KONICA MINOLTA HEALTHCARE IT

Exa® PACS|RIS

34.1.7

Patient Portal User's Manual

500-001187A

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

Konica Minolta Healthcare Americas, Inc.

2217 U.S. Highway 70 East

Garner, NC 27529 USA

Tel: 1-800-366-5343

Get started with Patient Portal

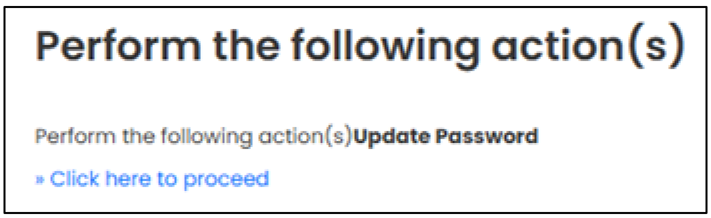
Set up your account and profile

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.

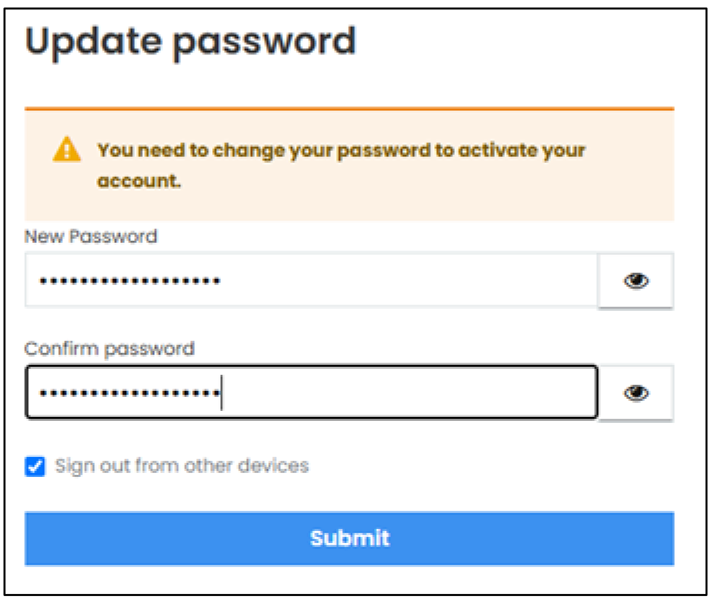
Create an account and sign in

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:

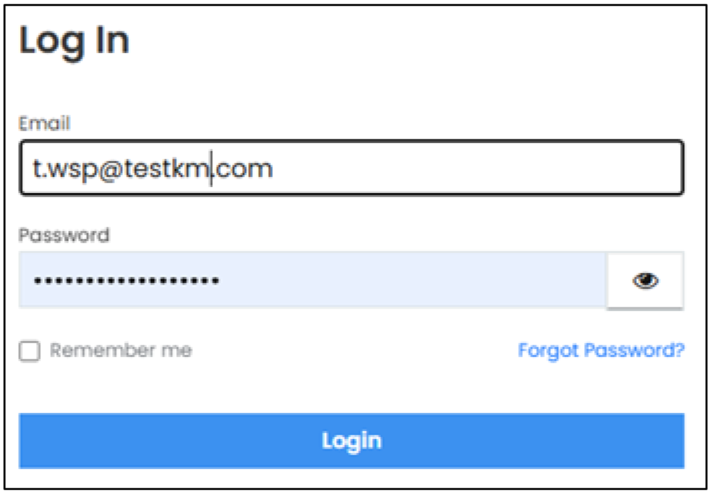
1. On the Patient Portal page, select Click here to proceed.



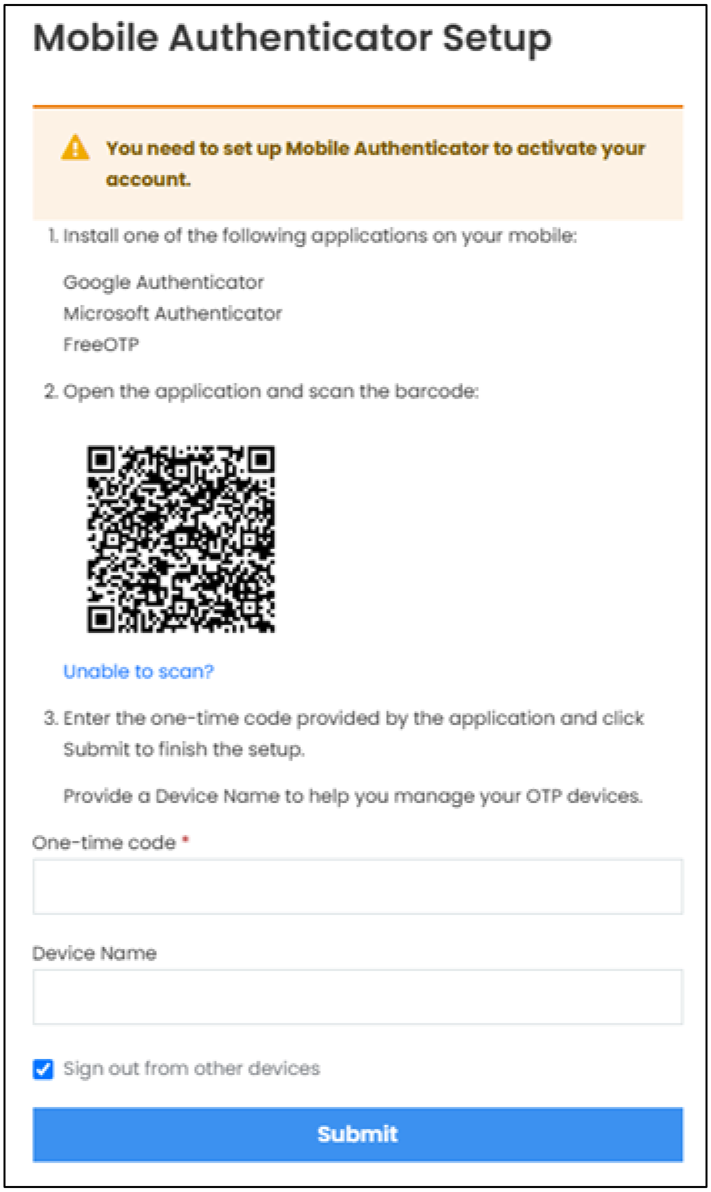
2. Type a password in the New Password box, re-type it in the Confirm Password box and select Submit.



