

exa-PACS • exa-RIS

# Exa® Patient Portal

## 1.4.32\_P4

### Patient Portal User's Manual

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# Welcome to Exa Patient Portal

## Introduction

### Symbols

The following symbols may appear in the product documentation or on the product.

Symbol	Symbol Name	Symbol Description	Standard Number and Name	Symbol Reference Number
	Manufacturer	Indicates the name and address of the manufacturer	ISO 15223-1:2021	5.1.1
	Authorized Representative in the European Economic Area (EEA)	Indicates the Authorized Representative, responsible for the device in the European Economic Area (EEA).	ISO 15223-1:2021	5.1.2
	Date of Manufacture	Indicates the date when the device was manufactured.	ISO 15223-1:2021	5.1.3
	Caution	Indicates information that is important for preventing loss of data or misuse of the software.	ISO 15223-1:2021	5.4.4
	Batch Code	Indicates the full Software Release / Version number	ISO 15233-1:2021	5.1.5
	Serial number	Indicates the manufacturer's serial number so that a specific medical device can be identified	ISO 15233-1:2021	5.1.7
	Catalogue Number	Indicates the manufacturer's catalogue number so that the device can be identified	ISO 15233-1:2021	5.1.6
	Consult instructions for use	Indicates the need for the user to consult the instructions for use	ISO 15233-1:2021	5.4.3
	Prescription Device	Caution: Federal law restricts this device to sale by or on the order of a licensed healthcare practitioner	21 CFR 801.109(b)(1) Prescription Devices	N/A

BS EN ISO 15223-1:2021 Medical devices - Symbols to be used with information to be supplied by the manufacturer - Part 1: General requirements

## Regulatory and compliance



**Konica Minolta Healthcare Americas, Inc.**

2217 U.S. Highway 70 East

Garner, NC 27529 USA

**Tel: 1-800-366-5343**

## System requirements

The following are the minimum system requirements for clients of Exa PACS/RIS.

### *Workstation - User*

Component	Specification
CPU	Intel® Core™ i5 or later
RAM	8 GB or more
NIC	Single 1000 MB/s
Storage	HDD, 500 GB or more
OS	Windows 10 Pro, 64-bit
Monitor	20 inch, 1600 × 1200

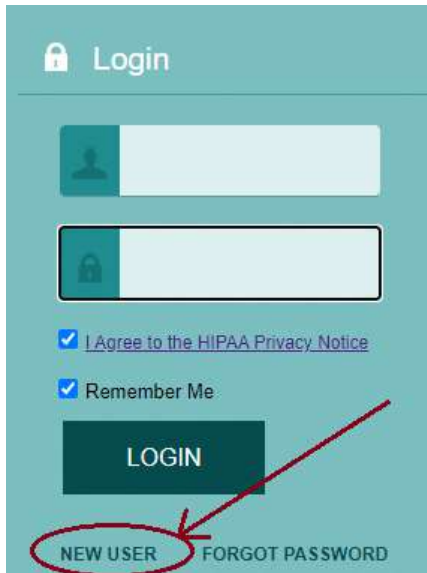
## Get started with Patient Portal

Patient Portal is a website that you can use to request appointments, view information about your current and past exams, update insurance, and more. Your Patient Portal account is safe and secure; only you and your representatives can use it to view your patient records.

### Create a Patient Portal account

To use Patient Portal, first create an account.

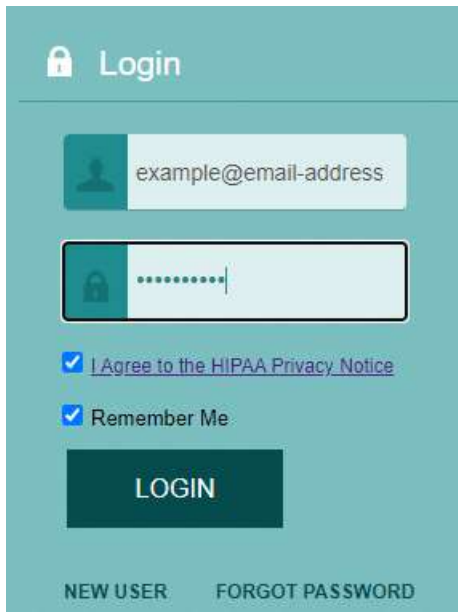
1. Go to the URL given to you by your healthcare provider.
2. On the patient portal sign-in screen, select **NEW USER**.



3. In the **New User Registration** dialog box, fill out the form, and then select **Save**.
4. Open the email from your healthcare facility, and then select the verification link to verify your email address.

## Sign in to the patient portal

1. Go to the URL given to you by your healthcare provider.



2. In the **Login** pane, in the first box, type your email address.
3. In the second box, type your password.
4. Select the **I Agree to the HIPAA Privacy Notice** link to open the notice, and then read it.
5. If you agree, select the **I Agree to the HIPAA Privacy Notice** check box.
6. Optional. To automatically fill in your email address whenever you go to the sign-in page, select the **Remember Me** check box.
7. Select **LOGIN**.



## I forgot my password

If you forget your password, you can reset it from the sign-in page.

1. On the sign-in page, on the right pane, select **FORGOT PASSWORD**.
2. In the **Forgot Password** box, type your email address and select **SUBMIT**.
3. Open the email sent to the address you entered, and use the link to reset your password.



## Reset my password

For security and protection of your personal health information, periodically reset your password.

1. On the home screen, select the menu  button.
2. Select the Edit My Profile  button.
3. On the **My Account** tab, select **Reset Password**.
4. Type your current and new password (twice), and then select **Save**.




