BROADLAWNS PATIENT PORTAL
USER GUIDE: DESKTOP

GETTING STARTED

broadlawns
MEDICAL CENTER

To get started, click on the **Patient Portal** link located at the bottom of www.broadlawns.org
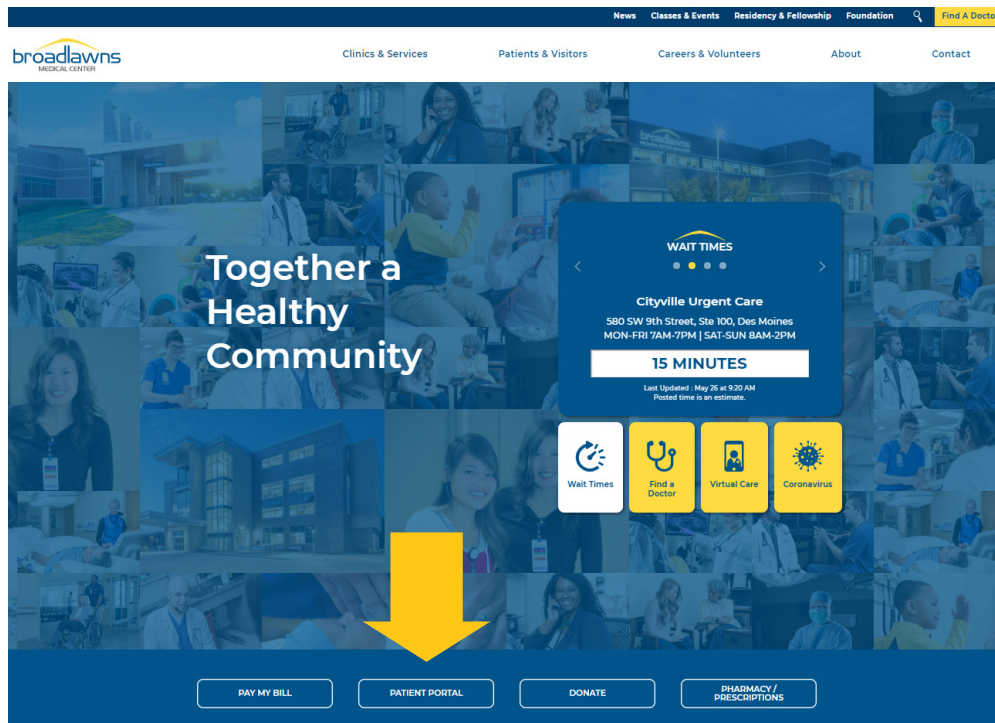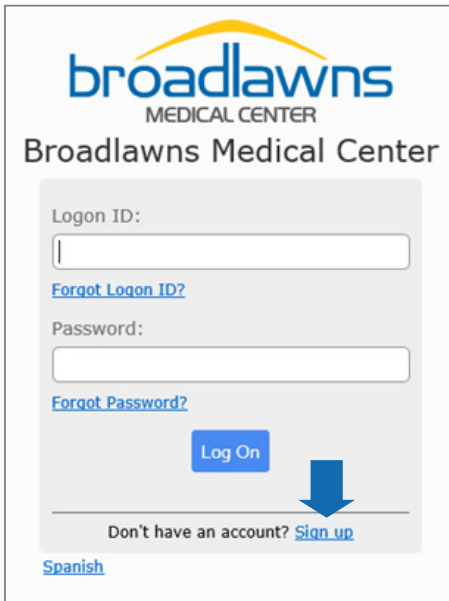
EXISTING USERS
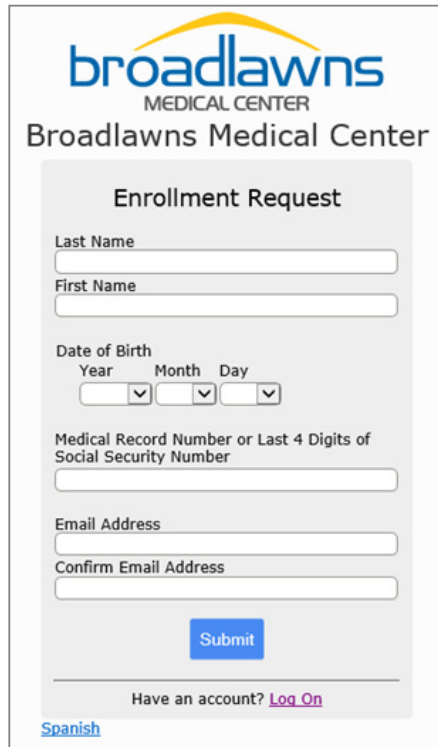
If you are an existing user, log into the Patient Portal using your username and password.