3. On the Log In screen type your email address (this is your user name when you sign-in) and password.
   - Optional: Select Remember me to auto-fill your user name next time you sign in.



4. Select Login.
5. If the Mobile Authenticator Setup screen appears, use a mobile device to scan the QR code to obtain a code in your authenticator app.



6. In the One-time code box, enter the code from your authenticator app.
7. In the Device Name box, type a name for your device, and then select Submit.
8. If the HIPAA privacy notice prompt appears, select Yes if you accept the notice.
9. The next time you sign in to the portal with your user name and password, enter a one-time code from your authenticator app and select the Login button.

I forgot my password

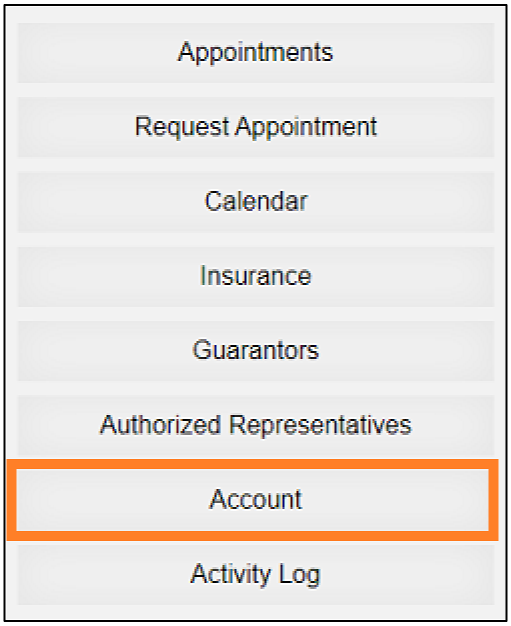
If you forget your password, you can reset it from the sign-in page.

1. On the sign-in page, on the right pane, select Forgot Password?
2. An email is sent with a link to reset your password.

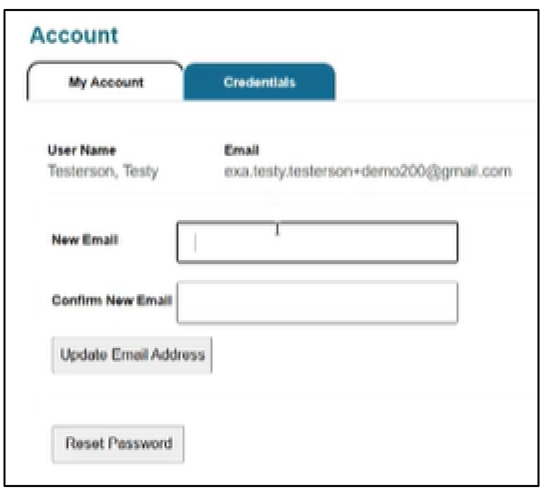
Reset my password

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

1. On the left pane, select Account.



2. On the Account dialog, select Credentials, and then select Reset Password.



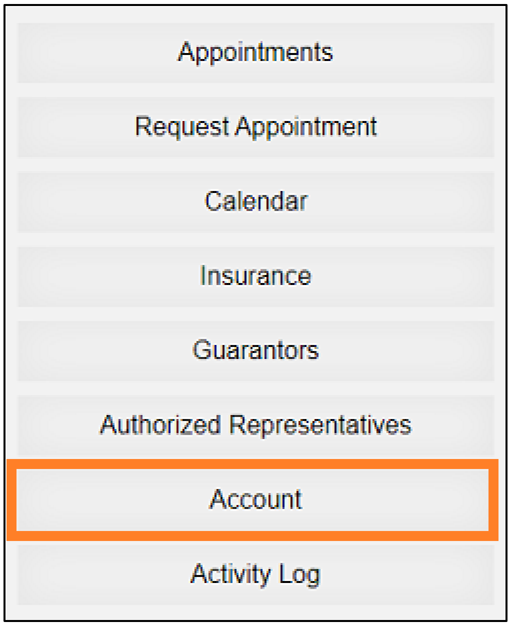
3. When the confirmation prompt appears, select OK.

