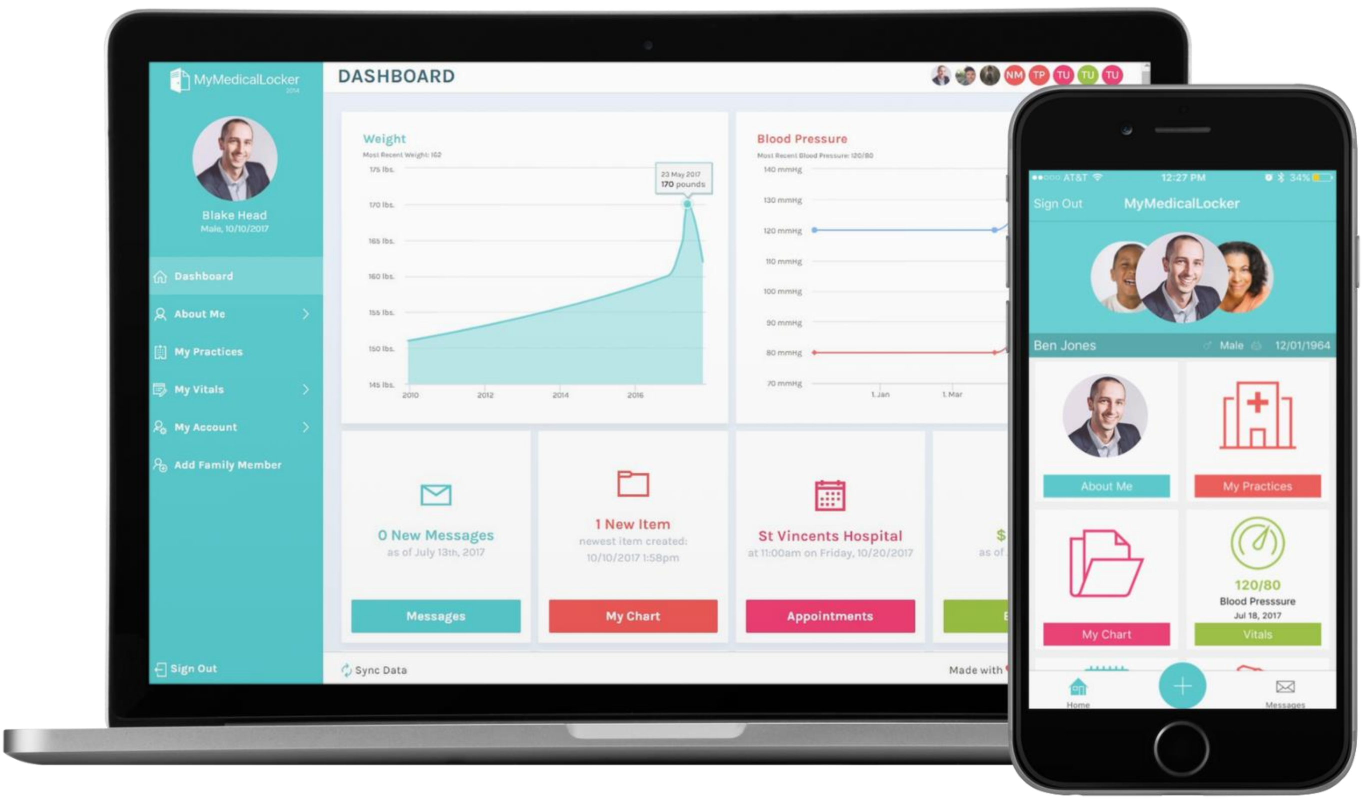
MyMedicalLocker™

Patient User Guide

The MyMedicalLocker™ Patient User Guide will explain the steps necessary to connect to your practice through the Internet. This technology provides increased patient access to the practice by providing real-time, on-demand access to practice-shared documents, secure communication between patients and the practice, and several other features designed to create a clear pathway between practices and patients. There is a desktop version available at www.mymedicallocker.com, as well as a mobile app available for iPhone and Android on the app store.



