

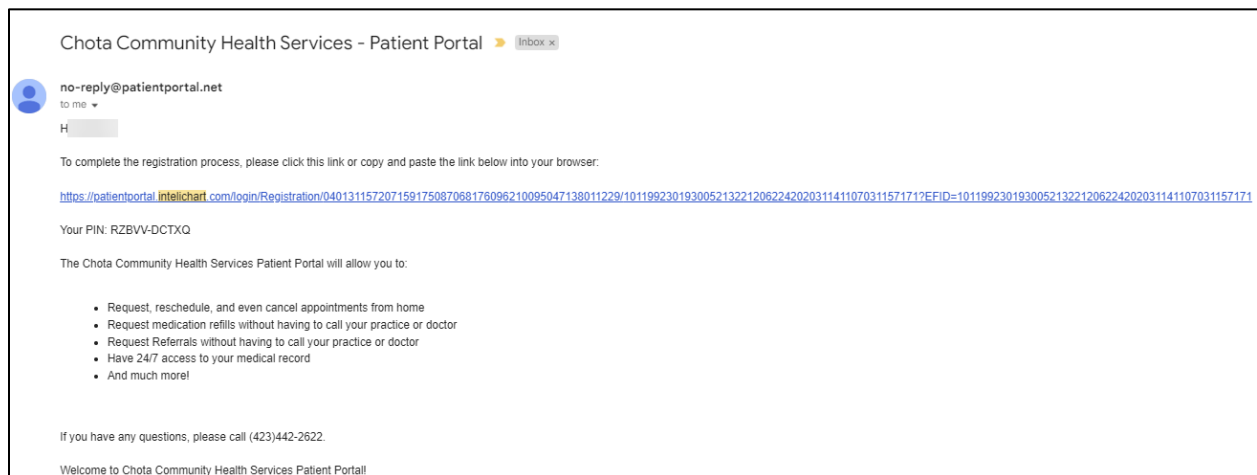


Patient Portal User Guide

CCHS utilizes a patient portal called Intelichart. Through our patient portal, you can interact with our practice in many helpful ways, including:

- View your clinical chart summary, including test results
- View your appointments & request new appointments
- Send a secure message to your care team
- Request refills

The first step is to get registered. When you make an appointment at CCHS, assuming you provide us with your email address, you should get an automated email invitation to the patient portal. The email will contain a PIN# that is used to register, and a link. Simply click the link and complete the fields to register for your account. Below is a sample of that email:



After you are registered, you can access the portal at the following link:

<https://login.intelichart.com/chotahealth>

Resetting your Password

(if you forget)

If you forget your password or need to reset it, you can do it yourself without contacting us.

- 1.) On the main login page, simply click the “Forgot your password?” link.
- 2.) Enter your email address.
- 3.) Check your email for the “Forgotten Password” email.
- 4.) Click the link in the email.
- 5.) Answer your security questions (you created these when you registered).
- 6.) Enter and confirm a new password.



Make it memorable.

Let's change your password now. Your password must be between 8-32 characters in length and include at least 1 number.



Must be at least 8 characters long and contain at least 1 number

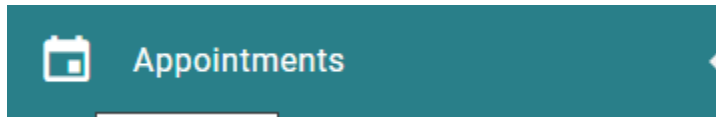


CHANGE PASSWORD

Things you can do in the Patient Portal

Once logged in, you will be brought to your patient portal home page, which may have notifications of any new information or actions you can take.

You also have several tabs available to you on the left. Details of each tab are provided below.



This tab allows you to view your upcoming appointments.

You may also request a new appointment by following these steps:

- 1.) Click "Schedule an Appointment"
- 2.) Select a location and continue
- 3.) Review the disclaimer and continue
- 4.) Select an appointment type and type in the specifics of why you need to be seen, then continue
- 5.) Select your insurance by choosing from the Insurance we have on file, providing new insurance information, or select that you will present it at your appointment, then continue
- 6.) Choose a timeframe and preferred provider (if desired) and click "Search Appointments"
- 7.) Submit the request

**Note that this is just a REQUEST. Our staff will reply or reach out to you to confirm a scheduled appointment time.*

There is also a 'Request a Referral' link which allows you to send a message to your care team requesting a referral. *Please note that this is just a request and will require review by your provider who will determine if a referral can be made.*



Messages

This tab allows you to send messages to our practice, and view the responses. It works in a similar fashion as email, however it is a secure two-way communication to your care team.

