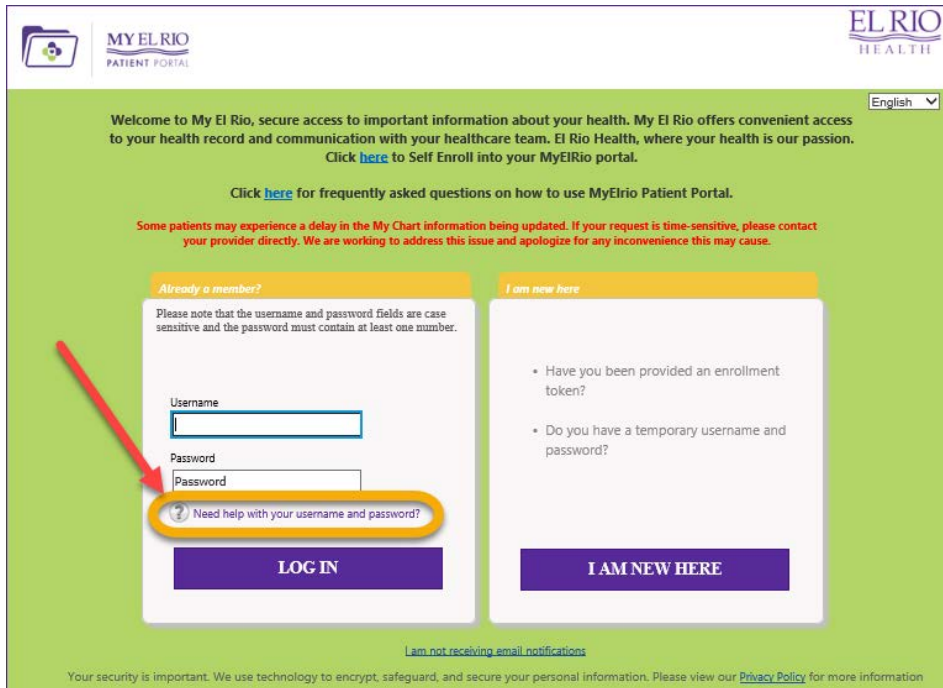


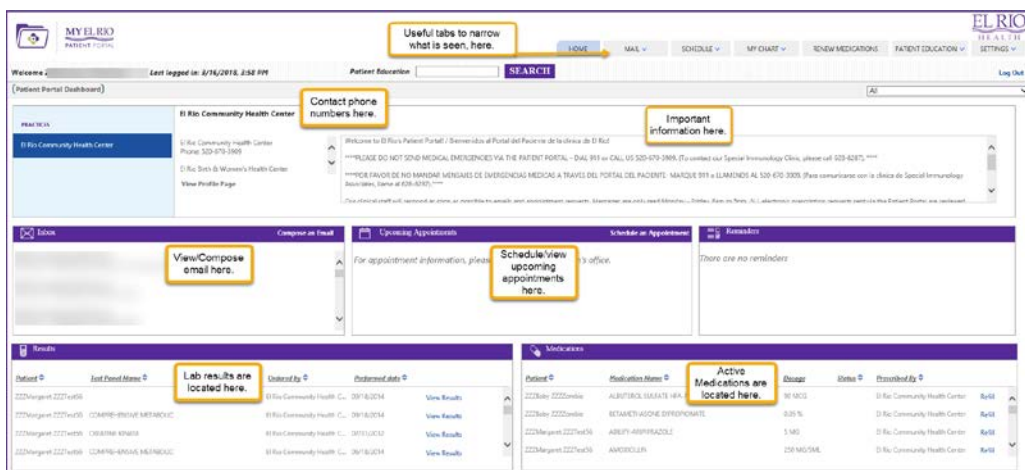
# El Rio Patient Portal Quick User Guide

You're about to find out just how **easy** it can be to **communicate** with your healthcare provider, **schedule** and request appointments, **take control** of your medication information, and more. Using this quick reference guide, **find out how simple it is** to start using the Portal. If you have questions about the Portal, please contact your provider's office.

To access the Patient Portal, go to [www.myelrio.org](http://www.myelrio.org). Enter your Username and Password. If you do not remember your login information, click on "Need help with your username and password".



## Navigating your My EL RIO Patient Portal!



Choose the button to obtain the specific information needed and click "Submit".

Forgot your Login information?

I'm having problems signing in.

I forgot my Username

Please enter your information below so that we can locate your account.