4. An email is sent with a link to reset your password.

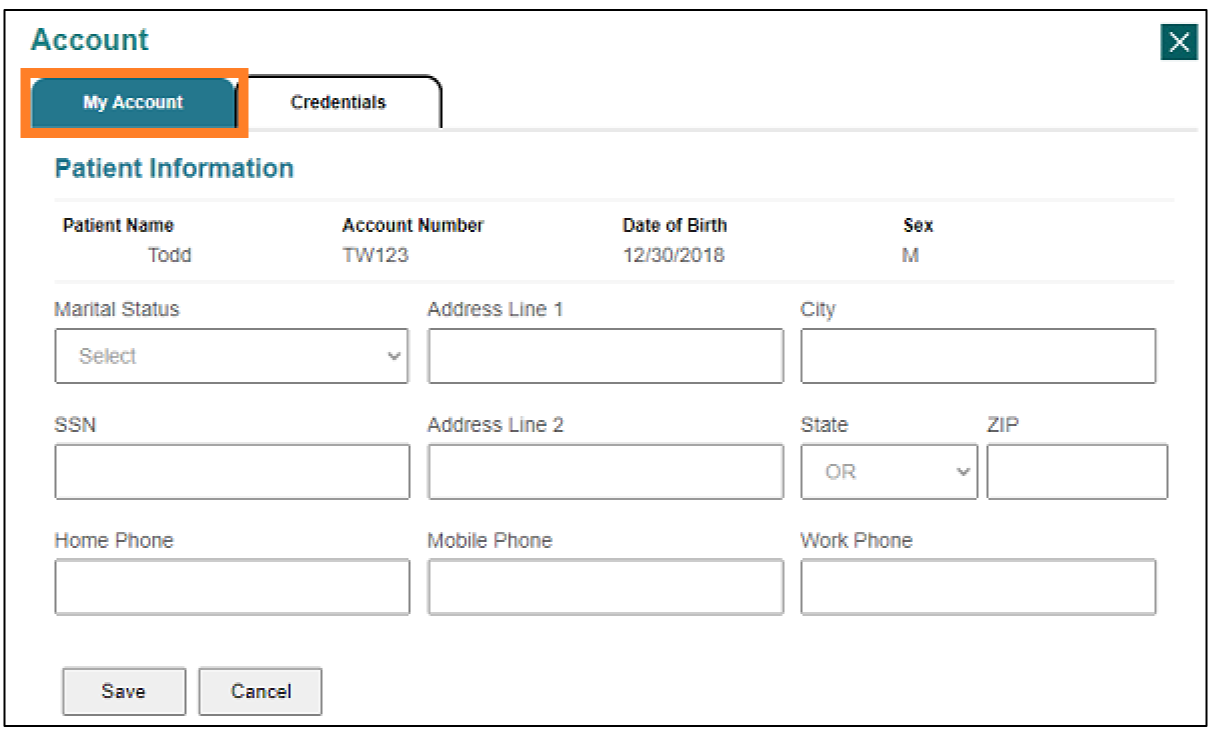
Update my profile

If your personal information changes, you can edit it.

1. On the left pane, select Account.



2. In the Account dialog, on the My Account tab, edit information as needed.

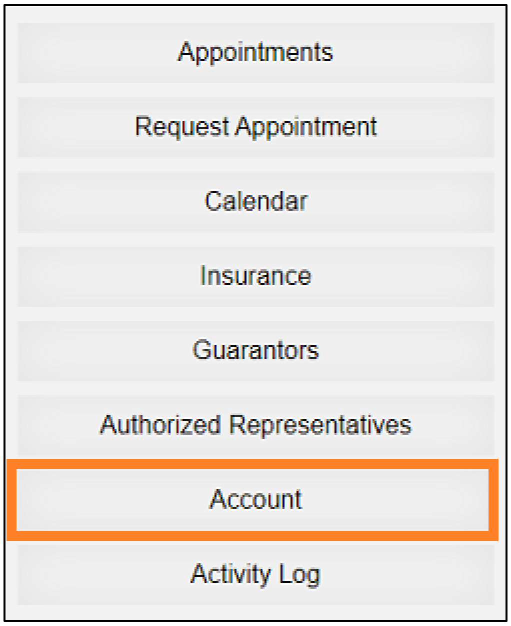


3. Select Save.

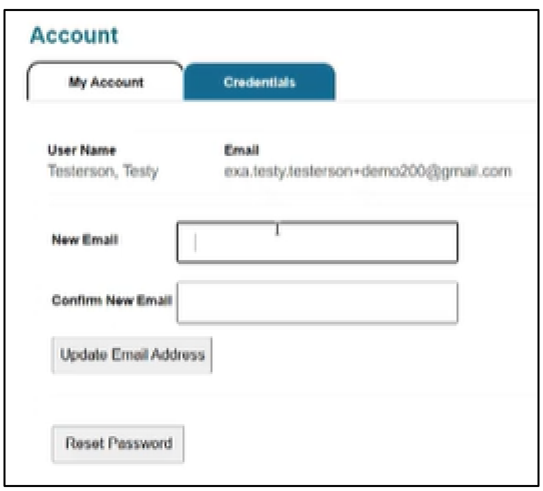
Update an email address

To update the email address for your account:

1. On the left pane, select Account.



2. In the Account dialog, select the Credentials tab.
3. In the New Email and Confirm New Email boxes, type an email address, and then select Update Email Address.



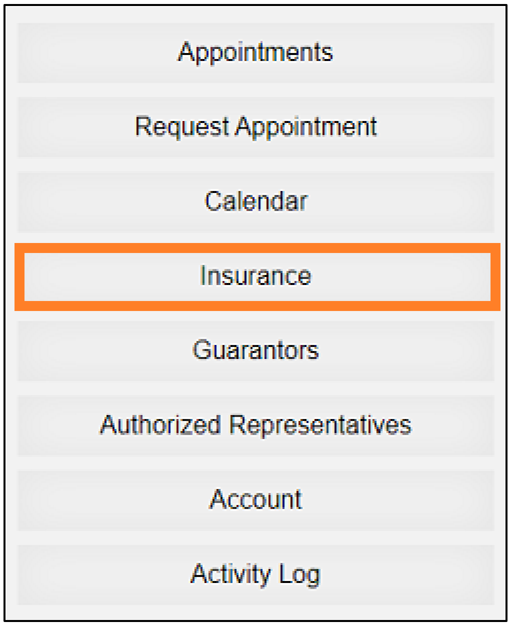
Result: An verification email is sent to the address you entered.