Download on the App Store   ANDROID APP ON Google Play

Or Visit MyMedicalLocker.com

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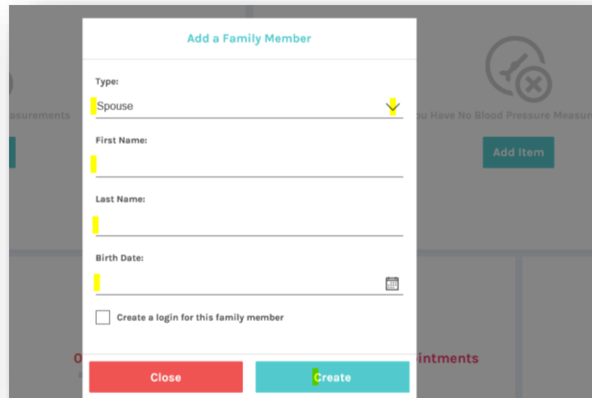
Add Family Member (Desktop Only)

The Add Family Member section is on the left-hand side of the MyMedicalLocker™ screen. This is where a user can add other family members to an account. This is a useful tool for parents, or heads of households. Additionally, users can create MyMedicalLocker™ accounts for family members.

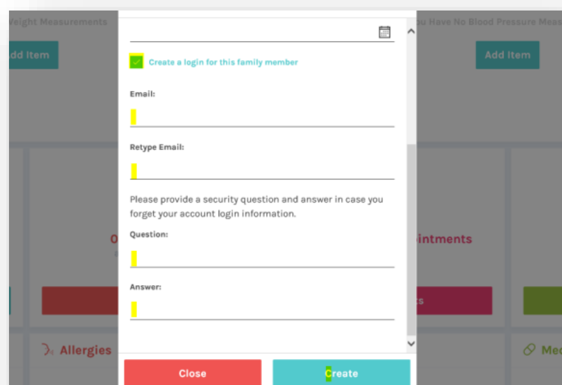
Add Family Member

- This is where we will add members to the family.
- Select the Type (Spouse, Child, Etc..)
- First/Last Name
- Date of Birth
- Click Create



Create an Account for Family Members

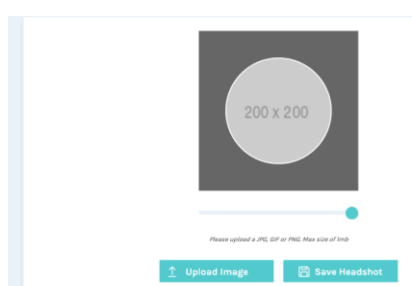
- When creating a family member, the user can click the 'Create login…' checkbox.
- An email and re-type email field will appear, as well as a security question and answer field.
- Complete the fields and click Create.
- An email will be sent to that family member to notify him/her that an account has been created and to set-up this account.



Add Profile Picture

Upload a Headshot. (200x200 pixels recommended)

- **For desktop users**: Hover over the red circle with your initials in the upper left-hand corner > It will highlight grey with a pencil icon – click on it. > Upload the desired image and click Save Headshot.
- **For mobile users**: Tap the red circle with your initials at the top of your dashboard > Take Photo or Pick one from your Photos > Choose the photo if uploading, choose Use Photo if taking a photo.

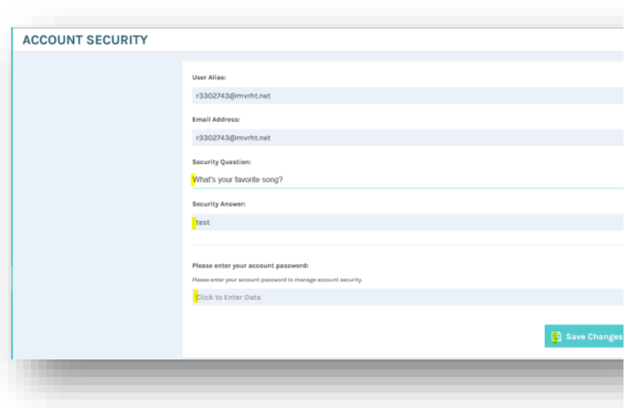


My Account

My Account can be accessed on the tabs on the left-hand side. The My Accounts Portal is where Security Questions, Passwords, Account Balances, Security Logs, and Practice Announcements are managed. To access each section of My Account, hover over the tab then select the section.

