



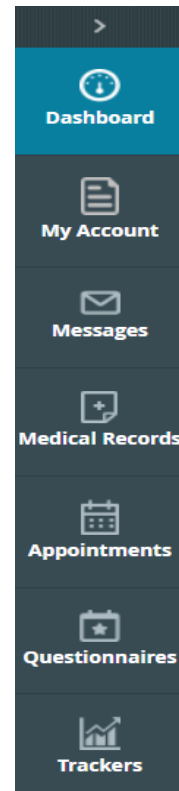
## Navigating the Home Page & Menu

### Menu Band

A menu band displays on the left side of the Home Page.

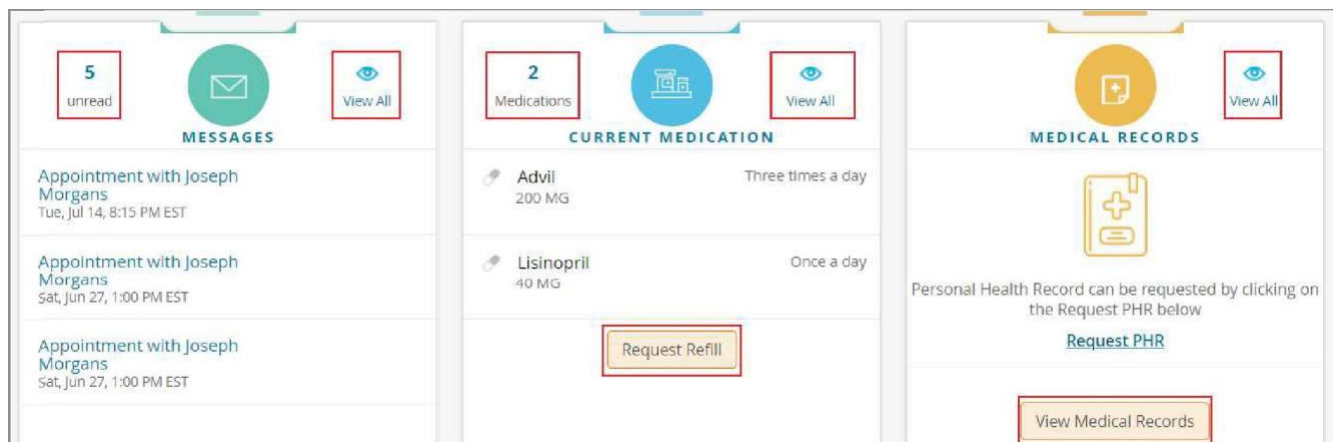
Patients can access the following sections:

- **Dashboard:** The Dashboard displays a key message from the practice, the number of medications, and more.
- **Medical Records:** This section gives patients access to their medical records, such as visit summaries, PHR, lab/DI results, referrals, and Immunization histories.
- **My Account:** This section gives patients access to their account information.
- **Messages:** This section gives patients access to their messages.
- **Appointments:** This section enables patients to request a new appointment, to see the date and time of scheduled appointments, and to display a list of previous appointments.



### Dashboard & Medical Records

The Dashboard gives patients a concise and user-friendly view of the information available in the Portal.





### **My Account**

The *My Account* section enables patients to reset their passwords, view various logs (transmit, transactional, document access, or account access) if any, and access and/or update their personal or additional information, such as mailing/billing addresses, preferred pharmacies, emergency contact information, and more.

### **Personal Information**

The PERSONAL INFORMATION page enables users to update their address, marital status, gender, contact details, PCP, and more:

### **Additional Information**

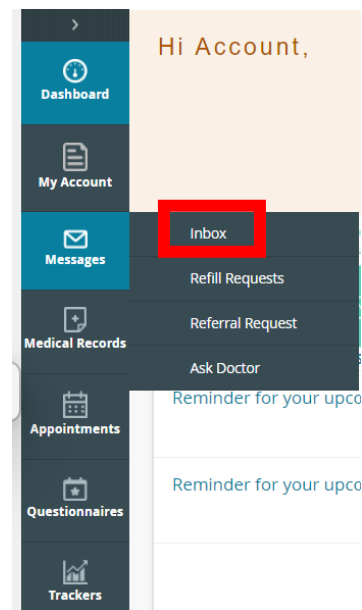
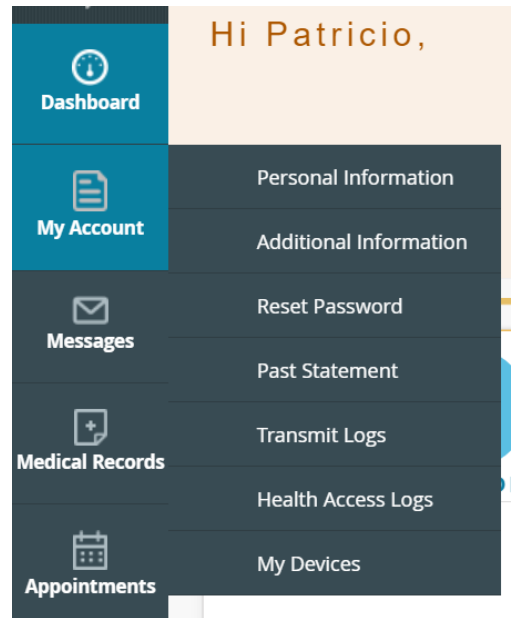
The ADDITIONAL INFORMATION page enables users to update any additional information, such as pharmacy changes, addresses that may be different from mailing addresses, employer information, and any additional contact information:

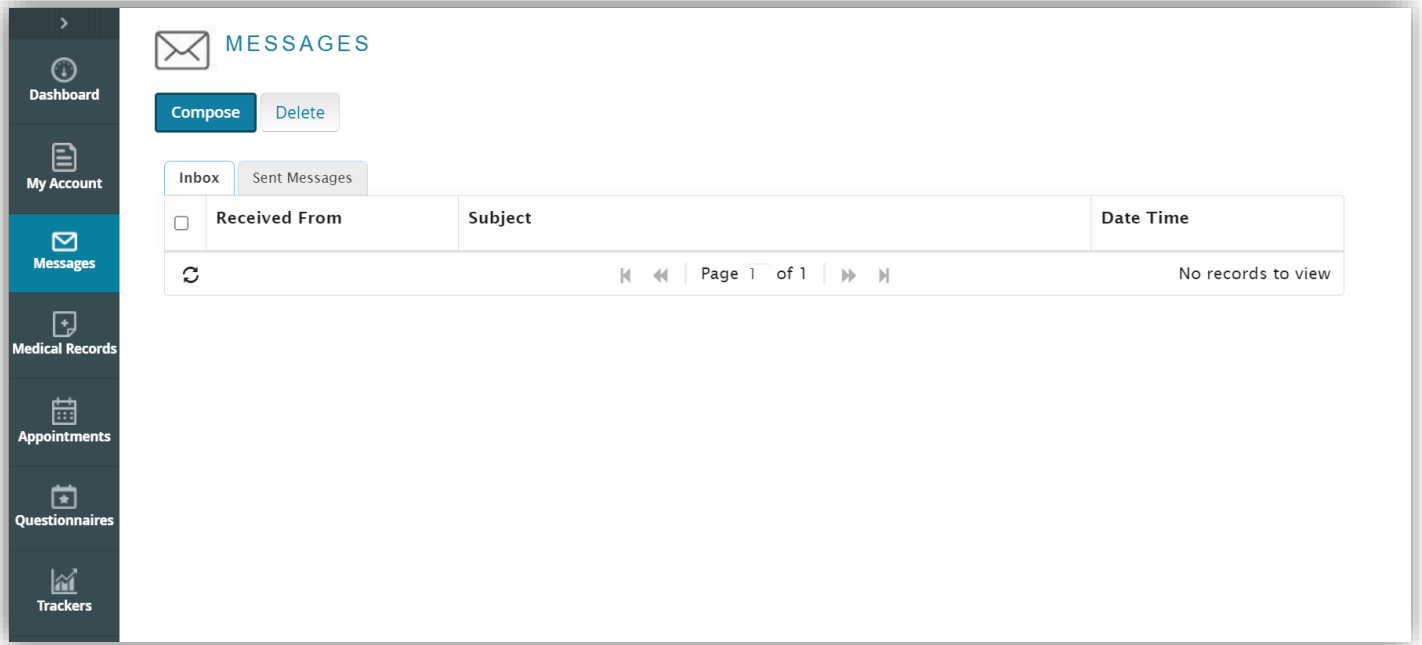
### **Messages**

### **Inbox**

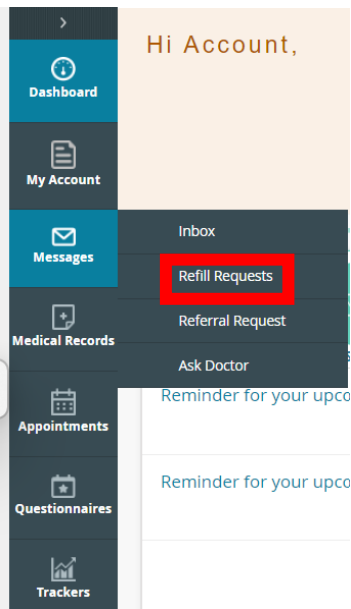
Click *Inbox* to display a list of messages currently in their inbox.