NEW USERS
If you are a new user, click on the **Sign up** link and complete the **Enrollment Request**.

After completing the enrollment request, complete the Logon ID setup.

RESETTING YOUR USERNAME OR PASSWORD

If you need to reset your username or password, click on **Forgot Logon ID?** and/or **Forgot Password?** and follow the prompts.

RESET LOGON

To reset your logon, enter the email address connected to your patient portal account.

RESET PASSWORD

To reset your password, enter the username and email address connected to your patient portal account.

PORTAL HOMEPAGE

Here you can access different functionalities of the portal. The homepage also displays announcements and helpful weblinks.
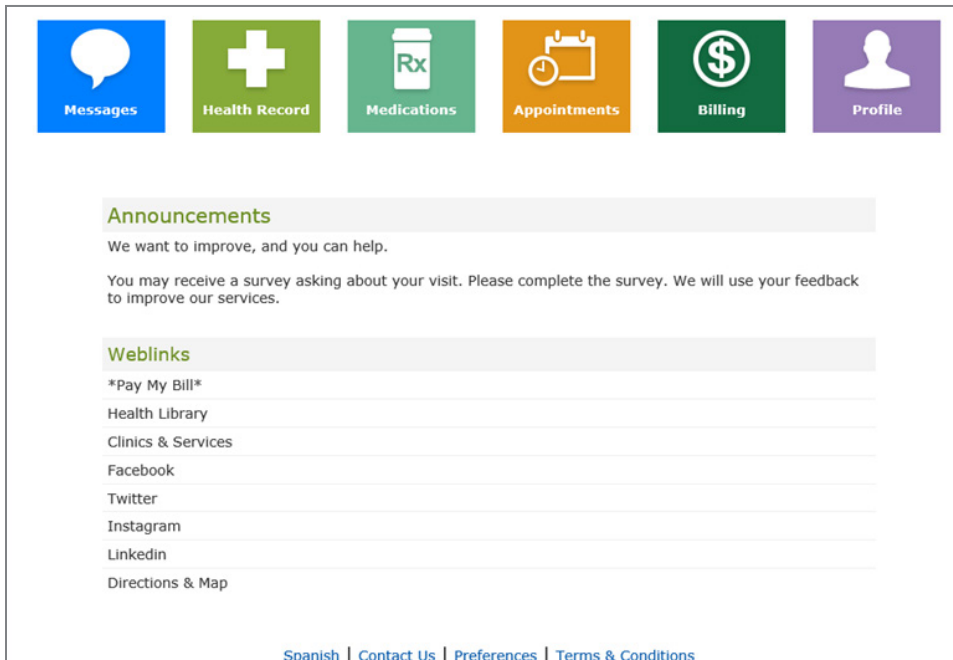
At the bottom of the screen you will see several links, including a **Contact Us** link. Please note: This is to be used to send a general message about the portal to our Medical Records department. ***This is not the link to send a message to your clinic/provider.***

MESSAGES

Here you can send a new message to a care provider, read new messages, and view sent messages.

MESSAGE INBOX
Your inbox lists all messages your health care providers have sent to you. To read a message, select the message of interest.

READ MESSAGES
Click on a message in your inbox to view the message. If your inbox includes other messages, use can use **Previous Message** and **Next Message** buttons to move through messages.

SEND MESSAGE
Use the **Send Message** feature to send private messages to your healthcare providers about non-urgent medical issues.

If you are replying to a message a provider sent you, the provider's name will appear in the **To** field. If you are sending a new message, select the **To** field down arrow and select the provider you want to contact. Only providers you have visited that accept Health Portal messages appear in the list.

When you finish composing your message, click the **Send** button. If you do not want to send the message, select **Do Not Submit**. Selecting **Do Not Submit** cancels your message and returns you to the inbox.

VIEW SENT MESSAGES
To view messages you sent to providers, select the **View Sent Messages** link from your inbox.

HEALTH RECORD

Here you can access your: Health Summary, Visit History, Results, Medications, Allergies & Conditions, Reports, Letter, Health Maintenance & Immunizations, and Questionnaires.

Select an item below or a button to the right to view more details.

Select Health Summary to view, print or download a summary of your care.
The Health Summary may take a few minutes to load. Learn More

Allergies   Current Conditions

- Health Summary
- Visit History
- Results
- Rx Medications
- Allergies & Conditions
- Reports
- Letters
- Health Maintenance & Immunizations
- Questionnaires

HEALTH SUMMARY
Here you can view, print or download a summary of your care.