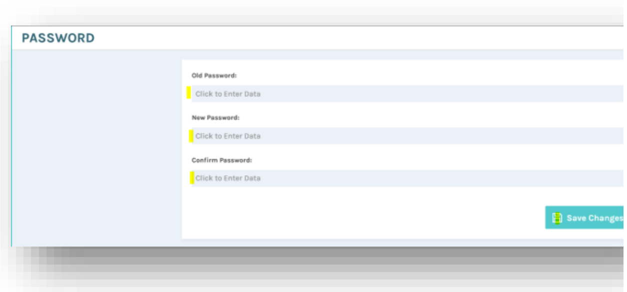
Account Security (Desktop Only)

- This section is where users can manage security questions and answers.
- To edit a security question/answer, simply click on the grey bar, then make any edits desired.
- Enter your password to authenticate that the changes are made by you.
- Save Changes.



Change Password (Desktop Only)

- A password can be changed by typing in your old/current password in the “Old Password’ field.
- Type in your New Password.
- Confirm your New Password.
- Save Changes.

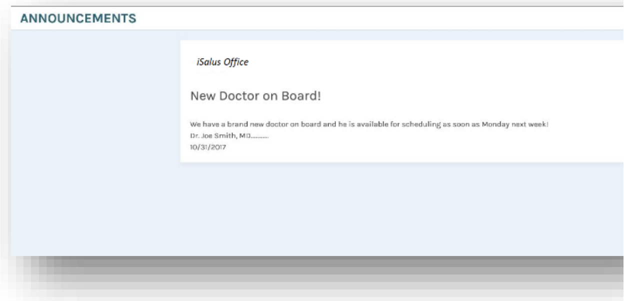


Account Balance

- Account Balances will display for all practices that this user is connected to. This will display detailed information on the balance
- If the user is connected to multiple practices, this will breakdown by practice.

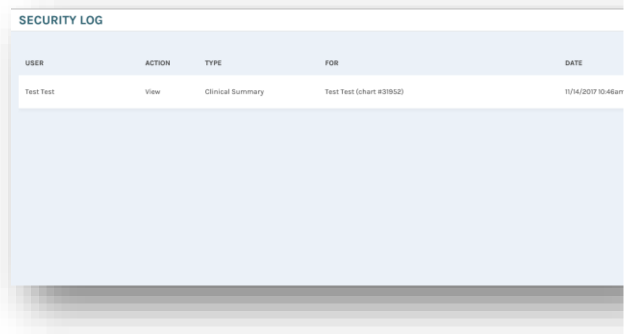
Announcements

- This section is where users will be able to see any announcements from the practice.
- It the user is connected to multiple practices, it will display all current announcements if there are any.



Security Log

- This section is where a user will be able to see an audit trail for clinical information. He or she will be able to see who was logged in and viewed his/her chart information via MyMedicalLocker™.
- This is a security measure to ensure no other users can view your information.



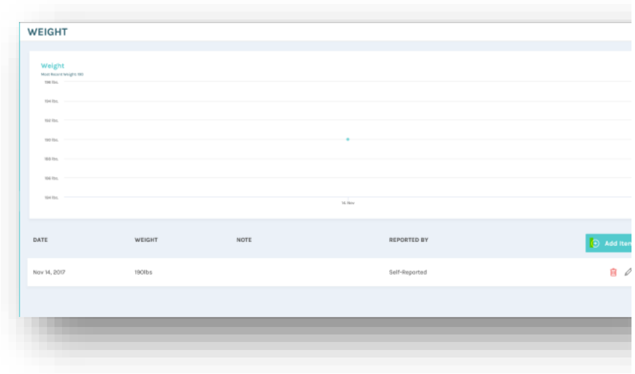
Dashboard

The MyMedicalLocker™ Dashboard is a powerful tool that provides an up-to-date snapshot of Weight Measurements, Blood Pressure Measurements, New Messages, Chart/Document Updates from the practice, Scheduled Appointments, Current Balances, etc...

Each section from this summary is fully functional and can be clicked on to open and edit the selected section.

