

Derry Medical Center Patient Portal Information Page

Your Derry Medical Center/Londonderry Family Practice 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, Rx refill requests, registration & health history forms, non-urgent questions, referral requests 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 Derry Medical Center/Londonderry Family Practice 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 Derry Medical Center or Londonderry Family Practice patient, who is at least 18 years of age, may join the Patient Portal.

Q: What if I have not received an Invitation?

A: There are few cases where you may not have received your invitation to access the Patient Portal. Here are cases we are referring to:

1. There is an old or inaccurate email address on file at the practice
2. The email invitation was sent earlier and was overlooked
3. You may have already activated your account and forgot you did
4. You already have a Patient Portal account with another practice

As any of these could be the case, please call the office at (603) 537-1300 and ask to speak with one of our Call Center Representatives. Please tell them you are having difficulty receiving your Patient Portal invitation so they can identify the question and the correct resolution.

Q: Do I need to have a Derry Medical Center 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 (603) 537-1300 and request to speak with a Call Center Representative. Our Call Center Representatives will ask you for your up-to-date personal email address so Derry Medical Center/Londonderry Family Practice 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 electronically request the Patient Portal Invitation via email to our Call Center Representatives. Please go to our website, <http://www.derrymedicalcenter.com>, and click on the tab named "For Patients". Next, click on the link named "Patient Portal". On the Patient Portal login page, you will see the instructions (illustration below) with the email address you will use to submit your request for a Patient Portal account. ****You must include your first & last name, date of birth, personal email address (not work) and a phone number in the email****

Derry Medical Center
Londonderry Family Practice

603.537.1300

[Help](#)

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

Welcome to our Patient Portal

We invite you to log in to your online account. Take advantage of the online services offered by our practice with the assurance that all of your information is encrypted and stored securely.

**** If you have not received an email invitation to join our Patient Health Portal, and you are current registered patient with our practice, you may set up an account either by phone or email. Please be prepared to provide a valid email address so that we may send you a secure invitation. Send us your email address via an email request, patientportal@derrymedicalcenter.com or call 603-537-1300 and choose option 3 to speak to a receptionist. Our receptionist will send you an email invitation to join the Patient Portal. For security and HIPAA compliance you may only register your own account and an email invitation will be sent to you within 24 hours.**

Patient Portal

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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. **** Please make sure that the information you enter is in ALL CAPITAL LETTERS****

Q: If I make changes to the Personal Health Record application in the Patient Portal, do I need to alert my health care provider?

A: It is vitally important to share any changes in your healthcare with your Derry Medical Center provider as soon as possible! Changes made to you're the Personal Health Record are not sent to your provider at this time. In the future, you will be able to share the information you entered into your Personal Health Record with your health care provider. For now, if it affects your current healthcare, call Derry Medical Center/Londonderry Family Practice.

Q: How do I know when the staff or providers at Derry Medical Center/Londonderry Family Practice have sent me new information to my Patient Portal about my healthcare?

A: You will receive an email notification each time our staff and/or providers send you new information or a Personal Health Record update to your Patient Portal account. This includes information regarding your refill requests, recent appointments and diagnosis, results of any in house testing. You may receive multiple email notifications in a single day.

Derry Medical Center / Londonderry Family Practice

Dear SNOW WHITE,

We have sent you a secure message to your Personal Health Record. Please follow these steps to view this message:

1. Click the link <https://www.medfusion.net/secure/portal/index.cfm?fuseaction=home.login&gid=8671> to go to our secure Patient Portal.
2. Enter your user ID and password. If you forget your user ID or password, select the "Forgot your User ID" or "Forgot Password" link on the login page.
3. On the "My Patient Page", click the link for the "Personal Health Record". You will be automatically directed to your Personal Health Record home page.
4. Click the "View Messages" link to navigate to your Inbox.

Thank you,

Administrator Debbie Donovan - Derry Medical Center / Londonderry Family Practice

Q: Why did I receive a message in my Patient Portal account about my canceled appointment when I didn't cancel my appointment?