Press “Compose” to generate a new message to send to the provider.





### Refill Requests



Click "Refill Requests" to display a list with all your medications



Select the medication(s) that you need refilled and then press the refill request button in the bottom left of the window.

>

CURRENT MEDICATION

<input type="checkbox"/>	Medication Info
<input type="checkbox"/>	Tylenol 325 MG 1 capsule as needed Orally every 6 hrs 10 days #40 Capsule with no refill(s)
<input type="checkbox"/>	Lisinopril 20 MG 1 tablet Orally once a day with no refill(s)
<input type="checkbox"/>	Loratadine 10 MG 1 tablet on the tongue and allow to dissolve Orally once a day 30 day(s) #30 with no refill(s)
<input type="checkbox"/>	Adapalene 0.1 % 1 application in the evening Externally once a day with no refill(s)
<input type="checkbox"/>	Amphetamine-Dextroamphetamine 5 MG 1 tablet Orally twice a day 30 days #60 Tablet with no refill(s)
<input type="checkbox"/>	Amphetamine-Dextroamphetamine 20 MG 1 tablet Orally twice a day 30 days #60 Tablet with no refill(s)
<input type="checkbox"/>	Mucinex 600 MG 1 tablet as needed Orally every 12 hrs 14 days #28 Tablet with no refill(s)
<input type="checkbox"/>	Levothyroxine Sodium 50 MCG 1 tablet in the morning on an empty stomach Orally once a day with no refill(s)
<input type="checkbox"/>	Gabapentin 100 MG 1 capsule Orally once a day 30 days #30 Capsule with no refill(s)

[Refill Request](#)



The dropdown menus will allow you to select your provider, medical facility, and the pharmacy you would like your medication sent to, along with the ability to make any necessary comments. Once completed, click submit.

Current Medication > New Refill Request

**REFILL REQUEST**

To:\*   Facility:\*

Subject:

Pharmacy:

Search pharmacy using: Pharmacy Name, City, State, Zip To search for CVS in Westborough enter : CVS,Westborough

Medications:  
**Mucinex 600 MG 1 tablet as needed Orally every 12 hrs 14 days**  
#28 Tablet with no refill(s)

Message:  
Comments:

Hi Account,

- Dashboard
- My Account
- Messages
  - Inbox
  - Refill Requests
  - Referral Request
  - Ask Doctor
- Medical Records
  - Reminder for your upco
- Appointments
  - Reminder for your upco
- Questionnaires
- Trackers

