

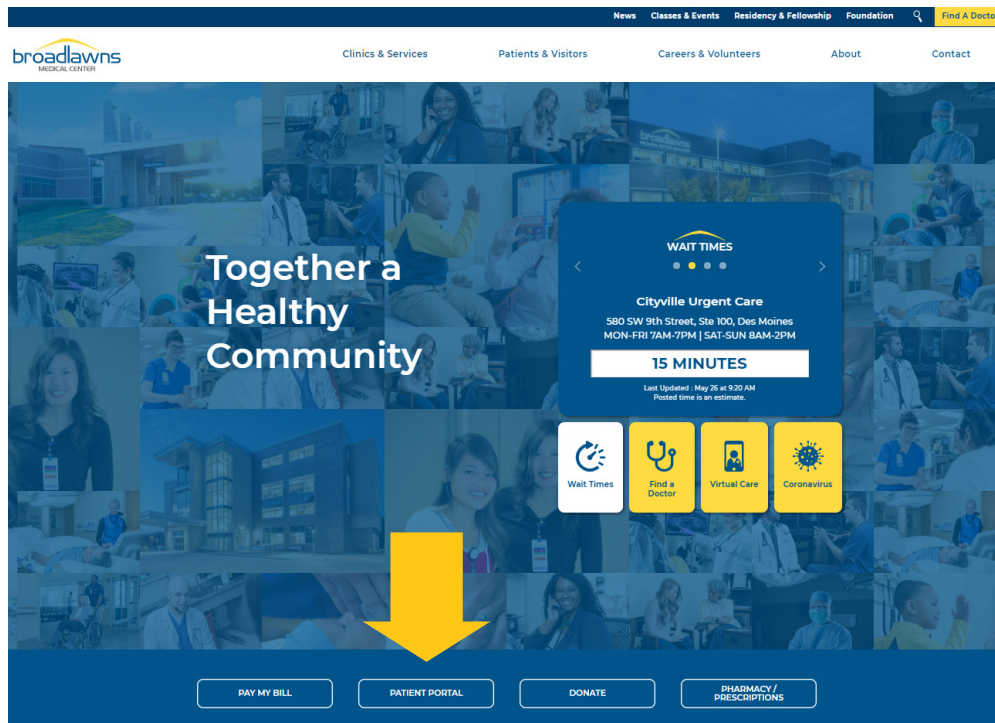
# BROADLAWNS PATIENT PORTAL USER GUIDE: DESKTOP



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# GETTING STARTED

To get started, click on the **Patient Portal** link located at the bottom of [www.broadlawns.org](http://www.broadlawns.org)

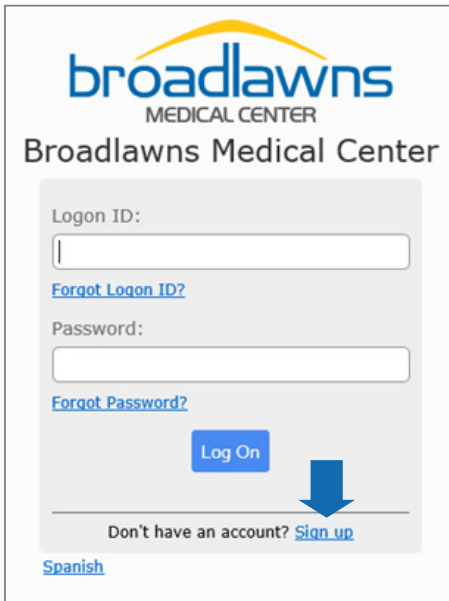


## EXISTING USERS

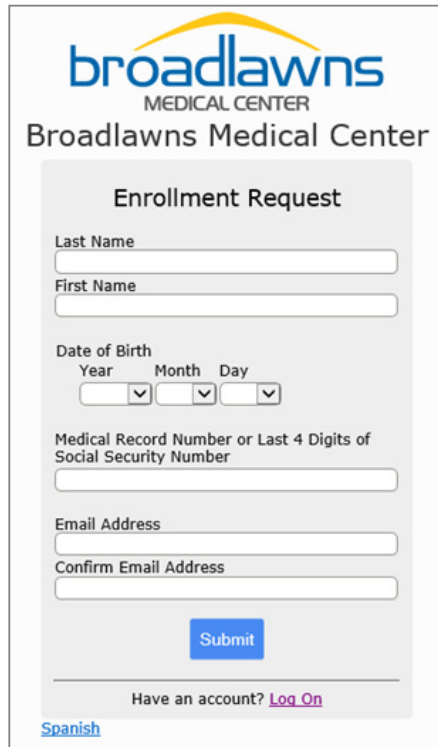
If you are an existing user, log into the Patient Portal using your username and password.