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

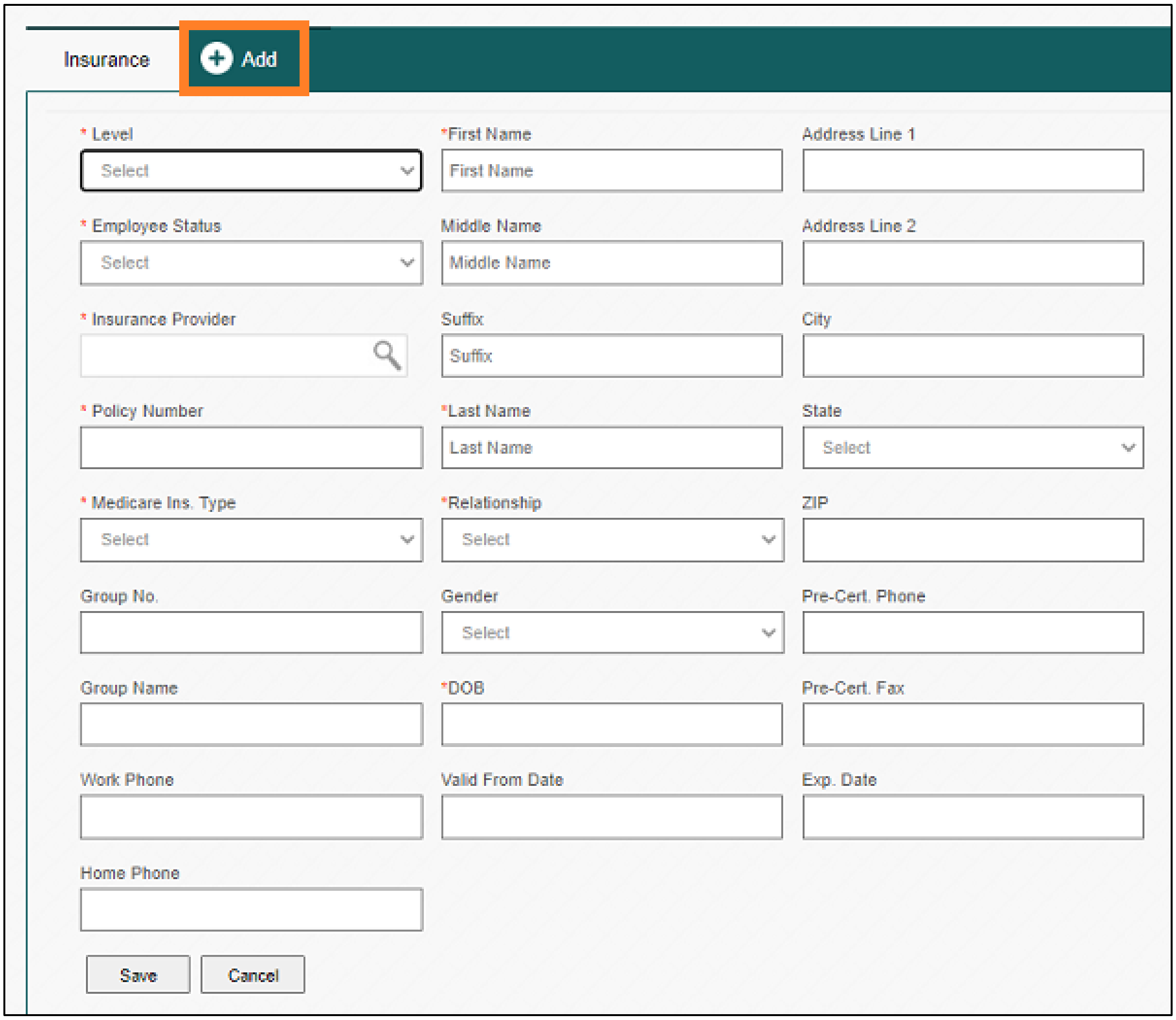
Add an insurance policy

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

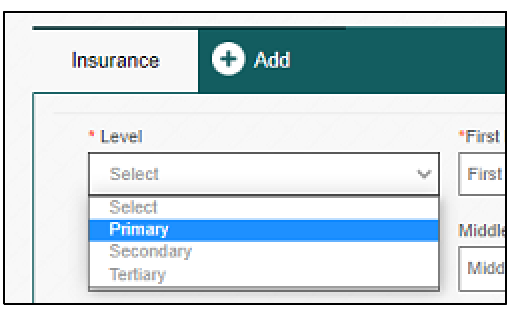
1. On the left pane, select Insurance.



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.



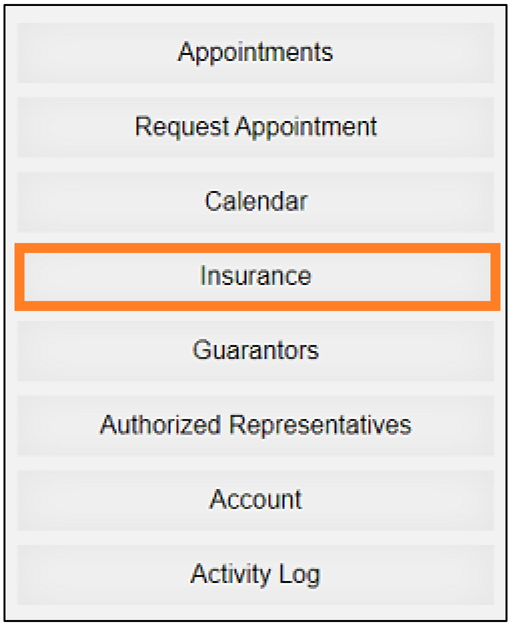
Otherwise, select Secondary for your second policy, or Tertiary for your third policy.

4. Select Save.

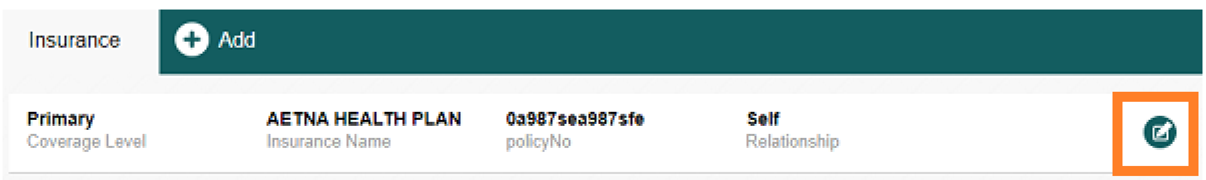
Update insurance information

If your insurance policy changes, you can update it.