Last Name: \*

Email address: \*

Date of Birth (mm/dd/yyyy): \*

I forgot my Password

I have my password reset token

I do not remember any of my login credentials

SUBMIT

CANCEL

## How to Make an Appointment

In the top navigation bar, click "Schedule." Choose "Request Appointment." Or click the Schedule an Appointment" link in Upcoming Appointments. Select your parameters and click "Search."

The screenshot shows the EL RIO Patient Portal interface. At the top, the navigation bar includes 'HOME', 'MAIL', 'SCHEDULE', 'CHART', 'RENEW MEDICATIONS', 'PATIENT EDUCATION', and 'SETTINGS'. The 'SCHEDULE' menu is highlighted with a green checkmark, and the 'Request Appointment' option is circled in orange. Below the navigation bar, the user is logged in as 'Margaret ZZZ' and the 'My Appointments' section is visible. In the 'Upcoming Appointments' section, the 'Schedule an Appointment' link is circled in orange with a green checkmark.

### Appointment Request

#### 1. ENTER REQUEST

1) Select Your Medical Practice

Please select the medical practice for that appointment.

\*Practice:

\*Patient:

2) Select Provider and Location

Please select your provider, the appropriate appointment category and desired location from the drop down lists below. Asterisk (\*) denotes required field.

\*Select provider/group:

\*Select category:

\*Select location:  [Address](#)

Thank you for booking your appointment through NextGen's Patient Portal. Gracias por hacer su cita por la Pagina de NextGen Patient Portal.

3) Search Appointment

Your provider has real time booking enabled for the selected category and location. Please fill in all required fields and click the Search button to continue to the next step.

\*Reason for appointment:

\*Priority:

\*Make appointment for:

\*Start date:

\*End date:

\*Preferred date/time:  to

Mon  Tue  Wed  Thu  Fri

PLEASE DO NOT SEND MEDICAL EMERGENCIES VIA THE PATIENT PORTAL - DIAL 911 or CALL US 520-670-3909. Our clinical staff will respond as soon as possible to emails and appointment requests. Messages are only read Monday - Friday, 8am to 5pm.

\*\*\*All messages and requests are first received and reviewed by our nursing staff\*\*\*

POR FAVOR DE NO MANDAR MENSAJES DE EMERGENCIAS MEDICAS A TRAVES DEL PORTAL DEL

SEARCH

## Appointment Request

1. ENTER REQUEST2. SELECT APPOINTMENT

Results will show the first few available appointments. If you do not agree with any of the dates and times please click on the 'enter request' link to return to the search screen where you can adjust your search criteria.

Please click on the corresponding radio button next to the appointment date and time you prefer. Appointment selection should be made as soon as possible to ensure availability.

Thank you for booking your appointment through NextGen's Patient Portal. Gracias por hacer su cita por la Pagina de NextGen Patient Portal.

Provider/Group	Location	Date
<input type="radio"/> Soltani MD, Lisa	1500 Commerce Ct Tucson AZ 85746	4/12/2018 8:20 A.M.
<input type="radio"/> Soltani MD, Lisa	1500 Commerce Ct Tucson AZ 85746	4/12/2018 3:40 P.M.
<input type="radio"/> Soltani MD, Lisa	1500 Commerce Ct Tucson AZ 85746	4/23/2018 8:00 A.M.
<input type="radio"/> Soltani MD, Lisa	1500 Commerce Ct Tucson AZ 85746	4/23/2018 8:20 A.M.
<input type="radio"/> Soltani MD, Lisa	1500 Commerce Ct Tucson AZ 85746	4/23/2018 10:20 A.M.

[Load more >>](#)

BOOK APPOINTMENT



If the system does not have an appointment based on the details you have selected you can Submit Request.

## Appointment Request

**!** There is no available appointment time slots returned for your search. Please adjust your search criteria and try again or send this request to your doctor using the "Submit Request" button

Please select the medical practice for that appointment.

\*Practice:

\*Patient:

2) Select Provider and Location

Please select your provider, the appropriate appointment category and desired location from the drop down lists below. Asterisk (\*) denotes required field.

\*Select provider/group:

\*Select category:

\*Select location:  [Address](#)

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Mon  Tue  Wed  Thu  Fri

**!** PLEASE DO NOT SEND MEDICAL EMERGENCIES VIA THE PATIENT PORTAL - DIAL 911 or CALL US 520-670-3909. Our clinical staff will respond as soon as possible to emails and appointment requests. Messages are only read Monday - Friday, 8am to 5pm.

