Exa PACS/RIS

1.4.33_P2

Patient Portal User's Manual

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Table of Contents

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
EC REP	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
LOT	Batch Code	Indicates the full Software Release / Version number	ISO 15233-1:2021	5.1.5
SN	Serial number	Indicates the manufacturer's serial number so that a specific medical device can be identified	ISO 15233-1:2021	5.1.7
REF	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
Rx Only	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

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System requirements

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

Workstation - User

| Component	Specification
CPU	Intel® Core™ series, 4 cores, 8 threads @ 3.0 GHz
RAM	8 GB
Graphics	Integrated - Intel Iris Xe Graphics card must be compatible with and support required resolution on each display, as well as total resolution for all displays.
NIC	Single 1000 MB/s
Storage	SDD, 256 GB
OS	Windows 11 Pro
Display	16:9 Aspect Ratio, 1920 × 1080

Get started with Patient Portal

Set up your account and profile

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 an account and sign-in

To use Patient Portal, start by selecting the link emailed to you by your healthcare facility (sometimes it may be necessary to copy the link and paste it into the URL box of your web browser). Next:

1. On the **Create New Password** page, type a password and select **CREATE**.

   Result: Your account is created, and the sign-in screen appears.

2. On the sign-in screen:

   - In the first box, type your **email address** (this is your user name when you sign-in).
   - In the second box, type the password you just created.
   - Select **I Agree to the HIPAA Privacy Notice**
   - Optional: Select **Remember Me** to auto-fill your username next time you sign in.
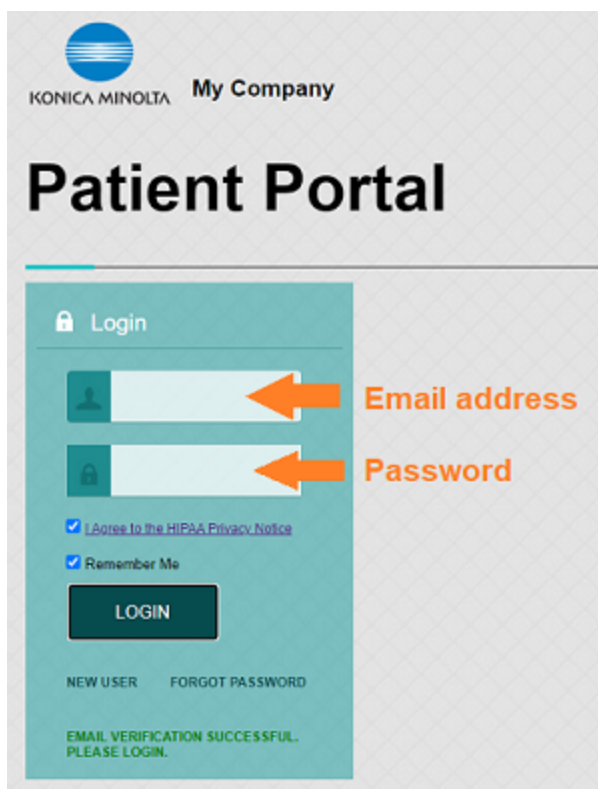
3. Select **LOGIN**.
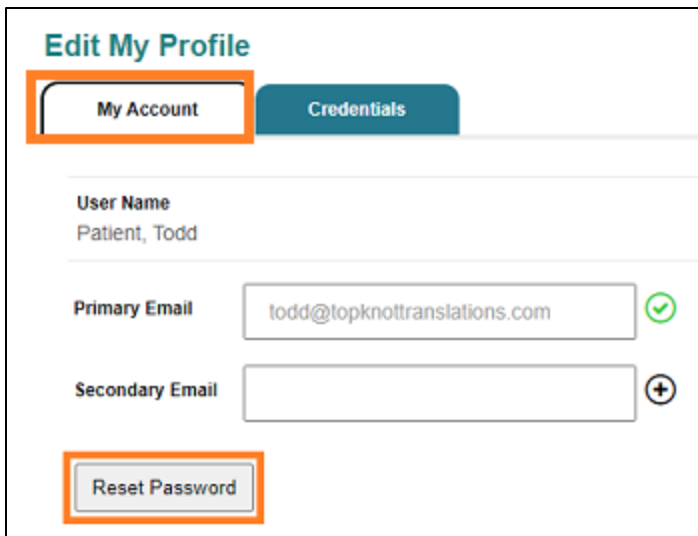
I forgot my password

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, then the **Edit My Profile** ⚙ button.

