

Patient Portal Information Page

Your CNOS Patient Portal is a secure and comprehensive online communication tool which helps you and your health care provider(s) manage your health information. Through the Patient Portal, you will be able to submit request for appointments, registration & health history forms, non-urgent medical and billing questions, and pay bills. Also, our staff and health care providers will be able to send your lab results, medical record information, patient education and replies to your requests.

Below are **Frequently Asked Questions** regarding the CNOS Patient Portal. Please review the FAQ's as they include instructions on how to access and download your health information into your Personal Health Record.

FAQ:

Q: Who may join the Patient Portal?

A: Any CNOS patient may join the Patient Portal.

Q: Do I need to have a CNOS Patient Portal account in order to have online access to send and receive my health information from my provider and staff at the practice?

A: Yes, once you have activated your Patient Portal account, you will have access granted to communicate with our staff and providers securely and online.

Q: How do I get Patient Portal access?

A: Please call our office (605) 217-2667 and request to speak with a Portal Representative. Our Portal Representative will ask you for your up-to-date personal email address so we may send your Patient Portal Invitation with specific instructions on how to join the Patient Portal. **We strongly recommend that you DO NOT provide a work email address for privacy reasons.**

- Alternatively, you can also request the Patient Portal Invitation via email to cnos@cnos.net
 - **Include your first & last name, date of birth, personal email address (not work) and a phone number in the email****

Q: After I activate my Patient Portal account, the system asks me to review and complete my demographic information. Do I need to complete this step?

A: Absolutely! This is a very simple task to complete because the majority of your demographic information will already be filled out for you. Please review this information and make the necessary changes to bring your demographics up-to-date.

Q: I am having problems logging in because I forgot my User ID and/or Password. What do I need to do?

A: Both your User ID and Password can be reset from the Patient Portal login page (see illustration below). If you have forgotten your User ID, please click on "Forgot Your User ID?" and if you forgot your password, please click on "Forgot Your Password?"

Important Information [Hide Message](#)

Please DO NOT email any provider with medical questions or questions about appointments. You will not receive a response. Please follow the specific directions of each section of the patient portal for further information. Thank You

Sign in with your [account](#)

User ID: [Forgot Your User ID?](#)

Password: [Forgot Your Password?](#)

[Login](#)

This site uses HEALTHKEY

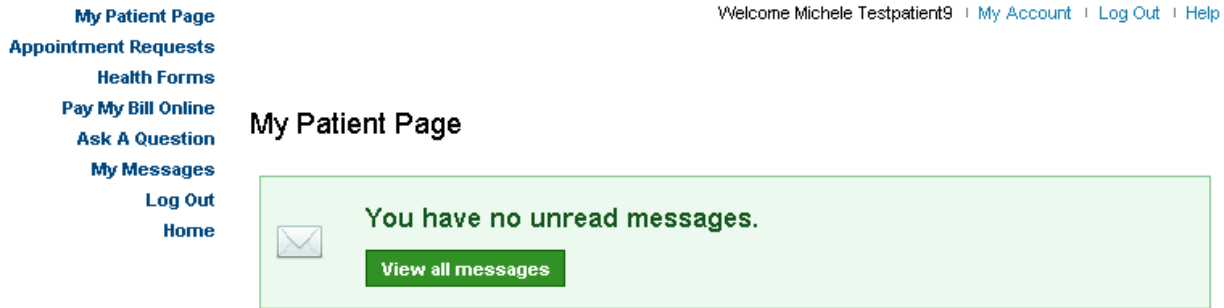
*****If you still continue to have trouble logging in, please call the office 605-217-2667 for assistance*****

Q: How do I find new and previous secure messages in my Patient Portal account?

