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# Patient Portal Reference Guide and FAQ

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# Registration

Part of the registration process includes locating your internal record, which will be used in a later step to create your User Account

## To begin:

1. Input the requested information into each one of the five fields (all fields are required)
2. Click the **CONTINUE** button when finished



## Verify Eligibility (Step 1 of 3)

Registering is Easy [Already have an account? Sign in](#)

Verify Eligibility

Basic Information

Create Account

### Please verify your eligibility information

All fields are required unless noted.

Having trouble registering? [Email Patient Portal Support](#)

First Name:

Last Name:

Date of Birth: (MM/DD/YYYY)

Gender:

 ▾

Last 4 digits of Social Security Number

**TIP:** Information you enter will be matched against the insurance records in the Rutherford County Risk Management department to verify your eligibility. To ensure your information is found, enter your name as it appears on your CIGNA identification card.

Employees and dependents must have a social security number on file in the Rutherford County Risk Management department in order to register.

Enter date of birth in the following format:  
**mm/dd/yyyy**

CONTINUE

Cancel

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## Verify Your Information:

1. The address information that is on file with your employer's HR system will be displayed
2. Make any necessary changes and / or input information into any blank fields
3. Click the **CONTINUE** button when finished

## Basic Information (Step 2 of 3)

Your eligibility has been verified.

Verify Eligibility

Basic Information

Create Account

### Please verify your basic information

All fields are required unless noted.

Having trouble registering? [Email Patient Portal Support](#)

#### Address & Phone

Address:

858 LAVERGNE LN

Address 2: (optional)

City:

LAVERGNE

State:

Tennessee

Zip Code:

37086

Race / Ethnicity: (Optional) why do we ask for your [race/ethnicity](#)?

Select

Marital Status: (Optional) why do we ask for your [marital status](#)?

Select

#### Insurance

Insurance Carrier: (optional)

Cigna

Group Number: (optional)

Policy Number: (optional)

023662057

**TIP:** Is your address information correct? Make changes or additions now.

Changes made in the MedPoint portal does not report a change to your insurance administrator or your HR department. They are only applicable to the Portal.

**TIP:** You will be required to show your CIGNA identification card. Those over the age of 18 years old will be required to show picture identification as well.

CONTINUE

Cancel

## Create your Account:

1. Create your User ID and Password
2. Choose / create your Security Questions



### Create Account (Step 3 of 3)

#### Create Your Account

Verify Eligibility

Basic Information

Create Account

#### Enter Your Sign-In Information

All fields are required unless noted.

Having trouble registering? [Email Patient Portal Support](#)

Email Address: (Your email address will be your User ID for this account)

Re-enter Email Address:

Create Your Password: Minimum of 8 characters: Including at least 1 number, 1 letter and 1 special character (such as !@#%&\*). [Learn more about secure passwords.](#)

Re-enter Your Password:

Choose Your Security Questions [Why we ask for this](#)

1. Choose your first security question:

Answer 1: Answers are not case-sensitive.

2. Choose your second security question:

Answer 2: Answers are not case-sensitive.

3. Create your unique security question:

Answer 3:

**TIP:** Passwords must be:

- At least 8 characters long
- and-
- Contain at least each one of the following:
  - 1 letter
  - 1 number
  - 1 symbol (!@#%&\*)

**TIP:** Security questions and answers will confirm your identity in case you need to reset your password

#### Privacy and Terms

Under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), Take Care Employer Solutions is required to provide you with a Notice of Privacy Practices that describes how we may use your information for treatment, payment and other purposes and that details your rights regarding the privacy of your health and medical information. We are also required to request that you acknowledge our delivery of this Notice to you. Please read and agree below.

[View in a full window](#)

#### NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

WE HAVE A LEGAL DUTY TO SAFEGUARD YOUR PROTECTED HEALTH INFORMATION (PHI). All employees, volunteers, staff, doctors, health professionals and other personnel are legally required to and must abide by the policies set forth in this notice, and to protect the privacy of your health information.

I Accept  I Decline

By selecting 'I Accept', you are acknowledging the electronic delivery of this Notice of Privacy Practices. By selecting 'I Decline', you are declining to acknowledge this Notice of Privacy Practices.

I understand and accept the [Terms & Conditions of Use](#)

CREATE MY ACCOUNT

Cancel

**TIP:** Make sure to accept the Notice of Privacy Practices **and** Terms of Use

[Notice of Privacy Practices](#) | [Terms and Conditions](#)

# Signing In

## To Sign into your account:

1. Enter your User ID and Password into the corresponding fields
2. Click the **SIGN IN** button when finished



The screenshot shows the 'Sign In' page with two main sections: 'Returning Members, Sign In' and 'Register for an Account'. The 'Returning Members' section has input fields for 'User ID' (containing 'jsmith@email.com') and 'Password' (containing '\*\*\*\*\*'), a 'SIGN IN' button, and two links: 'I need help with my User ID' and 'I need help with my password'. The 'Register for an Account' section has a list of benefits, a 'REGISTER NOW' button, and a disclaimer. A blue header bar at the top says 'Sign In'. Two orange callout boxes provide tips: one pointing to the help links and another pointing to the 'REGISTER NOW' button. Footer text includes links for 'Terms and Conditions of Use', 'Online Privacy & Security', 'FAQs', and 'Help', along with a copyright notice for 2011 Take Care Health Systems, Inc.

**Returning Members, Sign In**

User ID:

Password:

[I need help with my User ID](#)

[I need help with my password](#)

**SIGN IN**

**Register for an Account**

Take advantage of your on-site health center services and information in:

- Schedule appointments online
- View your lab results
- Secure message your physician
- View your visit history
- Refill your prescriptions to on-site pharmacy
- Complete forms prior to your visit
- Get information about your health center
- Access medical encyclopedia

\* Note that available services will be determined based upon the services available at your health center(s).

**REGISTER NOW**

**TIP:** Get help with your user name or password

**TIP:** First time to the site? Setting up your account is easy. To get started, click the **REGISTER NOW** button

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# My Portal Dashboard at a Glance

## With 'My Portal Dashboard' you can:

1. View Announcements and Alerts
2. Schedule Appointments
3. See your Visit History and upcoming Appointments
4. Refill Prescriptions and view Prescription History
5. Find Health Center Locations and Hours of Operation
6. Update your account information

The screenshot shows the 'My Portal Dashboard' for a user named Liza. At the top right, it says 'Hi, Liza' with a 'Logout' link, and 'My Account' and 'FAQs' links. A navigation bar includes 'home', 'visits', 'prescriptions', 'labs', 'appointments', 'messages', 'health centers', 'forms', and 'health tools'. The main content area features a large announcement for 'Med Point Health Center Now Open' with a photo of a smiling man. Below this, there are sections for 'Appointments (2)', 'Prescriptions (0)', and 'Secure Messaging (0)'. The 'Appointments' section lists two appointments for August 23, 2011, at 10:20 AM, one at Rutherford Blackman Elementary School and another at Rutherford Blackman - Rock Springs Middle School. The 'Prescriptions' section states there are no prescriptions ready to be refilled. The 'Secure Messaging' section states there are no unread messages. At the bottom, there are links for 'Questions about the Portal?' and 'Talk to Your Doctor...Online', along with a footer containing 'Notice of Privacy Practices', 'Terms and Conditions of Use', 'Online Privacy & Security', 'FAQs', 'Help', and a copyright notice for 2011 Take Care Health Systems, Inc.

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a **MedPoint** Health and Wellness Company

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## My Portal Dashboard

### Med Point Health Center Now Open

Rutherford County and Take Care Health Systems have established a best practice workplace health center, where your good health and wellness are of the highest priority.