A: If you receive an appointment cancellation message in your portal account and you did not cancel any upcoming appointments, a staff member from our practice will/should contact you within 48 hours to assist you directly. Occasionally, providers change their work schedules or need to handle urgent patient medical needs. When this happens, your appointment unfortunately gets canceled. Our staff will be happy to work with you to reschedule your appointment. If you wish to not wait for our staff to contact you, please feel free to call our office at (603) 537-1300 to start the rescheduling process with a DMC/LFPC Call Center Representative. PLEASE DO NOT HIT REPLY FOR THIS PORTAL MESSAGE.

Welcome SNOW WHITE | [My Account](#) | [Log Out](#) | [Help](#)

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

Inbox (27)

[Sent](#)

[Trash](#)

[Reply](#)

[Delete](#)

[Close](#)

[View as PDF](#)

Appointment Canceled

From: Brooks Jr, Theodore
To: WHITE, SNOW
Sent: 08/01/2012 09:49 PM

** This is an auto generated email. Please do not reply to this email.

The following scheduled appointment has been canceled:

Date of Appointment: Thu Nov 8, 2012 4:30 PM
Provider: THEODORE T BROOKS, M.D.
Location: DERRY MEDICAL CENTER

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 Derry Medical Center website (www.derrymedicalcenter.com) and login in to the Patient Portal:

Derry Medical Center
Londonderry Family Practice

603.537.1300

Help

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

Welcome to our Patient Portal

We invite you to log in to your online account. Take advantage of the online services offered by our practice with the assurance that all of your information is encrypted and stored securely.

** If you have not received an email invitation to join our Patient Health Portal please call our office at 603-537-1300 and choose option 3 to speak to a receptionist.

You must be a current registered patient at our practice in order to register. Please be prepared to give our receptionist a valid email address so that we may send you a secure invitation.

For security and HIPAA compliance you may only register your own account and an email invitation will be sent to you within 24 hours.

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Click on the View All Messages

Derry Medical Center
Londonderry Family Practice

603.537.1300

Welcome SNOW WHITE | [My Account](#) | [Log Out](#) | [Help](#)

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

You have 75 unread messages.

[View all messages](#)

Appointment Request [New Request](#) | [Request History](#)

Ask Londonderry Family Practice [New Question](#) | [Request History](#)

Ask Nutritionist/Diabetes Educator [New Question](#) | [Request History](#)

Custom Forms [Fill Out Forms](#)

Online Bill Pay [Make a Payment](#) | [Payment History](#)

Ask Derry Medical Center [New Question](#) | [Request History](#)

Request for a Referral [New Question](#) | [Request History](#)

Ask Windham [New Question](#) | [Request History](#)


Personal Health Record [View](#) | [Download](#)

Prescription Renewal [Refill Request](#) | [Request History](#)

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


Londonderry Family Practice

603.537.1300

Welcome SNOW WHITE | [My Account](#) | [Log Out](#) | [Help](#)

Important Information
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

Hide Message

New

Inbox (75) | Sent


Type	From	Subject	Date	
	Lessard, Robert	Appointment Canceled	10/3/2012 10...	
	Lessard, Robert	Appointment Scheduled	10/3/2012 10...	
	Otero, Kim	New Health Information Import	9/27/2012 11:2...	
	Low, Scott	Appointment Scheduled	9/20/2012 3:04...	
	Low, Scott	Appointment Canceled	9/20/2012 3:04...	
	Murai, Sarah	Appointment Canceled	9/20/2012 8:...	
	Murai, Sarah	Appointment Scheduled	9/20/2012 8:...	
	Brooks Jr, The...	Appointment Canceled	9/20/2012 8:28...	

Patient Portal

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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.


Londonderry Family Practice

603.537.1300

Welcome SNOW WHITE | [My Account](#) | [Log Out](#) | [Help](#)

Important Information
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

Hide Message

New

Close

New Health Information Import
From: Otero, Kim
Derry Medical Center / Londonderry Family Practice
To: SNOW WHITE
Sent: 9/27/2012 11:26 am

Hello SNOW WHITE,
We've sent you a new secure message that includes important health information for you to review.

[Review Health Information](#)

By viewing my healthcare information, I accept the Intuit [privacy statement](#) and [Terms of Use](#). I understand that I am downloading my health information to my Personal Health Record.

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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

 Download This Data

Close Viewer


What you can view when you Launch Personal Health Record from the My Patient Page. Click View Personal Health Record.