1. On the left pane, select Insurance.



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



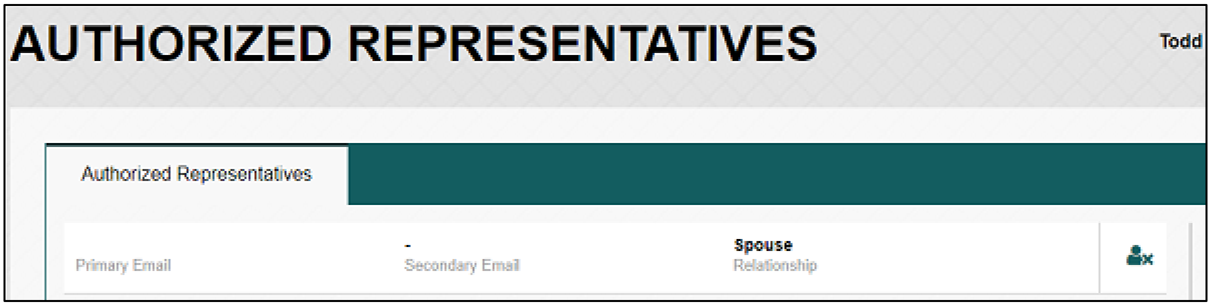
3. Edit the information as needed, and then click Save.

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 left pane, select Authorized Representatives.

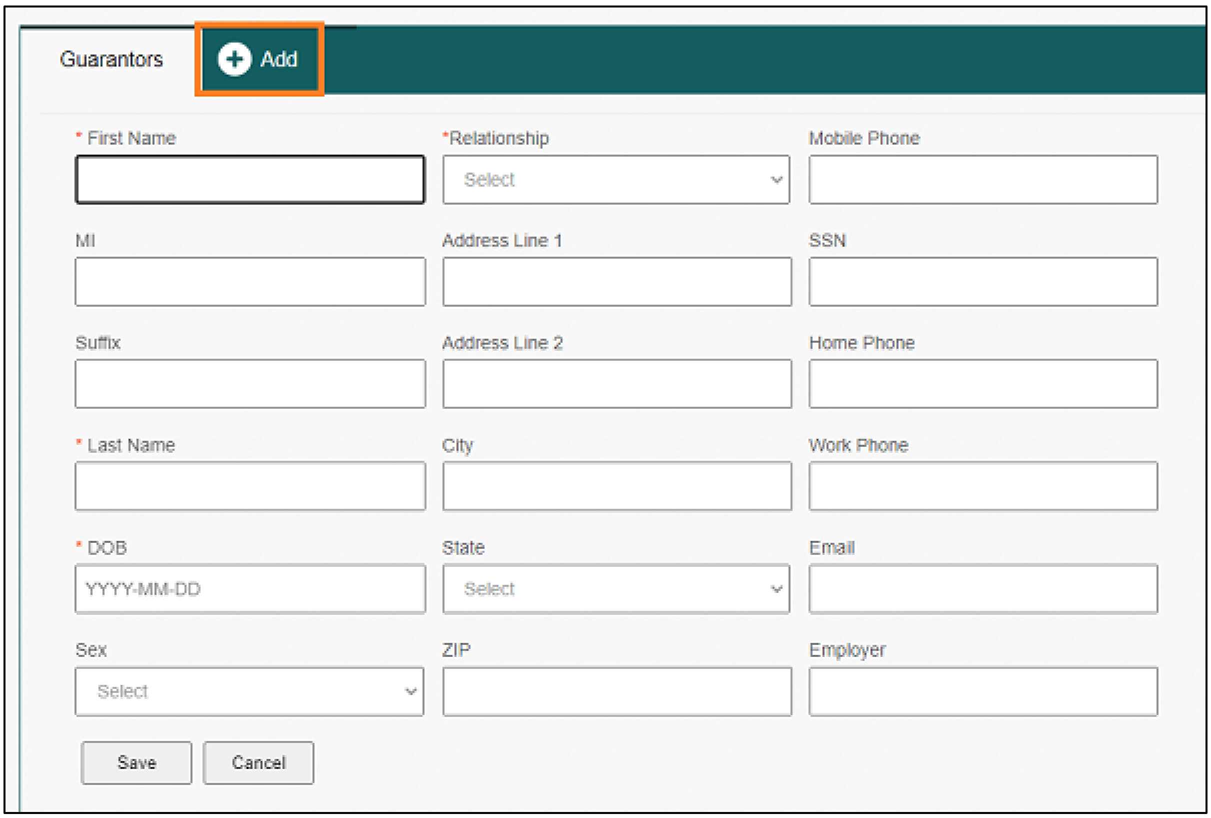
   Result: The representatives appear in a list.



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 left pane, select Guarantors.
2. On the Guarantors tab, select Add.



3. Enter information about the guarantor, and then select Save.

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

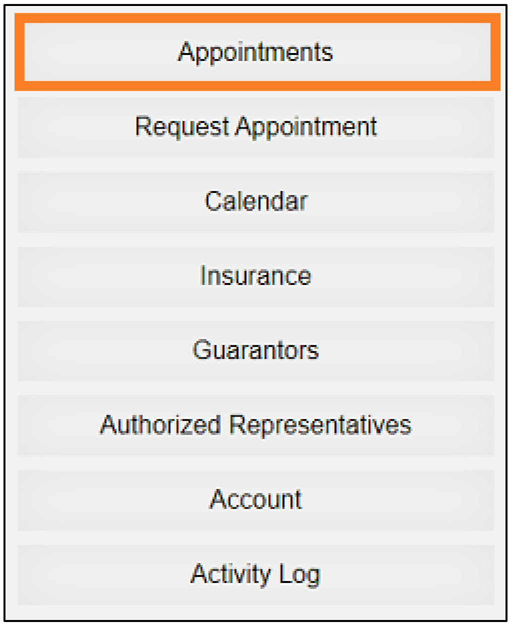
Use the patient portal

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).