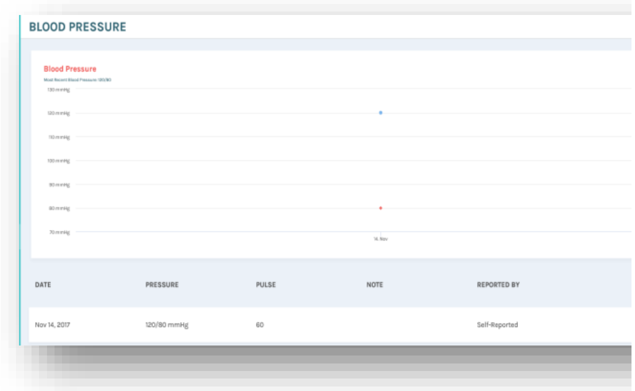
Weight Measurements

- This dashboard item will display weight measurements taken by the patient and the practice. Practice measurements will flow in automatically.
- Patient Measurements can be added by Navigating to My Vitals > Weight > then clicking on the “Add Item” Button – this will re-direct to the screen to add personally measured Weight Measurements.



Blood Pressure Measurements

- This dashboard item will display blood pressure measurements taken by the patient and the practice. Practice measurements will flow in automatically.
- Patient Measurements can be added by navigating to My Vitals > Blood Pressure> then clicking on the “Add Item” Button – this will re-direct to the screen to add personally measured Blood Pressure Measurements.

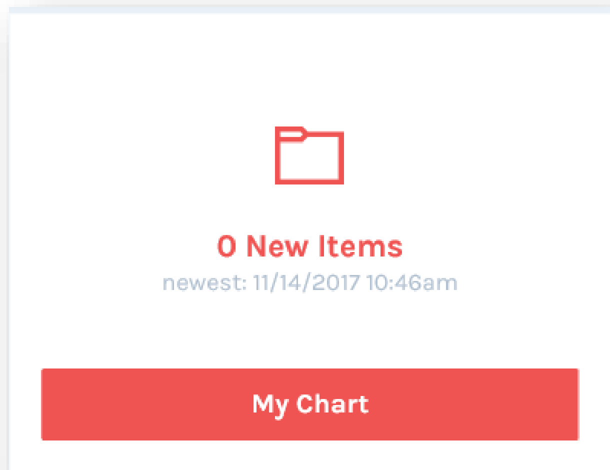


Messages

- This section will take the user to the messages portal.
- This is where secure messages can be sent to and received from the practice.
- *Instructions on this are in the "Secure Messaging" section of this guide*

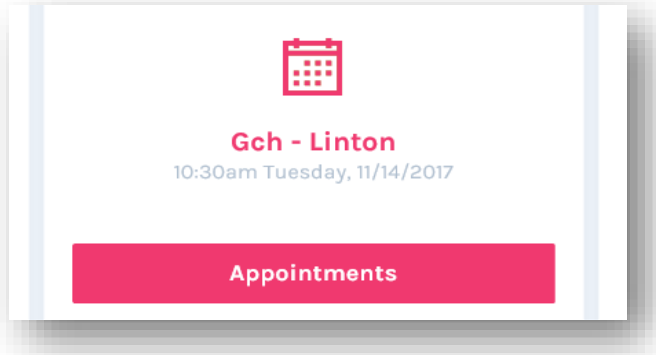
My Chart

- This dashboard item is where the practice can share Appointment Clinical Summaries, Education documents, or Chronic Care Management Plans.
- *Instructions on this are in the "My Chart" section of this guide.*



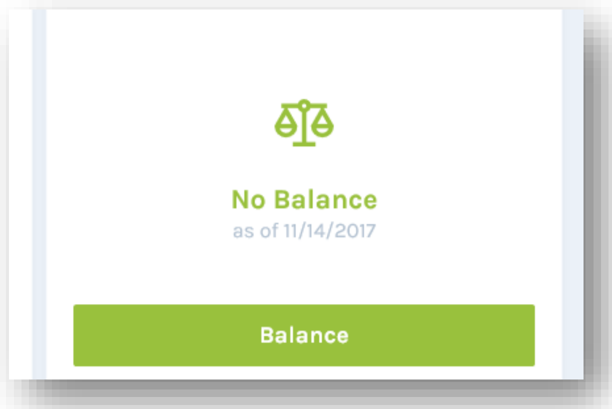
Appointments

- This dashboard item will display upcoming appointments, previous appointments, cancelled appointments, and requested appointments.
- This is where patients may request an appointment or self-schedule if the practice offers this feature.
- *Detailed instructions on this are in the "Appointments" section of this guide.*



Balance

- This section will display the overall balance for the account.
- By opening this section, the user can view a more detailed breakdown of this balance.
- If the user is connected to multiple practices, this will divide into sections broken down by practice.