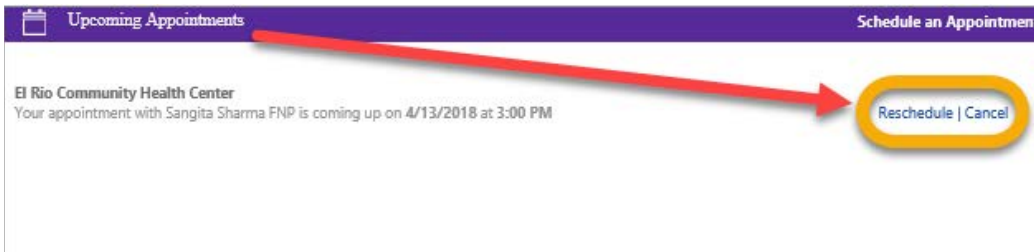
\*\*\*All messages and requests are first received and reviewed by our nursing staff.\*\*\*

POR FAVOR DE NO MANDAR MENSAJES DE EMERGENCIAS MEDICAS A TRAVES DEL PORTAL DEL

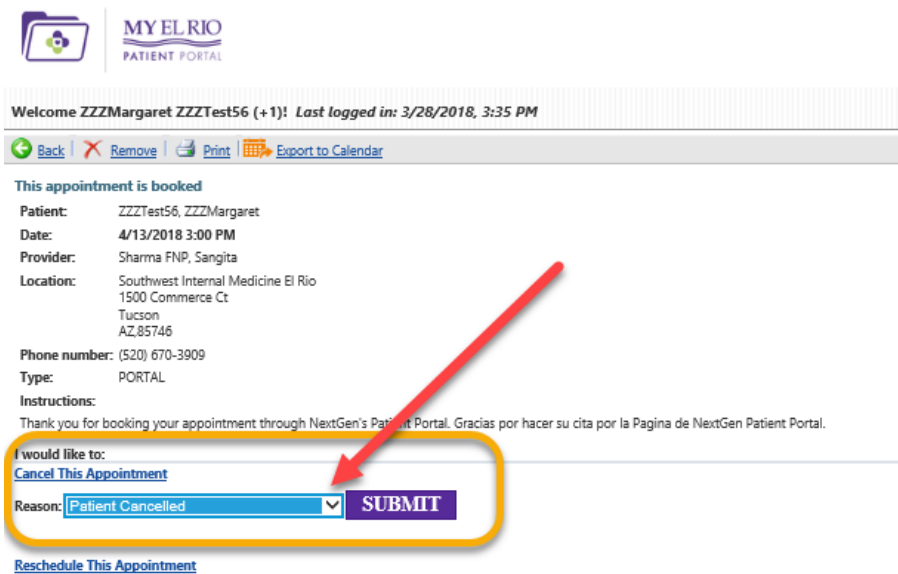
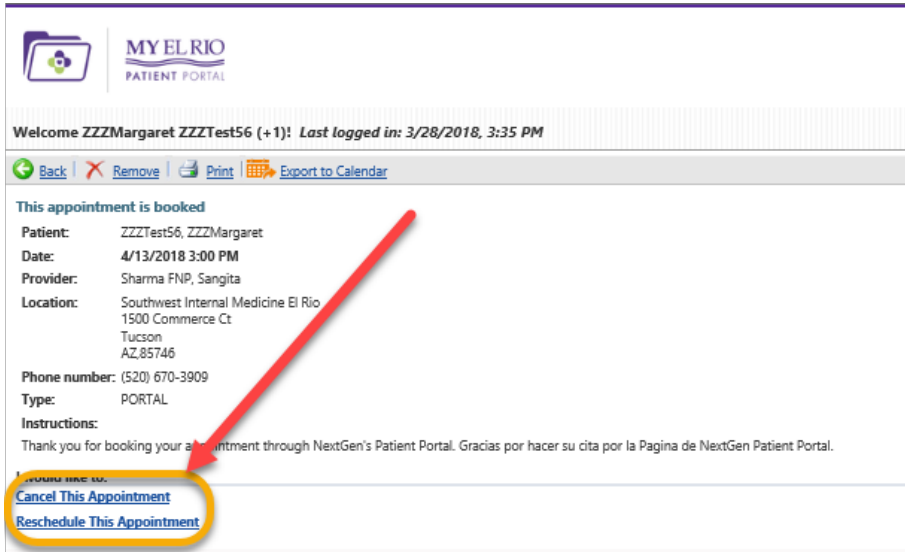
SEARCH  
SUBMIT REQUEST

## How to View Upcoming Appointments and Reschedule or Cancel

From the Home Page, you are able to see your upcoming appointments. If you want to reschedule or cancel the appointment, click on "Reschedule/Cancel."