2. On the **My Account** tab, select **Reset Password**.

3. 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, then the **Edit My Profile** ⚙ button.

2. On the **Credentials** tab, edit information as needed, and then select **Save**.
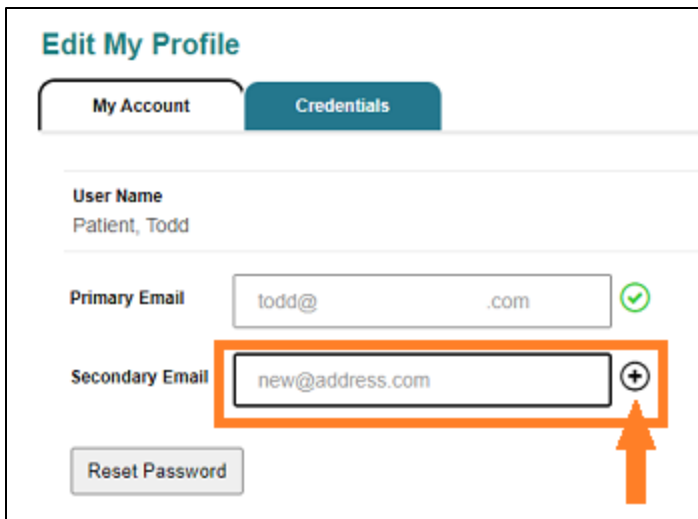
Add an email address

To add a new email address to your account:

1. On the home screen, select the menu ⊞ button, then the **Edit My Profile** 🛠 button.

2. On the **My Account** tab, in the **Secondary Email** box, type an email address, and then select the plus ⊕ sign.

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

3. 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, then the **Insurance** 🛈 button.

2. On the **Insurance** tab, click **Add**, and then enter all relevant information.

3. If this is your only policy, in the **Level** list, select **Primary**.
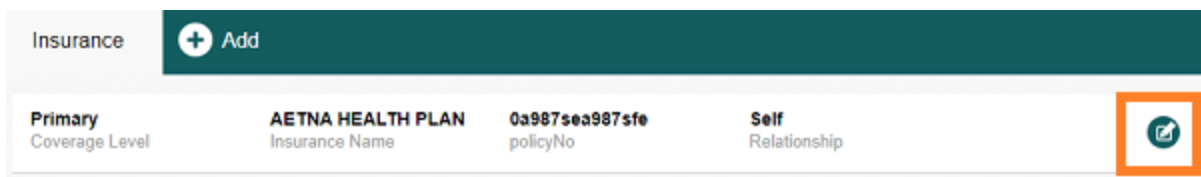

Otherwise, select **Secondary** for your second policy, or **Tertiary** for your third policy.

4. Select **Save**.

Update insurance information

If your insurance policy changes, you can update it.

1. On the home screen, select the menu ⦂⦂⦂ button, then the **Insurance** 🛈 button.

2. On the **Insurance** tab, find the policy you want to update, and on the right, select its edit ✏ button.

3. 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. If your healthcare facility registered any authorized representatives for you, you can view them as follows:

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, then the **Guarantor** 👤 button.

2. On the **Guarantors** tab, select **Add**.

3. 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 **Menu** > **Schedule**.
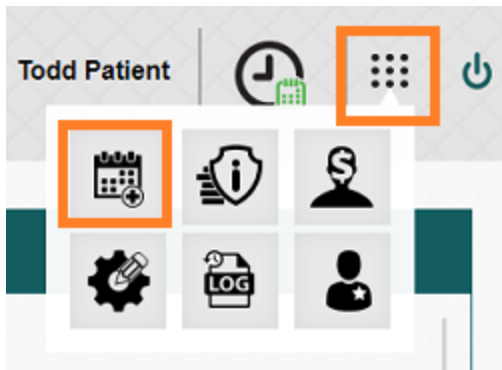
2. On the **Appointments** tab, select **Add**.