The Inbox will have any messages or replies that we have sent to you. Simply click on the message to open it.

The “Compose New Message” button allows you to send a message to us. Simply choose the location, provider, and message category from the dropdowns and then type out your message and click “Send Message”.

If you manage multiple portal accounts (for example, your own and a child), you can use the “On behalf of” dropdown to select which patient the message pertains to.

Compose new message

Please note that you can expect to receive a response within 24 hours.

On behalf of:

Myself

Practice:

Chota Community Health Services

Location:

Chota Madisonville

To:

Charles Cyrus, FNP - Clinical Question

Subject:

B I U

Characters: 1000

CLOSE

SEND MESSAGE



Test Results

This tab will take you to the “Test Results” section of your “My Chart”. From there you can review any of your lab test results. Lab results will automatically load into your portal shortly after they are finalized by the medical provider.

You can click on any test result to see the details.

My Chart

[Summary](#) [Medications](#) **[Test Results](#)** [Histories](#) [Allergies](#) [Visits](#) [Immunizations](#) [Problems](#) [Vitals](#) [Growth Charts](#)

[< All Test Results](#) / INFLUENZA INHOUSE

Component	Result
INFLUENZA	POSITIVE



Documents


On this tab you will find any chart documents that have been sent to your patient portal. After your visit, you may find a copy of your Patient Plan here.




My Chart

On this tab, you will find a summary of your clinical information. There are several sub-tabs found at the top that you can use to see various sections of your chart. These include:

Summary – A high level overview of your chart

On this tab you can also print a summary record via the  [Print My Chart](#) button.

You can download your chart via the  [Download My Chart](#) button.

You can send your chart via either regular, unsecured email (please read the disclaimer to understand the risks) or if you have a specialist provider that has a “Direct” messaging address, you can enter it here to send your chart information securely.

My Chart

[Summary](#) [Medications](#) [Test Results](#) [Histories](#) [Allergies](#) [Visits](#) [Immunizations](#) [Problems](#) [Vitals](#) [Growth Charts](#)

Chart Summary

Demographics

Address

Home Phone

Mobile Phone

Birthdate

Preferred Language

Race

Work Phone

Gender

Prior Last Name

Ethnicity

Medications

Here you can see your medication list. You can also request a refill by clicking the [Refill](#) button beside the medication. Simply select your provider to send the request to, and add the pharmacy that you'd like the refill sent to.

Refill a Medication ×

You are requesting a refill for **TYLENOL 325 mg**

Please select who
you want your
request to be sent
to:

-Select-

Pharmacy:

Walgreens: 4440 US-411, Madisonville, TN

[Add a Pharmacy](#)

CLOSE

SUBMIT

Test Results

Here you can see your lab results, as described above.

Histories

Here you can see a summary of your history information, including Social History, Family History, and Medical History.

You can add details here using the “Add” buttons on the right of each section. This information will be reviewed by our staff and added to your chart history.

Allergies

Here you can see any allergies that we have noted. If you have allergies that are not listed here, please inform our staff at your next visit.

Visits

Here you will find a list of your previous visits. Each visit will list details such as the reason for visit, assessment, procedures performed, and location visited.

My Chart

Summary

Medications

Test Results

Histories

Allergies

Visits

Immunizations

Problems

Vitals

Growth Charts

Vitals

☐ Display Only Abnormal Results

Show

10

entries

Observation Date

Temperature

Blood Pressure

Weight (lbs)

Height

BMI

Heart Rate

Source

12/6/2022

99

133/50

145

5' 4"