Select a Health Summary to view, print or download a summary of your care. Learn More

◁ Back to Health Record

Health Summary
Your Health Record Summary
Provider Practice Summary
Your Historical Health Record Summary

Contact Us

VISIT HISTORY
Here you can view, print, or download your visit history.

RESULTS

Here you can view your current and past lab results.

Click on a result for more information.

MEDICATIONS

See page 8 for more information.

ALLERGIES & CONDITIONS

View a list of allergies and conditions. Click on an item for more details.

REPORTS

View imaging or diagnostic reports.

LETTERS

View letters received from your clinic (ex: work/school release).

Letters are made available to you by your provider's office. Select a letter to view the contents. Learn More		◁ Back to Health Record
		🖨 Print
Letter	**Date**	
Clinic Appt Letter	Apr 13, 2020	
Cityville Normal Lab Ltr	Feb 17, 2020	
Work/School Excuse	Feb 07, 2020	
Urodynamics Patient Packet	Dec 13, 2019	

HEALTH MAINTENANCE & IMMUNIZATIONS

View immunization history as well as health maintenance items like labs, screenings, etc.

Preventative Care includes tests, immunizations and measurements that promote health and disease prevention. Learn More			◁ Back to Health Record
			🖨 Print
Immunization History	**Dates Given**		
Fluzone 0.5 mL (36 months & up)	Oct 01, 2018		
Fluzone 0.5 mL (36 months & up)	Oct 24, 2018		
Fluzone 0.5 mL (36 months & up)	Nov 13, 2018		
Fluzone High-Dose 0.5 ml (65 years & up)	Nov 06, 2019		
Fluzone Quad 0.5 ml (6 months & up)	Oct 04, 2019		
Historical Influenza (Adult)	Sep 01, 2018		
Measles, Mumps, and Rubella Virus Vaccine	Mar 20, 2019		
Pneumovax-23	Aug 10, 2012		
Tenivac (Td)	Mar 20, 2019		
Health Maintenance Items	**Date**	**Comment**	
Cholesterol	May 10, 2019		
Electrocardiogram	Feb 17, 2020		
Hgb	Jan 29, 2019		

QUESTIONNAIRES

If your clinic has a questionnaire that you need to fill out before or after your visit, you will find the questionnaire under this tab.

Here you can view a list of your current medications.

Click on a medication to view. If you need to renew a prescription, please call your pharmacy. Learn More

🖨 Print

Medications

Patient on Pain Contract (Patient on Pain Contract)
  1 X XX X

atenoloL (Tenormin) 25 MG
  1 TAB PO twice daily as needed for Agitation/Psychosis

Click on a medication for more information.

View the details of the selected medication. If you are needing a renewal of this prescription, please contact your pharmacy. Learn More

◁ Back to Health Record

atenoloL (Tenormin) 25 MG

Dose:	1 TAB
Form:	TABLET
Route:	PO
How Often:	twice daily as needed
Reason for Use:	Agitation/Psychosis
Prescribed By:	KROEGER,RACHEL, ARNP
Total Refills:	5
Last Updated:	Thu, Aug 24, 2017

⊟ Hide Information About This Medication

IMPORTANT: HOW TO USE THIS INFORMATION: This is a summary and does NOT have all possible information about this product. This information does not assure that this product is safe, effective, or appropriate for you. This information is not individual medical advice and does not substitute for the advice of your health care professional. Always ask your health care professional for complete information about this product and your specific health needs.

ATENOLOL - ORAL (a-TEN-oh-lol)

COMMON BRAND NAME(S): Tenormin

WARNING: Do not stop taking this medication without consulting your doctor. Some conditions may become worse when you suddenly stop this drug. Some people who have suddenly stopped taking similar drugs have had chest pain, heart attack, and irregular heartbeat. If your doctor decides you should no longer use this drug, he or she may direct you to gradually

APPOINTMENTS

Here you can view any future/upcoming appointments or schedule an appointment. If you do not have any upcoming appointments then it will show as no appointments.

SCHEDULING AN APPOINTMENT

Please note: only certain locations are available to request appointments online. If you do not see your clinic, please call your clinic to schedule an appointment.

To request an appointment (if available) click on **Schedule Appointment**.

			Schedule Appointment or Virtual Visit
Your upcoming or pending appointments display on this page. Learn More			🖶 Print
Date	**Appointment**	**Location**	
Wed, Aug 05, 2020 8:00 am	30 Minute	Family Health Center	
☑Means you have already pre-registered			

Select **Patient Portal Appt Request** in step 1 and then click **Next**.

