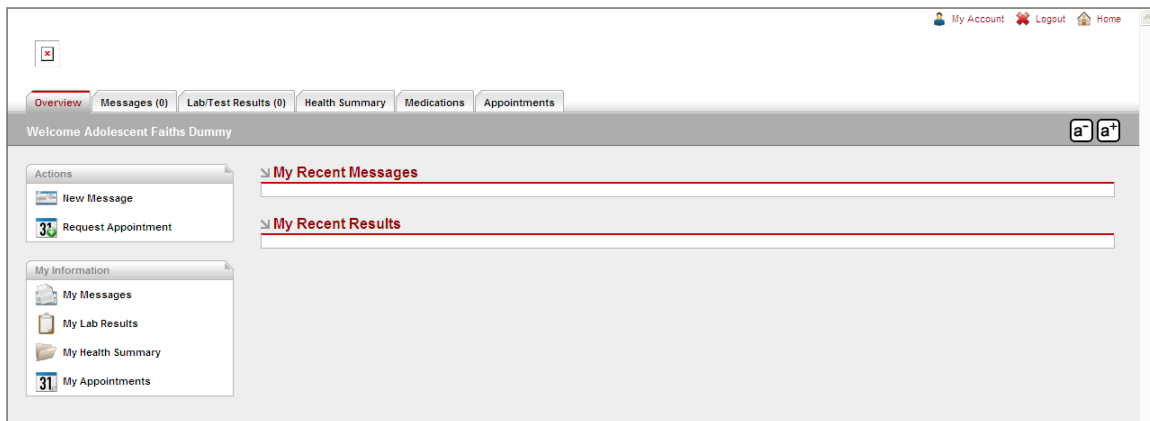


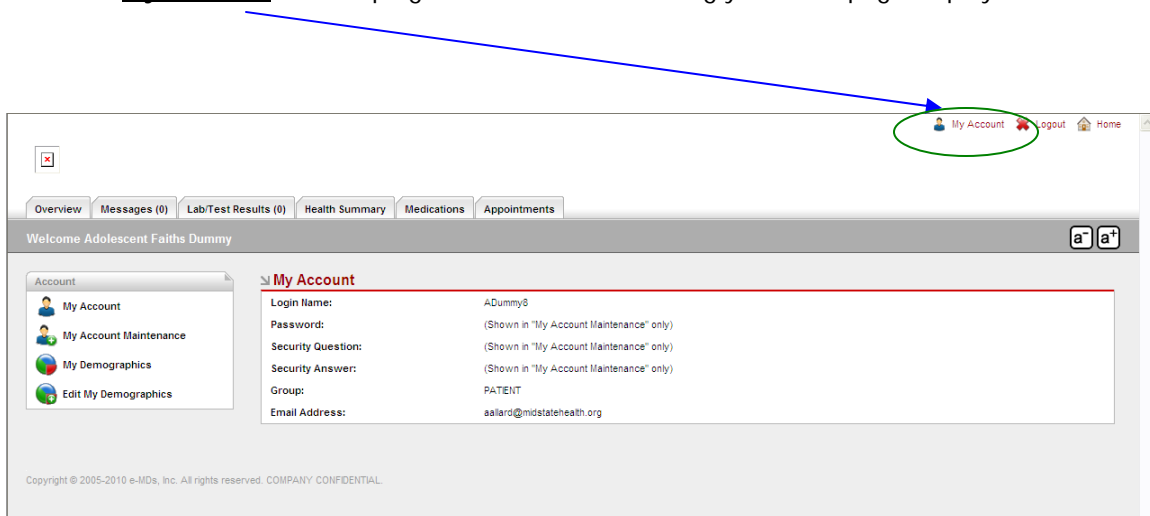
# How to use Mid-State Health Online

## Setting up your account

- We will activate your account in 24 -48 hours (after you sign your Mid-State Health Online Consent form, which you can get on our website [www.midstatehealth.org](http://www.midstatehealth.org) or in our office).
- When your account is activated, you will receive: 1) an email from Mid-State Health with your Login Name and Temporary Password and 2) a Welcome letter with a staff contact list by department. ("Mid-State Health" may not be recognized as a safe sender by your computer and the email may be dropped in your **Junk email/Spam folder.**)
- Click on the link presented in the email. Log in to your account with the assigned Login Name and Temporary Password.
- This will bring you to the overview page of your account.



