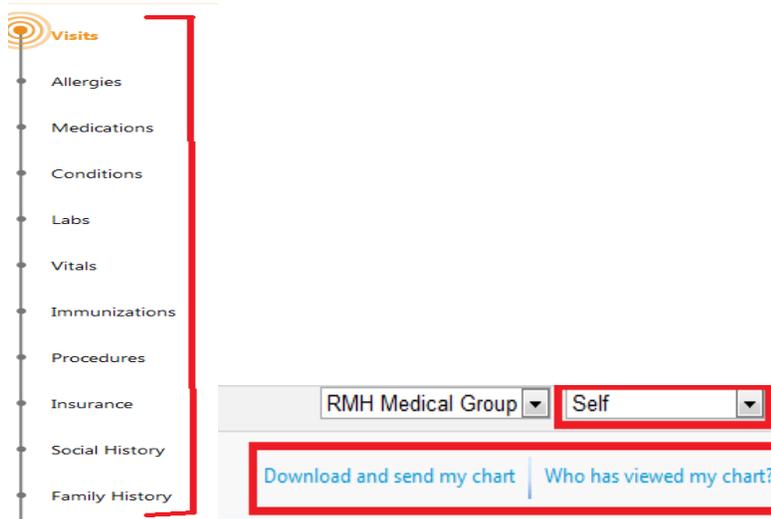

Fig. 8: Under 'My Chart' tab you are able to navigate your chart with the different sections listed on the left; furthermore, you are able to change whose chart you're viewing (if you manage more than your own healthcare) and also 'Download and send my chart' as well as see 'Who has viewed my chart?'

If you also manage a family member's healthcare you can switch between patients by clicking the drop down box just underneath the 'Log Out' button. You are also able to download and send your chart as well as view a list of whom, and when, has accessed your chart paired with an event description. By clicking on the blue 'Download and send my chart' link you are able to easily download or send an up-to-date packet with your chart's information. Once you have clicked on 'Download and send my chart' simply click on the 'BlueButton Download My Data' link to start the

download. If you would like to send the chart to another provider or location, simply click on the 'Send' link just next to the 'Save CCDA' button. On the 'Send ' page you are required to either fill in the provider's email address or physical address (in the case you do not know the direct email address). NOTE: If you do not have access to your health chart, all you need to do is hover over the 'My Chart' tab and click 'Request Health Record'. On the 'Request Health Record' page, select the appropriate 'Practice' and click 'Submit'.

Renew Medication:

Prescription renewals are initiated from the 'Renew Medication' tab. The practice drop down should always be RMH Medical Group. If you have multiple medications click "Select different medications" to view a complete list.

Fig. 9: If select medications, click the 'Select different medications' link (in blue)

Select the check box of the medication you are requesting to be renewed. It is possible to select more than one medication. If you do not see your medication listed click the "Display any inactive medications that may be available for renewal." Choose your medication, click Select.

Fig 10: Your medications are listed, if you would like to view 'inactive' medications simply click the checkbox 'Display any inactive medications that may be available for renewal'. Select medications to renew by clicking the checkbox next to the appropriate medication. Check all medications you with to renew and click 'Select'.

If you selected an Inactive Medication, you will also be prompted to answer the below question:

Fig. 11: Once you have finished the selection process, the medications you wish to renew will be listed in bold under 'Selected Medication(s):'. Note: if you have selected an 'inactive' medication you will be required to acknowledge that you would like to request its renewal (check box right below the 'Select different medications' link).

The Pharmacy will automatically populate with your preferred pharmacy. If this is not the pharmacy you want your prescription sent to click "Select Different Pharmacy". In the Pharmacy search box enter the address of the pharmacy you would like to use.

Fig. 12: Your default pharmacy will populate. If you would like to change the pharmacy, simply click the 'Select different pharmacy' link, in blue, listed right below the current pharmacy information. Type the pharmacy name in the search field and click search to get a list of pharmacies with that name or at the selected address.