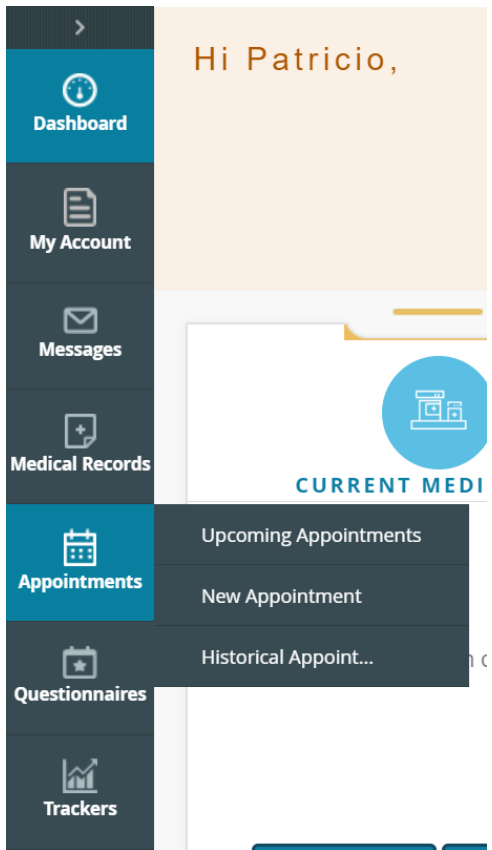
## Referral Request

Click "Referral Requests" to display a list of all your referrals

\*\*\*Not able to request a new referral. \*\*\*



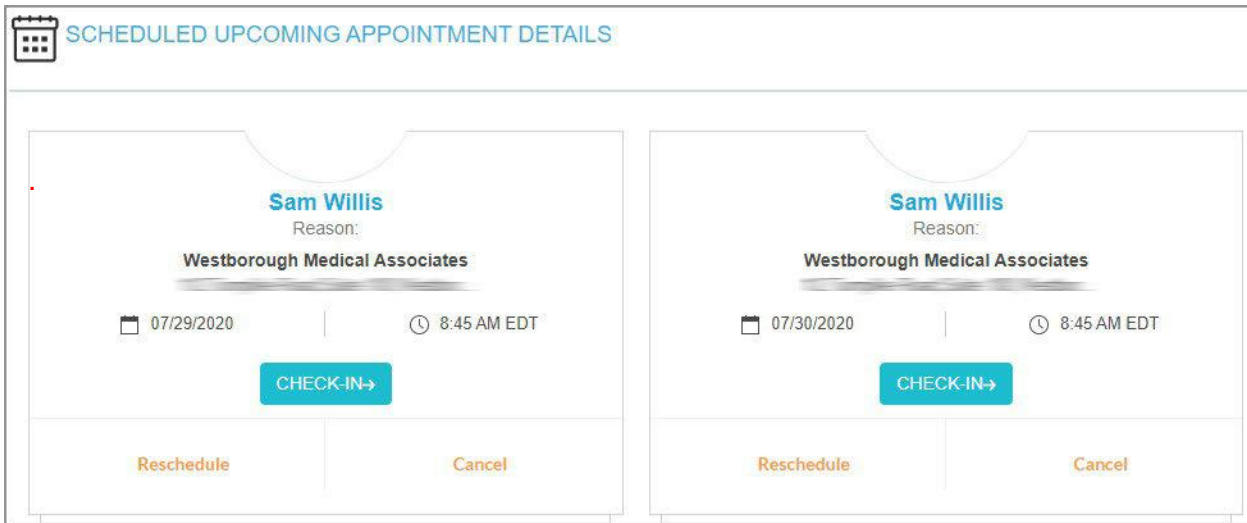
### ***Appointments/Upcoming Appointments***



Click "Upcoming appointments in the Appointments section to view upcoming appointments.

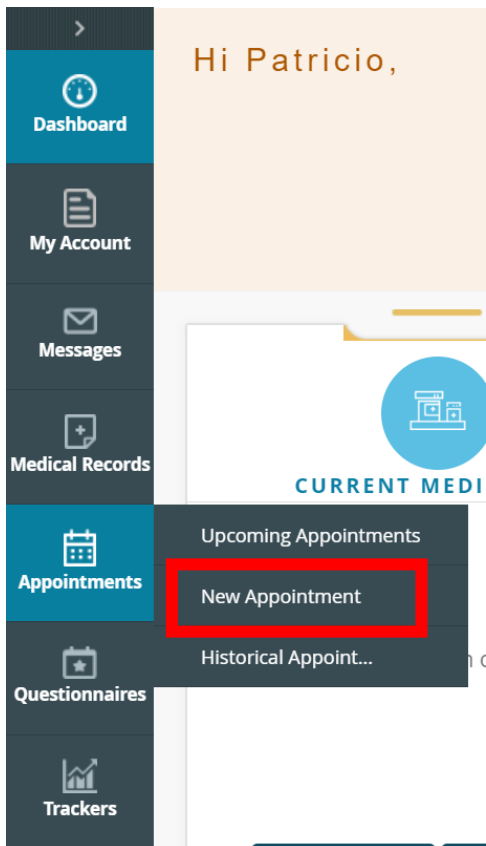


The upcoming appointments detail screen allows you to check-in, reschedule or cancel appointments.



***New Appointments – (Tanglewood Location Patients ONLY)***

Select "New Appointments" to schedule a new appointment.





Once you select New Appointment, it will ask you to select a specialty or to select your provider. Once selected, click next.

A screenshot of a web form for selecting an appointment. The form is titled "Pick specialty or find a provider for this appointment". It contains two dropdown menus: "Choose Specialty" and "Search Provider", separated by the word "OR". Below the dropdowns is a dark blue button with the text "Next →", which is highlighted with a red rectangular border. At the bottom center of the form area, there are two small grey dots, with the second dot being slightly larger and filled, indicating the current step in a multi-step process.





