





Features of the Patient Portal


 **Medical Records:** View your Personal Health Record (“PHR”)


 **Appointments:** View past and future appointments. Request an annual or routine follow up visit

 **Current Medications:**
Keep your current list of medications

 **Lab/Diagnostic Results:** Receive results of your lab/diagnostic tests

 **Referral and Lab Requests:**
Request Lab Work, Renew Standing Labs, Reorder a Lab Slip, Request a Referral

 **Ask a Question:** Ask your care team a non-urgent question

 **Healow Features:** Single sign-on for people with families. Keep notes before and after office visits

ACCESSING YOUR PATIENT PORTAL ACCOUNT

You can log in securely from any computer or smartphone with an internet connection.

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click on the “Patient Portal” Quick Link

You can now download the free, secure **Healow app** to quickly connect to your patient portal account using your cell phone.

We Offer:

- Same day sick appointments to accommodate your needs.
- Saturday hours available for sick/urgent care in our Saturday clinic.
- An on-call provider is available 24 hours a day for urgent matters.

Available to All Patients

Health issues can be stressful.

Brown Medicine can provide the support you need from providers who care.



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Welcome to Your Patient-Centered Medical Home



PCMH

*is a model for primary care
that puts the patient at the
center of their healthcare.*

*Providing you with healthcare
that is accessible and
quality focused.*



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Meet Your Health Care Team

Your health care team is committed to providing your care and assisting you with your healthcare needs which may include:

- Follow-up on a recent visit to the hospital.
- Providing health education and learning materials.
- Helping you manage your medications.
- Working with you on health goals.
- Helping you with managing stressors.



Your Health Care Team Will:

- Work with you in a **partnership** to manage your health.
- Take care of you when you are sick and help you stay well.
- Respond to your questions and concerns.
- Coordinate care both inside and outside the practice.
- Always work on ways to improve the quality of your health care.

Your Role as a Patient

- Be an active participant on your healthcare team.
- Bring a list of questions to your appointment.
- Provide us with a list of all prescriptions and over the counter medications.
- Notify your other healthcare providers that we provide your primary care so we can best coordinate your treatment.
- Don't forget to check your lab/ diagnostic testing results in your patient portal!
- **Call us before you go to an emergency room or hospital. Unless you are experiencing an immediate medical emergency, then call 911.**



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