

Crystal Run Patient Portal FAQs

General FAQ's:

What is a Patient Portal? A Patient Portal is a personalized, secure website that enables you to manage healthcare interactions and communicate with your healthcare providers at any time. Crystal Run Healthcare's new Patient Portal powered by NextGen® is a convenient online connection that puts you in control of your healthcare from any web-enabled desktop, laptop, or mobile device.

Why activate your patient Portal account?

A patient Portal offers several benefits. Eliminate time-consuming phone calls and instead, refill prescriptions, review test results, and communicate directly with your healthcare team. You can also view your health records and access visit summaries and other documentation.

What kind of records will I have access to through the Patient Portal? You'll have access to lab and test results, visit summaries, visit attachments, immunization records, medications, and any other information your care team has made available for you to view.

What can I do with my health records? You can easily review, download, print, or share your health records with other providers.

Can I view my appointments in the Portal?

Yes, you can easily view your upcoming and past appointments in the Portal by navigating to the 'Appointments' tab. To schedule primary care and specialty appointments directly from our website, visit CrystalRunHealthcare.com/Appointments

Enrollment & Access:

How do I enroll in the Patient Portal?

Enrolling in Crystal Run's new Patient Portal is easier than ever. Three easy steps to get started:

- 1** Provide a valid email address to your doctor's office. You'll receive an invitation to enroll.
- 2** Create a username and password, then follow the onscreen prompts to activate your account.
- 3** Use your username and password to securely stay in touch with providers and access your health information anytime, anywhere.

How do I access my Portal once I have created my account?

Once you have enrolled, you can access the patient Portal by visiting CrystalRunHealthcare.com/Portal on our website.

Can I share access with a trusted representative?

Yes! Our new Patient Portal allows you to invite trusted representatives to access your Patient Portal in your 'Profile'. If they do not have a Patient Portal account, they will be prompted to create one. From there, they can toggle between their own account and any accounts that have been shared with them.



Parent/Guardian Accounts:

How can I access a Patient Portal for my child/underage dependent? You should receive an email invitation to create a *Patient Portal Guardian* account. You'll be able to use your username and password to sign up as a guardian and will be able to view important health information and communicate with your child's providers.

What if I haven't received an invitation to set up my child's account? If you haven't already received an invitation, you can request a parent/guardian invitation to view and manage your child's account. Visit Crystalrunhealthcare.com/contact to submit a Contact form and select 'Patient Portal' as the 'Reason for Contact' in the drop-down menu; or call 845-703-6999 for assistance.

IMPORTANT: Please note you **MUST** set up your main Portal account **FIRST** in order to link your child's profile account to yours. Setting up a child account first will create multiple unlinked accounts.

How do I remove a parent/guardian or caregiver from my account? From the Portal, click on the 'Account' button in the upper right corner, scroll down to 'Linked Account(s)', next to the Child's name you can click 'Unlink' to remove the linked account.





Navigating Your Patient Portal



Communicate with Your Providers

Ask your doctor or care team a question, share an update, and/or send an attachment.

How do I contact my care team through my Patient Portal? You can easily send a message to a member of your care team through the 'Messages' tab. While in your 'Messages' inbox you can send a new message, attach images, and view your care team's replies.

To get started, click on 'Ask a Question' and select from the options to indicate what your message is about, choose: *General Questions, Medication Questions, or Test Results.*

How will I know when my provider has responded? You will receive an email to alert you that we've sent you a new secure message that includes health information for you to review. You may also choose to receive Text Alerts (SMS) in your Portal settings. From your Portal, click on the 'Account' button in the upper right corner. Under 'My Account', click 'Edit' next to your name then click on the 'Preferences' tab. Under 'Preferences', scroll down to 'Communication'; here you can select which notifications you would like to receive by checking 'Email' and/or 'SMS'.



Request Prescription Refills

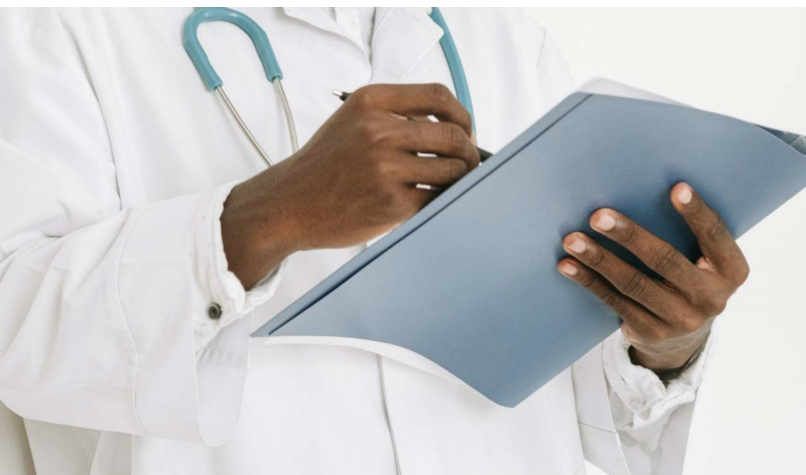
Request medication refills and/or renewals and review your prescriptions.

How do I request a medication refill? To request a medication refill, click on the 'Medications' tab and then select 'Rx Request' to get started. Follow the on-screen prompts to Choose a location & Provider, Select a pharmacy, Select medications, and Confirm your renewal details. You will receive an email confirming your medication refill request has been submitted.

To get started, click on 'Ask a Question' and select from the options to indicate what your message is about, choose: *General Questions, Medication Questions, or Test Results.*

How will I know if my medication refill has been sent to my pharmacy? Once your medication refill has been sent to the pharmacy, a member of your providers care team will respond to the refill request in your Portal account to provide a status.

