

Patient Portal Guide

Check this guide for help navigating some of the available options on our patient portal. Not all features are available on mobile devices. You may need to use a laptop or desktop computer to access the full site.

<p>Login</p>	<p>Go to www.emmaushealthpartners.org</p> <ul style="list-style-type: none"> ● Click Patient Portal Login in the upper right corner ● Choose a department <ul style="list-style-type: none"> ○ For Dr. Hickner, choose “St. Joseph Mercy - Dr. Hickner” ○ All other providers, choose “Emmaus Health” ○ If you have been to both departments and you don’t find what you were expecting on the portal, try logging out and checking the other department. ● If you already have an account, choose “Log in with athenahealth” <ul style="list-style-type: none"> ○ Enter you email address and password ● Choose “Sign Up” if you have not set up an account. Answer the questions to verify your identity and set up an account.
<p>Messages</p>	<p>Click on the Messages menu item on the left or the Inbox icon at the top of the screen. You can compose a new message, view messages, and reply to messages.</p>
<p>Signed Documents from your Provider</p>	<p>My Health > Medical Forms > Signed Documents From Your Providers</p> <p>Letters and attached documents sent securely to you can be downloaded as PDFs.</p>
<p>Test Results</p>	<p>My Health > Test Results > View Results</p>
<p>Encounter Summary</p>	<p>My Health > Care Summaries</p> <p>Shows the most recent visit by default. Click the dropdown showing the visit date and provider to select earlier visit summaries.</p>
<p>Lab, Imaging, or Consult Orders</p>	<p>My Health > Health Reminders</p> <ul style="list-style-type: none"> ● Print: For each open order you would like to print, click on the order to expand it and then click the print link to view the signed order. Click Print again to print a paper copy for the lab/imaging facility. This is a valid order that you can use, especially if your order was placed after a phone conversation or a copy was lost. ● Overdue order reminders: You may receive an overdue order reminder from our office if a result has not been received or noted in your chart. If you receive a reminder, you can check the orders in your portal and reply with an update.

	Click arrow next to each order > Update > choose a reply
Educational Materials	My Health > Learning Materials Health information ordered specifically for you can be viewed here.
Portal Health History	Beginning 7 days before your upcoming visit, you will be able to complete or update your health history securely from the portal. The link is not visible before that or if you do not have an upcoming appointment. On the home page (don't click the Appointments link on the left), click "Fill out Forms" below the top appointment. There will be a link for "Complete Patient Health History". You can then fill out your medical history securely. This usually takes about 15-30 minutes.
Contact Information	Click on your name in the upper right corner > My Profile > Contact Information > Edit You can upload a new photo if desired. The office uses your driver's license photo by default.
Notification Settings	Click on your name in the upper right corner > My Profile > My Notifications You can make adjustments to methods and types of automated messages you will receive from our office.
Paperless Statements	Click on your name in the upper right corner > My Profile > My Notifications Check or uncheck the paperless statements box to change this setting.
Pay Balance	Billing > Bill Pay to view open charges. To see more details about a charge, click View Details. Online payments are available for the Emmaus Health department. For St. Joseph Mercy - Dr. Hickner, please contact the office to make a payment, or return a check to the address listed on your statement.