24.9

99

Chota Community Health Services

Details

Showing 1 to 1 of 1 entries

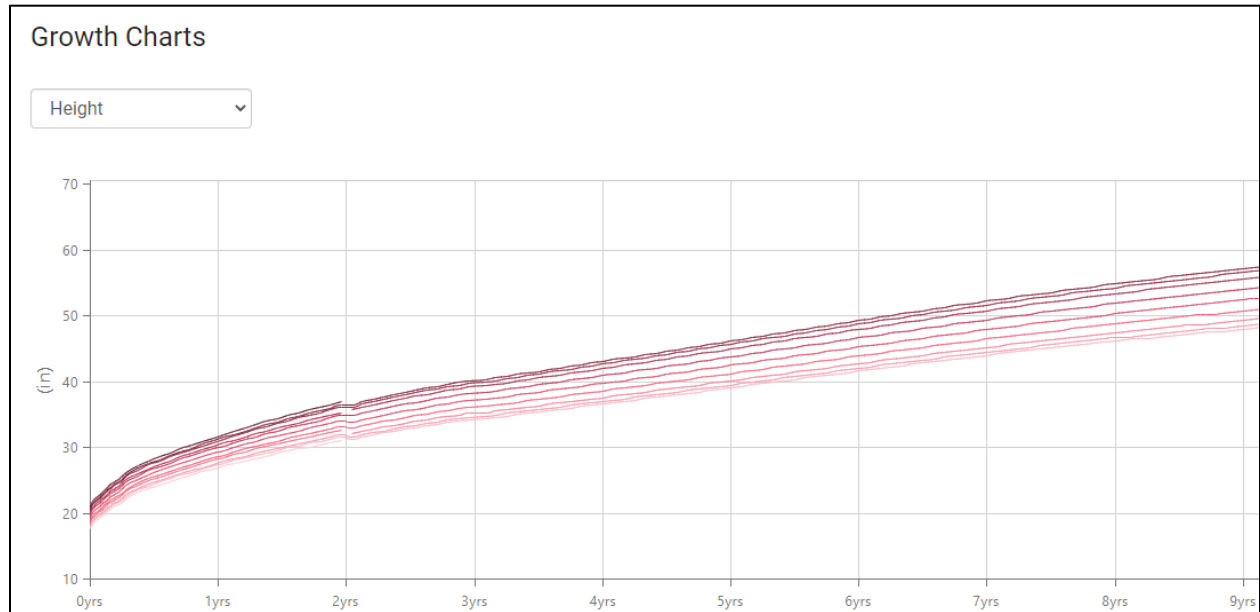
Previous

1

Next

Growth Charts

Here you can find growth charts (relevant for pediatric patients).

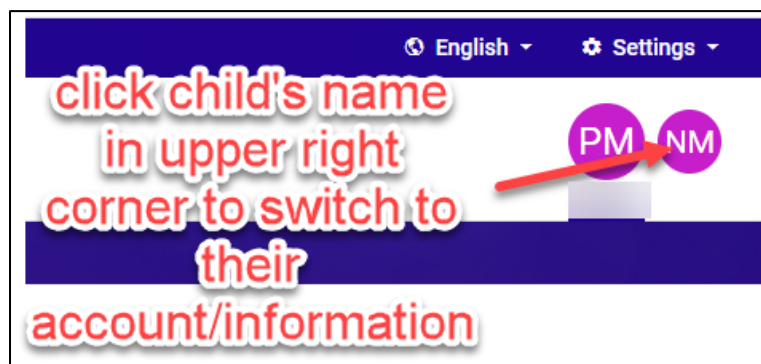


Gaining Access to your child's account

You may register a portal account for your minor child. To do so, simply provide your email address, which we will add to your child's chart. You will receive an email invitation to set up a portal account that will include access to your child's record.

The link in the email will launch the registration process.

If you do not currently have your own portal account, the registration will ask you to complete some details regarding your child, and yourself. Once completed, you will be logged into your portal account and will have access to the child's information by clicking their name in the upper right corner.



If you do already have your own portal account, you will receive an email instructing you to log into your portal. In your portal dashboard, you will have a notification to click on to add your child to your account. It will require that you enter the PIN # (from the email) and the child's date of birth.

A screenshot of a web form titled 'Add a Child/Dependent Account'. At the top right of the form is a close button (X). Below the title is a light blue box containing the text: 'You should have received a PIN from the practice via email, text message or in person.' Below this box are two input fields. The first is labeled 'Child / Dependent's PIN' and has a greyed-out input area. The second is labeled 'Child / Dependent's Birthday' and has a greyed-out input area with a calendar icon to its right. Below the birthday field is the text 'mm/dd/yyyy'. At the bottom right of the form are two buttons: a blue 'CLOSE' button and a purple 'ADD ACCOUNT' button.

Please note that, when your child reaches age 18, your access will be automatically removed. Your child will need to re-register for their own account. Once they do so, they can invite you back as a "proxy" by following the steps below.