## Update my profile

If your personal information changes, you can edit it.

1. On the home screen, select the menu  button.
2. Select the Edit My Profile  button.
3. On the **Credentials** tab, edit information as needed, and then select **Save**.

## Add an email address

To add a new email address to your account:



1. On the home screen, select the menu  button.
2. Select the Edit My Profile  button.
3. On the **My Account** tab, in the **Secondary Email** box, type an email address, and then select the plus  sign.

**Result:** A verification email is sent to the address you entered.

4. Use the link in the verification email to verify your new address.

## Add an insurance policy

If you obtain new a insurance policy, you can add it.




1. On the home screen, select the menu  button.
2. Select the Insurance  button.
3. On the **Insurance** tab, click **Add**.
4. Enter all relevant information.

**Note:** If this is your only policy, in the **Level** list, select **Primary**. Otherwise, select **Secondary** for your second policy, or **Tertiary** for your third policy.

5. Select **Save**.



## Update insurance information

If your insurance policy changes, you can update it.

1. On the home screen, select the menu  button.
2. Select the Insurance  button.
3. On the **Insurance** tab, find the policy you want to update, and on the right, click its edit  button.
4. Edit the information as needed, and then click **Save**.



## View authorized representatives

An authorized representative is a person you authorize to use your patient portal account. To view a list of your authorized representatives:

1. On the home screen, select the menu  button.
2. Select the Authorized Representative  button.

## Add a guarantor

A guarantor is a person who accepts financial responsibility to pay the medical bill for the patient. To designate a guarantor:

1. On the home screen, select the menu  button.
2. Select the Guarantor  button.
3. On the **Guarantors** tab, select **Add**.
4. Enter information about the guarantor, and then select **Save**.



**Note:** Fields with an asterisk (\*) are required.

## Use the patient portal

Using Patient Portal is a convenient way to request and view appointments, view your medical records (patient chart), and to send documents requested by your healthcare providers (such as scans of your insurance card).

### Request an appointment

You can request an appointment for specific study on a specific date at a selected location.

1. On the home screen, select the menu  button.
2. Select the Schedule  button.
3. On the **Appointments** tab, select **Add**.
4. Under **Add Information**, enter the following settings.

Setting	Description	
Location	Select your first choice of healthcare facility for the appointment.	
Modality	Select the type of imaging to receive. The following is a partial list.	
	BD	Bone density
	BTO	Breast tomography
	CR	Computed radiography
	CT	CT (computed tomography)
	DG	Diaphanography
	DR/DX	Digital radiography/X-ray
	Laser	Like an x-ray, but using lasers for much more micro levels of imaging
	MG	Mammogram
	MR	MRI (magnetic resonance imaging)
	NM	Nuclear medicine
	OT	Other
	PT	PET (positron emission tomography)
	RF	Radio fluoroscopy
	RT	Record of treatment
SC	Secondary capture	
SR	Structured reports	
US	Ultrasound	
XA	X-ray angiography	
Referred By	Select your first choice of date for the appointment.	
Requesting Date	Select your first choice of date for the appointment.	
Schedule Notes	Type any special instructions or notes to the healthcare provider.	
Appointment Type	If you know the appointment type, type it here. For example: Chest CT.	



Setting	Description
As Soon as Possible	If the appointment is urgent, select this check box.

5. Click **Save**.  
**Result:** The appointment request is sent.

### View your patient chart


To view your patient chart:

1. In the left pane, under **Health Record**, select the link.
2. In Exa PACS/RIS, enter your email address and Patient Portal account password, and then click **LOGIN**.

**Result:** Your patient chart opens.

### View appointments and appointment confirmations

You can view information about your past and future appointments, and view and print the appointment confirmation card.

1. On the home screen, select the **Future Appointments** or **Past Appointments** tab. Each appointment appears in a row.
2. To open the appointment confirmation card, on the left side of an appointment row, select the appointment card  button.
3. To print the appointment confirmation card, open the confirmation card, and then select **Print**.


### View your appointments in a calendar

You can open a calendar view of your appointments.

- On the home screen, select the Calendar  button.

### Upload a document

You can send documents to your healthcare provider such as scans of your insurance card, forms, and reports from prior exams by uploading them in the patient portal.

1. On the home screen, select the **Future Appointments** or **Past Appointments** tab.
2. Find the row containing the appointment that pertains to your document.
3. On the right side of the row, select the upload  button.
4. In screen that appears, enter any of the following that may be helpful to manage the document:
  - **Document Type** - Select the type of document to upload.
  - **Document Notes** - Type a description, or other notes, if needed.
  - **Created By** - Type the originator of the document (such as a doctor, or yourself).
  - **Import/Upload Date** - Type the current date.
5. Click **Upload**.

### Go to the Home screen

- In the left pane, select **Home**.

### Find a location

You can search for a healthcare facility near you on a map.

1. In the left pane, select **Our Locations**.
2. In the list of locations, select a location to show it on the map.



### View our providers

To view information about our healthcare facilities and providers:

- In the left pane, under **Our Providers**, select the link.


### View account activity

To see a history of activity on your account:

1. On the home screen, select the menu  button.
2. Select the Activity Log  button.
3. Optional. To search for a specific log entry, select **Search**, and then:
  - a. Select a search key (**Logged Date**, **Screen Name**, **Email Address**, or **Log Description**).
  - b. Type a value to search for (for example, 01/31/2021).
  - c. Select **Search**.

### Sign out of the patient portal

When finished using the patient portal, sign out immediately.

- In the upper-right corner of the screen, select the power  button.