- Click on **My Account** in the top right corner, which will bring you to the page displayed below:



- Click on **My Account Maintenance**. Complete your initial account maintenance task by filling in the box labeled "Password" with a new password of your choice. Retype your new Password in the "Retype Password" box. Create and type in a Security Question and Security Answer, then click "Submit Changes".

Account Maintenance

- \* Login Name:
- \* Password:
- \* Retype Password:
- \* Security Question:
- \* Security Answer:
- \* Email Address:

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- Please remember your assigned Login Name and choose a Password, Security Question, and Security Answer that are easy for you to remember. We cannot retrieve this information for you. If you forget just your Password, you can still log in and change to a new Password with the "Did you forget your Password?" feature (shown and described below), using your Security Question and Security Answer. However, if you forget your Login Name and/or Password, Security Question/ Security Answer, we have to begin the activation process again with a new introductory email that includes a new Login Name and Temporary Password.

### **Forgot your Password?**

- If you do forget your password, you can click on "Did you forget your Password?"

Login

User Name

Password

[Did you forget your password?](#)

- Enter your email address and login name (user name), then click "Submit Info".

Home

Login

**Password Retrieval**

\*Enter your email address:

\*Enter your login name:

Secure Question:

Answer:

- The Security Question you created will appear and you will enter the answer and click "Submit Answer". This will bring you to [My Account Maintenance](#), where you can change your password.

### Messages you may receive from us through your Mid-State Health Online account

- [Lab Letters](#)
- [Appointment Reminders](#)
- [Correspondence](#)

#### The process for retrieving your messages:

- You will receive an email notifying you that you have a message. (Be sure to check your Junk email.)
- Click on the link and log in to your account.
- This will bring you to [My Recent Messages](#).

My Account Logout Home

Overview Messages (1) Lab/Test Results (1) Health Summary Medications Appointments

Welcome Adolescent Faiths Dummy

**My Recent Messages**

<input type="checkbox"/>	Date	Time	From	To	Title
<input type="checkbox"/>	8/18/2010	12:38 PM	Allard, Annie	Adolescent Faiths Dummy	Test

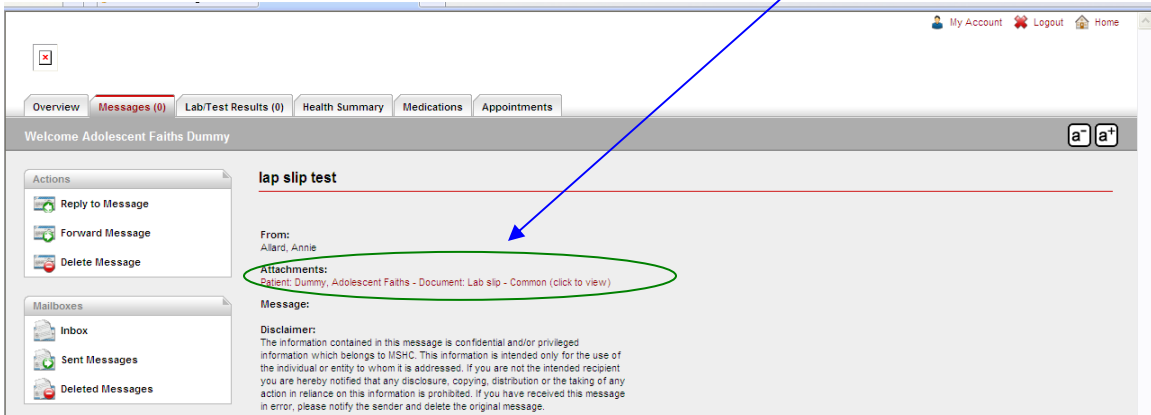
**My Recent Results**

<input type="checkbox"/>	Date	Time	From	To	Title
<input type="checkbox"/>	8/18/2010	12:38 PM	Allard, Annie	Adolescent Faiths Dummy	Test