My Family

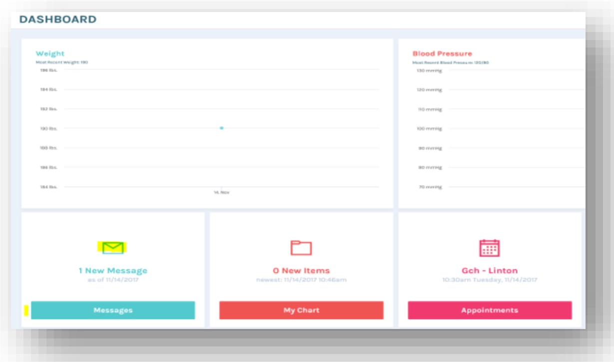
- This dashboard item will display all accounts associated with the user's family.

Secure Messaging

When a patient has successfully connected to a practice in MyMedicalLocker™, he/she will have the ability to directly send a secure message to the practice.

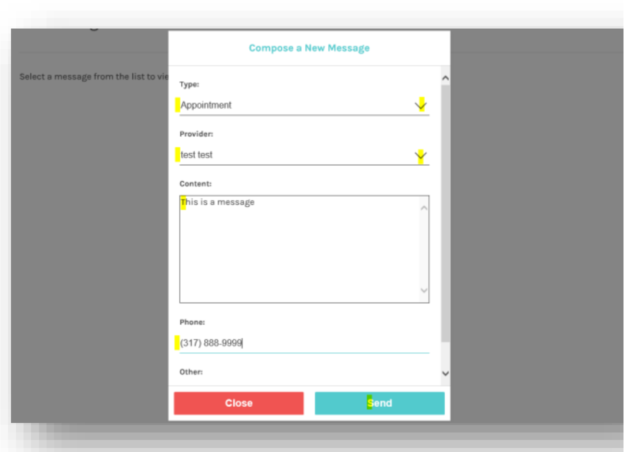
Step 1: Navigate to the Messages Portal

- **For Desktop users:** From the Dashboard, click on the messages button.
- **For Mobile users:** Tap the Messages icon in the lower right corner of your screen.



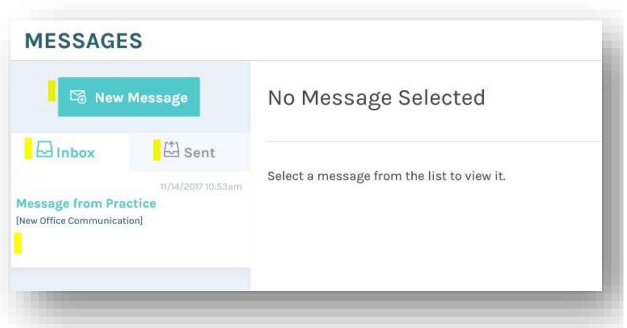
Step 2: Create and Send a Message

- **For Desktop users:** Click the New Message button > Select the Message Type > Select the Provider to reference > Type in the message content > Add a Phone Number if appropriate > Click Send
- **For Mobile users:** Tap the Write icon in the upper right corner of your screen > Tap the Patient section > Select the practice, tap next > Scroll & Select the Provider, tap next > Select the message Type, tap done. > Type the message body and tap Send.



Navigate Folders

- The Inbox folder will be a complete list of all messages received from the practice.
- The sent folder will be a complete list of all sent messages.
- Users can reply directly to a message from the practice by clicking on the 'Reply' button, typing the message reply, then clicking send.

