# Cerner Patient Portal User Guide

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Introduction
Welcome to the Cerner Patient Portal Guide. This guide will direct you through your Cerner Patient Portal experience, an online management tool to help you manage your health. If you have further questions regarding your Cerner Patient Portal account that are not covered in this document, please contact our support team at noreply@iqhealth.com or at 1 (877) 621-8014, Monday – Friday 7am – 7 pm CST.

Section 1: Creating an Account
Getting started

Stop by the Weld County Employee Medical Clinic to request access to the portal. They will ask for your email address and establish a security question/answer for you to use when claiming your invitation. After you are invited to use the portal by the Weld County Employee Medical Clinic, you will receive an email in your email inbox containing instructions.

Step 1: You receive an invitation from the Weld County Employee Medical Clinic. The email includes instructions on how to claim your account, as well as, details about the portal. You begin the process by clicking on a link within the email.
Step 2: Once you have clicked this link, you will be prompted to indicate whether or not you are claiming the invitation for yourself or on behalf of another consumer. For example, your child or spouse.

Welcome to IQHealth

The Weld County Employee Medical Clinic patient portal gives you easier access to the tools and services you need to manage your health and the health of your family. You'll have access to real-time information from your electronic health record and a new Cerner Health personal health record (PHR). The power of a PHR is that it belongs to you. You can add information, decide what information we provide to you is included, and share access with trusted family members.

This invitation is for Maggie

If you aren't Maggie but have legal authority to manage Maggie's health, you may create an account for yourself first so that you can access the requested health information. If you don't manage Maggie's health, please contact us immediately.

Are you Maggie?
I'm Maggie
Continue Cancel

Step 3: Once you have indicated who you are claiming the account for, you will be prompted to enter in that patient’s date of birth and their security key chosen during sign up.

Verify Maggie's Identity With Us

By verifying your identity with us, you are completing an important step to securely access your medical record. Please fill in the information below to continue the process of building your HealthCare account.

Complete Maggie's Information

Date of birth
1/31/08

Date of birth must be entered as mm/dd/yyyy

Last four of SSN
1234

The answer to this security verification question may have been provided when you were invited to join.

I agree to the Weld County Terms of Use and Privacy Policy.

Next Create Your Account Cancel
Step 4: You will now be prompted to create your username and password.

Once you have clicked create account you will have access to your medical record.
Section 2: The Homepage

The Cerner Patient Portal homepage provides quick and easy access to all of the Cerner Patient Portal’s important features. There are two sections to the homepage, the navigation sections across the top right of the page and the quick links located across the bottom.

Navigation sections found across the top right include:

- **Hours & Services:** View clinic hours and a list of services you can receive at the Weld County Employee Medical Clinic.

- **Contact Information:** View phone and fax numbers for the Weld County Employee Medical Clinic.
**Health Record:** Connects you to your personal health information. Here you are able to view information such as:

- Allergies
- Immunizations
- Medications
- Procedures
- Lab Results
- Health Issues
- Health Education

**Messaging:** Connect to messaging options. In this section you can view your inbox and view your sent messages. Here you can also use messaging templates such as Request a Medication Renewal and Send General Message to communicate with your provider.

**Appointments:** Connects to appointment and scheduling options. You can use messaging templates such as Request a New Appointment, Reschedule an Appointment, or Cancel an Appointment. You may also be able to view upcoming appointments or directly schedule a new appointment.

**FAQs:** Find answers to frequently asked questions about the portal and *Cerner Health* account.
**Section 3: Health Record**

**Health Profile**

The Health Profile section provides a quick view of your:

1. Active Medications
2. Current Allergies
3. Current Health Issues
4. Immunization Record
**Results**

The Results section gives you a view of discrete lab results from the health care organizations electronic medical record. **Please keep in mind that some lab results, such as STD or HIV, may not display due to their sensitive nature.**

The results are formatted to show you the Name, Result (including Normal Ranges), and Date of the particular result. Normal ranges are established by the Weld County Employee Medical Clinic. To find more detail about a lab result, click on the lab result’s name.
Viewing a Document

The Documents, or Discharge Information, section gives you a view of the documents in your electronic medical record. This may include: discharge instructions, discharge summaries, clinical notes made by your provider or care team, education content, or other text based documents. In this documents section, you may view a document or download a document to your personal computer.