The Reason box will automatically populate Medication Refill Request. Ensure the correct provider is in the 'Send to' box. Add your comments and click 'Submit'. Once your request is processed by the RMH Medical Group Staff you will receive an email notification. Once you receive the email notification you can login to My RMH Medical Record and see the status of your refill request.

Fig. 13: Fill in the reason for the request, choose your recipient, and type your comments in the field space available. Once you have addressed all required fields, click the 'Submit' button.

Research Center:

The Research Center is a resource within My RMH Medical Record portal to obtain additional information about a diagnosis. For example, if one were looking for more information on Influenza (the 'Flu') they would simply type 'Flu' into the search box and press 'Search'. You will then receive a results page where the research center's 'Best Bet' of what the user is searching for will be listed. Select the appropriate choice and you will be directed to the corresponding information page regarding the topic of interest.

Account Settings:

The last tab available to the portal user is the 'Settings' tab. The first selection when hovering over this tab is 'Account Settings'. In the account settings page you can change your user name, password, security question and password reset question. We are not able to access your password or security question answers so take care to remember your password and security questions answers. You can also choose to un-enroll from the patient portal on the Account Settings page. To edit any of the settings, simply click 'Edit' next to the corresponding setting (i.e. User Name/Password) and complete the required fields.

Fig 14: Account settings gives you the ability to edit any of your information (username, password, security question…etc). You are also able to 'Un-enroll' from the Patient Portal here. Simply click 'Edit' next to the item you wish to modify and click 'Submit' when you have finished making your changes.

My Information:

In the My Information page you can update your name, birthday, address, email address and phone number. You can also set up text message alerts under the email address section. If you would like to learn more about text message alerts please refer to the section at the bottom of this guide titled Text Message Alerts.

Fig 15: 'My Information' gives you access to all the information associated with your portal account (Name, mailing address, e-mail address, phone). Edit the fields by clicking on the 'Edit' button on the right. If you want to add information, click the 'Add' button on the right.

Manage User Grants:

On the Manage User Grants page you can see if there is anyone managing your account or if there are any accounts you manage. For help adding a dependent or care manager please contact your practice or email PortalSupport@sentara.com.

Manage User Grants

Who Manages My Account?

No one else is managing your account.

Accounts I Manage

You are not managing anyone else.

Fig. 16: 'Manage User Grants' gives you the ability to view who is able to manage your account as well as the accounts you are able to manage. Contact your practice manager to change these settings.

Manage Your Practices:

If you are a patient at any RMH affiliated practice and want to interact with those providers, you will need to first obtain a token from that practice and then enter the information below to have access to communications with that specific practice.

Fig. 17: 'Manage your practices' gives you the ability to view the practices you are currently enrolled in as well as add enroll in new practices. To enroll in a new practice you will need to contact the practice and have them issue you an enrollment token.

Text Message Alerts:

To activate 'Text Message Alerts' adhere to the following guide:

From the 'Patient Portal Dashboard' or your 'Home' page hover your cursor over the 'Settings' tab on the right just above the 'Log Out' button and select 'My Information'.
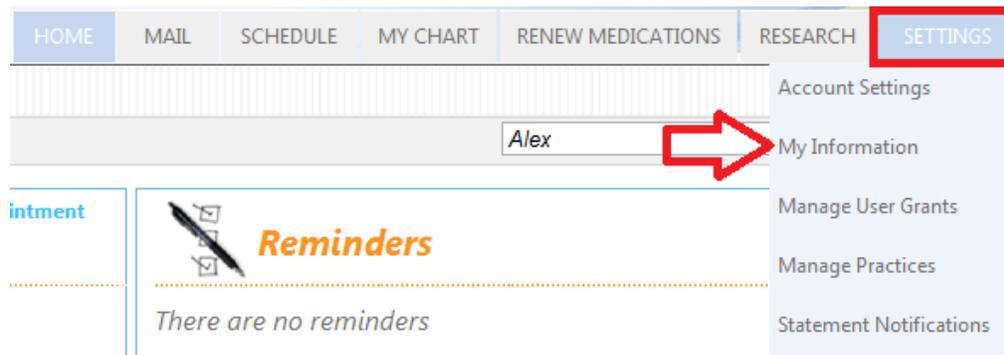
1. In the 'E-mail Address' section click the 'Add' button on the right.
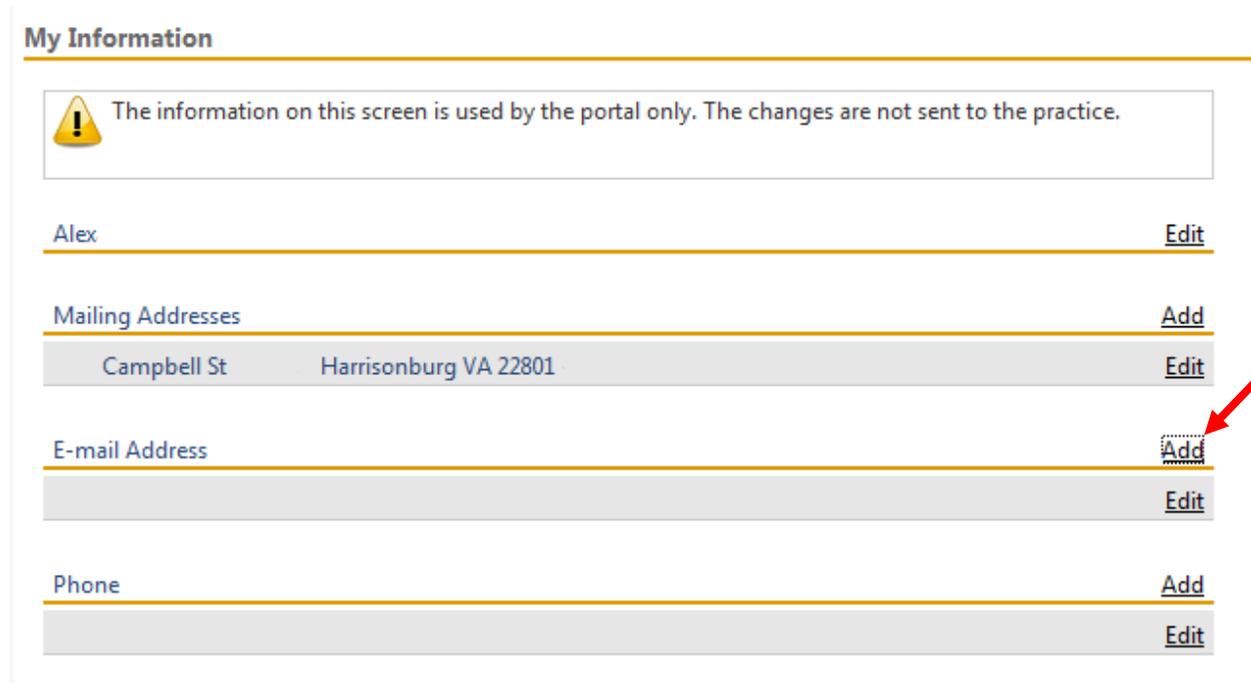
2. In the E-mail Address field, type in your ten digit mobile phone number followed by the appropriate wireless extension. Do not add spaces, dashes or parentheses. For example, if your phone number is (540)689-1000 and your cell phone provider is Verizon the email address should read 5406891000@vtext.com. We have provided a list of cellular company extensions at the end of the guide for your convenience.

3. Click the 'Format' drop down menu and choose 'Text Message'. Check the box beside 'Receive notifications at this e-mail address' and click 'Add' to save your changes.