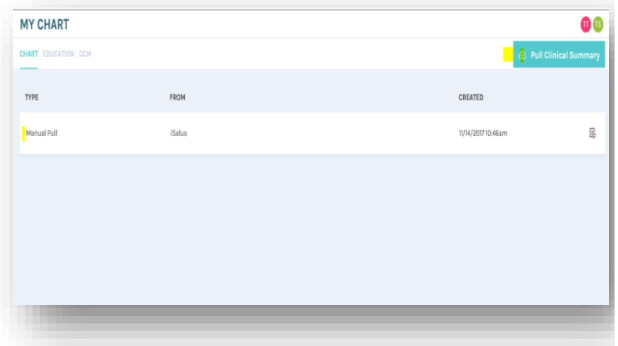


My Chart

My Chart can be accessed directly from the MyMedicalLocker™ dashboard. This is where documents shared by the practice will be located. When a document is shared with you, you will receive an email notification that you have a new document from the practice. Appointment Clinical Summaries are retrieved through here as well. There are four sections of this portal – 1. Chart 2. Education 3. CCM 4. Results

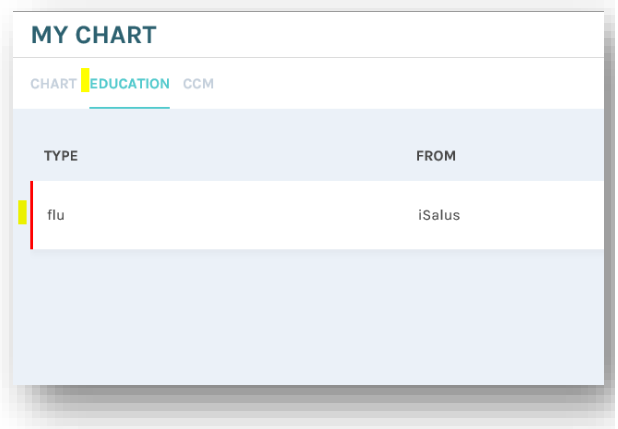
Chart

- The Chart section is where patients may view a clinical summary from a completed visit. Summaries shared by the practice will display here in order of visit date. These will be sent upon checkout in most cases. Click to view the Summary
- Patients may also manually load a summary by clicking the "Pull Clinical Summary" Button. (Mobile users only need to swipe up to refresh)



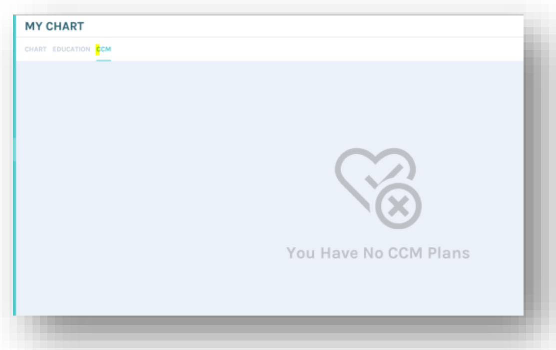
Education

- Patient Education documents shared by the practice will display here in order of date received.

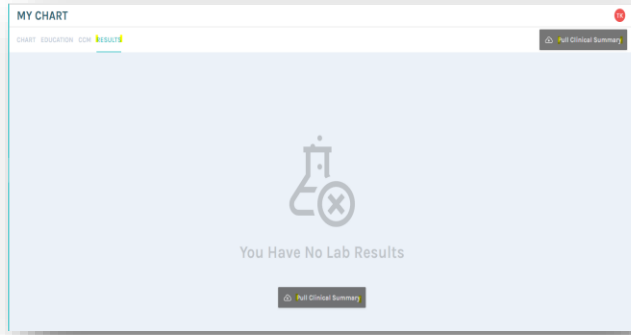


CCM

- The CCM tab applies only to patients who are enrolled in a Chronic Care Management plan.
- Plans will display in this section in order of plan start date.



Chart



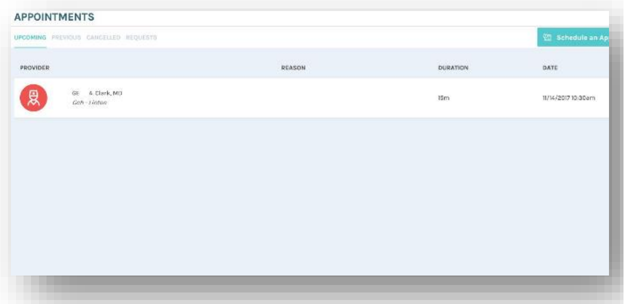
- The Results tab is where you can view Lab Results that your provider has shared to your portal. Lab Results will show in here.
- Patients may also manually load a summary if they do not see one by clicking the "Pull Clinical Summary" Button. (Mobile users only need to swipe up to refresh)

Appointments

The Appointments portal is accessed directly from the MyMedicalLocker™ Dashboard. This is where users will be able to view currently scheduled appointments, past appointments, cancelled appointments, send appointment requests, and even self-schedule if the practice is set-up with this feature.