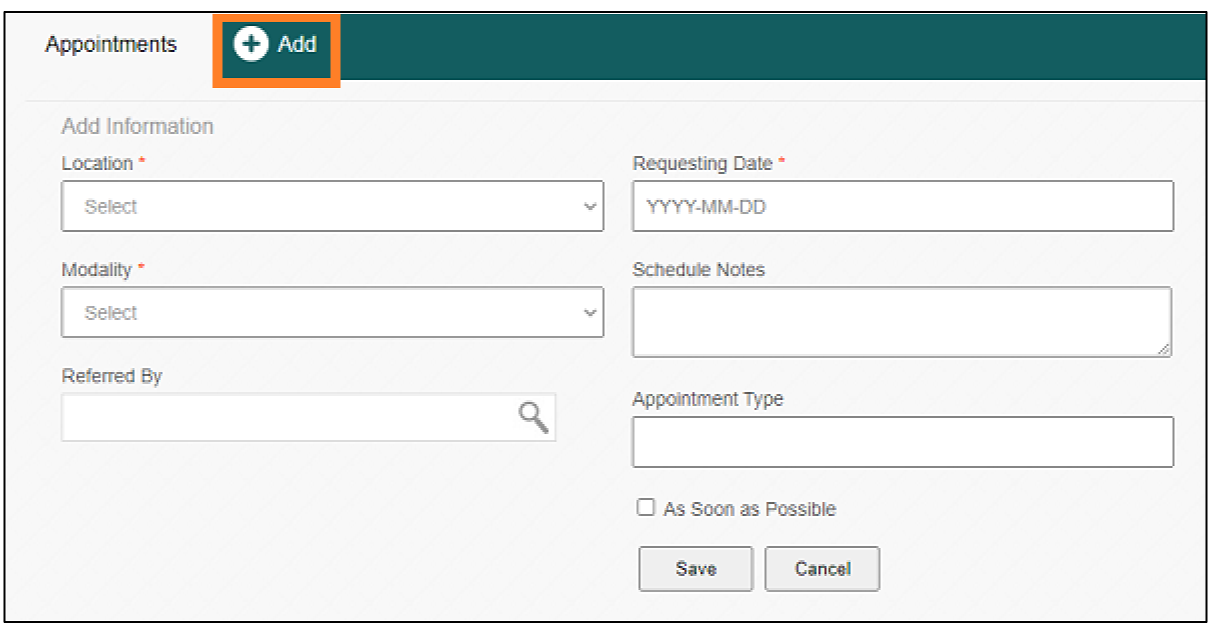
Request an appointment

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

1. On the left pane, select Request Appointment.



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.	
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.	

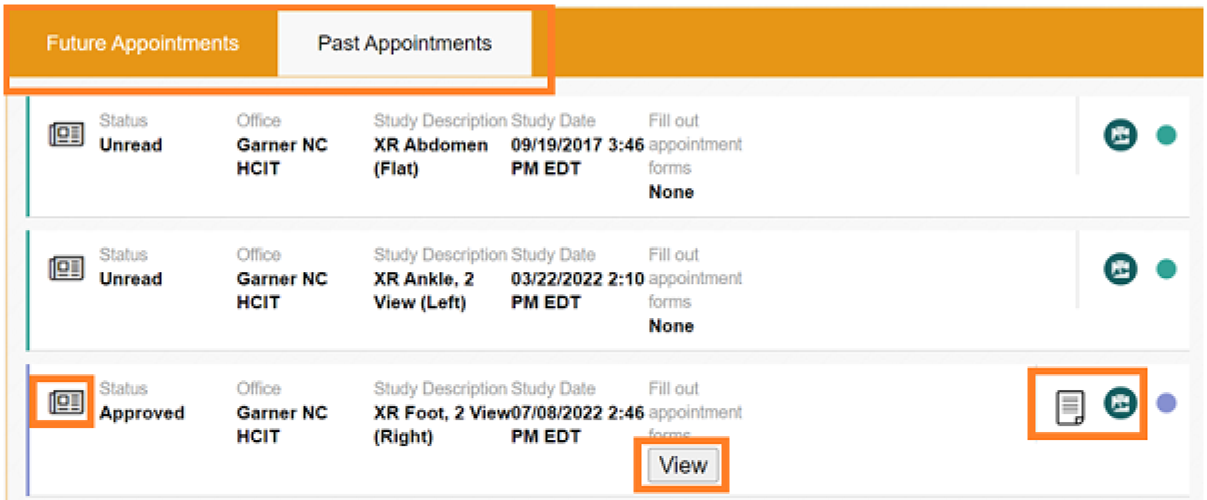
4. Click Save.

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



3. You can use the following buttons:

   View and print the appointment confirmation card.

   View Fill out appointment forms

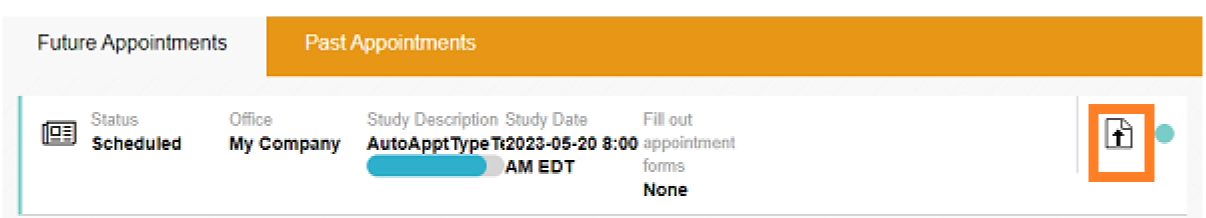
   View images. Opens the study in the OHIF viewer. For instructions on using the viewer, see https://docs.ohif.org/user-guide/.