You will then be prompted to choose your home facility.

Which office location would you like to see the provider?

 TANGLEWOOD Palm Primary Care 

Search





When you hit search, you will be taken to a page where you can see the provider availability as well as practice location on a map. Select show availability from the your provider's profile, and then select an appointment reason.

Family Medicine | TANGLEWOOD Palm Primary Care | Search Provider | Search

**LISA COUCH, NP**  
Family Medicine  
Lisa Couch, based in Fort Worth, Texas, is a seasoned Family Nurse Practitioner. With a diverse background, Lisa has acquired expertise in intensive care and palliative care...

TANGLEWOOD Palm Primary Care  
4400 OAK PARK LN.  
FORT WORTH, TX, 76109

**Show Availabilities**

Appointment reason\*

Select visit reason  
Acute Visit  
Follow up

Times will populate according to the provider's availability. Select the time that works best for you.

Family Medicine | TANGLEWOOD Palm Primary Care | Search Provider | Search

**LISA COUCH, NP**  
Family Medicine  
Lisa Couch, based in Fort Worth, Texas, is a seasoned Family Nurse Practitioner. With a diverse background, Lisa has acquired expertise in intensive care and palliative care...

TANGLEWOOD Palm Primary Care  
4400 OAK PARK LN.  
FORT WORTH, TX, 76109

Appointment reason\* | Acute Visit

09 Apr, 2024 | Go

Tue Apr 09	Wed Apr 10	Thu Apr 11	Fri Apr 12	Sat Apr 13	Sun Apr 14	Mon Apr 15
10:00 AM	08:30 AM	08:30 AM	08:30 AM			09:00 AM
01:30 PM	10:00 AM	08:45 AM	08:45 AM			10:00 AM
02:15 PM	10:45 AM	09:00 AM	10:00 AM			11:15 AM
more	more	more	more			more

Couldn't find an appointment for the time you were looking for?

**Send Request**



If you are unable to find a time that works, please hit Send Request at the bottom of the schedule. If you do select a time, the system will populate your patient info, and give you the ability to update your phone number, confirm appointment details, send a note to your provider, and provide insurance information if it is not already in the system.

### Enter Appointment Details

Patient Details Craig Test, 35 Y, male Edit

First Name:  Last Name:

Date of Birth:  Sex:

This information is required for patient registration.

Phone Number:  Email:

- ② Appointment Details
- ③ Payment Options & Verification

If you feel you have a serious medical emergency, please dial 911 or go to nearest emergency room.

② Appointment Details

Appointment Reason:


Info for the Provider:

Characters Limit : 0/250

- ③ Payment Options & Verification

If you feel you have a serious medical emergency, please dial 911 or go to nearest emergency room.


SELECTED PROVIDER Change



**LISA COUCH**  
Family Medicine  
English

**TANGLEWOOD Palm Primary Care**  
4400 OAK PARK LN, FORT WORTH, TX 76109

Apr 12, 2024 Friday | 08:45 AM



**LISA COUCH**  
Family Medicine  
English

**TANGLEWOOD Palm Primary Care**  
4400 OAK PARK LN, FORT WORTH, TX 76109

Apr 12, 2024 Friday | 08:45 AM



After adding insurance details if necessary, you will be asked to verify your phone number

Appointment Details Appointment reason: Acute Visit Edit >

3 Payment Options & Verification

By Cash  By Insurance  Not Applicable

**We need to verify your phone number for this booking**

This will be done by an instant phone call or text message. Select your preference.

Text  Voice

By entering your number, you agree to receive an automated telephone call or one text message (with a passcode) to verify your account. Message and data rates may apply.

[Send](#)



**LISA COUCH**  
Family Medicine  
English

**TANGLEWOOD Palm Primary Care**  
4400 OAK PARK LN, FORT WORTH, TX 76109

Apr 12, 2024 Friday 08:45 AM

3 Payment Options & Verification

By Cash  By Insurance  Not Applicable

**We need to verify your phone number for this booking**

This will be done by an instant phone call or text message.

Validation Code has been sent to your phone \*\*\*-\*\*\*-1282

[Resend](#) [Change Modality](#)

Code is valid for 15 minutes or 3 attempts

Validation code sent

[Verify and Book](#)

Once you receive the code, click verify and book, and you will also get a confirmation email that your appointment has been booked.