Your new portal will enable you to:

- Access your personal health records
- View your lab results
- Exchange secure messages with your doctor
- Securely email health documents and records to your providers
- Make, cancel, or change appointments with any provider
- Get your visit history with diagnosis, procedures and prescriptions
- Maintain your health history
- Keep track of your medications and request prescription refills

#### Appointments (2)

- Tue, August 23, 2011 at 10:20 AM**  
Angela Rushing APN  
Rutherford Blackman - Blackman Elementary School
- Tue, August 23, 2011 at 10:20 AM**  
Leanne Nokes APN  
Rutherford Blackman - Rock Springs Middle School

#### Prescriptions (0)

There are no prescriptions that are ready to be refilled.

[→ Show All Prescriptions](#)

#### Secure Messaging (0)

You have no unread Secure Messages.

[→ Show All Messages](#)

#### Questions about the Portal?

Get more information about functionality, security, and privacy in our FAQs.

[see more information](#)

#### Talk to Your Doctor...Online

Secure message your doctor with the ability to add attachments. You will receive an email/SMS notification when you get a new message.

[send your doctor a message](#)

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# My Account

To make changes or view your account information:

1. From the Dashboard, click the **'My Account'** link (top right corner of the page)
2. Select the tab that corresponds to the Account Information Section you wish to view or change information within

Hi, Arline | [Logou](#) | [My Account](#) | [FAQs](#)

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home | visits | **Basic Information** | [My Account](#) | [Forms](#) | [Health Tools](#)

Basic Information | **User ID & Password** | Preferences | Privacy/Security | Export Health Data

### Basic Information

Arline Acosta  
1390 Pine St  
Apt 304  
San Francisco, CA 94109

Insurance Carrier: Uhc  
Group Number: 213902  
Member ID: 953952346

▼ **Appointments (1)**  
Thu, August 11, 2011 at 12:30 PM  
Cynthia Linardos MD  
Take Care Demo Client Site - TCHS  
BASE

▼ **Prescriptions (0)**  
There are no prescriptions that are ready to be refilled.  
→ [Show All Prescriptions](#)

▼ **Secure Messaging (0)**  
You have no unread Secure Messages.  
→ [Show All Messages](#)

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## From the 'User ID & Password' tab you can:

1. Change your E-Mail Address
2. Change your Password
3. Change your Security Questions and / or answers



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## User ID & Password

[Basic Information](#)

**User ID & Password**

[Preferences](#)

[Privacy/Security](#)

[Export Health Data](#)

### User ID & Password

#### Sign-In Information

[Change your password](#)

[Change your security questions](#)

#### User ID and Email Address:

aacosta@abc.com

[edit](#)

#### ▼ Appointments (0)

You currently have no appointments scheduled.

#### ▼ Prescriptions (0)

There are no prescriptions that are ready to be refilled.

→ [Show All Prescriptions](#)

#### ▼ Secure Messaging (0)

You have no unread Secure Messages.

→ [Show All Messages](#)

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# Change Your User ID

Basic Information

User ID & Password

Privacy/Security

## Sign-In Information

Email Address: [aacosta@abc.com](mailto:aacosta@abc.com)

New Email Address:

Re-Enter Your New Email Address:

SAVE CHANGES

Cancel

**TIP:** After making any changes, or additions, remember to click the **SAVE CHANGES** button

# Change Your Password

Basic Information

User ID & Password

Privacy/Security

## Sign-In Information

Current Password:

**New Password:** Minimum of 8 characters: Including at least 1 number, 1 letter, 1 symbol (!@#\$%^&\*). Learn more about [secure passwords](#).

## Change Your Security Questions

Re-enter Your New Password

Basic Information

User ID & Password

Privacy/Security

**TIP:** Passwords must be:

- At least 8 characters long
- and-
- Contain at least each one of the following:
  - 1 letter
  - 1 number
  - 1 symbol (!@#\$%^&\*)

## Security Questions [Why we ask for this](#)

1. Choose your first security question:

What model was your first car? ▾

Answer 1: Answers are not case-sensitive.

Ford

2. Choose your second security question:

What subject were you best at in high school? ▾

Answer 2: Answers are not case-sensitive.

English

3. Create your unique security question:

What is your favorite drugstore

Answer 3:

Walgreens

## From the 'Preferences' tab you can:

1. Set communication preferences
2. Add/edit mobile phone text message alerts
3. Add/edit email alerts

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home | visits | labs | prescriptions | appointments | messages | health centers | forms | health tools |

Preferences

Basic Information | User ID & Password | Preferences | Privacy/Security | Export Health Data

### Preferences

#### Communications Preferences

The Patient Portal will send you communications about your account via the methods below.

**Mobile Phone:**

[OPT-IN TO SMS \(TEXT\) MESSAGING](#)

	SMS (Text) Messages* (you must opt in above)	Email Messages
New appointments when they are scheduled	<input type="checkbox"/>	<input checked="" type="checkbox"/>
New secure messages when they are received	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Password change to my account	<input type="checkbox"/>	<input type="checkbox"/>
User ID change to my account	<input type="checkbox"/>	<input type="checkbox"/>

\*Mobile number required. Standard text messaging fees will apply.

[SAVE CHANGES](#) [Cancel](#)

**TIP:** Add a mobile phone number to receive Alerts via SMS (text) message

**TIP:** After making any changes, or additions, remember to click the **SAVE CHANGES** button

Appointments (0)  
You currently have no appointments scheduled.

Secure Messaging (0)  
You have no unread Secure Messages.  
[→ Show All Messages](#)

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# Export Health Data

From the Export Health Data Tab (located in 'My Account') you can –

1. Save your information as a PDF version
2. Save your information as a CCD (Continuity of Care Document)
3. Export your information to a Microsoft electronic Health Vault



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## Export Health Data

[Basic Information](#)

[User ID & Password](#)

[Preferences](#)

[Privacy/Security](#)

[Export Health Data](#)

### Export Health Data

#### Export a PDF version

You can save your health information in easily readable PDF format.

Choose a health center below for which you have health information:

All health centers

[SAVE TO FILE](#)

#### Export a CCD version

You can save your health information as a Continuity of Care Document (CCD) that can be used in a variety of applications, including provider's electronic medical records and Microsoft HealthVault. You can export your information to a Microsoft HealthVault account (or create one for free) and upload your health information from this portal. Your health information will then be available to other applications within HealthVault and can be shared with family.

Choose a health center below for which you have health information:

Take Care Demo Client Site

[SAVE TO FILE](#)

[LINK TO MICROSOFT HEALTHVAULT](#)

#### ▼ Appointments (1)

**Thu, August 11, 2011 at 12:30 PM**  
Cynthia Linardos MD  
Take Care Demo Client Site - TCHS  
BASE

#### ▼ Prescriptions (0)

There are no prescriptions that are ready to be refilled.

#### TIP:

Export your Prescription History and Visit History in 2 different formats –

PDF or a

CCD (Continuity of Care Document)

OR

Export to Microsoft Health Vault

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# View Visit History

## From the 'Visits' tab you can:

1. View a list of past visits and a brief description of the visit reason
2. View Procedures (if any) completed during your visit
3. View Prescriptions prescribed during your visit
4. Search Visit History
5. Filter Visit History by using the specified filter categories such as time period, place or other filter criteria
  - a. Filter visits by medications prescribed
  - b. Filter visits by diagnosis



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## Visit History



Conveniently view your visit information including date of service, diagnoses, procedures, lab tests, and prescriptions received or written at the Med Point health center.

### Filter Visit History

All Categories

Select

### Search Visit History

Visit	Procedures	Prescriptions
05/04/2011 LOAD TEST Family Practice Office Visit  CYNTHIA LINARDOS MD		Apresoline

**TIP:** Use the filter options to narrow the results of your search

### Appointments (1)

Thu, August 11, 2011 at 12:30 PM  
Cynthia Linardos MD  
Take Care Demo Client Site - TCHS  
BASE

### Prescriptions (0)

There are no prescriptions that are ready to be refilled.

[→ Show All Prescriptions](#)

### Secure Messaging (0)

You have no unread Secure Messages.

[→ Show All Messages](#)

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# View Lab Results and History

Lab results are available for you to view in the Patient Portal once your provider has spoken to you about the results and released them to you.