   View approved reports

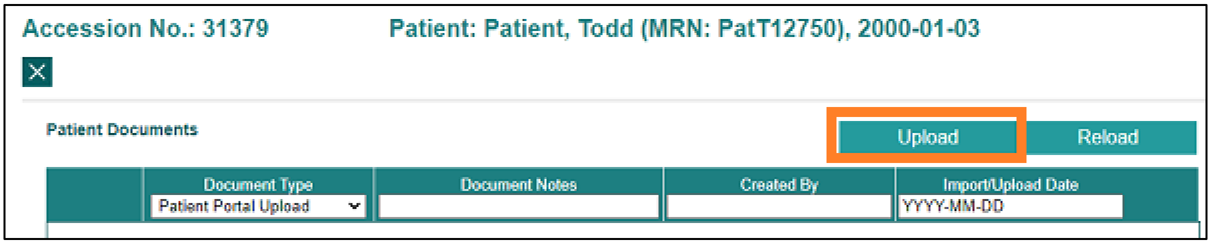
Upload a document

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 Appointments.
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.

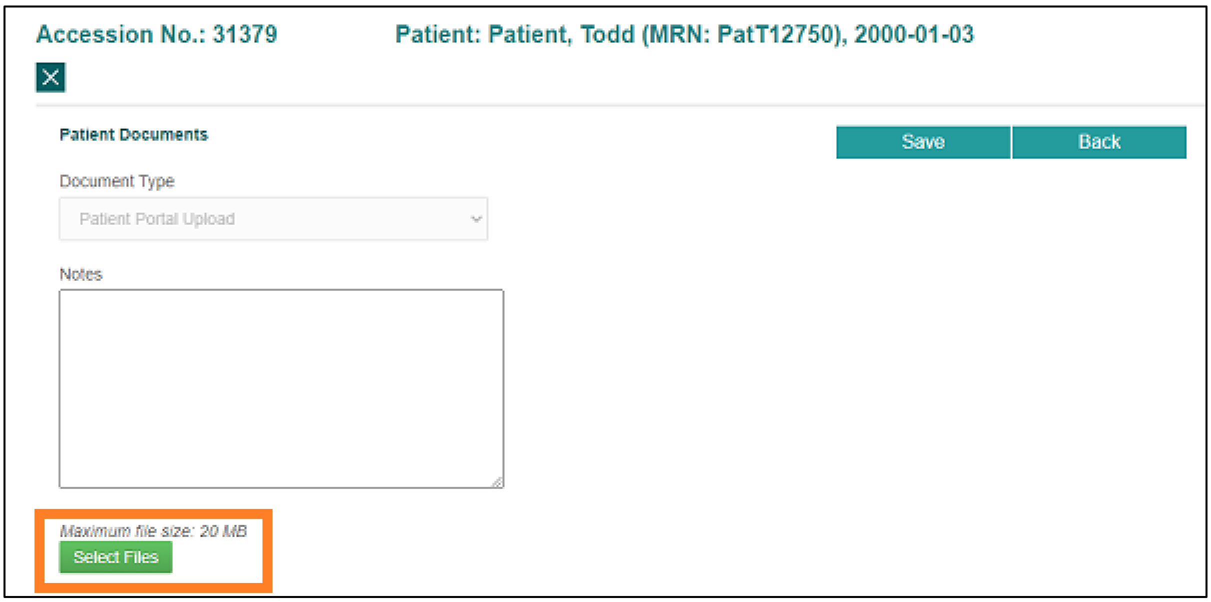


4. Enter any of the following that may be helpful to manage the document:



- 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.

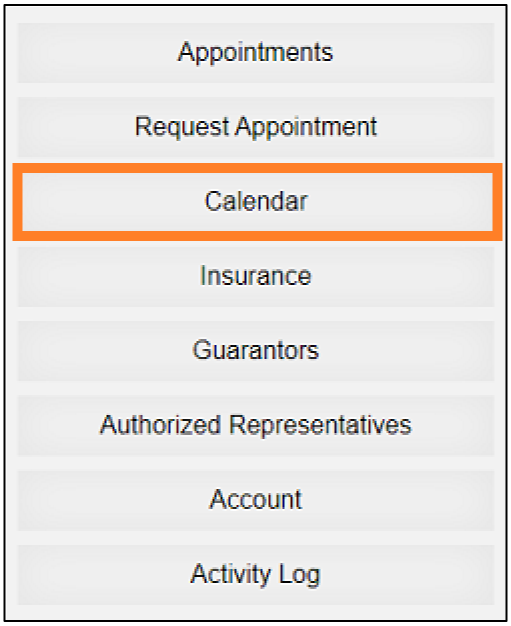
7. In the screen above, select Save.