## NEW USERS

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

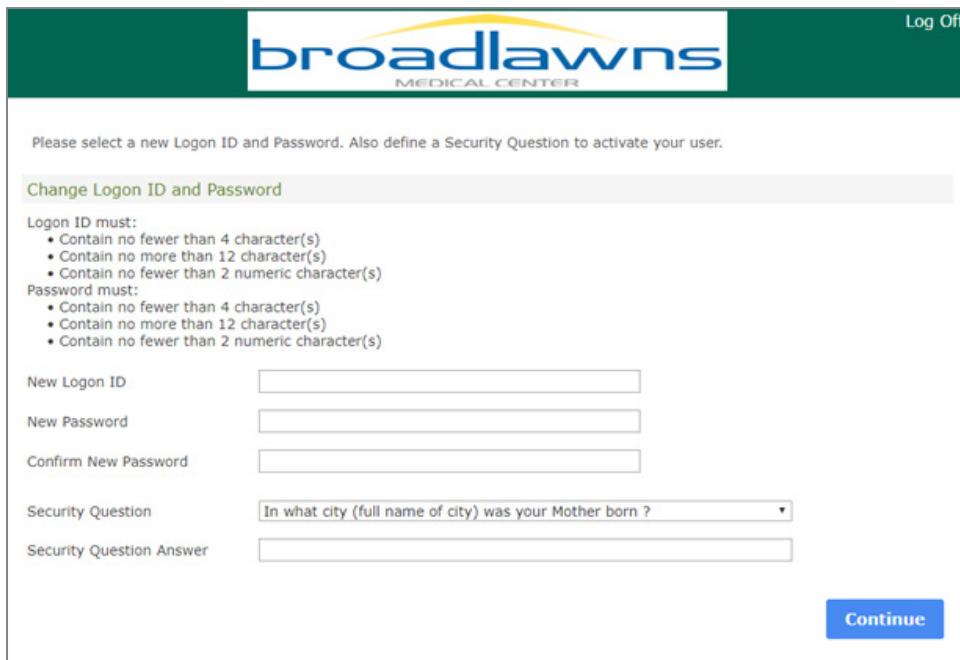


The login page features the Broadlawns Medical Center logo at the top. Below the logo, there are two input fields: "Logon ID:" and "Password:". Each field has a "Forgot" link below it. A blue "Log On" button is positioned below the password field. A blue arrow points down from the "Log On" button to a "Sign up" link. At the bottom left, there is a "Spanish" link.



The enrollment request form is titled "Enrollment Request" and includes several input fields: "Last Name", "First Name", "Date of Birth" (with Year, Month, and Day dropdown menus), "Medical Record Number or Last 4 Digits of Social Security Number", "Email Address", and "Confirm Email Address". A blue "Submit" button is located below the email fields. At the bottom, there is a "Log On" link and a "Spanish" link.

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



The logon ID setup page has a green header with the Broadlawns Medical Center logo and a "Log Off" link. The main content area contains instructions: "Please select a new Logon ID and Password. Also define a Security Question to activate your user." Below this is a section titled "Change Logon ID and Password" with a list of requirements for the Logon ID and Password. The requirements are: Logon ID must contain no fewer than 4 characters, no more than 12 characters, and at least 2 numeric characters; Password must contain no fewer than 4 characters, no more than 12 characters, and at least 2 numeric characters. There are input fields for "New Logon ID", "New Password", and "Confirm New Password". A dropdown menu for "Security Question" is set to "In what city (full name of city) was your Mother born ?". There is an input field for "Security Question Answer" and a blue "Continue" button at the bottom right.

## 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.

Logon ID:  
  
[Forgot Logon ID?](#)

Password:  
  
[Forgot Password?](#)

Don't have an account? [Sign up](#)

[Spanish](#)

### RESET LOGON

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

Reset Logon

An email address must be connected to your account in order to reset your logon ID. Please contact the hospital if you do not have an email address connected to your account.

\* Email Address:

This will reset both your logon ID and your password.

\* = Required fields

[Spanish](#)

### RESET PASSWORD

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

Reset Password

An email address must be connected to your account in order to reset your password. Please contact the hospital if you do not have an email address connected to your account.

\* Enter Logon ID:

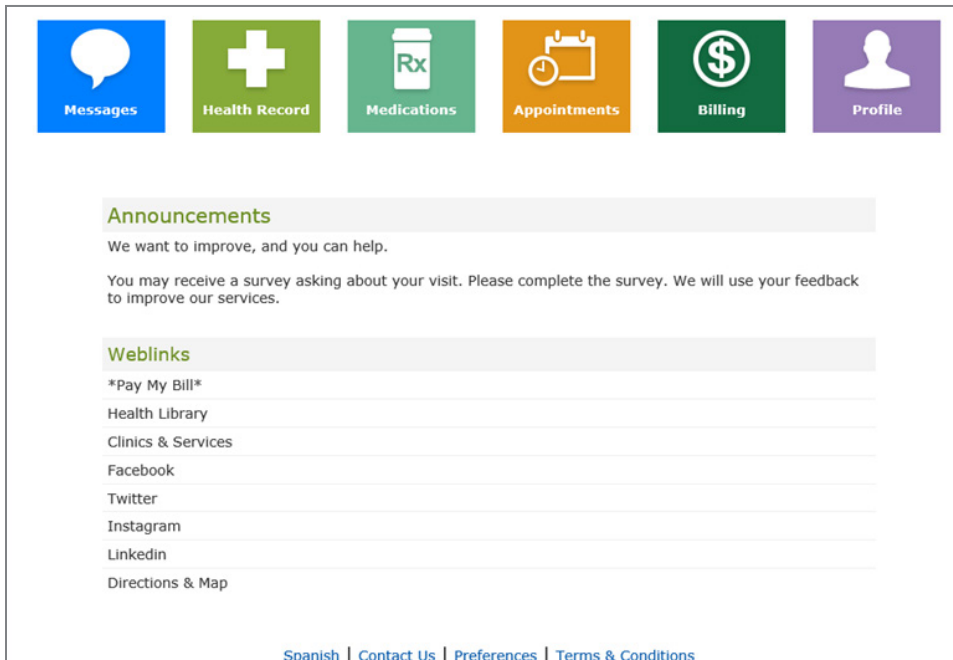
\* Email Address:

\* = Required fields

[Spanish](#)

## 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, you 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.

The Message Inbox displays secure messages between you and your provider. Only your Primary Care Provider (PCP), Family, or Attending Provider from a recent admission may be sent a message.

Click the 'Send Message' icon to create and send a new message. If the 'Send Message' option is not available, please contact your provider by phone. [Learn More](#)

[View Sent Messages](#)

There are no messages for this patient.


[Contact Us](#)

[Send Message](#)

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.

\*If you are experiencing a life threatening emergency, call 9-1-1. Do not send a message.\* Please allow 2 business days for your care team to address and respond to your message. No medication refill requests will be processed or accepted through this message. Please contact your pharmacy for all medication refill requests. [Learn More](#)

**New Message**

To:  

Subject:

add in the information here you want to send on to the provider or office staff

[Send](#)

[Do Not Submit. Return to Message Inbox](#)

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](#)
- [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](#)

**Health Summary**

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

[Contact Us](#)

[Back to Health Record](#)


## VISIT HISTORY

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

## RESULTS


Here you can view your current and past lab results.

View the most recent result for each laboratory and microbiology test. Select a test below to view the history of results. [Learn More](#)

Select  to view result comments 1-50 of 64

| Date                     | Test            | Result     | Reference Range | Flag |
|--------------------------|-----------------|------------|-----------------|------|
| May 10, 2019<br>12:55 pm | Sodium Level    | 140 mmol/L | 132-146 mmol/L  |      |
| May 10, 2019<br>12:55 pm | Potassium Level | 3.8 mmol/L | 3.6-5.0 mmol/L  |      |


[Back to Health Record](#)



 Print

Click on a result for more information.


View the history of this test. [Learn More](#)

### Sodium Level

Select  to view result comments

| Date                     | Result     | Reference Range | Flag  |
|--------------------------|------------|-----------------|---|
| May 10, 2019<br>12:55 pm | 140 mmol/L | 132-146 mmol/L  |  |
| Apr 23, 2018<br>12:56 pm | 140 mmol/L | 132-146 mmol/L  |  |

[Back to List of Tests](#)

 Print

## MEDICATIONS

See page 8 for more information.

## ALLERGIES & CONDITIONS

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

Select an allergy or condition to view more details. [Learn More](#)

| Allergies | Last Updated |
|-----------|--------------|
| aspirin   | Feb 25, 2020 |


## REPORTS

View imaging or diagnostic reports.

If you need visit specific information in regards to your medical record, please contact the Broadlawn's medical records department at (515)282-8482. [Learn More](#)

| Date                        | Report            | Dictated Provider     |
|-----------------------------|-------------------|-----------------------|
| Feb 17, 2020 at<br>12:01 pm | Electrocardiogram | John M. Tentinger, MD |
| Oct 03, 2018 at<br>9:48 am  | Wrist X-Ray       | John M. Tentinger, MD |
| Oct 03, 2018 at<br>9:47 am  | Chest X-Ray       | John M. Tentinger, MD |

[Back to Health Record](#)

 Print




## 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.

# MEDICATIONS



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](#)

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**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**.

Your upcoming or pending appointments display on this page. [Learn More](#)

| Date                      | Appointment | Location             |
|---------------------------|-------------|----------------------|
| Wed, Aug 05, 2020 8:00 am | 30 Minute   | Family Health Center |

Means you have already pre-registered

[Schedule Appointment or Virtual Visit](#)  
[Print](#)

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              | <a href="#">Request Appointment</a> |
| Nicole J. Gilg, MD, MPH         | Primary Care Clinic    | <a href="#">Request Appointment</a> |
| Rebecca Schleuger-Valadao, ARNP | Womens Health Clinic   | <a href="#">Request Appointment</a> |
| Rebecca Schleuger-Valadao, ARNP | East University Clinic | <a href="#">Request Appointment</a> |

[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 | <a href="#">Request Appointment</a> |
| Monique P. Root, OD | Optometry | <a href="#">Request Appointment</a> |
| JESSE D WESTRUM, OD | Optometry | <a href="#">Request Appointment</a> |

**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 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| PM | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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.