## To view lab results:

1. Click on the icon  beside the lab to expand it and see each individual test, result, and reference range
2. Abnormal (high or low) values are indicated in red, with a flag icon . Click the icon to view more details.



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## Lab Results



Conveniently view and keep track of your lab results, which are noticeably flagged to show high and low numbers relative to a reference range. Click on the flag icon () for more detail. Please contact your Med Point provider if you have not already discussed your results.

### Filter Lab Results

All Categories 

Select 

### Search Lab Results

SEARCH

Date	Lab	Healthcare Provider	Flags
 9/5/2003	BASIC METABOLIC PANEL (8)	Interna, Curt	
 9/5/2003	BASIC METABOLIC PANEL (8)	Interna, Curt	
 9/5/2003	LIPID PANEL	Curt,	
 9/5/2003	CBC WITH DIFFERENTIAL/PLATELET	Bones, George	
 9/5/2003	HEPATIC FUNCTION PANEL (7)	Hart, Albert	
 9/5/2003	CBC WITH DIFFERENTIAL/PLATELET	Brain, Harry	
 9/5/2003	BASIC METABOLIC PANEL (8)	Interna, Curt	
 9/5/2003	CBC WITH DIFFERENTIAL/PLATELET	Little, Holly	
 9/5/2003	CBC WITH DIFFERENTIAL/PLATELET	Hearing, Michael	

### Appointments (2)

**Tue, August 23, 2011 at 10:20 AM**  
Angela Rushing APN  
Rutherford Blackman - Blackman  
Elementary School

**Tue, August 23, 2011 at 10:20 AM**  
Leanne Nokes APN  
Rutherford Blackman - Rock  
Springs Middle School

### Prescriptions (0)

**TIP:** Flags mean your lab result has a high or low value. You can message your provider with any questions.

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## From the Lab Results list you can:

1. Filter labs by specified filter categories such as date, lab name, or other criteria
2. View the date and provider where the lab originated.



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## Lab Results



Conveniently view and keep track of your lab results, which are noticeably flagged to show high and low numbers relative to a reference range. Click on the flag icon (⚠️) for more detail. Please contact your Med Point provider if you have not already discussed your results.

**TIP:** Use the filter options to narrow the results of your search

### Filter Lab Results

All Categories

Select

### Search Lab Results

Date	Lab	Healthcare Provider	Flags
9/5/2003	BASIC METABOLIC PANEL (8)	Interna, Curt	⚠️
9/5/2003	BASIC METABOLIC PANEL (8)	Interna, Curt	⚠️
9/5/2003	LIPID PANEL	Curt,	⚠️
9/5/2003	CBC WITH DIFFERENTIAL/PLATELET	Bones, George	⚠️
9/5/2003	HEPATIC FUNCTION PANEL (7)	Hart, Albert	⚠️
9/5/2003	CBC WITH DIFFERENTIAL/PLATELET	Brain, Harry	⚠️
9/5/2003	BASIC METABOLIC PANEL (8)	Interna, Curt	⚠️
9/5/2003	CBC WITH DIFFERENTIAL/PLATELET	Little, Holly	⚠️
9/5/2003	CBC WITH DIFFERENTIAL/PLATELET	Hearing, Michael	⚠️

### Appointments (2)

Kathleen Blackman - North Springs Middle School

### Prescriptions (0)

There are no prescriptions that are ready to be refilled.

[→ Show All Prescriptions](#)

### Secure Messaging (0)

You have no unread Secure Messages.

[→ Show All Messages](#)

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# View Prescription History & Refill Prescriptions

In order to view prescription history, or refill prescriptions, you must first verify a prescription that has been filled at your Rutherford County Walgreens Pharmacy. Once this has been completed, you will be able to view your prescription history and order refills.

## In order to verify your prescription:

3. Enter the Rx Number in the 'Recent Rx Number' field
4. Select the Pharmacy of the last refill from the drop down menu
5. Click the '**AUTHENTICATE RX NUMBER**' button



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## Prescriptions



Prescription online refills are available to you for prescriptions filled at Walgreens only. Prescription refill requests for other pharmacies or through Med Point should be sent to your medical provider using the Messages tab above.

### To access your prescription information for the first time:

You must enter the Rx number of a prescription you've filled at your employer's pharmacy to view your prescription information for the first time. You only have to do this once.

Recent Rx Number:

Location Where Filled:

**AUTHENTICATE RX NUMBER**



Your Rx number consists of the digits after **Rx:** on your prescription label, as shown above.

If you don't have a recent Rx number, you will need to first fill a prescription at your employer's pharmacy in order to view your prescription history.

#### ▼ Appointments (1)

**Thu, August 11, 2011 at 12:30 PM**  
Cynthia Linardos MD  
Take Care Demo Client Site - TCHS  
BASE

#### ▼ Prescriptions (0)

There are no prescriptions that are ready to be refilled.

[→ Show All Prescriptions](#)

#### ▼ Secure Messaging (0)

You have no unread Secure Messages.

**TIP:** Only prescriptions that have been filled at a Walgreens pharmacy are available here

Your RX number can be found on the label of the bottle or package from your last refill

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A list of all current (and past) prescriptions and refill availability will be displayed

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**From the Prescriptions list you can:**

3. Filter prescriptions by specified filter categories such as status, prescription name, or other criteria
4. Check Refills remaining or status of a prescription
5. View the date and location where a prescription was last refilled
6. Refill Prescription(s)
  - a. Click the ' Refill' check-box for the prescription(s) you wish to refill
  - b. Click the '**REFILL SELECTED Rx**' button when all desired prescriptions have been selected



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**Prescriptions**



Prescription online refills are available to you for prescriptions filled at Walgreens only. Prescription refill requests for other pharmacies or through Med Point should be sent to your medical provider using the Messages tab above.

**Filter Prescriptions**

All categories   
 Select

**Search Prescriptions**

**TIP:** Use the filter options to narrow the results of your search

Select the prescriptions you would like to refill, then click "Refill Selected Rx" below.

Prescription	Last Filled	Refills Left	Status	Action
<b>Benadryl</b> Rx: 60655 Qty: 100	08/10/2011 HP Houston Pharmacy	1 refill left Expires: 09/21/2011	Available to refill in 3 days (08/14/2011)	<input type="checkbox"/> Refill
<b>Danazol</b> Rx: 60788 Qty: 30	08/10/2011 HP Houston Pharmacy	8 refills left Expires: 09/07/2011	Available to refill in 21 days (09/01/2011)	<input type="checkbox"/> Refill
<b>Expired Script Drug</b> Rx: 60654 Qty: 100	09/07/2010 HP Houston Pharmacy	1 refill left Expires: 09/21/2010		
<b>Ok Refill 2</b> Rx: 60789 Qty: 30	08/11/2011 HP Houston Pharmacy	7 refills left Expires: 09/07/2011	Available to refill in 22 days (09/02/2011)	<input type="checkbox"/> Refill
<b>Store 59395 Script 1</b> Rx: 60790 Qty: 100	05/04/2011 HP Houston Pharmacy	5 refills left Expires: 12/21/2011	Ready to refill	<input type="checkbox"/> Refill

\*Prescriptions that have expired or show 0 refills, may be delayed while we contact your prescriber for a new prescription.