3. Under **Add Information**, enter the following settings.

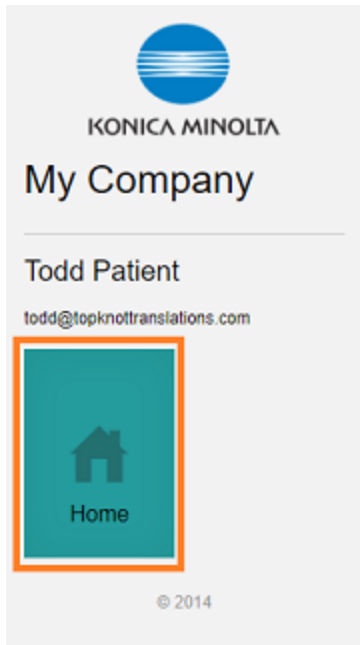| Setting	Description
Location	Select your first choice of healthcare facility for the appointment.

Setting	Description	
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 the doctor or healthcare provider who recommended imaging for you.	
Requesting Date	Select your first choice of date for the appointment.	
Schedule Notes	Type any special instructions or notes to the facility performing the imaging.	
Appointment Type	If you know the appointment type, type it here. For example: Chest CT.	
As Soon as Possible	If the appointment is urgent, select this check box.	

4. Click **Save**.

   Result: The appointment request is sent.

View appointments and appointment confirmations

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

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

2. Select the **Future Appointments** or **Past Appointments** tab.

3. You can use the following buttons:

    View and print the **appointment confirmation card**.

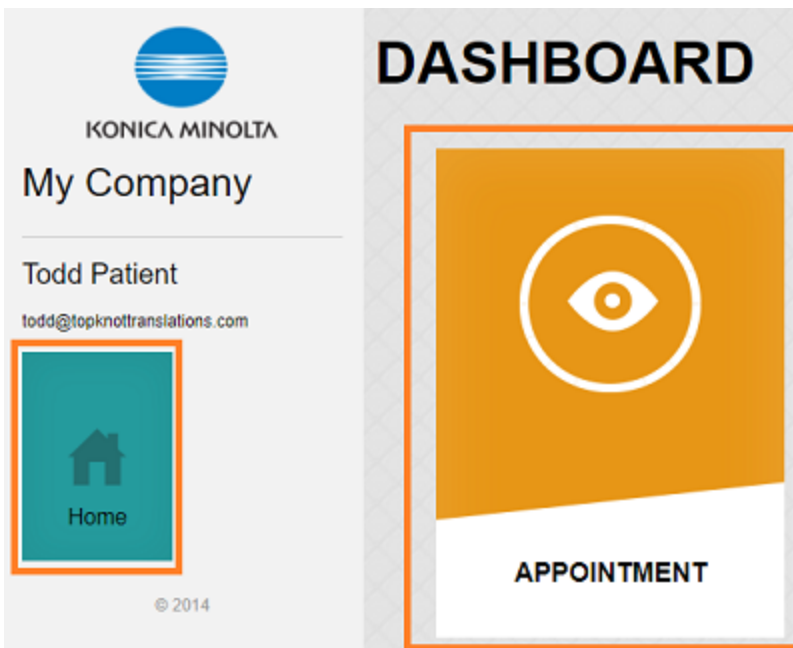   Fill out appointment **forms**

   View **images**

📄 View **approved reports**

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. In the left pane, select **Home**. , and then **APPOINTMENT**.

2. Select the **Future Appointments** or **Past Appointments** tab.

3. On the row containing the appointment that pertains to your document, select the upload 📤 button.
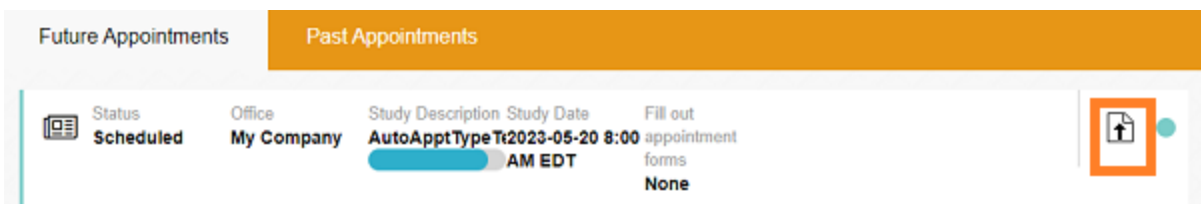
4. Enter any of the following that may be helpful to manage the document:

- **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. Select **Upload**.