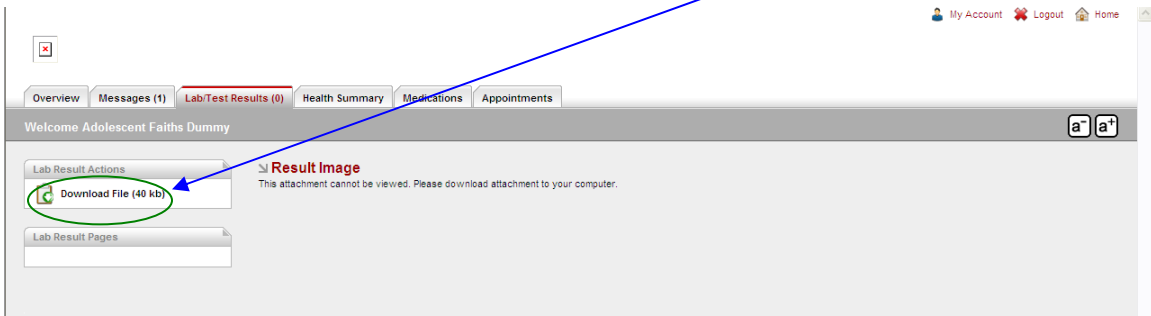
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- To view a message, double click on the Title in **Red Print**.

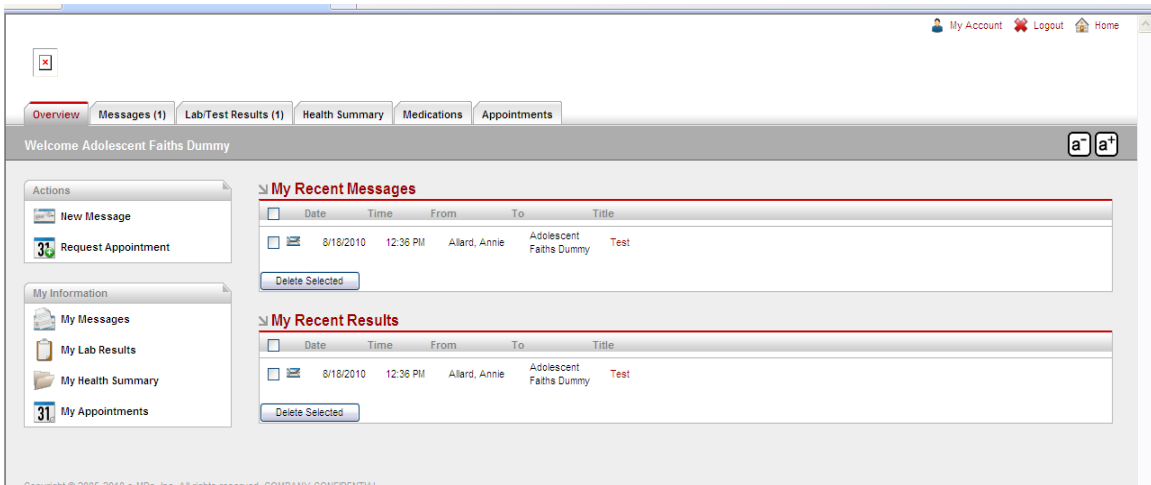
- When open, click on the attachment, which is also in **Red Print**.



- This will bring you to **Result Image**. Click on **Download File**.



- A pop up will ask if you want to open this file. Select open and your attachment will open.
- To delete a message, select the message by clicking on the check box for that message, then click on "Delete Selected".