Showing prescription history for the past 12 months. [View more](#)

**REFILL SELECTED Rx**

▼ **Appointments (1)**

There are no prescriptions that are ready to be refilled.  
 → [Show All Prescriptions](#)

▼ **Secure Messaging (0)**

You have no unread Secure Messages.  
 → [Show All Messages](#)

| [FAQs](#) | [Help](#)

## Verify your Refill Selections:

1. A summary of your selection(s) will be displayed
2. Click the '**COMPLETE ORDER**' button to process your refills
3. If you need to make changes, click the **X** to return to the selection screen

The screenshot displays a web application interface for managing prescriptions. A modal window titled 'Prescriptions' is open, showing a summary of selected prescriptions for refill. The modal includes the following information:

- Pharmacy:** LifeConnections Health Center and Pharmacy, 3571 N. First Street, 2nd Floor, San Jose, California 95134. Hours: Monday - Friday 8:30 am - 7:30 pm.
- Prescriptions:**
  - Antihistamine, Rx: 92002, Qty: 100,  Refill
  - Danazol, Rx: 92001, Qty: 100,  Refill
  - Xanax, Rx: 92000, Qty: 100,  Refill
- Pick-up Date & Time:** 08/16/2011 at 03:00 PM

An orange callout box with an arrow points to the 'Pick-up Date & Time' field, containing the text: **TIP: Remember to select a Pick-up Time**

The background page shows a 'Prescriptions' section with a list of selected prescriptions and a 'COMPLETE ORDER' button. A footer note states: '\*Prescriptions that have expired or show 0 refills, may be delayed while we contact your prescriber for a new prescription. Showing prescription history for the past 12 months. View more'.

The Prescription Refill Order Confirmation and Order Details will display

**You can:**

1. Review the order in the Prescription History
2. Print the Order Confirmation

home | visits | **prescriptions** | labs | appointments | messages | forms | health tools |

## Prescriptions



Prescription online refills are available to you for prescriptions filled at Walgreens only. Prescription refill requests for other pharmacies or through Med Point should be sent to your medical provider using the Messages tab above.

▼ **Appointments (0)**  
You currently have no appointments scheduled.

▼ **Prescriptions (3)**  
There are 3 prescriptions that are ready to be refilled.  
[→ Show All Prescriptions](#)

### Your Refill Orders Have Been Submitted on 08/16/2011

#### Pharmacy pick-up refills

We will make every effort to have your order ready at the time you requested. You can pay for your prescription when you pick up your order at the pharmacy or pick-up location.

#### LifeConnections Health Center and Pharmacy

3571 N. First Street  
2nd Floor  
San Jose, California 95134

Monday - Friday 8:30 am - 7:30 pm

**Pick-up Date & Time:**  
08/16/2011 at 03:00 PM

<b>Antihistamine</b>	Rx: 92002	Qty: 100
<b>Danazol</b>	Rx: 92001	Qty: 100
<b>Xanax</b>	Rx: 92000	Qty: 100

**TIP:** Save paper, ink and storage space – your refill order details are saved in your prescription history

[VIEW PRESCRIPTION HISTORY](#)

[PRINT CONFIRMATION](#)

[Notice of Privacy Practices](#) | [Terms and Conditions of Use](#) | [Online Privacy & Security](#) | [FAQs](#) | [Help](#)

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# Schedule Appointments – View Upcoming Appointments

## From the Dashboard you can:

1. Click the **'Appointments'** tab
2. A list of upcoming appointments will be displayed
3. **To schedule an appointment**, click the **'Schedule an Appointment'** button

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Hi, Arline | [Logout](#)  
[My Account](#) | [FAQs](#)

home | visits | labs | prescriptions | **appointments** | messages | health centers | forms

### Upcoming Appointments

Scheduling an appointment is at your fingertips. Schedule your appointment real-time, and receive an appointment confirmation to download to your Outlook calendar. You will receive reminder notices too, making it easy to manage your time and your health.

**Reminder:** Missed appointments will result in a \$15 fee deducted from your payroll department. You can also schedule or cancel an appointment by calling 615-904-6770.

[SCHEDULE AN APPOINTMENT](#)

Appt Date	Appt Type	Healthcare Provider	Location	Action
8/11/2011 12:30 PM	Consultation for Illness or Problem	Cynthia Linardos MD	Take Care Demo Client Site TCHS BASE	<a href="#">Reschedule</a> <a href="#">Cancel</a> <a href="#">Add to Calendar</a>

**Appointments (1)**  
Thu, August 11, 2011 at 12:30 PM  
Cynthia Linardos MD  
Take Care Demo Client Site - TCHS BASE

**Prescriptions (0)**  
There are no prescriptions that are ready to be refilled.  
[→ Show All Prescriptions](#)

**Secure Messaging (0)**  
You have no unread Secure

**TIP:** Quickly and easily schedule an appointment

**TIP:** Need to cancel or reschedule? You can do that by clicking the appropriate link for the appointment you would like to change

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## From Appointment Scheduling state your appointment preferences

### You can:

1. Pick the date or a range of dates for the appointment
2. Indicate whether you are a new or established patient
3. Select the location for the appointment
4. Choose the Provider you would like to make your appointment with
5. Select appointment type and provide additional detail regarding the appointment

The screenshot shows the MED POINT patient portal interface. At the top left is the MED POINT logo, a circular graphic with 'Health', 'Wellness', 'Prevention', and 'Support' around 'MED POINT'. To its right is the 'take care health systems' logo, a 'Teligena' Health and Wellness Company. The top right corner shows user information: 'Hi, Arline | Logout' and 'My Account | FAQs'. A navigation bar contains links for 'home', 'visits', 'labs', 'prescriptions', 'appointments' (highlighted), 'messages', 'health centers', 'forms', and 'health tools'. Below the navigation bar is a blue header with the text 'Schedule An Appointment'. The main content area has a 'Search for an appointment' section with a 'Date' field set to '08/12/2011' and a note 'Results will show date selected plus 14 days.' Below the date field are two dropdown menus: 'Location' (set to 'Select A Site') and 'Appointment Type' (set to 'Select An Appointment Type'). An orange callout box with an arrow pointing to the 'Location' dropdown contains the text: 'TIP: Would you like to go to a particular health center? Make this choice here by selecting the desired option from the drop-down list'. To the right of the search area are three summary boxes: 'Appointments (1)' showing an appointment for 'Fri, August 12, 2011 at 12:15 PM' with 'Cynthia Linardos MD' at 'Take Care Demo Client Site - TCHS BASE'; 'Prescriptions (0)' with the message 'There are no prescriptions that are ready to be refilled.' and a link to 'Show All Prescriptions'; and 'Secure Messaging (0)' with the message 'You have no unread Secure Messages.' and a link to 'Show All Messages'. The footer contains links for 'Notice of Privacy Practices', 'Terms and Conditions of Use', 'Online Privacy & Security', 'FAQs', and 'Help', along with the copyright notice '© Copyright 2011 Take Care Health Systems, Inc. All rights reserved.'

## Choose your Appointment:

1. A list of available appointments (that meet your preferences) will be displayed
2. Click the row to select the desired appointment



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Hi, Arline | [Logout](#)

[My Account](#) | [FAQs](#)

[home](#) | [visits](#) | [labs](#) | [prescriptions](#) | **appointments** | [messages](#) | [health centers](#) | [forms](#) | [health tools](#) |

## Schedule An Appointment

[Back to Upcoming Appointments](#)

▼ Appointments (1)

## Search for an appointment

Date: (Up to 13 months from today)

08/12/2011 Results will show date selected plus 14 days.

Location

Take Care Demo Client Site - TCHS BASE

Appointment Type

Consultation for Illness or Problem

**TIP:** Can't find an appointment that works for you? Try expanding the date range or changing your preferences and search again

## Available appointments

If you are unable to find a workable appointment time, please call the health center.

Provider Name	4 PM	9 AM
Cynthia Linardos MD		4:45

▼ Secure Messaging (0)

You have no unread Secure Messages.

[→ Show All Messages](#)

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## Confirm your Appointment:

1. Select your desired appointment
2. Confirm your appointment by clicking the **'Confirm'** button

## Schedule An Appointment

[Back to Upcoming Appointments](#)

### Search for an appointment

Date:(Up to 13 months from today)

 Results will show date selected plus 14 days.

Location

Appointment Type

### Available appointments

If you are unable to find a workable appointment time, please call the health center.

Provider Name	4 PM	9 AM
Cynthia Linardos MD		4:45

✔ You have chosen: Fri, August 12, 2011 at 4:45 PM, with Cynthia Linardos MD. Please confirm below.