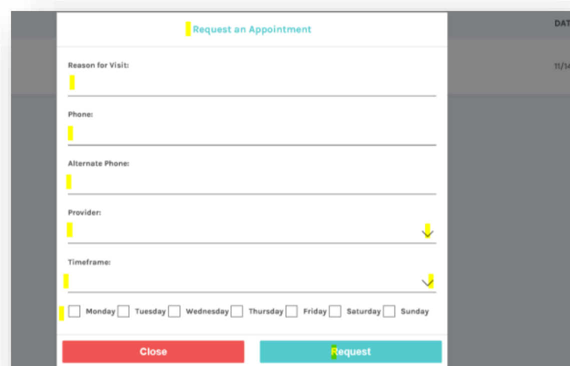
View Appointments

- Desktop Users can view Upcoming, Previous, Cancelled and Requested appointments by navigating the tabs at the top.
- Mobile Users will see a list of appointments, can view cancelled appointments, and requested appointments.



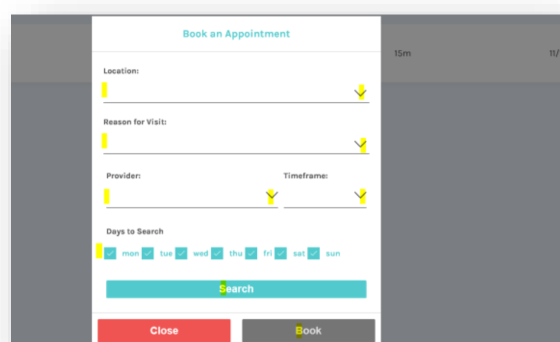
Request an Appointment

- Desktop Users will click the “Request an Appointment” button > Type the fields for the visit request > Click Request
- Mobile Users will click the plus sign in the upper right corner > Select the practice, tap next > Select the provider, tap next > Enter Visit Request Details > Tap Request
- A message will be sent to the practice for this request.



Self-Schedule

- For practices set up with this feature, patients will see “Schedule an Appointment” instead of “Request.”
- Click ‘Schedule an Appointment’
- Select the Location, Reason for Visit, Provider, and Timeframe. Select the Days to Search.
- Click Search
- Appointments matching the search will display below the search button.
- Select the appointment slot and click Book.
- You will see a confirmation that your appointment is booked.

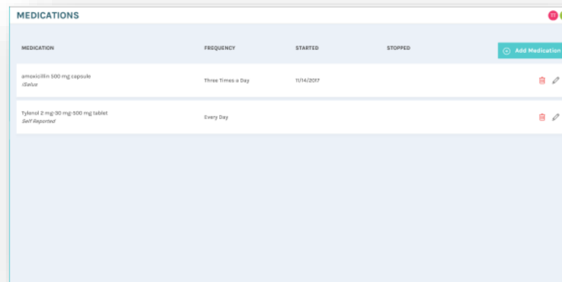


Medications and Medication Refill Requests

Patients can send a medication refill request to the practice from a mobile device or a desktop. This refill request will be sent to the practice to review and either approve / send to pharmacy, or deny. Refills may be requested for medications prescribed by the practice, and have refills marked for the prescription.

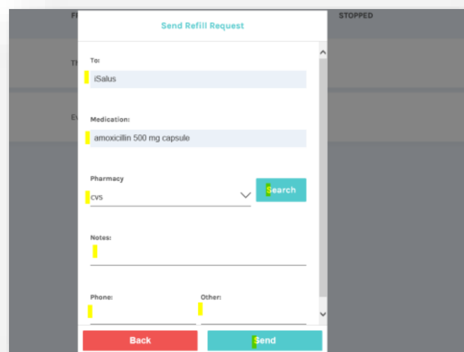
Step 1: Navigate to the Medications

- From the MyMedicalLocker™ Overview, navigate to the "About Me' section, then open the Medications portal.
- You will see a list of medications and whether they were prescribed by the practice or Self-Reported