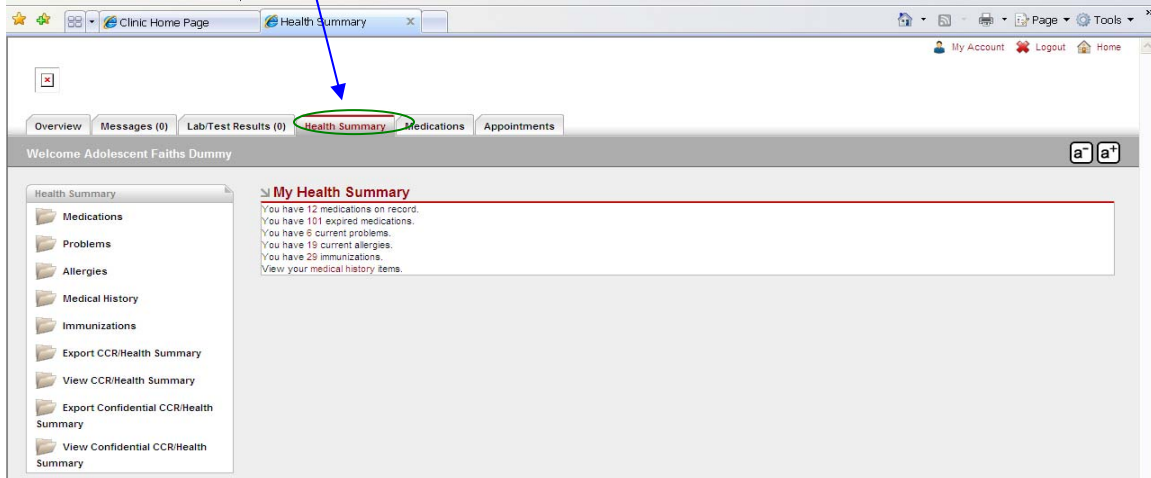


**Health Summary Information that you can access through Mid-State Health Online**

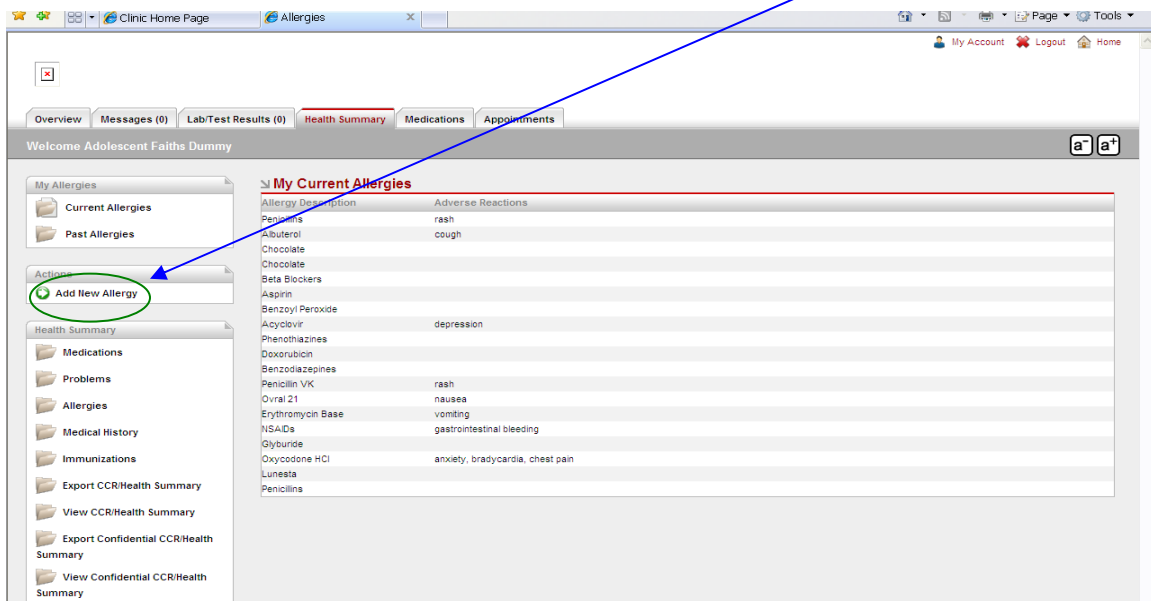
You can view and/or print a copy of the following:

- Medication List
- Problem List
- Allergies
- Medical History
- Immunizations

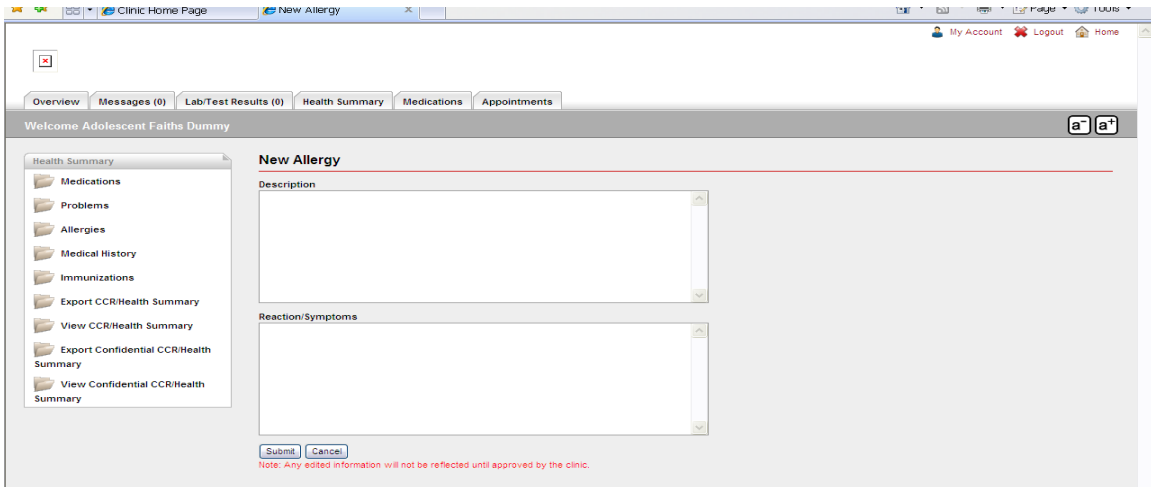
Click on the **Health Summary** tab and select any of these categories to view and/or print.



You can send us updates to your health summary by selecting one of these categories and going to the "Actions" box on the upper left corner. (For example, the sample page below shows the allergy page and allergy "Actions" box.)