### Appointment Details:

Healthcare Provider: Cynthia Linardos MD

Date/Time: Fri, August 12, 2011 at 4:45 PM

Duration: 15 minutes

Reason for Visit/Symptoms: (Required, up to 50 characters)

Contact Number:

Note: If you have documents you'd like to share with the provider, bring them to the appointment.

[CONFIRM APPOINTMENT](#)

#### Appointments (1)

Fri, August 12, 2011 at 12:15 PM  
Cynthia Linardos MD  
Take Care Demo Client Site - TCHS  
BASE

#### Prescriptions (0)

There are no prescriptions that are ready to be refilled.

[→ Show All Prescriptions](#)

#### Secure Messaging (0)

You have no unread Secure Messages.

[→ Show All Messages](#)

**TIP:** Share notes or visit details in the Reasons for Visit field

# About Secure Messaging for Patients

## **Secure Messaging allows patients to:**

- Send messages securely to clinicians at Health Centers where they have previously had a Visit.
- Attach documents, images, and other important files to secure messages.
- Respond to secure messages from clinicians.
- Save secure messages in PDF format.
- Be alerted when a new secure message is received.
- Message content and Attachments are put into the Patient Electronic Health Record

## **How is secure messaging secure?**

Secure messages are sent and retrieved through the Patient Portal, which requires patients to log in with their username and password. When a patient receives a secure message, a notification is sent to his/her email and mobile phone via SMS based on user preferences. Patients then log in to the Patient Portal to retrieve the secure message.

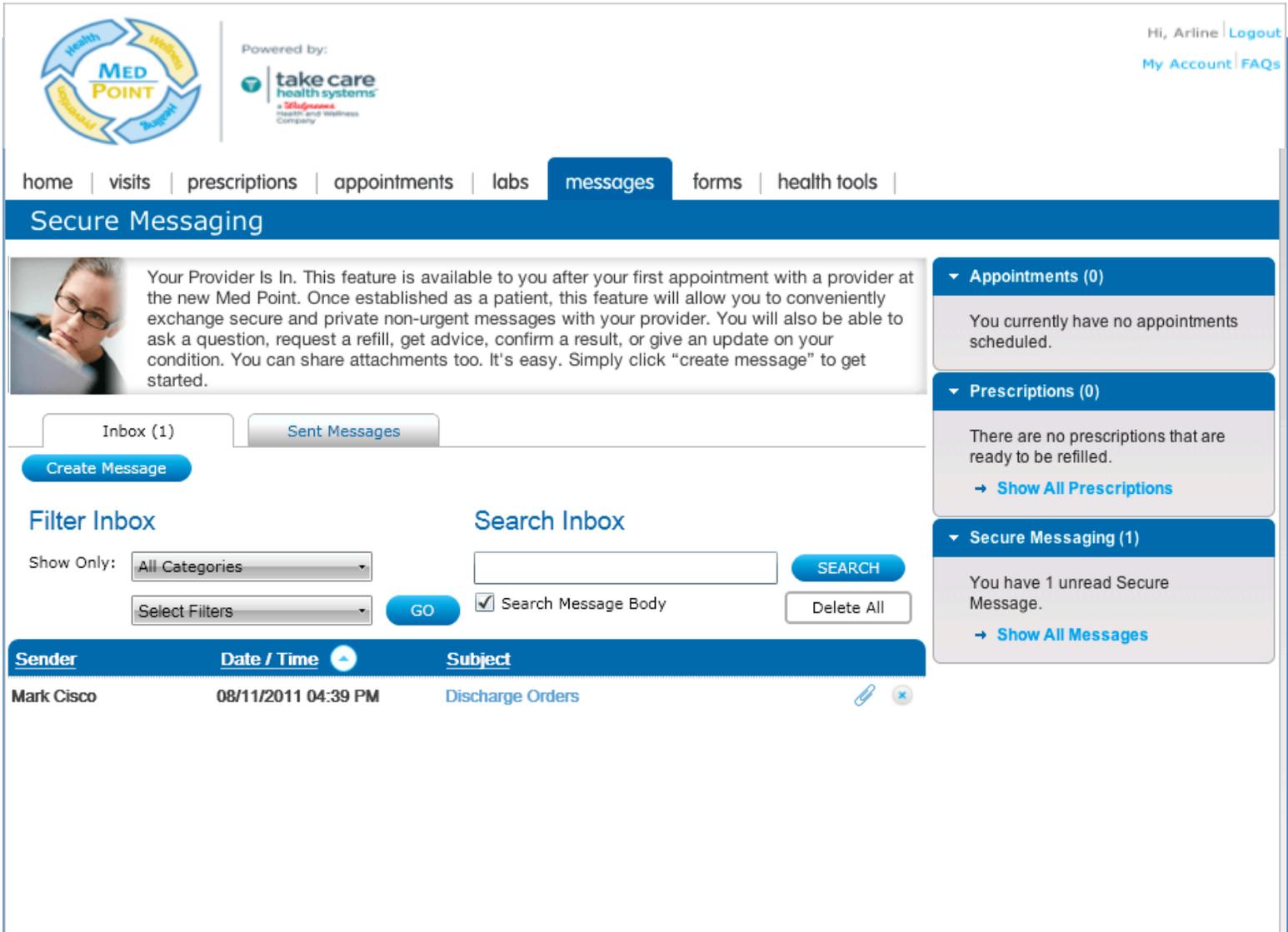
Likewise, clinician's access secure messages through a Clinical Portal, which requires clinicians to log in with their username and password. Clinicians also receive an alert to their email address when a secure message arrives.

As with all personal health information (PHI) in the Patient Portal, secure messages are stored in an encrypted database for compliance with HIPAA Security guidelines.

# Secure Message Inbox – Read and Send Messages

## From the Dashboard you can:

4. Click the '**Messages**' tab
5. A list of received messages will be displayed.
6. The 'Inbox' tab within Secure Messages indicates the number of unread messages (in the example below, the patient has 1 unread message).



Hi, Arline | [Logout](#)  
[My Account](#) | [FAQs](#)

home | visits | prescriptions | appointments | labs | **messages** | forms | health tools |

### Secure Messaging

Your Provider Is In. This feature is available to you after your first appointment with a provider at the new Med Point. Once established as a patient, this feature will allow you to conveniently exchange secure and private non-urgent messages with your provider. You will also be able to ask a question, request a refill, get advice, confirm a result, or give an update on your condition. You can share attachments too. It's easy. Simply click "create message" to get started.

[Inbox \(1\)](#) | [Sent Messages](#)

[Create Message](#)

**Filter Inbox**

Show Only:  |

**Search Inbox**

[SEARCH](#)  Search Message Body [Delete All](#)

Sender	Date / Time	Subject
Mark Cisco	08/11/2011 04:39 PM	Discharge Orders

Appointments (0)  
You currently have no appointments scheduled.

Prescriptions (0)  
There are no prescriptions that are ready to be refilled.  
[Show All Prescriptions](#)

Secure Messaging (1)  
You have 1 unread Secure Message.  
[Show All Messages](#)

## From Secure Message Inbox, you can:

1. **Read a secure message.** To do so, click the **subject line**.
2. **Create a new secure message.** To do so, click the **Create Message** button.
3. **Search for secure messages** by using the **Search** and **Filter** controls.
4. **Delete secure messages.** To delete a single message, choose the **'X'** icon next to the message. To delete all messages, choose the **Delete All Messages** button.
5. **View the Sent Messages list** by choosing the **Sent Messages** tab.

Hi, Arline | [Logout](#)  
[My Account](#) | [FAQs](#)

home | visits | prescriptions | appointments | labs | **messages** | forms | health tools |

### Secure Messaging

Your Provider Is In. This feature is available to you after your first appointment with a provider at the new Med Point. Once established as a patient, this feature will allow you to conveniently exchange secure and private non-urgent messages with your provider. You will also be able to ask a question, request a refill, get advice, confirm a result, or give an update on your condition. You can share attachments too. It's easy. Simply click "create message" to get started.