Can I view a list of my current medications? Yes! Once your portal account is set up, it can take up to 24 hours for all of your medication information to become available. To view a list of your current medications, click on the 'Medications' tab. You'll be able to view the name and dosage of your active and inactive medications.



Request Medical Records

View visit summaries, lab results, and other documentation

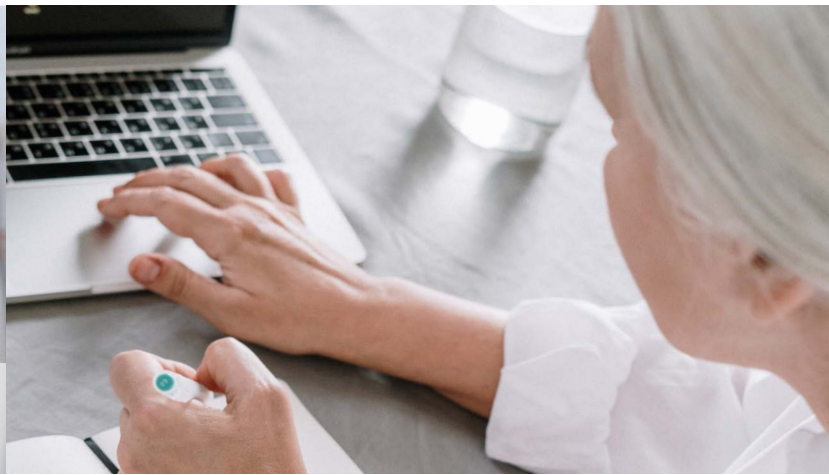
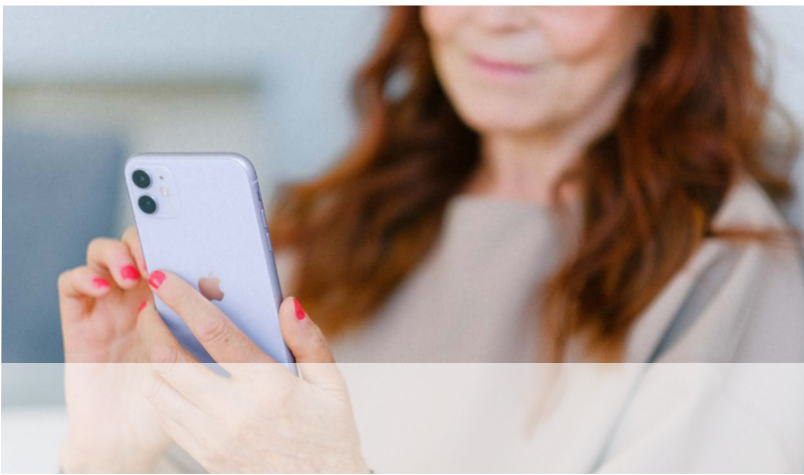
Will my medical records be available as soon as I log in to my Portal the first time? Once your Portal account is set up, we will send an initial set of medical records (called a CCDA or Consolidated Clinical Document Architecture) to your Portal account. Please note this can take up to 24 hours to arrive. Once you've received your CCDA, you are then able to request additional records by visiting the 'Health Records' tab.

How do I view my medical records through my Patient Portal? To view your medical records, click on the 'Health Records' tab from your Portal. Here, you'll be able to view your most recent health record summary.

Please note that the initial CCDA will contain the last two months of data. To request additional records, click on the 'Request consolidated health record' button, and follow the prompts to complete your request.



IMPORTANT: Please note only the past seven (7) years of medical records are available through the Portal. To request a copy of your medical records for visits prior to that, please visit our Medical Records web page at Crystalrunhealthcare.com/forms and fill out the *Request for Patient Access to their PHI* form.



Troubleshooting and Support

What do I do if I forgot my username and/or password? To reset your username and/or password, click 'I forgot my username and/or password' located beneath the Portal sign-in button. You will then be prompted to answer your security question and reset your password at that time. Please note you no longer need to call the Practice for help resetting your password.

I can't remember the answer to my security question to reset my password? If you forgot your username and/or password and don't know the answer to your security question, you will need to reach to the Practice to reset it. To request Portal support: Visit Crystalrunhealthcare.com/contact to submit a Contact form and select 'Patient Portal' as the 'Reason for Contact' in the drop-down menu; or call **845-703-6999** for assistance.

What do I do if I didn't receive an invitation to create my Patient Portal? If you did not receive an invitation to enroll, you may request an invitation in person while in the office, by phone, or on our website. Visit Crystalrunhealthcare.com/contact to submit a Contact form and select 'Patient Portal' as the 'Reason for Contact' in the drop-down menu; or call **845-703-6999** for assistance.

Is my Patient Portal secure? Yes. Your Patient Portal is HIPAA-compliant, which means your information is securely stored and encrypted.

What devices are compatible with the Patient Portal? Your patient portal can be accessed through any web-enabled desktop, laptop, or mobile device using one of the following supported browsers:

- Internet Explorer 11
- Safari (latest 2 versions)
- Firefox (latest 2 versions)
- Chrome (latest 2 versions)
- Mobile Safari (iOS)
- Mobile Chrome (Android)

How do I change my demographic or contact information in my Patient Portal? From your Portal, click on the 'Account' button in the upper right corner. Under 'My Account', click 'Edit' next to your name. You may make changes to your demographics under the Profile tab, however please note that any changes made to your demographics will be sent to the Practice for review and approval.

Who do I contact if I have questions? If you have additional questions about your Patient Portal, please visit Crystalrunhealthcare.com/contact to submit a Contact form and select 'Patient Portal' as the 'Reason for Contact' in the drop-down menu; or call **845-703-6999** for assistance.