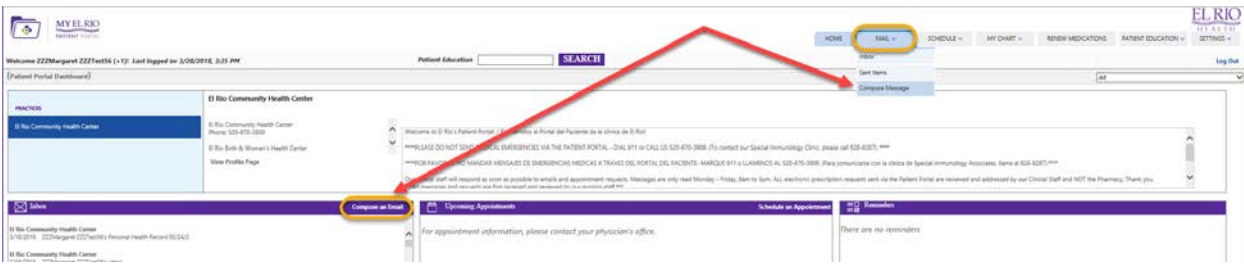


Then confirm by “Cancel This Appointment or Reschedule This Appointment.”



## How to Send a Message

Under “Inbox,” click “Compose an Email.” Or click the “Compose an Email” link in Inbox. Write your message. Click “Submit.” Replies from your healthcare provider will appear in your Inbox. *Please note: when a new message is received in the Portal, you will also receive an alert sent to your email address.*



**MY EL RIO PATIENT PORTAL**

Welcome ZZZMargaret ZZZTest56 (+1)! Last logged in: 3/28/2018, 3:35 PM

### Compose Message

1) Select Practice and Patient

\*Practice:

\*Send on behalf of:

2) Select Message Category and Recipient

Please select the appropriate message category and recipient from the drop down lists below. Asterisk (\*) denotes required field.

\*Category:

\*To:

\*Subject:

\*Message:

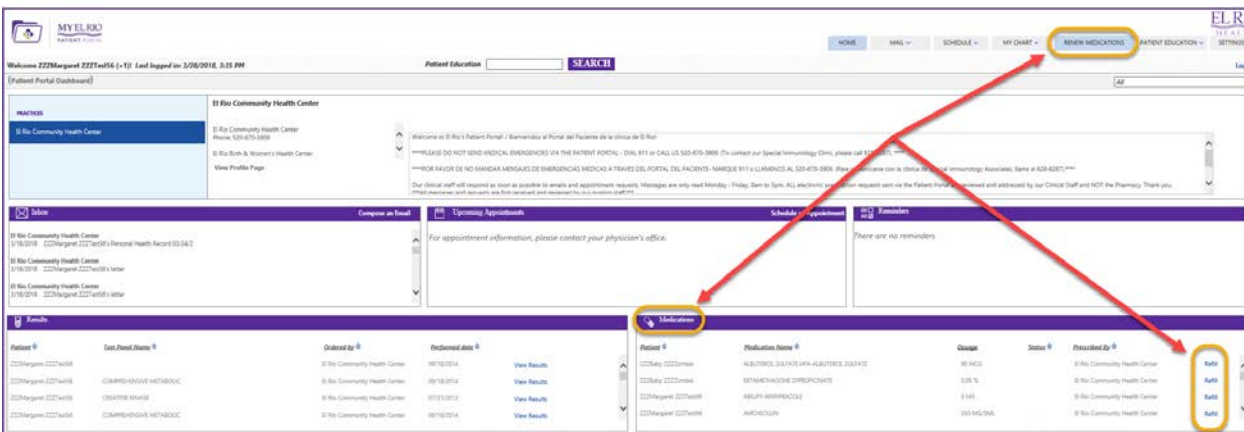
PLEASE NOTE- Patient portal is not for emergent or urgent issues. IF YOU HAVE AN URGENT SYMPTOM please call our 24H Nurse Triage at 670-3909- Or 911 if it is an emergency. Our clinical staff will respond as soon as possible to emails and appointment requests. Messages are only read Monday - Friday, 8am to 5pm. \*\*\*All messages and requests are first received and reviewed by our nursing staff.\*\*\*

POR FAVOR TOME NOTA - El portal del paciente no es para asuntos urgentes. SI TIENE SINTOMAS

**SUBMIT**

## How to Renew Medication

For fastest and safest refills on your prescriptions, please contact your pharmacy. Otherwise, you can request a refill here. In the top navigation bar, choose "Renew Medications." Or click the Refill link next to the Medication.