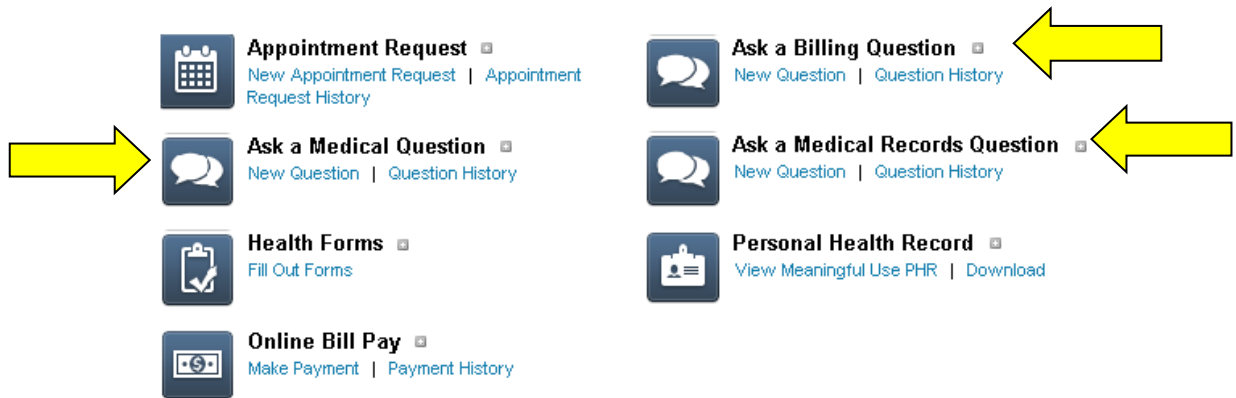
A: Once you login to your Patient Portal account, you will be directed to the “My Patient Page”. On the My Patient Page, you will see a section called “View All Messages”. In this section click on the “Inbox” link to access all new and previous secure messages you have received from the practice: New Messages will appear in **bold** print.

Q: Can I send a secure message to CNOS staff using the Patient Portal?

A: Once you have activated your Patient Portal account, you will be able to send general, non-urgent questions to the practice staff using the following Patient Portal applications:



Solutions



****If you are experiencing a medical emergency, do not use the Patient Portal to contact the office. Please dial 911 for assistance****

Q: How do I download my updated health information my provider sends me?

A: When you receive email notification that you have received new health information from your provider, you will need to go to the CNOS website www.cnos.net and login in to the Patient Portal:

Example of email notification:

CNOS

Hi Michele Testpatient9,

We've sent you a new secure message that includes health information for you to review.

[Sign in to view this message](#)

Thank you,

CNOS

[Visit our website](#)

[My Patient Page](#) [Help](#)
[Appointment Requests](#)
[Health Forms](#)
[Pay My Bill Online](#)
[Ask A Question](#)
[My Messages](#)
[Log Out](#)
[Home](#)

Sign in with your account

Login

User ID: [Forgot Your User ID?](#)

Password: [Forgot Your Password?](#)

This site uses HEALTHKEY

Welcome to our Patient Portal

Take advantage of the online services offered by our practice with the assurance that all of your information is encrypted and stored securely.

After you create your account, you will receive an e-mail from us that includes your user ID and a link back to our patient portal. You may log in at any time to begin using our services.

If you are unable to create an account, please email or call us if you would like to receive an invite to join our patient portal. You can contact us at 605-217-2667 or by email at: cnos@cnos.net


If you are experiencing a medical emergency, please dial 911 or your local emergency number for immediate assistance.


Click on the View All Messages:

My Patient Page Welcome Michele Testpatient9 | [My Account](#) | [Log Out](#) | [Help](#)








[Appointment Requests](#)
[Health Forms](#)
[Pay My Bill Online](#)
[Ask A Question](#)
My Messages
[Log Out](#)
[Home](#)

My Patient Page

 **You have no unread messages.**

[View all messages](#) 

Solutions

-  **Appointment Request** ▾
[New Appointment Request](#) | [Appointment Request History](#)
-  **Ask a Billing Question** ▾
[New Question](#) | [Question History](#)
-  **Ask a Medical Question** ▾
[New Question](#) | [Question History](#)
-  **Ask a Medical Records Question** ▾
[New Question](#) | [Question History](#)
-  **Health Forms** ▾
[Fill Out Forms](#)
-  **Personal Health Record** ▾
[View Meaningful Use PHR](#) | [Download](#)
-  **Online Bill Pay** ▾
[Make Payment](#) | [Payment History](#)

When you click on the View All Messages, select New Health Information Import:





My Patient Page Welcome Michele Testpatient9 | [My Account](#) | [Log Out](#) | [Help](#)

[Appointment Requests](#)
[Health Forms](#)
[Pay My Bill Online](#)
[Ask A Question](#)
My Messages
[Log Out](#)
[Home](#)

New

Inbox | [Sent](#) | [Archive](#)

1 to 2 of 2

Type	From	Subject	Date	
	Steffen, Loree ...	New Health Information Import	5/7/2013 9:49 am	
	Feauto, Michel...	New Health Information Import	4/19/2013 3:39 pm	

1 to 2 of 2

Click on the green Review Health Information. This will bring up your personal health information without having to log into the Personal Health Record View:




Example: New Health Information

Secure Health Information Viewer


SNOW WHITE

This is a clinical summary from your visit on **September 27th, 2012.**

Health Overview

**110/66**
Blood Pressure

An adult's blood pressure is recommended* to be 120/80.
Your blood pressure is inside this range. To learn more about managing your blood pressure, ask your primary care physician.