Step 1 of 7: Select an appointment type.

○ Patient Portal Appt Request

If you see the provider that you would like to schedule an appointment with, click on **Request Appointment** next to the provider name and location and then complete your appointment day and time preferences (step 6).

If you do not see the provider you would like to schedule an appointment with, click on **Select a different location or provider** and complete steps 3 through 5.

Step 2 of 7: Select a provider and office location for your Patient Portal Appt Request

Provider	Location	
Christy E. Benson, MD	Optometry	Request Appointment
Nicole J. Gilg, MD, MPH	Primary Care Clinic	Request Appointment
Rebecca Schleuger-Valadao,ARNP	Womens Health Clinic	Request Appointment
Rebecca Schleuger-Valadao,ARNP	East University Clinic	Request Appointment
		Select a different location or provider

You will only need to complete steps 3 through 5 if you selected **Select a different location or provider** in step 2.

Step 3 of 7: Select an office location and provider for your Patient Portal Appt Request

Location (required)

Des Moines Internal Medicine
East University Clinic
Family Health Center
Geriatric Med and Memory Ctr
Optometry
Osteoporosis Clinic
Pediatrics Clinic
Plastics
Primary Care Clinic
Womens Health Clinic

After you have selected a clinic, you may select a provider.

Step 3 of 7: Select an office location and provider for your Patient Portal Appt Request

Location (required)

Primary Care Clinic	⌄

Provider

	⌄

Step 4 of 7: Select an office location and provider for your Patient Portal Appt Request

Provider	Location	
James F. Lawler, MD	Optometry	Request Appointment
Monique P. Root, OD	Optometry	Request Appointment
JESSE D WESTRUM, OD	Optometry	Request Appointment

Step 6 of 7: Specify your date preferences for your Patient Portal Appt Request

No preference, next available ☐

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
AM	☐	☐	☐	☐	☐	☐	☐
PM	☐	☐	☐	☐	☐	☐	☐

Additional Comments

Step 7 of 7: Confirm appointment request

Patient Portal Appt Request
Request Pending

Marc E. Baumert, PA-C
Primary Care Clinic

What is the reason for your appointment?

type in short reason answer here

How should we contact you if there are any questions about your appointments?

● Home Phone: 999-999-9999
○ Other

Comments

may add comments on appointment request

Cancel		Back	Submit

After you submit your appointment request, your request will be reviewed by your clinic. If your requested time is available, you will receive a booking confirmation under the **Messages** tab of the patient portal. You can also find your appointment information under the **Appointments** tab.

If your requested appointment time is not available, your clinic will contact you to schedule an appointment.

BILLING

Clicking on this link will take you to the Broadlawns payment portal.

PROFILE

Your profile reflect the current information in your Electronic Medical Record. Select **Update Profile** to request an update.

Update your information and select **Submit** to send this update request to Medical Records.

You may also update your user preferences by selecting **Update User Preferences** - this includes your communication and health portal access preferences. You may also change or reset your password here.

FAQS

Where does my health information in the Portal come from?
All of the information in the Portal comes from your Broadlawns Electronic Health Record. This ensures that you have access to the most accurate, up-to-date information possible.

Can my family access my Portal?
Yes, you can give family members, such as parents or healthcare proxies, access to your Portal. This needs to be done within your healthcare facility and requires consent from you and your family member(s).

Is my information safe?
Yes. Portal passwords are encrypted and URLs are re-written so that they cannot be copied and pasted. You and authorized family members are the only ones who can access your Portal. Also, a timeout feature protects your information if you leave the Portal page open.

What if a family member is not listed under "change person" option within the portal?
Please ensure you have filled out and requested proxy access to your family member's portal via the Broadlawns Medical Record Department. They can be reached Monday through Friday, 7am to 4pm at (515) 282-8482.

I messaged my provider via the portal and haven't heard back. What should I do?
If they are experiencing a life threatening emergency, call 9-1-1. Do not send a message. Please allow two business days for your care team to address and respond to your message. Please note: Medication refill requests will not be accepted through this message. Please contact your pharmacy for all medication refill requests.

If it has been more than two businesses days and you have not received a reply, please contact your clinic directly.

I used the "Contact Us" link in the portal but haven't heard back. What should I do?
Message sent via the "Contact Us" option are received by Broadlawns staff and then routed to the appropriate department to best assist you with your message. If it has been more than two businesses days, please contact your clinic directly or the contact the Broadlawns Medical Records department, Monday through Friday, 7am to 4pm at (515) 282-8482.