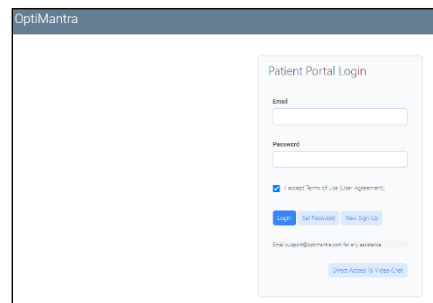


## Patient Guide to PND Portal

At Prairie Naturopathic Doctors, our goal is to encourage and empower our patients to take an active role in improving their health. With our transition to electronic health records, we created this supportive guide for you to optimize understanding and the use of our Patient Portal system.

### Activate Your PND Portal (ie “Patient Portal”):

- Go to <https://www.optimantra.com/optimus/om/patient/login>
- Under “Login” select “Patient Login” in the upper right-hand corner
- Click “New Sign Up”.
- Input your email address.
- Click “get password reset link in email” or click “get a code via text message”.
- Verify through email or text.



### PND Portal View:

- **Documents & Handouts**
  - Upload lab records, imaging reports, documents from other providers, etc you wish us to have access to & keep on file. We request that any blood work you have completed elsewhere, you upload prior to your next visit with your provider.
  - View handouts your health care provider wishes you to review for homework.
- **Messages**
  - **How to send a message:**
    - After clicking on messages, choose recipient and click “create a message”.
    - Draft your message with subject line and hit send.
  - **Appropriate use of messaging system:**
    - Messages may be sent to providers for only brief, straight-forward non-urgent questions and updates. The messaging system will not be used to evaluate, diagnose, or prescribe health conditions. Please schedule a visit with your provider for any health concerns. See “Patient Portal Terms & Conditions Agreement” and PND Portal Policy Summary” below for more details. Providers maintain a full schedule and by following these guidelines it allows our clinic to provide the best care to all of our patients.
  - **Refill request:**
    - Send a message to Front staff (choose “Front Desk” as recipient)
    - Subject line: “Refill request”
    - In message denote which products you want refilled by giving brand, product name and quantity of each of item. **It is assumed you APPROVE PAYMENT to processed for the order unless otherwise stated.**
  - **Billing questions:**
    - Send message to “Front Office Lead” ([fol@prairiend.com](mailto:fol@prairiend.com)) or “Office Manager” ([om@prairiend.com](mailto:om@prairiend.com)) for any billing inquiries and concerns.
- **Superbills**
  - The system will retain a record of your receipts of payment.
  - You may use superbills to submit to your insurance company for request of coverage.
  - Before initiating request please double check the “Super-bill” section of the patient portal.
  - Please allow up to 7 days after visit for Super-bill to be completed and added to “Super-bill” section.
- **Treatment Plans**
  - You will be able to view and print your latest treatment plan from your health care provider at any time after the plan has been sent to you.

## PND PORTAL *Patient Policies Summary*

- Expectations for use
  - Expected response time
    - A response is expected up to 7 business days after message sent. Urgent responses warrant a VISIT.
  - Functions of PND Portal for you:
    - Secure messaging for non-urgent needs such as clarifying something on your treatment plan.
    - Prescribed natural medicine refill request (must send message to Front staff).
    - Viewing of lab results that have been previously review with you during a visit (labs are reviewed during a visit prior to being uploaded into the patient portal – request to upload into portal prior to or without a visit will be denied).
    - Viewing your health records (available in portal).
    - Viewing and updating your health information.
    - Appointment request (must send message to Front staff).
    - Billing questions (must send questions to FO &/or OM).
    - Updating your demographics.
  - PND Portal will NOT to be used for the following as each requires a scheduled visit:
    - Providing patient care.
    - Requesting Prescriptions for new complaints.
    - Urgent or emergent issues – this requires a visit.
    - In depth correspondence.
    - Requesting advice regarding new problem(s)/complaint(s).
    - Requesting prescription changes (exception – replacement request for prescribed item no longer available).
    - Handling Adverse reactions (provider may be informed but requires a visit to address).
    - Lab interpretation and recommendations – this is done during a visit.