



# Patient Portal & Mobile Site



## Why Register With Our Secure Patient Portal?

The Federal Government has issued new guidelines regarding a set of criteria that must be met in using Electronic Health Records (EHR) referred to as "Meaningful Use". In short, the purpose of an EHR is to "provide for the electronic exchange of health information to improve the quality of care". By registering with our patient portal, you are not only benefitting from convenience, but you are helping us to meet our "meaningful use" requirements.

### How Do I Register?

**If you are an existing patient but have not signed up for the patient portal:**

1. go to [louortho.com](http://louortho.com)
2. Click on "**patient portal**" on the homepage
3. You will be directed to the secure patient portal where you will create a password and username
6. You are now ready to start utilizing the many services available & can input more information at your convenience such as payment information, preferences, etc.

**If you are a new patient and have supplied us with an email address, then you will receive an invitation in your inbox.**

**Don't have time to call our office or can't call during normal business hours? No problem!  
Accomplish the same thing by utilizing the many features available through our Patient Portal.**

### Portal Features Available:

**Update Information:** Any changes such as payment info, address, email, and communication preferences can be made through the portal at any time.

**Bill Pay:** Make payments online at your convenience.

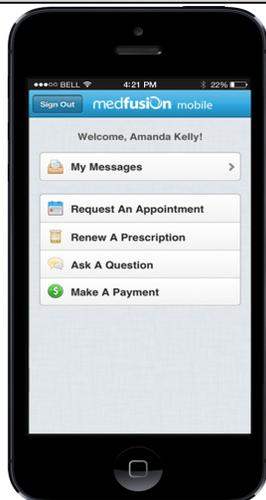
**Medical Records:** Medical records can be uploaded to your portal account as an alternative to picking them up in our office. You can place the request by calling our office or through the medical records request feature on the portal. Please allow 24 hours for your request to be addressed.

**Appointment Requests:** Select from a list, the provider and timeframe in which you'd like to be scheduled. Please allow 24 hours for a staff member to follow-up to make and confirm your appointment.

**Prescription Requests:** Send prescription requests directly to your provider through your portal account.

**Patient Messaging:** Using the *My Messages* section, you can view messages such as MRI results, medical records, etc. Remember, you must place a request for these records to have them uploaded to your account.

**Ask a Question:** Rather than calling into our office, you can ask a question or leave a message for your provider or other staff member. The incoming message or question will be routed directly to the appropriate person. Please allow 24 hours for your message to be addressed.



### 3 Ways To Access the Mobile App:

1. Scan the QR code provided at right, or the QR code provided within the *Patient Newsletter* email blasts.
2. Type in: **Medfusion Mobile**
3. Go to the app store on your mobile device, search **Medfusion Mobile**, download & install the free app.



\* You must be using your mobile device for any of these actions to work. If you are using a regular computer, it will not work.

\*\* **Please Note:** You must have a portal account in order to access the mobile site. If you have not registered with our patient portal, you can go to our website at [www.louortho.com](http://www.louortho.com) and click on *Patient Portal* where you'll be directed to set up a secure account.