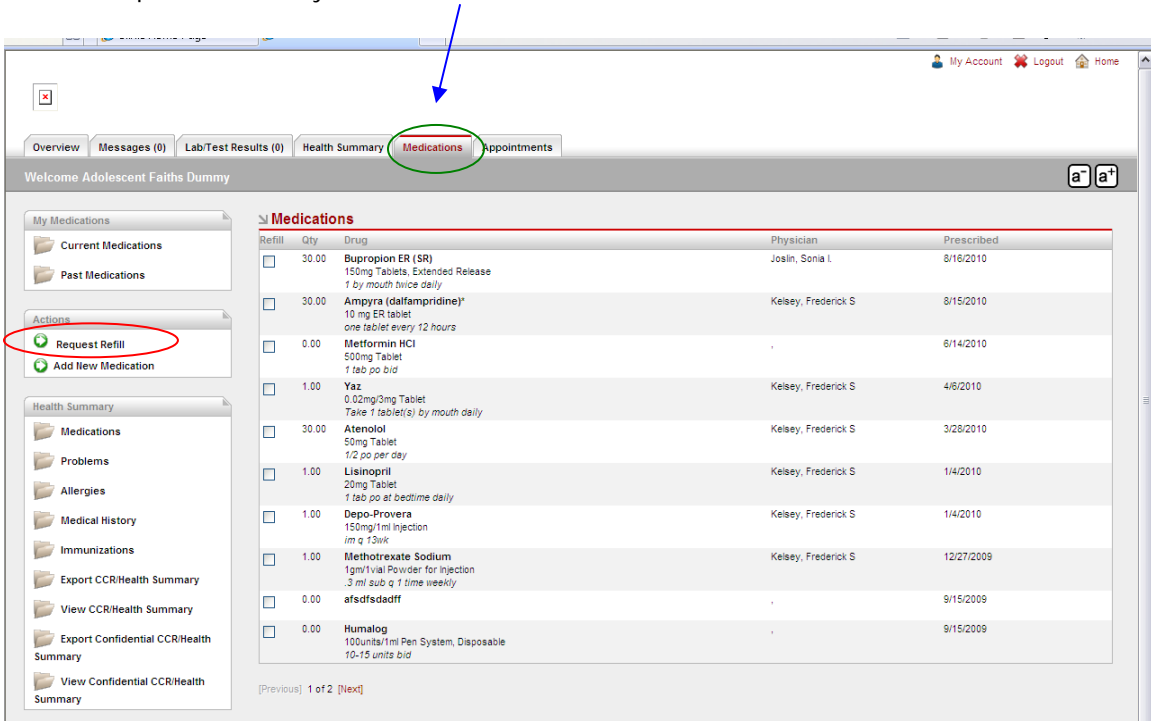


Selecting "Allergies" and then clicking on "Actions" will allow you to add allergies to your allergies list, as shown below.

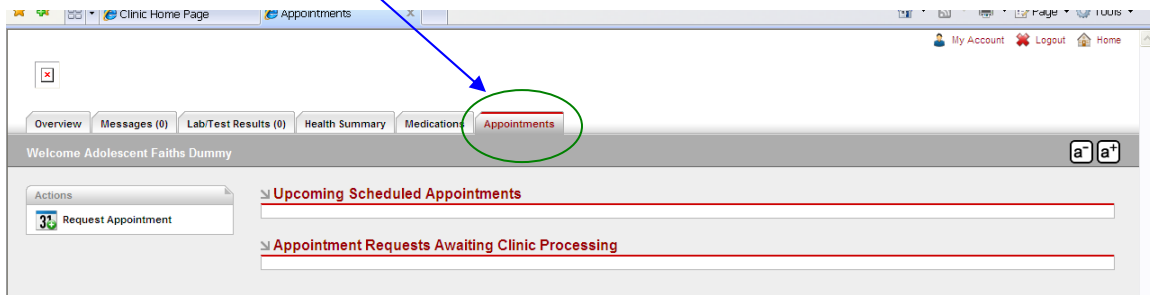


After updating your information, click "Submit". Your update will be sent to Mid-State and will be included in your medical record AFTER it has been reviewed and approved by Mid-State.

To request a refill on your Medication:



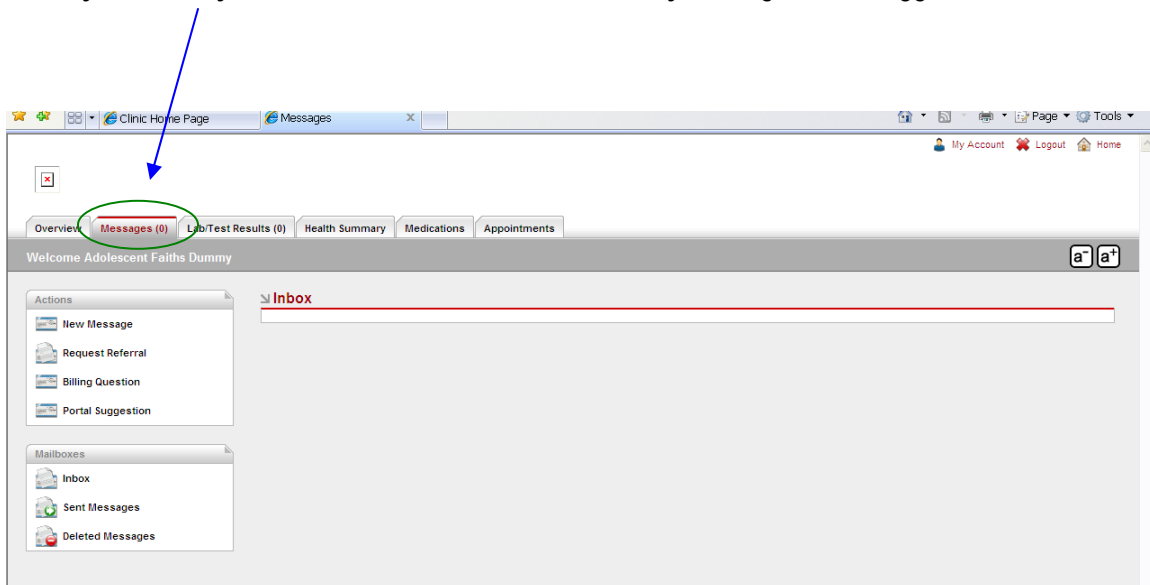
Select the **Appointment** tab to request an appointment.



You should get a phone call or email regarding your appointment request in 48 hours. If you have not received either please call the office at (603) 536-4000 to confirm that we received your request.

When you receive an appointment reminder it will say that your appointment has been rescheduled. This is a glitch in our system that we are in the process of fixing. This appointment is your original appointment with the correct date and time.

Select the **Message** tab to send a message to us with questions or concerns about your health or billing. Use the contact list from your introductory message to find the appropriate person to send inquiries to. You can also request a referral by clicking "Referral Request" and give us any feedback you have on Mid-State Health Online by clicking "Portal Suggestions".



You can request your records by sending a message to the Medical Information Department. We can not send all your records, but we can send you your results or visit note with a request from you through Mid-State Health Online. Keep in mind that you CANNOT see any

results without a request from you or your doctor for the information to be sent to you through Mid-State Health Online. Your doctor must review and sign results before we can process any request. If you need your complete records, you can go to [www.midstatehealth.org](http://www.midstatehealth.org) and fill out a record release that is located in Forms.

Update your Demographic information by going through **My Account** in the upper right corner. Select "Edit Demographics" to edit your address, phone number and insurance information.

Account

- My Account
- My Account Maintenance
- My Demographics
- Edit My Demographics**

Welcome Adolescent Faitha Dummy

### Edit My Demographics

First Name:	Adolescent	Home Phone:	(603) 111-2222
Middle Name:	Faitha	Office Phone:	(603) 555-2244
Last Name:	Dummy	Mobile Phone:	(603) 333-1199
Address Line 1:	3 Dummy Circle	Date of Birth:	11/11/1993 (mm/dd/yyyy)
Address Line 2:		Gender:	Female
City:	Holderness		
State:	NH		
Zip Code:	03245		

### Edit My Insurance

Insurance:	Anthem Matthew Thornton Blue	Address Line 1:	PO Box 533
Policy Holder Name:	Dummy, Adult Female	Address Line 2:	
Policy Number:	YGG12345L0000	City:	North Haven
Group Number:	0000320136	State:	CT
Phone Number:	800   438-9672	Zip Code:	06473-0533
Insurance:	BH Cigna Behavioral Health	Address Line 1:	PO Box 46270
Policy Holder Name:	Dummy, Adolescent Faitha	Address Line 2:	
Policy Number:	00000000000000	City:	Eden Prairie

## Conclusion

We are devoted to keeping the lines of communication open between our patients and our clinic. We hope that this guide helps answer your questions about how to use Mid-State Health Online. If you have additional questions or need more help, call us at (603) 536-4000.