

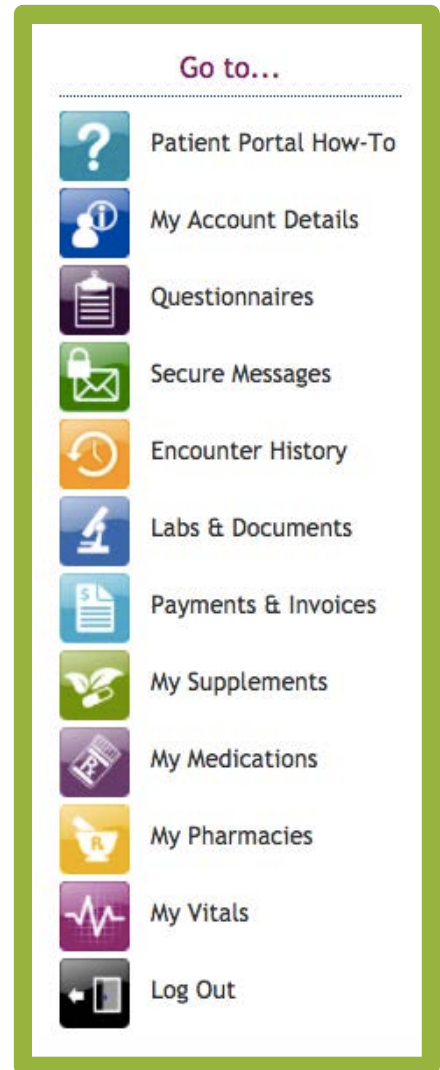


Patient Portal How-To

Welcome to the Bloom Integrative Health Portal, also known as the EHR.

You can think of your Patient Portal as an electronic version of your provider's office chart, which also contains valuable information about your treatment, view all labs and provides you with an easy way to ask questions. Your Portal is the central dashboard for your care with us.

When you log in, you will always see the navigational menu at the right of your screen.





My Account Details



Secure Messages

MY ACCOUNT DETAILS

This section contains all of your basic demographic information. You can view or change your contact and insurance information here. Please take a moment to upload a photo of yourself so we can get to know you better.

SECURE MESSAGES

Secure messages function just like e-mail – they are messages between you and our staff, and you can always go back to view your previous messages and our responses.

You can use secure messages to:

- Ask questions about a medication, supplement or diagnostic test recommended by a clinician.
- Submit requests to refill a medication or supplement.
- Let us know about possible side effects of a treatment.
- Respond to a question from a clinician or staff member.
- Send us notes concerning scheduling, canceling or changing an appointment.

Please note that Secure Messaging should be used for **non-urgent messages**, as it may sometimes take 2-3 working days for a response.

To send us a message, simply click:

[SEND A SECURE MESSAGE!](#)

and start a message. When we have responded, you will receive a notification to the e-mail address on file letting you know to log back into your Patient Portal to view the response.

*Emails/Secure Messages regarding an existing health issue that require more than 5 minutes of your practitioner's attention will incur a fee.

**Emails/Secure Messages regarding a new health issue will need to be addressed within an office visit or TeleHealth visit and will incur a visit fee.



Questionnaires

QUESTIONNAIRES

New patients will have forms that need to be completed at least **5-7 days** prior to your new patient appointment. Your clinician may also ask you in the future to fill out a follow-up survey to assess improvement in particular areas. If you see anything here, simply click:

[+ REVIEW AND SIGN](#)

or

[+ TAKE THE SURVEY](#)

At the bottom of the questionnaire: When you're finished, you'll click:

[SUBMIT THIS FORM](#)



Labs & Documents

LABS & DOCUMENTS

There are many functions of this section, including uploading documents for your clinician, viewing prescriptions, reviewing lab test results, viewing estimates and reading handouts from your clinician. Please note, if you do upload documents, they must be in **PDF format**.

Please follow the steps below in order to upload your document/test results to your Patient Portal:

1. While logged into the Patient Portal, click on the blue "Labs & Documents" button on the right-hand side of your screen.
2. Next, please click on the green "upload new document" button in the middle of the screen.
3. Next, fill in a name for your document (such as "VCS Test"), and then click on the "choose file" button to select the file from your computer that you want to upload.
4. Finally, click on "save document."



My Vitals

MY VITALS

This is where you can record your blood pressure, weight and height, and update any changes to this information over time.



My Medications

MY MEDICATIONS

This section contains a list of medications that one of our clinicians has prescribed for you or that we have in your history, as well as any refill requests recently submitted via the Patient Portal.



My Supplements

MY SUPPLEMENTS

This section contains a list of your supplements. Clicking on the name of a supplement shows you the brand name, as well as general dosage/timing instructions. If your clinician has recommended different dosage/timing instructions during an appointment or via any responses in Secure Messages, please follow the clinician's instructions instead.

*****Note: We encourage you to use our [ONLINE STORE](#) to place all supplement orders.***



My Pharmacies

MY PHARMACIES

Set preferred pharmacies here to make it fast and easy for us to call in your prescriptions and to prevent errors. You can remove a pharmacy from the list, change your primary pharmacy, or add a new preferred pharmacy using the buttons provided.



Encounter History

ENCOUNTER HISTORY

This section contains notes, each of which summarizes an appointment or conversation with your clinician. A summary might include the clinician's assessment (diagnosis), new or modified prescriptions, orders or laboratory requests, as well as a list of suggested instructions for you. Once your clinician marks a summary as "complete," it will automatically appear on the list below. If supplements were recommended, you will also find dosage/timing instructions here.