Derry Medical Center


Londonderry Family Practice

603.537.1300


Welcome SNOW WHITE | [My Account](#) | [Log Out](#) | [Help](#)

 **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

 **You have 75 unread messages.**


[View all messages](#)

 **Appointment Request** ▾


[New Request](#) | [Request History](#)

 **Ask Londonderry Family Practice** ▾


[New Question](#) | [Request History](#)

 **Ask Nutritionist/Diabetes Educator** ▾


[New Question](#) | [Request History](#)

 **Custom Forms** ▾


[Fill Out Forms](#)

 **Online Bill Pay** ▾


[Make a Payment](#) | [Payment History](#)

 **Ask Derry Medical Center** ▾


[New Question](#) | [Request History](#)

 **Request for a Referral** ▾


[New Question](#) | [Request History](#)

 **Ask Windham** ▾

[New Question](#) | [Request History](#)

 **Personal Health Record** ▾

[View](#) | [Download](#)

 **Prescription Renewal** ▾

[Refill Request](#) | [Request History](#)

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[Ask a Question](#)


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.

30




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.

<u>From</u>	<u>Subject</u>	<u>Date/Time</u> ↕
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.

InboxTrashDelete

To PatientSNOW WHITE

FromMD/FAAFP Daniel Waszkowski - Derry Medical Center / Londonderry Family Practice

Date/Time06/05/2012 07:32 PM EDT

SubjectNew 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 Derry Medical Center / Londonderry Family Practice

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	
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

Q: How do I manually add health information to my Personal Health Record?

A: If you wish to add information to your personal Health record manually, you will need to go to the Derry Medical Center website (www.derrymedicalcenter.com) and login in to the Patient Portal: As instructed above

Click on the Personal Health Record icon.

Derry Medical Center
Londonderry Family Practice

603.537.1300

Welcome SNOW WHITE | [My Account](#) | [Log Out](#) | [Help](#)

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

You have 75 unread messages.
[View all messages](#)

Appointment Request ▾
[New Request](#) | [Request History](#)

Ask Londonderry Family Practice ▾
[New Question](#) | [Request History](#)

Ask Nutritionist/Diabetes Educator ▾
[New Question](#) | [Request History](#)

Custom Forms ▾
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[New Question](#) | [Request History](#)

Ask Windham ▾
[New Question](#) | [Request History](#)

Personal Health Record ▾
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Prescription Renewal ▾
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This will direct you to your Personal Health Record. Once you are in your Personal Health Record, you can enter health information manually by clicking on the links in the “Health Information” section:

Personal Health Record

intuit Health

Home Messages 75 Profile Health Information Documents Sharing Help Log out

Home

Health Information
Track every aspect of your health

Conditions and Diagnoses
Disease Management
Doctor Visits
Immunizations
Laboratory and Test Results
Medical Devices
Medications
Surgeries and Procedures
Vital Signs

History
Family History
Health Journal
Social History

Providers
Clinicians
Hospitals
Pharmacies

Planning
Advance Care Planning
Advance Directives
Plan of Care

Download My Data® (.pdf)
Download text-only version (.txt)

You have 75 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.

Sharing
Import your health information from our health partners, and set permissions so others can view your Personal Health Record.

Current Profile
SNOW WHITE

My Providers
Jacksonville Spine Center PA
Derry Medical Center / Londonderry Family Practice

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Health Information

Track every aspect of your health

Health

Allergies
Conditions and Diagnoses
Disease Management
Doctor Visits
Immunizations
Laboratory and Test Results
Medical Devices
Medications
Surgeries and Procedures
Vital Signs