[Inbox \(1\)](#) | [Sent Messages](#)

[Create Message](#)

#### Filter Inbox

Show Only:   [GO](#)  Search Message Body [Delete All](#)

#### Search Inbox

**TIP:** You can sort messages by Sender, Date/Time, and Subject

Sender	Date / Time	Subject	
Mark Cisco	08/11/2011 04:39 PM	Discharge Orders	 

**TIP:** The paperclip icon indicates that the message has an attachment.

[Appointments \(0\)](#)  
You currently have no appointments scheduled.

[Prescriptions \(0\)](#)  
There are no prescriptions that are

Message.  
[→ Show All Messages](#)

## Reading a message

1. From the Inbox, choose a secure message to read by clicking the **subject line**.

### From the message, you can:

1. **Reply to the message** by clicking the **Reply** button.
2. **Delete the message** by clicking the **Delete** button.
3. **View the next or previous message** by clicking the **Next** or **Previous** buttons.
4. **Export the message to PDF** by clicking the **Export** button. You can print the message in PDF format if necessary.
5. **View attachments**.

The screenshot displays the Med Point patient portal interface. At the top left is the Med Point logo, which is a circular emblem with 'MED POINT' in the center and 'Health', 'Wellness', 'Support', and 'Hospital' around the perimeter. To its right is the text 'Powered by: take care health systems a Wellpoint Health and Wellness Company'. In the top right corner, there is a user greeting 'Hi, Arline' with links for 'Logout', 'My Account', and 'FAQs'. Below this is a navigation bar with tabs for 'home', 'visits', 'prescriptions', 'appointments', 'labs', 'messages' (which is highlighted), 'forms', and 'health tools'. A blue banner below the navigation bar reads 'Secure Messaging'. On the left side, there is a 'Your Provider Is In' notification box with a photo of a woman and text explaining the secure messaging feature. Below this are 'Inbox' and 'Sent Messages' buttons. The main message area shows a 'delete' button, a 'Reply' button, and a 'Discharge Orders' section. The 'Discharge Orders' section includes 'From Mark Cisco', 'To DEAN, JACOB', 'Date 08/11/2011 04:39 PM', and a PDF attachment 'Jacob Dean Discharge Orders.pdf 165K'. Below the attachment is the text 'This is a test'. On the right side, there is a sidebar with three sections: 'Appointments (0)' with the text 'You currently have no appointments scheduled.', 'Prescriptions (0)' with the text 'There are no prescriptions that are ready to be refilled.' and a link 'Show All Prescriptions', and 'Secure Messaging (1)' with the text 'You have 1 unread Secure Message.' and a link 'Show All Messages'. At the bottom of the message area, there are navigation buttons for 'Previous' and 'Next', and an 'Export' button with a PDF icon. An orange arrow points from the 'Export' button to a large orange-bordered callout box containing a tip.

Hi, Arline | [Logout](#)  
[My Account](#) | [FAQs](#)

home | visits | prescriptions | appointments | labs | **messages** | forms | health tools

### Secure Messaging

Your Provider Is In. This feature is available to you after your first appointment with a provider at the new Med Point. Once established as a patient, this feature will allow you to conveniently exchange secure and private non-urgent messages with your provider. You will also be able to ask a question, request a refill, get advice, confirm a result, or give an update on your condition. You can share attachments too. It's easy. Simply click "create message" to get started.

Inbox | Sent Messages

delete

Reply

### Discharge Orders

**From** Mark Cisco  
**To** DEAN, JACOB  
**Date** 08/11/2011 04:39 PM

[Jacob Dean Discharge Orders.pdf](#) 165K

This is a test

← Previous   Next →

Export

- ▼ Appointments (0)  
You currently have no appointments scheduled.
- ▼ Prescriptions (0)  
There are no prescriptions that are ready to be refilled.  
[→ Show All Prescriptions](#)
- ▼ Secure Messaging (1)  
You have 1 unread Secure Message.  
[→ Show All Messages](#)

**TIP:** Want to save a copy of the message to your computer, or print a copy for reference? Choose Export to export a PDF version of the message. Remember that the message may contain personal health information.

## Replying to a message:

1. From the Inbox, choose a secure message to read by clicking the **subject line**.
2. To compose a reply, choose the **Reply** button.

Inbox

Sent Messages

## Secure Reply

In the case of an emergency, do NOT use secure messaging to contact your provider. Instead, call 911 for all medical emergencies. Your provider will respond to your secure email within two business days. Messages are not retrieved after business hours, weekends, and holidays.

You can send this message to one recipient at a health center:

To: [Add Recipient](#)

Subject: Re: Discharge Orders

Attachments: The combined size of all attachments must be smaller than 10MB.

remove



Jacob Dean Discharge Orders.pdf 165K

[Add An Attachment](#)

### Message:

At 08/11/2011 09:39 PM Mark Cisco wrote:

This is a test

**TIP:** Do NOT use secure messaging during an emergency!

[← Cancel](#)

[Send](#)

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## Sending a new message:

1. From the Inbox, choose the **Create Message** button.
2. Choose the health center where the intended recipient works.
3. Choose a clinician from the Clinician list at that Health Center.
4. To add an attachment, choose the Add An Attachment link. You can upload as many attachments as you like, but all attachments combined cannot exceed 10MB file size total. Attachments can be any of the following file formats: .doc, .docx, .xls, .xlsx, .pdf, .png, .gif, .tif, .jpg, .zip, .txt, .odt, .ott, .oth, and .odm
5. Compose your message in the **Message** section.
6. Click the **Send** button to send your message. After the message is sent, you will automatically return to your Inbox, and a confirmation message will display.

The screenshot displays the Med Point patient portal interface. At the top left is the Med Point logo, a circular graphic with 'Health', 'Wellness', 'Support', and 'Prevention' around 'MED POINT'. To its right is the 'take care health systems' logo, a 'Walgreens' Health and Wellness Company. The top right corner shows user information: 'Hi, Arline | Logou' and 'My Account | FAQ'. A navigation bar contains links for 'home', 'visits', 'labs', 'prescriptions', 'appointments', 'messages' (highlighted), 'health centers', 'forms', and 'health tools'. Below this is a blue header for 'Secure Messaging'. A message box explains the 'Your Provider Is In' feature. Below the message box are 'Inbox' and 'Sent Messages' buttons. The main content area is titled 'New Secure Message' and includes a warning about emergency use. It features a 'To:' field with an 'Add Recipient' button, a 'Health Center:' dropdown menu (set to 'Take Care Demo Client Site'), a 'Clinician:' dropdown menu (set to 'Cynthia Linardos'), and a 'select' button. There is also a 'Subject:' field, an 'Attachments:' section with a note about the 10MB limit and an 'Add An Attachment' link, and a 'Message:' text area. A 'Send' button is at the bottom right. On the right side, a sidebar shows counts for 'Appointments (0)', 'Prescriptions (0)', and 'Secure Messaging (0)', each with a 'Show All' link. Two orange callout boxes provide tips: one points to the Health Center dropdown, stating that a visit must be made at that center; the other states that only one clinician can be selected per message.

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Hi, Arline | Logou  
My Account | FAQ

home | visits | labs | prescriptions | appointments | **messages** | health centers | forms | health tools

### Secure Messaging

Your Provider Is In. This feature is available to you after your first appointment with a provider at the new Med Point. Once established as a patient, this feature will allow you to conveniently exchange secure and private non-urgent messages with your provider. You will also be able to ask a question, request a refill, get advice, confirm a result, or give an update on your condition. You can share attachments too. It's easy. Simply click "create message" to get started.

[Inbox](#) [Sent Messages](#)

### New Secure Message

In the case of an emergency, do NOT use secure messaging to contact your provider. Instead, call 911 for all medical emergencies. Your provider will respond to your secure email within two business days. Messages are not retrieved after business hours, weekends, and holidays.