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

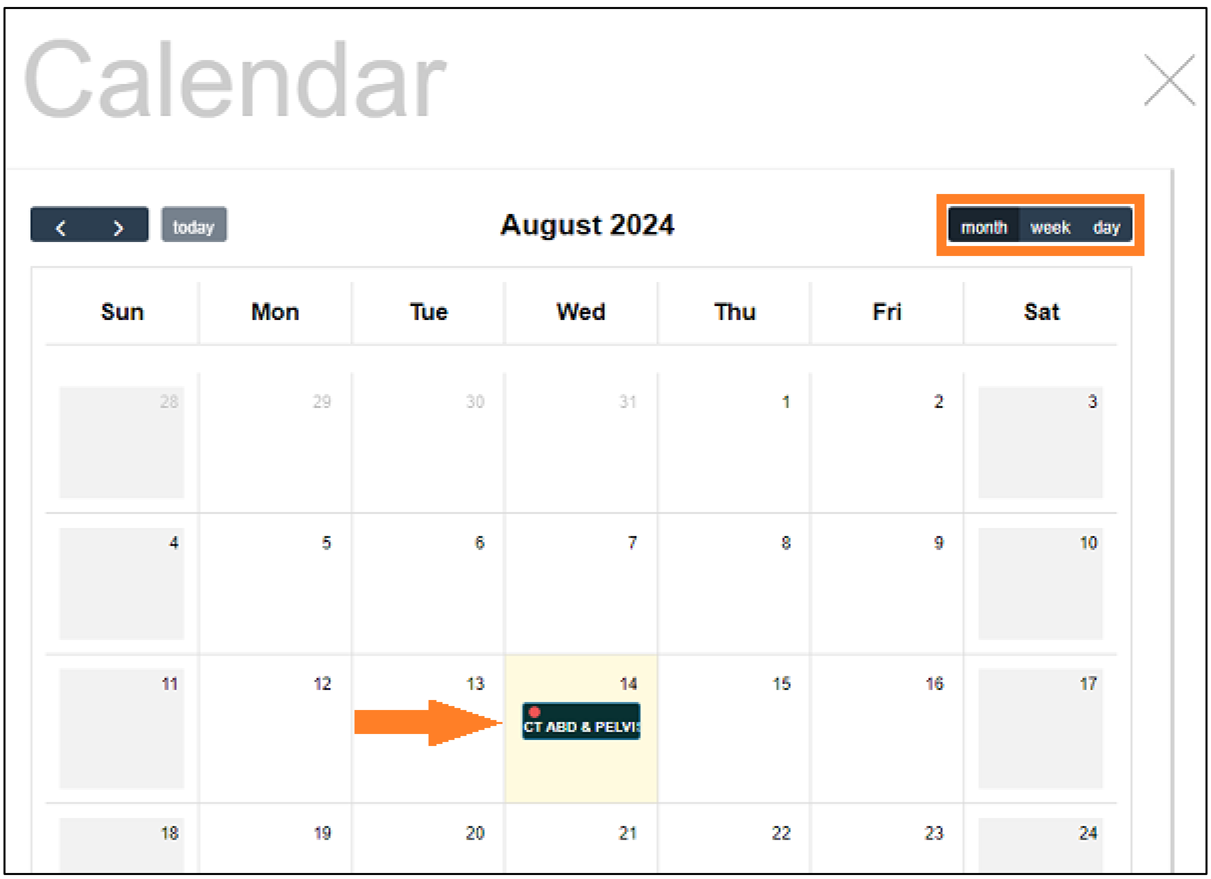
View your appointments in a calendar

You can open a calendar view of your appointments.

- On the left pane, select Calendar.



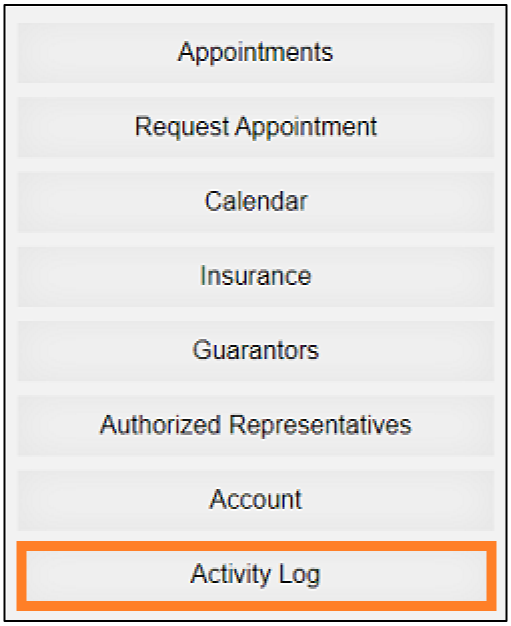
Result: The Calendar of appointments appears.



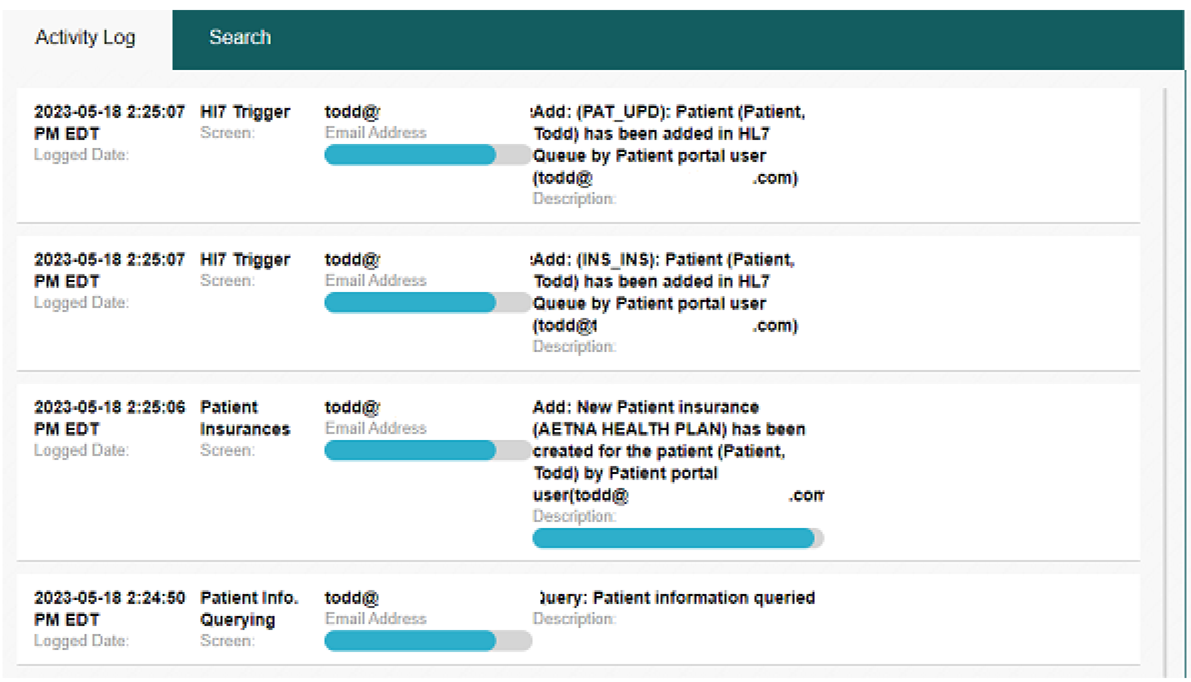
View account activity

To see a history of activity on your account:

1. On the left pane, select Activity 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.