

Patient Portal Parent Experience: Portal Navigation QRG

Basic Homepage Navigation

The screenshot shows the Patient Portal Parent Experience homepage for a user named Cindy. The interface includes a navigation panel on the left, a main content area with a greeting and action tiles, and a footer with legal links and a floating action button. Callout boxes provide instructions for various features:

- Toggle Menu:** Click the Toggle Menu button to expand and collapse the Navigation Panel.
- Language:** Choose to view the portal in English or Spanish.
- Account:** Manage your account details, add a child, or sign out.
- Home:** Click the Home button to return to the homepage from anywhere in the portal.
- Navigation Panel:** Use the Navigation Panel to access specific areas of the portal.
- Language Toggles:** Use the toggles to determine whose information you are viewing on the portal.
- Suggestion Tiles:** Click a suggestion tile to open the corresponding message or request window.
- Floating Action Button:** Click the floating action button to display shortcuts to the suggestion tile actions.

Note: To enhance the user experience on mobile devices and tablets, a drop-down list has been added to the homepage that controls whose pending items are displayed.

Patient Portal Parent Experience: Portal Navigation QRG

Upcoming Appointment Navigation

Parent Account: Upcoming appointments are displayed for all linked patients

Patient Account: Upcoming appointments are displayed for that patient only

View of the Parent Account

1 new message

1 new test result

Action Tiles remain at the top of the homepage

GO TO MY APPOINTMENTS

SCHEDULE AN APPOINTMENT

Other appointment shortcuts

Reschedule or cancel request link

Sat, Feb 8
5:00 pm

EST WELL CHK

Fowler Reed
Alpha Peds, Inc - Main Office
(800) 218-9916

Reschedule or cancel

Initial or image of scheduled patient

Displays the appointment details, including the location of the practice in Google Maps

APPOINTMENT DETAILS

New Message Navigation

Parent Account: New messages are displayed for all linked patients

Patient Account: New messages are displayed for that patient only

View of the Parent Account

1 new message

1 new test result

Action Tile that acts as a shortcut to the Messages section of the homepage

GO TO MY MESSAGES

SEND A SECURE MESSAGE

Other message shortcuts

Subject of the message

Tue, Jan 14 3:57 pm
Alpha Peds, Inc

Test message

Initial or image of patient the message pertains to

READ MESSAGE

Shortcut to open the new message where a reply can be sent: The message is marked as "read" and removed from the homepage upon refresh.

Patient Portal Parent Experience: Portal Navigation QRG

New Lab Result Navigation

Parent Account: New lab results are displayed for all linked patients

Patient Account: New lab results are displayed for that patient only

Action Tile that acts as a shortcut to the Lab Results section of the homepage

View of the Parent Account

1 new test result

GO TO MY LABS

Shortcut to all labs

Initial or image of patient the lab results pertain to

RESULT DETAILS

Shortcut to open the new lab results: The new lab results are removed from the homepage upon refresh.

New Document Navigation

Parent Account: New documents are displayed for all linked patients

Patient Account: New documents are displayed for that patient only

Action Tile that acts as a shortcut to the Messages from your Care Team section of the homepage

View of the Parent Account

Good afternoon, Sara

Read 2 new messages

GO TO MY MESSAGES

Shortcut to all messages

Initial or image of patient the document pertains to

Shortcut to display the new document window

New Document Available for Review

Neighborhood Physicians Practice
Thursday, April 9, 2020 12:25 pm

A new document has arrived from your provider. Please navigate to the documents section of the portal for review.

CLOSE REPLY

Patient Portal Parent Experience: Portal Navigation QRG

New Survey Navigation

The screenshot shows the Patient Portal interface for a parent named Sara. The top navigation bar includes the PatientPortal logo, language options (English), and a My Account link. Sara's profile initials (S, M) are visible in the top right. A callout points to the 'View of the Parent Account' in the top right corner.

The main content area features a personalized greeting: "Hi, Sara" and "Here's what is new and needs your attention". Below this, there is an action tile that says "Read 2 new messages". A callout identifies this as an "Action Tile that acts as a shortcut to the Messages from your Care Team section of the homepage".

The "Messages from your Care Team" section displays two messages. The first message, dated Thursday, May 7, 10:15 am, is titled "Patient Survey" and includes a patient initial icon (M). A callout explains that the "Initial or image of patient the survey pertains to". A "READ MESSAGE" button is visible next to this message. A callout points to the "GO TO MY MESSAGES" button as a "Shortcut to all messages".

The second message, dated Thursday, May 7, 9:57 am, is titled "New Document Available for Review" and includes a patient initial icon (M).

An inset window titled "Patient Survey" is shown, providing details for the survey: "Neighborhood Physicians Practice" and "Thursday, May 7, 2020 10:15 am". The survey content states: "A survey has been made available for patient MADDISON TEST. Click the link below and use pin code 620666 to complete the survey." A "Patient Survey" link is provided. The window includes "CLOSE" and "REPLY" buttons. A callout identifies this as a "Shortcut to display the new survey window".

Additional callouts on the left side of the screen provide context: "Parent Account: New surveys are displayed for all linked patients" and "Patient Account: New surveys are displayed for that patient only".