Adding a Proxy

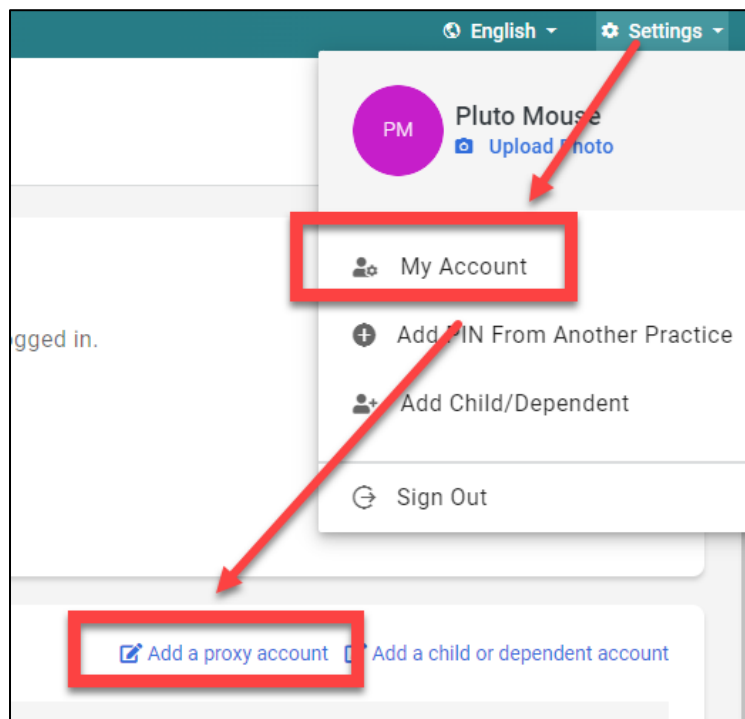
If you want, you can give another individual (a proxy) access to your patient portal account. If you do this, the proxy would be able to access and view your medical information.

To do this:

- 1.) Log into your Patient Portal
- 2.) Click 'Settings' in the upper right, then 'My Account'.
- 3.) In the 'Associated accounts' section, click 'Add a proxy account'.
- 4.) Provide the individual's name, gender, date of birth, cell phone number, email, relationship and, if desired, an end date for access to your account.
It is important you provide the correct cell phone # as this will be used for verification
- 5.) Accept the terms and click 'Submit'.

The individual will receive an email with instructions to complete their registration to gain access to your patient portal account. They will have to do a one-time verification of their phone number (via a text message security code) and then they will be granted access.

You can come back to this section of 'My Account' to remove the proxy's access at any time.

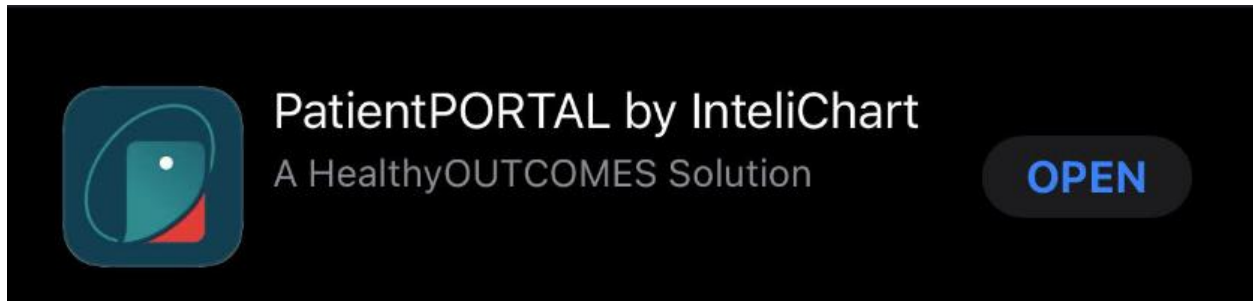


Removing a Proxy

To revoke proxy access to your account, log in and navigate to the top right -> Settings -> My Account -> Associated accounts. Click "Remove association" next to the individual's name.

Mobile App

Our patient portal has a mobile app that you can download from either the Apple App Store, or Google Play. Simply search for “Intelichart” to find it. This is not required, however. You may visit and use the patient portal using your mobile or PC browser (Safari, Chrome, etc).



In the mobile app, you will be able to perform some of the patient portal functions, including:

- Send and receive messages with our practice
- View your appointments
- View your lab results and medications

**Note – not all portal information is visible in the Mobile App. The following items are available, but anything else described in this document can be viewed from a web browser – either on a PC or from your mobile device’s web browser (Safari, Chrome, etc.) by navigating to the patient portal login screen at the address on the first page of this document.*