You can send this message to one recipient at a health center:

To: [Add Recipient](#)

Health Center:

Clinician:  [select](#)

Subject:

**Attachments:** The combined size of all attachments must be smaller than 10MB.  
[Add An Attachment](#)

Message:

[Send](#)

**Appointments (0)**  
You currently have no appointments scheduled.

**Prescriptions (0)**  
There are no prescriptions that are ready to be refilled.  
[→ Show All Prescriptions](#)

**Secure Messaging (0)**  
You have no unread Secure Messages.  
[→ Show All Messages](#)

**TIP:** To send a message to a clinician, you must first have a visit at the Health Center where that clinician works.

**TIP:** You can send a secure message to only one clinician. This reduces communication issues inside the Health Center and preserves the privacy of your health information.

1. You can change the recipient of your message by clicking the **Change** button next to the recipient name.
2. You can remove attachments by clicking the **Remove** button beside the attachment.
3. If you decide you don't want to send the message at all, click the **Cancel** button.

home | visits | labs | prescriptions | appointments | **messages** | health centers | forms | health tools |

## Secure Messaging

Your Provider Is In. This feature is available to you after your first appointment with a provider at the new Med Point. Once established as a patient, this feature will allow you to conveniently exchange secure and private non-urgent messages with your provider. You will also be able to ask a question, request a refill, get advice, confirm a result, or give an update on your condition. You can share attachments too. It's easy. Simply click "create message" to get started.

[Inbox](#) | [Sent Messages](#)

### New Secure Message

In the case of an emergency, do NOT use secure messaging to contact your provider. Instead, call 911 for all medical emergencies. Your provider will respond to your secure email within two business days. Messages are not retrieved after business hours, weekends, and holidays.

You can send this message to one recipient at a health center:  
**To:** Cynthia Linardos [Change Recipient](#)

**Subject:**

**Attachments:** The combined size of all attachments must be smaller than 10MB.

- [remove](#) Secure Messaging Guidelines – DRAFT FOR REVIEW.docx 148K
- [remove](#) Export Heath Data Screens.docx 583K
- [remove](#) Patient\_Portal\_Secure\_Messaging\_Patients\_Generic.docx 752K

[Add An Attachment](#)

**Message:**

[← Cancel](#) [Send](#)

**TIP:** To change the recipient, click the Change button beside the recipient's name.

**TIP:** To remove an attachment, click the Remove button beside the attachment.

## Viewing Sent Messages

### From Secure Message Sent Messages list, you can:

1. **Read a secure message you have sent.** To do so, click the **subject line**.
2. **Create a new secure message.** To do so, click the **Create Message** button.
3. **Search for secure messages you have sent** by using the **Search** and **Filter** controls.
4. **View the Inbox** by choosing the **Inbox** tab.



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Hi, Arline | [Logout](#)

[My Account](#) | [FAQ](#)

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home | visits | labs | prescriptions | appointments | messages | health centers | forms | health tools

Secure Messaging



Your Provider Is In. This feature is available to you after your first appointment with a provider at the new Med Point. Once established as a patient, this feature will allow you to conveniently exchange secure and private non-urgent messages with your provider. You will also be able to ask a question, request a refill, get advice, confirm a result, or give an update on your condition. You can share attachments too. It's easy. Simply click "create message" to get started.

Appointments (0)

You currently have no appointments scheduled.

Inbox

Sent Messages

Create Message

**Filter Sent Messages**

Show Only: All Categories

Select Filters

**Search Sent Messages**

SEARCH

Search Message Body
 

Delete All

Prescriptions (0)

There are no prescriptions that are ready to be refilled.

→ [Show All Prescriptions](#)

Recipient	Date / Time	Subject	
Cynthia Linardos	08/12/2011 09:26 AM	test	✕
Cynthia Linardos	08/11/2011 11:06 AM	test	✕
Cynthia Linardos	08/09/2011 09:26 PM	Testing - Cisco Prod Deploy	📎 ✕
Cynthia Linardos	06/30/2011 08:21 PM	Test after 2.0.1.4/2.0.1.5	✕
Cynthia Linardos	06/21/2011 08:55 AM	test message	✕
Olufunke Odetunde	05/16/2011 01:24 PM	I'd like to request a refill	✕

Secure Messaging (0)

You have no unread Secure Messages.

→ [Show All Messages](#)

# Find Health Centers and Service Information

## From the Dashboard you can:

1. View information about the Health Centers, Pharmacies and other available services
2. Add / change a favorite Health Center
3. Select any one of the tabs to move between options

The screenshot displays a patient dashboard with the following elements:

- Header:** Includes the MED POINT logo (a circular diagram with 'Health', 'Wellness', 'Support', and 'Prevention' segments), the text 'Powered by: take care health systems a Teladoc Health and Wellness Company', and user information 'Hi, Arline | Logout My Account | FAQs'.
- Navigation:** A blue bar contains 'home | visit | health centers | forms | health tools |'. Below this, a white box with an orange border contains the text 'Select the corresponding tab to view the specified information' with an arrow pointing to the 'health centers' tab.
- Health Center Selection:** Below the navigation bar are four tabs: 'Health Center Locations', 'Pharmacies', 'Favorites', and 'Links & Other Services'. An orange bracket groups these tabs.
- Health Centers List:** A section titled 'You are eligible to receive care at the following health centers:' lists three centers:
  - Walter Hill Elementary Clinic:** Primary Care, Pharmacy
  - Rock Springs Middle Clinic:** Primary Care, Pharmacy
  - Health Department Clinic:** Primary Care, PharmacyOrange arrows point from a 'TIP' box to the 'Primary Care' links for the first two centers.
- Right Sidebar:** Contains three notification boxes:
  - Appointments (1):** 'Thu, August 11, 2011 at 12:30 PM' with 'Cynthia Linardos MD' and 'Take Care Demo Client Site - TCHS BASE'.
  - Prescriptions (0):** 'There are no prescriptions that are ready to be refilled.' with a link 'Show All Prescriptions'.
  - Secure Messaging (0):** 'You have no unread Secure Messages.' with a link 'Show All Messages'.
- Footer:** Contains links for 'Notice of Privacy Practices | Terms and Conditions of Use | Online Privacy & Security | FAQs | Help' and copyright text '© Copyright 2011 Take Care Health Systems, Inc. All rights reserved.'.



Powered by:



Hi, Liza | [Logout](#)

[My Account](#) | [FAQ](#)

[home](#) | [visits](#)

[Health Ce](#)

## Rutherford Blackman

[Schedule an Appointment](#)

### Primary Care (Make this a Favorite)

#### Location & Directions:

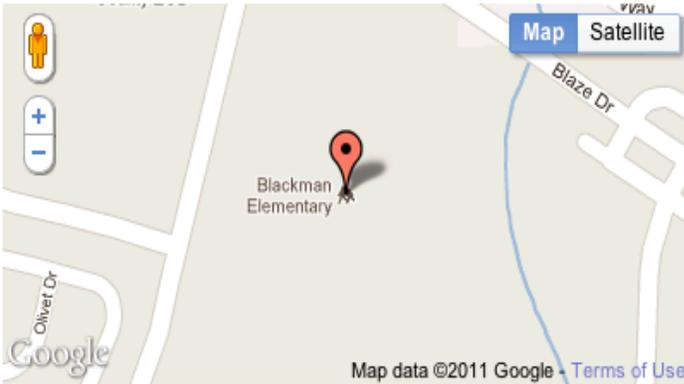
586 Fortress Blvd  
Murfreesboro, TN 37128  
(281) 251-3049

#### Hours of Operation:

Monday 8:00-6:00 Tuesday 7:00-6:00 Wed 8:00-6:00  
Thursday 7:00-6:00 Friday 8:00-4:00

#### Staff:

Tommy Houston  
Randy Houston  
Sam Plano  
Diane Houston  
Jane Houston

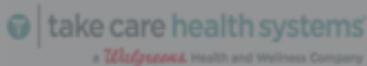


**TIP:** You can easily add a Health Center to your Favorites list by clicking **'Make this a Favorite'**

**TIP:** See Provider's photo's and biographies by clicking on a Staff member name

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# Health History Forms

From the Forms Tab you can –

1. Complete Health History information on-line prior to your appointment or visit



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Hi, Arline | [Logout](#)

[My Account](#) | [FAQs](#)

[home](#) | [visits](#) | [labs](#) | [prescriptions](#) | [appointments](#) | [messages](#) | [health centers](#) | **forms** | [health tools](#)

## Forms

### Forms

[Health History Form](#) (last updated 8/11/2011) [Print PDF](#)

The health history form allows you to keep track of your medical and family history. It is automatically saved as a PDF document to your medical record, allowing your physician to review your history prior to your visit. Every time you change your history, the "last updated" date will be posted.

