

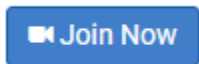
Patient Portal Q&A Guide

Where do I go to join a Video Visit/Telehealth appointment?

Log into your patient portal account. Click on View Upcoming Appointments.

The screenshot shows the Clay County Medical Center Patient Portal. On the left is a navigation menu with links: Dashboard, Health Record, Messaging, Appointments, View Upcoming Appointments (highlighted), and Request Appointment. The main content area is titled 'Appointments' and includes a status bar indicating appointment details are in the local time zone. Below this, a message states 'Your video visit is ready to join. Test your connection.' The primary appointment entry is for a 'Video Visit (CCMC)' at '02:30 p.m. CST' for a patient whose name is redacted. A 'Join Now' button is prominently displayed next to the appointment, along with an 'Options' dropdown menu. A 'View Instructions' link is also present.

Click Join Now.



Can I request an appointment through patient portal?

Yes. Log into your portal account. Click on Request Appointment. Complete the required fields. Be sure to select who is the appointment for if you have multiple patients linked to your patient portal.

The screenshot displays the 'Request an Appointment' form in the Clay County Medical Center Patient Portal. The left navigation menu is identical to the previous screenshot, with 'Request Appointment' highlighted. The form contains several required fields marked with an asterisk: 'Who is this appointment for?' (a dropdown menu), 'Send request to:' (a dropdown menu), 'When would you like to visit?' (radio buttons for 'First available' and 'Select a date range'), 'Which day do you prefer?' (checkboxes for Sun, Mon, Tue, Wed, Thur, Fri, Sat), 'What is your preferred time?' (a text input field with an example 'Afternoon or 2:00pm'), and 'Why is this appointment needed?' (a large text area). There is also a section for 'If follow-up is needed regarding this appointment, how should we contact you?' with radio buttons for 'By secure message' and 'By phone (please provide number)', followed by a phone number input field with an example '(555) 555-5555'. A 'Send request' button is at the bottom left. A informational box on the right states: 'Complete the information below to request an appointment. We'll review your request and respond within one business day. If this is an emergency, please call 911.'

Can I send a message to any clinic provider?

No. Portal users can only send a message to the provider team that the patient has previously seen in clinic. Be sure to select the correct patient when sending a message if you have multiple patients linked to your patient portal. The message will become a part of the patient's health record.

Can I see my other family member's information under my patient portal login?

Yes. Dependent on patient age and/or proper consent granted. Please call the registration clerk to assist with linking portal access.

Why can't I see my teenaged children's Medications, Lab Results, Documents, Procedures, Visit Summaries, Radiology, and Microbiology results in the portal?

Due to patient age, this information is unavailable. Adolescent patient portal users have full access to all sections of their health record without restrictions.

Who do I call when I'm having trouble logging into the Patient Portal after access is granted?

Call our Patient Portal Hotline at 785-630-2410 or 785-632-2144 Ext. 3780.