You will see the medication you selected or you can click on “Select different medications.” Verify the correct pharmacy is displayed or “Select different pharmacy.” Select your provider’s name and enter a brief message. Click “Submit.”

MY EL RIO  
PATIENT PORTAL

Welcome ZZZMargaret ZZZTest56 (+1)! Last logged in: 3/28/2018, 3:35 PM

### Renew Medications

1) Select Your Medical Practice  
Select the medical practice that prescribed the medication you wish to renew.

\*Practice: El Rio Community Health Center  
\*Patient: Self

2) Select Medications  
Select the medication you wish to renew.

Selected Medication(s):  
LIPITOR (ATORVASTATIN CALCIUM) 30 \* 80 MG TABLET 11/19/2014 - No End Date  
[Select different medications](#) [Print Medications](#)

3) Select Pharmacy  
Select the pharmacy you wish to handle the refill.

Selected Pharmacy:  
Pharmacy Name: El Rio Health Center/SW Valenc  
Address: 1500 W COMMERCE CT  
TUCSON, AZ 85746  
Phone Number: (520) 806-2601  
Fax Number: (520) 806-2631  
[Select different pharmacy](#)

4) Submit Renewal  
Select Reason and Provider for this medication refill.

\*Reason: Renewal of Ongoing Medications  
\*Send to: Please make a selection.  
Comments:  
Maximum length: 500 characters

ATTENTION - If you are needing a refill of a current medication, you will receive faster and safer service by calling your pharmacy and asking them to submit an electronic refill request. Refill requests submitted through the Portal are received by our medical staff and NOT the pharmacy. Your medical provider will respond as soon as possible to your requests.  
ATENCION - Si necesita rellenar su receta para una medicina que esta tomando, recibira servicio mas rapido y seguro si llama a la farmacia y les pide enviarnos una solicitud electronica. Pedidos de reposicion

**SUBMIT**

## How to see Lab Results

Hover on My Chart tab and Click Request Health Record.

EL RIO HEALTH

HOME MAIL SCHEDULE **MY CHART** RENEW MEDICATIONS PATIENT EDUCATION SETTINGS

View My Chart Log Out

Request Health Record All

Choose the patient (your or any dependents). You can select Chart Date or leave it at All and select “Submit.”

## Request Personal Health Record

### 1) Select Practice and Patient

Please select the medical practice and the person on which behalf the request will be sent to the practice.

\*Practice:

\*Patient:

### 2) Select Chart Date

Please select the medical practice and the person on which behalf the request will be sent to the practice.

\*Chart Date:

**!** If this is a true medical emergency, please call 911 or call 520-670-3909. Requests for full medical records information Management Department within the clinics. Thank you.

Si esta es una verdadera emergencia medica, por favor llame al 911 o llame al 520-670-3909. Solicitudes de registros medicos solo deberan solicitarse via nuestro Departamento de administracion de informacion de salud dentro de su clinica. Gracias.

**SUBMIT**

Your lab results should load within approximately 24 hours as long as your doctor has signed off on the lab results. You can view your lab results from the Home Page hovering on My Chart then Click View Results from the Top Navigation Bar or Clicking View Results link in bottom left portion of Home Page.

The screenshot shows the My El Rio Patient Portal interface. At the top, there is a navigation bar with buttons for HOME, MAIL, SCHEDULE, MY CHART, and RENEW MEDICATIONS. The MY CHART button is highlighted with a red circle and a red arrow pointing to the 'View Results' button in the 'Results' section of the patient dashboard. The dashboard also shows an inbox, upcoming appointments, and a list of medications.