Documents

You can view or download a summary of the most relevant data from this medical record as a Continuity of Care Document (CCD). It provides a snapshot in time of specific medical information that can be exported to another medical record system. If you believe any data is incorrect, please notify the office at (970) 304-6000.

History and Physical Report

Initial Visit Medical History

Date Created: June 12, 2014

Education Note

Date Created: June 12, 2014

The Abdominal Lift strengthens your lower abdominal muscles, helping you keep your pelvis and back stable.
Download and Send Record
This feature allows you to download your health information to share with a different provider or organization.

Step 1: Downloading your record
You will be presented with a list of each of your encounters with your health care organization. Clicking the download icon, located to the right of your visit reason, will allow you download and save a copy of your information to your personal computer.
Section 4: Messaging

The Cerner Patient Portal messaging section allows you to communicate with your health organization through secure messages. These messages are sent through a secure medium, ensuring HIPAA compliance and protection of sensitive information from undesired parties. This section will provide more information on how to navigate the Cerner Patient Portal’s secure messaging features.

Viewing a New Messages

Once logged in, you can view new messages under the Messaging navigation section.

Clicking on the message subject, date, or sender will display the new message.

Once a message is opened, you have the option to Reply or Forward the message by clicking on the appropriate links.

Message Alerts

The Cerner Patient Portal will send you a message in your personal email to let you know that a new message has arrived. If you need to update your email address you can do so by logging into your account, selecting the drop down menu in the top right hand corner that says your name. From there you can choose “Account Settings” and update which email address your email notifications are sent to.
Sending a General Message

Under the Messaging section you have the option to send your provider a message. Upon clicking on the New Message button, a screen will appear giving you the option to type a note to your Weld County Employee Medical Clinic Care Team.

View Sent Messages

Under the Messaging section you have the option to view “Sent Messages.” The Sent Messages section allows you to review messages you have sent in the past, based on subject, recipient, date & time, and read/unread status. This view also alerts you to the status of your message. Once a provider has opened your message, the status will change from “Unread” to “Opened”.
Messaging Attachments

In the general message you will be able to attach images, documents, and other file types to send to your provider. Click the Browse... button to begin adding a file to your message.

You will be prompted to select a file from anywhere on your computer. As the image is being attached to the message, you will see a small circle that indicates when the image is loaded.
Section 5: Appointments

View Upcoming Appointments
The appointment calendar allows you to access details around future appointments with your healthcare organization. Links are provided that allow you to take different actions. For example:

1. The calendar icon allows you to quickly add the appointment to your personal calendar.
2. The eye icon allows you to view further details and instructions
3. The “x” icon allows you to cancel the upcoming appointment
4. The printer icon allows you to quickly print a list of your upcoming appointments.

Directly Scheduling an Appointment
Directly scheduling an appointment with your provider is the quickest way to schedule an appointment. This service allows you to see open time slots in your provider’s schedule and pick a time slot that works best for you. To direct book schedule, start by locating the Appointments section in the navigation.

Step 1: Selecting a Reason
To begin scheduling your visit, you will need to click Schedule a new appointment. Start by selecting a reason from the drop down option “Why is this appointment needed?”. Please select the reason that best fits your health issue.
Step 2: Selecting a Location
The Weld County Employee Medical Clinic will be selected by default and will be the only option available.

Step 3: Selecting a Provider and Date and Time Slot
Next, you will need to select your provider. Only providers that are available at that location will appear. Please select a provider you already have a relationship with, if possible. You will then be able to select how soon you would like your visit and which day and what time of day you would like your appointment.
Review the open time slots and choose the desired timeslot by clicking the “Select” button next to the time. The provider you will see during appointment will appear next to the time.

**Step 4: Symptoms and Appointment Confirmation**

Fill out the required field (“What are your symptoms?”) and feel free to add additional information or your contact information.
By clicking “Confirm your Appointment”, you are scheduling an appointment with that provider during the selected time slot. Appointment instructions may be included by your health care organization. Please review the instructions and time and then click Confirm.

**Step 5: Appointment Confirmation**

At this point, you can save the appointment to your personal calendar by selecting the calendar icon, you can view their appointment details by selecting the eye icon or you can cancel the appointment by selecting the X icon.
Document Revision History

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