#### TIP:

Save time at your appointment –  
Complete your Health History on -line

#### ▼ Appointments (1)

**Thu, August 11, 2011 at 12:30 PM**  
Cynthia Linardos MD  
Take Care Demo Client Site - TCHS  
BASE

#### ▼ Prescriptions (0)

There are no prescriptions that are ready to be refilled.

→ [Show All Prescriptions](#)

#### ▼ Secure Messaging (0)

You have no unread Secure Messages.

→ [Show All Messages](#)

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## To begin Health History-

1. Complete steps 1 thru 6
2. Click Continue to proceed to the next step
3. Click Save and Close when finished

The screenshot shows a web interface for a "Health History Form (Step 1 of 6)". At the top left is the "MED POINT" logo with "Health" and "Wellness" in a circular arrow, and "take care health systems" logo. The top right shows "Hi, Arline | Logout" and "My Account | FAQs". A navigation bar contains "home | visits" and "Forms". The form itself has a blue header "Health History Form (Step 1 of 6)" and a progress bar with steps: "Allergies & Medications" (highlighted), "Past Medical History", "Gynecologic & Obstetric", "Immunization & Operation", "Family History", and "Prevention".

**Allergies**  
List any allergies to medications, X-Ray dyes, or other substances, and to

**Medications**  
Prescriptions, Over-the-Counter, Vitamins, Herbs.

Drug Name:	<input type="text"/>	Dose:	<input type="text"/>
Drug Name:	<input type="text"/>	Dose:	<input type="text"/>
Drug Name:	<input type="text"/>	Dose:	<input type="text"/>
Drug Name:	<input type="text"/>	Dose:	<input type="text"/>

Buttons: Cancel, SAVE AND CLOSE, CONTINUE

**TIP:**  
Click Continue to proceed to next page  
Click Save and Close when finished or to pause your work.  
Click Cancel to start over

Footer: Notice of Privacy Practices | Terms and Conditions of Use | Online Privacy & Security | FAQs | Help  
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**TIP:**

Click Continue to proceed to next page  
Click Save and Close when finished or  
to pause your work.  
Click Cancel to start over

Health History Form (Step 2 of 6)

Allergies & Medications | Past Medical History | Gynecologic & Obstetric | Immunization & Operation | Family History | Prevention

Past Medical History

Health History Form (Step 3 of 6)

Allergies & Medications | Past Medical History | Gynecologic & Obstetric | Immunization & Operation | Family History | Prevention

Gynecologic & Obstetric History

Health History Form (Step 4 of 6)

Allergies & Medications | Past Medical History | Gynecologic & Obstetric | Immunization & Operation | Family History | Prevention

Immunization History

Hepatitis

Health History Form (Step 5 of 6)

Allergies & Medications | Past Medical History | Gynecologic & Obstetric | Immunization & Operation | Family History | Prevention

Family History

Has any member of your family (parents, grandparents, siblings) ever had the following?

Health History Form (Step 6 of 6)

Allergies & Medications | Past Medical History | Gynecologic & Obstetric | Immunization & Operation | Family History | Prevention

Prevention

<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	Do you wear a seatbelt?
<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A Do you wear a bicycle helmet?
<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	Do you smoke?
<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	Do you drink alcoholic beverages?
<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	Do you drink coffee/tea?
<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	Is there a gun in your home?
<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> N/A Is the gun loaded?
<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	Have you ever been engaged in any activity which puts you at risk of AIDS?
<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	Do you wish to be tested for AIDS?
<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	Have you ever worked with paint, asbestos, or other hazardous materials?
<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	Are you in a relationship in which you have been physically hurt (kicked, punched) by your partner?
<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	Do you feel afraid of your partner?
<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	Do you have a living will?
<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	Do you have a donor card?
During the next month, have you been bothered by:		

← Back Cancel **SAVE AND CLOSE**

## Patient Portal FAQ

### Q. How do I access the Patient Portal?

A. The link to the Patient Portal is:

<https://patientportal.takecarehealth.com/sites/rutherfordcounty>

### Q. How do I Sign In?

A. Enter your User ID and password into the appropriate fields on the site

### Q. I don't have a User ID and password, how do I register?

A. First time users can access the Sign In page (via the link above) and click on the '**Register Now**' button and complete the requested information

**TIP:** You will need to enter your Registration Code and your name as it is on file with your HR Department (i.e. your name may be listed as Joseph rather than Joe)

### Q. I have tried to register, but I keep getting errors and cannot complete the registration, what should I do?

A. Make sure you are:

- Completing all of the required fields
- Entering your name as it is on file with your HR Department
- Entering your Registration Code correctly (include any dashes, spaces, slashes, etc.)

### Still having problems?

Contact your HR Department to verify your information

### Q. I can't create a password for my account – I keep getting an error that my password is not accepted, what should I do?

A. Passwords must be:

- At least 8 characters long
- and-
- Contain at least each one of the following:
  - 1 letter
  - 1 number
  - 1 symbol (!@#\$%^&\*)

**Valid** password examples: k#s12345, joesmith21\$, 12m45%hn

**Invalid** password examples: 04291960, joesmith, joesmith21

### Q. Can I register my family members?

**Q.** Anyone who participates in the Rutherford County medical plan, ages 3 and older, can use the MedPoint clinic. However, every employee, spouse and dependent must complete a separate registration with their own, unique User ID and password.

**Q. What are the benefits of using the Patient Portal?**

**A.** The benefits of using the Patient Portal include the ability to:

- View Announcements and Alerts
- Schedule Appointments
- See your Visit History and upcoming Appointments
- Refill Prescriptions and view Prescription History
- Find Health Center Locations and Hours of Operation
- Update your account information

**Q. How do I take advantage of the services offered on the Patient Portal?**

**A.** Your options are presented on your Portal Dashboard (a summary page of news, announcements and your available services)

Select the corresponding tab (Visits, Prescriptions, etc.) for the service you desire

**Portal Dashboard Home Screen**

Powered by: **take care health systems** a *TelePresence* Health and Wellness Company

Hi, Liza | [Logout](#)  
[My Account](#) | [FAQs](#)

**home** | visits | prescriptions | labs | appointments | messages | health centers | forms | health tools |

**My Portal Dashboard**

## Med Point Health Center Now Open

Rutherford County and Take Care Health Systems have established a best practice workplace health center, where your good health and wellness are of the highest priority.

Your new portal will enable you to:

- Access your personal health records
- View your lab results
- Exchange secure messages with your doctor
- Securely email health documents and records to your providers
- Make, cancel, or change appointments with any provider
- Get your visit history with diagnosis, procedures and prescriptions
- Maintain your health history
- Keep track of your medications and request prescription refills

**Appointments (2)**

- Tue, August 23, 2011 at 10:20 AM**  
Angela Rushing APN  
Rutherford Blackman - Blackman Elementary School
- Tue, August 23, 2011 at 10:20 AM**  
Leanne Nokes APN  
Rutherford Blackman - Rock Springs Middle School

**Prescriptions (0)**

There are no prescriptions that are ready to be refilled.

[→ Show All Prescriptions](#)

**Secure Messaging (0)**

You have no unread Secure Messages.

[→ Show All Messages](#)

**Questions about the Portal?**

Get more information about functionality, security, and privacy in our FAQs.

[see more information](#)

**Talk to Your Doctor...Online**

Secure message your doctor with the ability to add attachments. You will receive an email/SMS notification when you get a new message.

[send your doctor a message](#)