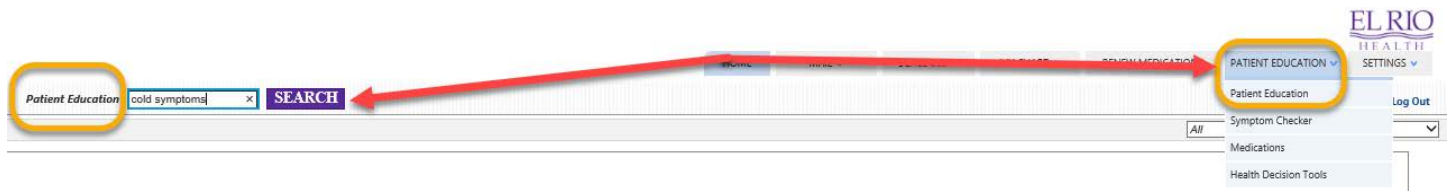
Test Panel Name	Ordered by	Performed date	View Results
ZZZMargaret ZZZTest56	El Rio Community Health Center	09/18/2014	<a href="#">View Results</a>
ZZZMargaret ZZZTest56 - COMPREHENSIVE METABOLIC	El Rio Community Health Center	06/18/2014	<a href="#">View Results</a>
ZZZMargaret ZZZTest56 - CREATININE KIDNEY	El Rio Community Health Center	07/31/2012	<a href="#">View Results</a>
ZZZMargaret ZZZTest56 - COMPREHENSIVE METABOLIC	El Rio Community Health Center	06/18/2014	<a href="#">View Results</a>

Test Name	Practice	Collection Date	Details
Panel Description	El Rio Community Health Center	06/18/2014 4:39 PM	<a href="#">Details</a>
Panel Description Hemoglobin A1c	El Rio Community Health Center		<a href="#">Details</a>
Panel Description COMPREHENSIVE METABOLIC	El Rio Community Health Center	06/18/2014 1:32 PM	<a href="#">Details</a>

## How to Access Patient Education

In the top navigation bar, choose “Patient Education” or just type your request in the Patient Education search box and select “Search.”



It will bring up your topic of interest along with other related links.

### Colds and Flu

#### Learn about colds and flu

You're sneezing, coughing, aching, and tired. Having a cold or the flu is miserable! But you can treat the symptoms. Cold symptoms tend to get worse over a few days. Flu symptoms are more severe than cold symptoms and come on faster. For either illness, it is important to rest and drink plenty of fluids to feel better.



Cold and flu viruses spread easily in the late fall and winter. Wash your hands often to protect yourself from catching and spreading a cold or the flu. You can lower your risk of catching the flu by getting the flu vaccine every year. If you do catch a cold or the flu, try to stay away from others to avoid spreading the disease.

Get the information you need in our cold and flu topics, such as:

- [Colds](#)
- [Influenza \(Seasonal Flu\)](#)
- [Sore Throat and Other Throat Problems](#)
- [Fever or Chills, Age 12 and Older](#)
- [Flu Vaccines: Should I Get a Flu Vaccine?](#)
- [Flu: Should I Take Antiviral Medicine?](#)

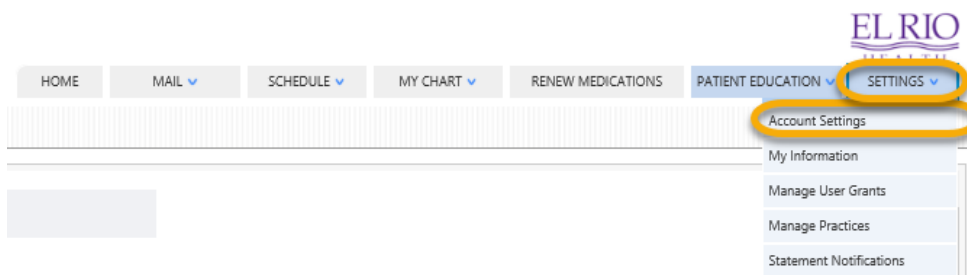
#### Health Topics

- [Acetaminophen](#)
- [Acute Bronchitis](#)
- [Allergic Rhinitis](#)
- [Antihistamines](#)
- [Avian Influenza \(Bird Flu\)](#)
- [Colds](#)
- [Comforting a Child Who Has a Respiratory Illness](#)
- [Cough Symptoms in Children](#)
- [Coughs, Age 11 and Younger](#)
- [Coughs, Age 12 and Older](#)

[More ...](#)

## How to Change Account Settings

In the top navigation bar, choose “Settings.” Click “Account Settings.”



You can change your username, password, security question, and more. Select “Edit” to make your changes. When finished, click “Submit.”



## Account Settings

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<u>Username</u>	<a href="#">Edit</a>
Your Username	margarettst56
<u>Password</u>	<a href="#">Edit</a>
Your Password	*****
<u>Security Question</u>	<a href="#">Edit</a>
To identify you as the account owner	What is your favorite color?
<u>Forgot Password Question</u>	<a href="#">Edit</a>
To request a password reset	color
<u>Un-enroll from Patient Portal</u>	<a href="#">Edit</a>
Delete your Patient Portal account	