Standard message and data rates may apply. To stop receiving text message alerts simply uncheck the 'Receive notifications at this e-mail address' check box (pictured above). To learn how to edit 'E-mail Address' associated with your portal account see the previous section of the guide regarding 'My Information'.

This completes the My RMH Medical Record user guide. If you have any questions on use of the portal refer to the section pertaining to your question or email *PortalSupport@sentara.com* at any time and support staff will assist you as quickly as possible.

Provider	E-mail to SMS address format
3 River Wireless	xxxxxxxxx@sms.3rivers.net
Advantage Communications	xxxxxxxxx@advantagepaging.com
AirVoice	xxxxxxxxx@mmode.com
Airtouch Pagers	xxxxxxxxx@airtouch.net
Airtouch Pagers	xxxxxxxxx@airtouchpaging.com
Airtouch Pagers	xxxxxxxxx@alphapage.airtouch.com
Airtouch Pagers	xxxxxxxxx@myairmail.com
AllTel	xxxxxxxxx@message.alltel.com
Alltel PCS	xxxxxxxxx@message.alltel.com
Alltel	xxxxxxxxx@alltelmessage.com
Ameritech Paging	xxxxxxxxx@pageapi.com
Arch Pagers (PageNet)	xxxxxxxxx@archwireless.net
Arch Pagers (PageNet)	xxxxxxxxx@epage.arch.com
Bell South (Blackberry)	xxxxxxxxx@bellsouthtips.com
Bell South Mobility	xxxxxxxxx@blsdcs.net
Bell South	xxxxxxxxx@sms.bellsouth.com
Bell South	xxxxxxxxx@wireless.bellsouth.com
Bluegrass Cellular	xxxxxxxxx@sms.bluecell.com
Boost Mobile	xxxxxxxxx@myboostmobile.com
CallPlus	xxxxxxxxx@mmode.com

Caroline Mobile Communications	xxxxxxxxx@cmcpaging.com
Cellular One East Coast	xxxxxxxxx@phone.cellone.net
Cellular One PCS	xxxxxxxxx@paging.cellone-sf.com
Cellular One South West	xxxxxxxxx@swmsg.com
Cellular One West	xxxxxxxxx@mycellone.com
Cellular One	xxxxxxxxx@message.cellone-sf.com
Cellular One	xxxxxxxxx@mobile.celloneusa.com
Cellular One	xxxxxxxxx@sbcemail.com
Cellular South	xxxxxxxxx@csouth1.com
Central Vermont Communications	xxxxxxxxx@cvcpaging.com
CenturyTel	xxxxxxxxx@messaging.centurytel.net
Cingular (GSM)	xxxxxxxxx@cingularme.com
Cingular (TDMA)	xxxxxxxxx@mmode.com
Cingular Wireless	xxxxxxxxx@mobile.mycingular.net
Cingular	xxxxxxxxx@cingularme.com
Communication Specialists	xxxxxxxxx@pageme.comspeco.net
Cook Paging	xxxxxxxxx@cookmail.com
Corr Wireless Communications	xxxxxxxxx@corrwireless.net
Dobson Communications Corporation	xxxxxxxxx@mobile.dobson.net
Dobson-Alex Wireless / Dobson-Cellular One	xxxxxxxxx@mobile.cellularone.com
Edge Wireless	xxxxxxxxx@edgewireless.com
GCS Paging	xxxxxxxxx@webpager.us
GTE	xxxxxxxxx@gte.pagegate.net