Planning

Advance Care Planning
Advance Directives
Plan of Care

History

Family History
Health Journal
Social History

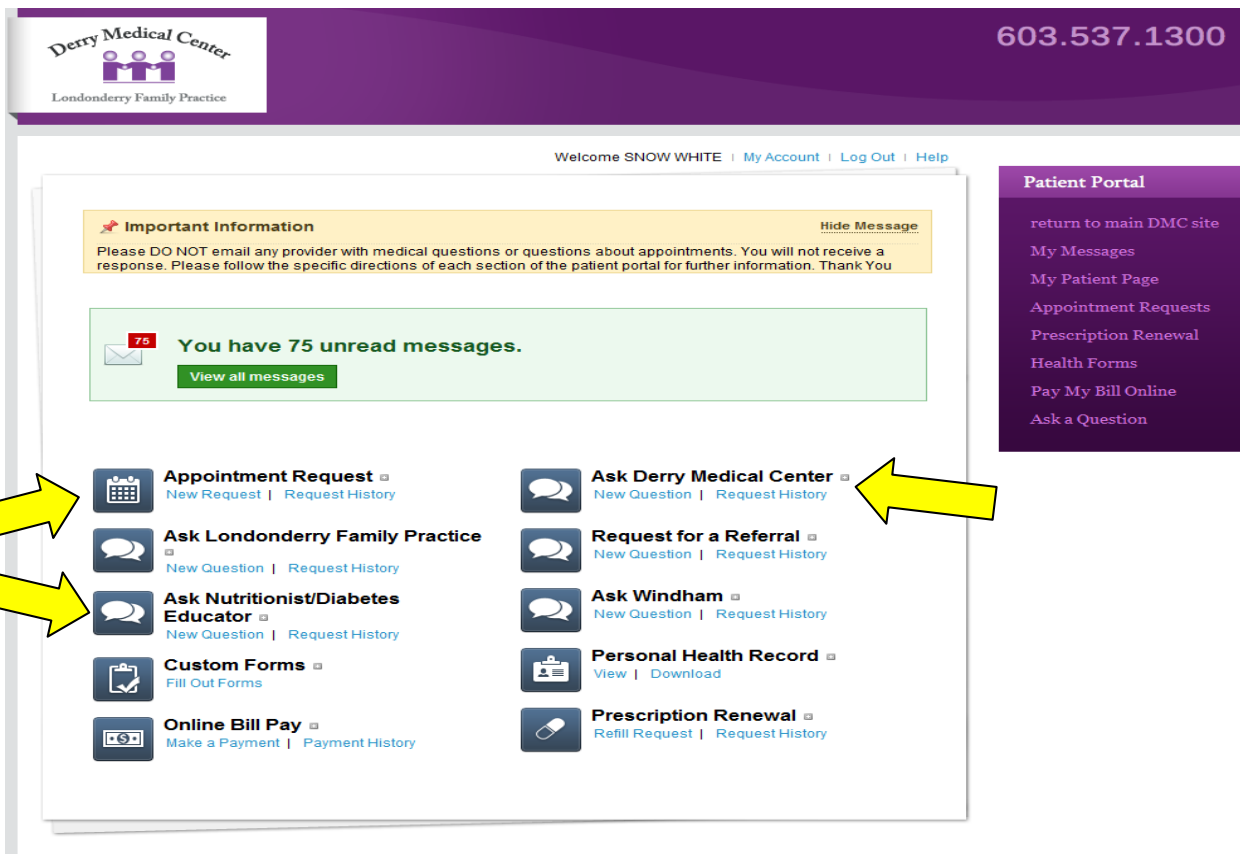
Providers

Clinicians
Hospitals
Pharmacies

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

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

- Ask Derry Medical Center
- Ask Londonderry Family Practice
- Ask Windham
- Ask Nutritionist/Diabetes Educator



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

The "ASK" feature is for general questions only. This question will not be forwarded to a provider or nurse for treatment recommendations. If you are ill and have a medical question or need medical assistance please call our office at 603-537-1300 and ask to speak to one of our nursing staff.

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 forgot 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 (603) 537-1300 and with a Receptionist.

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.

Derry Medical Center

Londonderry Family Practice

603.537.1300

Welcome SNOW WHITE | [My Account](#) | [Log Out](#) | [Help](#)

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

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You have 75 unread messages.

[View all messages](#)

Appointment Request

New Request | Request History

Ask Londonderry Family Practice

New Question | Request History

Ask Nutritionist/Diabetes Educator

New Question | Request History

Custom Forms

Fill Out Forms

Online Bill Pay

Make a Payment | Payment History

Ask Derry Medical Center

New Question | Request History

Request for a Referral

New Question | Request History

Ask Windham

New Question | Request History

Personal Health Record

View | Download

Prescription Renewal

Refill Request | Request History

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