**5'4" 123lbs**
Height & Weight

The recommended* BMI range for an adult is 18-25.
Your current Body Mass Index (BMI) is 20.6. Eating well and exercising regularly are some ways to improve your BMI. Ask a physician to learn more.


* These ranges are recommended by the American Heart Association.

Basic Information About You

Name	Date Of Birth	Street Address	City	State	ZIP Code
SNOW WHITE	January 1st, 1999	10 HAPPY LANE	DERRY	NH	03038
Primary Phone Number	Sex	Marital Status	Preferred Language		
(603) 555-5555 HOME	Female	Single	English		

Lab Results

Date	Description	Test Name	Value	Reference	Interpretation	Status
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 [Download This Data](#) [Close Viewer](#)

What you can view when you Launch Personal Health Record from the My Patient Page:









My Patient Page Welcome Michele Testpatient9 | [My Account](#) | [Log Out](#) | [Help](#)

- Appointment Requests
- Health Forms
- Pay My Bill Online
- Ask A Question
- My Messages
- Log Out
- Home

My Patient Page

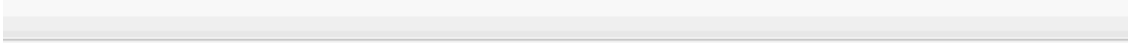

 **You have no unread messages.**
[View all messages](#)



Solutions


 Appointment Request ▾ New Appointment Request Appointment Request History	 Ask a Billing Question ▾ New Question Question History
 Ask a Medical Question ▾ New Question Question History	 Ask a Medical Records Question ▾ New Question Question History
 Health Forms ▾ Fill Out Forms	 Personal Health Record ▾  View Meaningful Use PHR Download
 Online Bill Pay ▾ Make Payment Payment History	


Click on Personal Health Record

This will direct you to your Personal Health Record. Once you are in your Personal Health Record, click on “View all Messages” to access your updated health information.



 **You have 30 unread messages** from your healthcare providers.
[View all messages](#) 

 **Profile**
Record information for your emergency contact and caregiver plus your current employment and insurance carrier.

 **Documents**
Upload health related documents for quick data entry and secure storage.

You will now see your most recent messages from your health care provider. Messages with the subject “New Health Information Import” will include the most recent health information update from your provider.

From	Subject	Date/Time ↕
Administrator Deb...	Personal health record updated	06/14/2012 03:17 PM EDT
PA-C Julie McGinn...	Health information from your doc...	06/06/2012 06:57 PM EDT
MD/FAAFP Daniel W...	New Health Information Import	06/05/2012 07:32 PM EDT
MD/FAAFP Daniel W...	New Health Information Import	06/05/2012 06:35 AM EDT

Next, click on the subject “New Health Information” to see your message and then click on “Review Health Information”

Messages

This page lists messages from your healthcare providers. Some messages will contain the link "Review health information." Click this link to view important healthcare information that you can add to your health record.

Inbox **Trash** **Delete**

To Patient: SNOW WHITE
 From: MD/FAAFP Daniel Waszkowski - Derry Medical Center / Londonderry Family Practice
 Date/Time: 06/05/2012 07:32 PM EDT
 Subject: New Health Information Import

Hello SNOW WHITE,
 You have received new health information. You can review this health information and add it to your Personal Health Record.
[Review health information](#)

You are now able to review the “Details” of your updated health information and download the “Contents” that make up your updated health information to your Personal Health Record by clicking on “Add to Health Record”:

Documents

This page displays important new or updated healthcare information from your doctor. Select the content that you want to add to your health record, and then click **Add to health record**.

[View All Documents](#)

New Health Information from

Select the items you would like to add to your Personal Health Record. Any updates sent by this provider for the items you add from this screen will be automatically updated in your health record in the future.

★ Contents	Select: All None	★ Details	Status
<input checked="" type="checkbox"/> Allergies		Allergies	
<input checked="" type="checkbox"/> Medications		NSAIDs	Not Added
<input checked="" type="checkbox"/> Results		Medications	
<input type="button" value="Add to health record"/>		Actos Dosage: 45 Tablet, 24 h	Not Added
View all health information from this visit.		Results	
		BLOOD GLUCOSE-HOME MONITOR	Not Added
		MAGNESIUM	Not Added