GTE	xxxxxxxxx@messagealert.com
Galaxy Corporation	xxxxxxxxx@sendabeep.net
GrayLink / Porta-Phone	xxxxxxxxx@epage.porta-phone.com
Houston Cellular	xxxxxxxxx@text.houstoncellular.net
Inland Cellular Telephone	xxxxxxxxx@inlandlink.com
JSM Tele-Page	xxxxxxxxx@jsmtel.com
Lauttamus Communication	xxxxxxxxx@e-page.net
MCI Phone	xxxxxxxxx@mci.com
MCI	xxxxxxxxx@pagemci.com
Metro PCS	xxxxxxxxx@metropcs.sms.us
Metro PCS	xxxxxxxxx@mymetropcs.com
Metrocall 2-way	xxxxxxxxx@my2way.com
Metrocall	xxxxxxxxx@page.metrocall.com
Midwest Wireless	xxxxxxxxx@clearlydigital.com
Mobilecom PA	xxxxxxxxx@page.mobilcom.net
Mobilfone	xxxxxxxxx@page.mobilfone.com
Morris Wireless	xxxxxxxxx@beepone.net
NPI Wireless	xxxxxxxxx@npiwireless.com
Nextel	xxxxxxxxx@messaging.nextel.com
Nextel	xxxxxxxxx@page.nextel.com
Ntelos	xxxxxxxxx@pcs.ntelos.com
Omnipoint	xxxxxxxxx@omnipoint.com
Omnipoint	xxxxxxxxx@omnipointpcs.com

OnlineBeep	xxxxxxxxx@onlinebeep.net
PCS One	xxxxxxxxx@pcsone.net
Pacific Bell	xxxxxxxxx@pacbellpcs.net
PageMart	xxxxxxxxx@pagemart.net
PageOne NorthWest	xxxxxxxxx@page1nw.com
Pioneer / Enid Cellular	xxxxxxxxx@msg.pioneerenidcellular.com
Price Communications	xxxxxxxxx@mobilecell1se.com
ProPage	xxxxxxxxx@page.propage.net
Public Service Cellular	xxxxxxxxx@ sms.pscel.com
Qualcomm	name@pager.qualcomm.com
Qwest	xxxxxxxxx@qwestmp.com
RAM Page	xxxxxxxxx@ram-page.com
ST Paging	pin@page.stpaging.com
Safaricom	xxxxxxxxx@safaricomsms.com
Satelindo GSM	xxxxxxxxx@satelindogsm.com
Satellink	xxxxxxxxx.pageme@satellink.net
Simple Freedom	xxxxxxxxx@text.simplefreedom.net
Skytel Pagers	xxxxxxxxx@email.skytel.com
Skytel Pagers	xxxxxxxxx@skytel.com
Smart Telecom	xxxxxxxxx@mysmart.mymobile.ph
Southern LINC	xxxxxxxxx@page.southernlinc.com
Southwestern Bell	xxxxxxxxx@email.swbw.com
Sprint PCS	xxxxxxxxx@messaging.sprintpcs.com

Sprint	xxxxxxxxx@sprintpaging.com
SunCom	xxxxxxxxx@tms.suncom.com
Surewest Communications	xxxxxxxxx@mobile.surewest.com
T-Mobile	xxxxxxxxx@tmomail.net
TIM	xxxxxxxxx@timnet.com
TSR Wireless	xxxxxxxxx@alphame.com
TSR Wireless	xxxxxxxxx@beep.com
Teletouch	xxxxxxxxx@pageme.teletouch.com
Telus	xxxxxxxxx@msg.telus.com
The Indiana Paging Co	xxxxxxxxx@pager.tdspager.com
Triton	xxxxxxxxx@tms.suncom.com
US Cellular	xxxxxxxxx@email.uscc.net
USA Mobility	xxxxxxxxx@mobilecomm.net
Unicel	xxxxxxxxx@utext.com
Verizon PCS	xxxxxxxxx@myvzw.com
Verizon Pagers	xxxxxxxxx@myairmail.com
Verizon	xxxxxxxxx@vtext.com
Virgin Mobile	xxxxxxxxx@vmobl.com
Virgin Mobile	xxxxxxxxx@vxtras.com
WebLink Wireless	xxxxxxxxx@pagemart.net
West Central Wireless	xxxxxxxxx@sms.wcc.net
Western Wireless	xxxxxxxxx@cellularonewest.com
Wyndtell	xxxxxxxxx@wyndtell.com