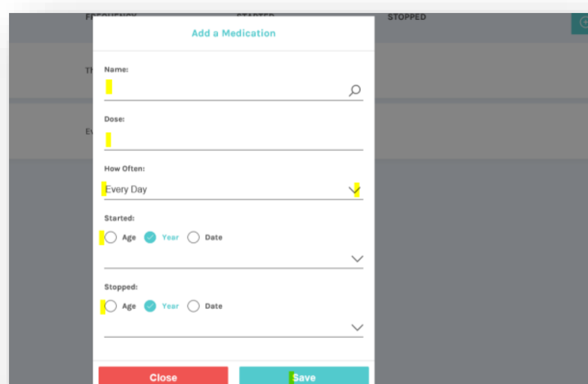
Step 2: Request a Refill

- Click on the Pencil icon for the Medication to open the medication.
- Click the Request Refill button.
- Search the desired pharmacy from the search bar, type in any custom notes, and enter a phone number if appropriate.
- Click Send.



Adding/Reporting a Current Medication

- A user may update his/her record of current medications by navigating to the Medications section.
- Click "Add Item."
- Enter in your medication information.
- Save.

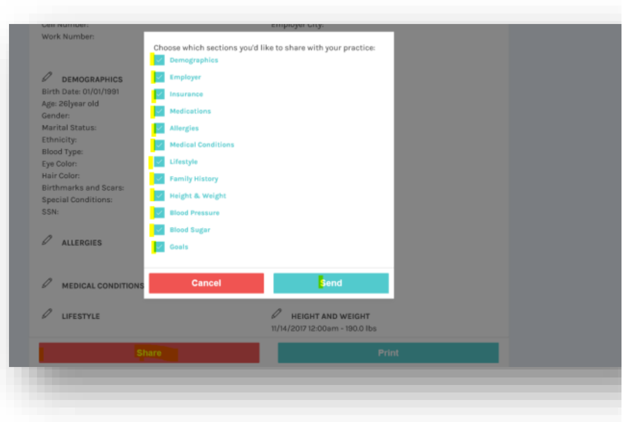


Share Chart

A user may share his/her chart directly with the practice at any time. This is an incredible feature in being able to share any charting in your MyMedicalLocker™ by a provider or by you as a patient. You may customize what to share, and what not to share, and all of this is done with the click of a button!

Share Chart with the Practice

- This feature is available in the desktop version of MyMedicalLocker™
- Hover over the 'About Me' tab on the left-hand side > Click on Summary > Review the info to confirm it is correct > Click the "Share" button > Select the items you would like to share with the practice. > Click Send to share securely.
- You can send 'About Me' information as well as 'Vitals' information.

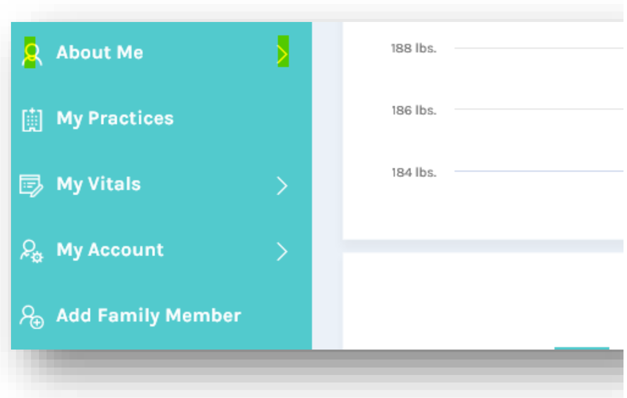


“About Me” and “My Vitals”

Patients can update their MyMedicalLocker™ accounts by completing their “About Me” section to securely store important demographics, contacts, current medications, allergies, medical conditions, etc.
A complete summary can also be shared directly with the practice!

Update About Me:

- For Desktop users: Hover your mouse over the ‘About Me’ tab, then select the section you want to update.
- For Mobile users, tap on the ‘About Me’ section and then tap on the desired section to update.
- This will increase visibility and tracking for you and your practice if you choose to share this record.



Update My Vitals:

- For Desktop users: Hover your mouse over the ‘Vitals’ tab, then select the section you want to update.
- For Mobile users, tap on the ‘Vitals section and then tap on the desired section to update.
- This section is to update Vitals information and Goals.
- This will increase visibility and tracking for you and your practice if you choose to share this record.