6. Select **Select Files**, browse for and select a file to upload, and then select **Open**.

   Optional: Repeat to add additional files.

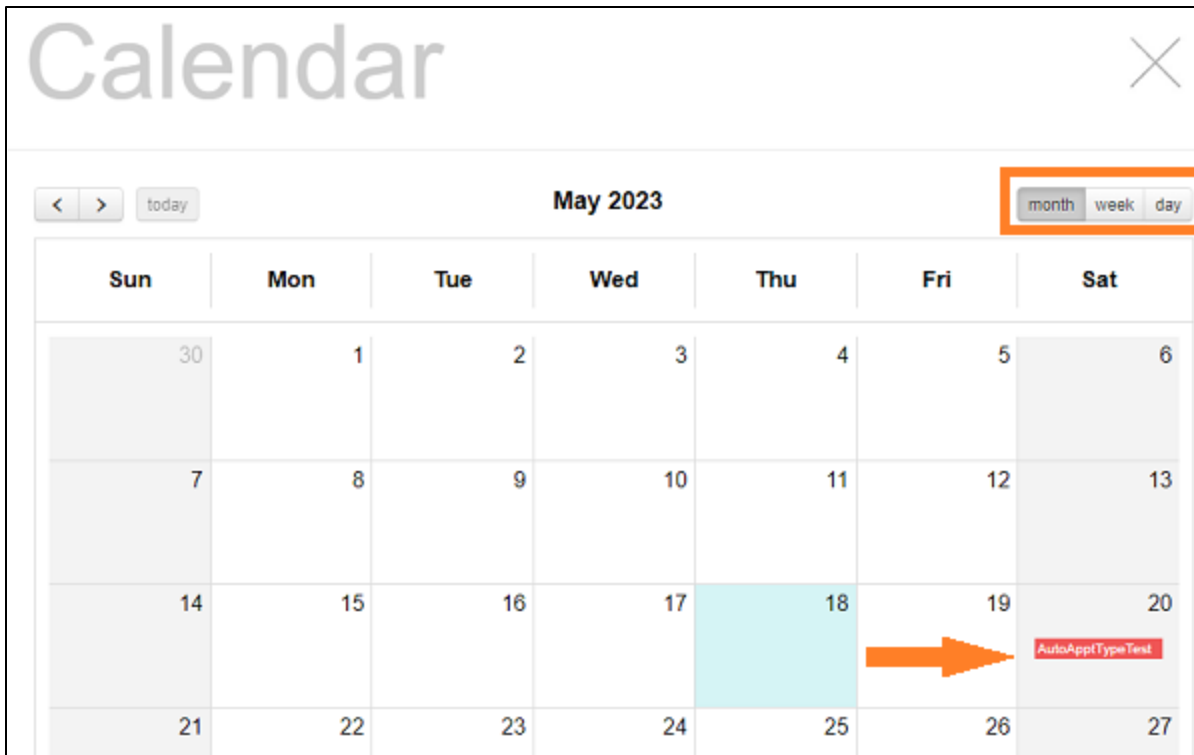7. In the screen above, select **Save**.

   Result: The files are added to your record, and can be accessed by your healthcare provider.

View your appointments in a calendar

You can open a calendar view of your appointments.

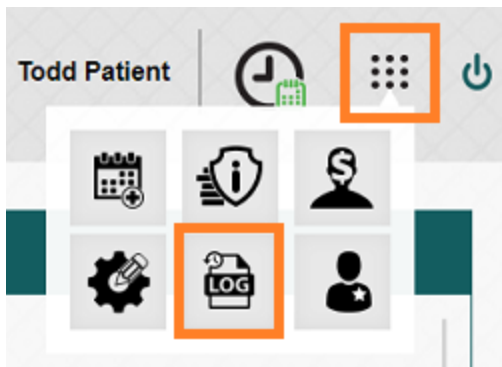- On the home screen, select the Calendar 🕐 button.

View account activity

To see a history of activity on your account:

1. On the home screen, select **Menu** > **Log**.

2. Optional. To search for a specific log entry, 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.