Patient Portal Instructions

We have established an internet-based Patient Portal to help effectively and securely manage your healthcare information. The content in this document will guide you through the secure portal's most frequently-required functions. Should you have other questions about using the portal, please contact our office at in Anchorage at 907-563-3103 or Palmer at 907-745-9300.

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Activate Your Patient Portal Account

An account must be created before you can use or access your data on the Patient Portal. Providing us with your email address will allow us to send you an email from the office that includes a link to activate your Patient Portal account.

1. Open the email from us with the subject, "Welcome to Your Alaska Urology Patient Portal".
2. The email will include your Patient Portal *Username*, *Practice URL* (patient portal web address) and the steps for logging into the portal.
3. Select, Activate Account.
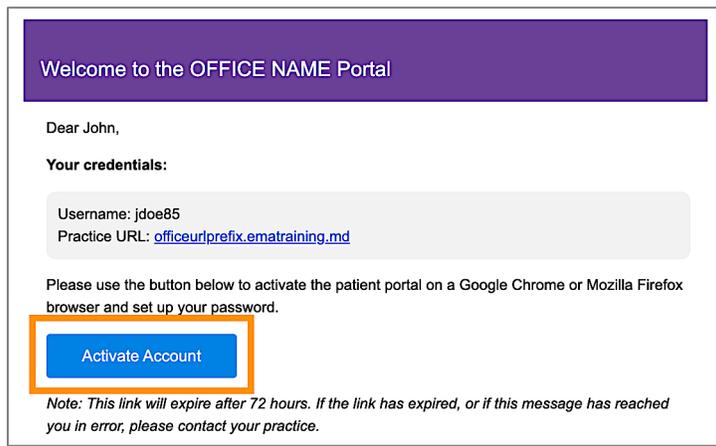
4. You will be directed to the portal website, where you will be prompted to verify your identity by entering your *Date of Birth* and *Last Name*. Once entered, select **Verify Information**.
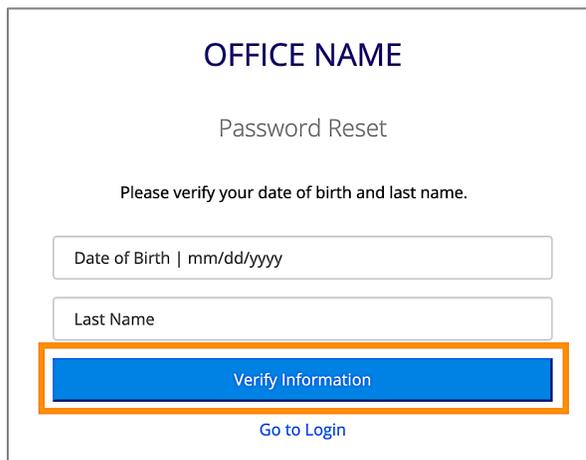
5. You will be prompted to change your password. Once entered, select **Set Password**.

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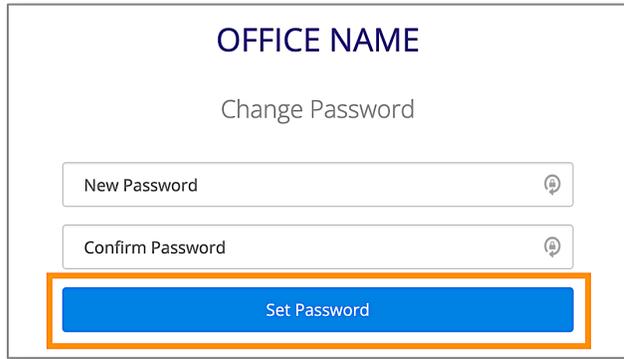
Log in to the Patient Portal

Once your account has been activated, you will be able to log in to the Patient Portal as needed. Follow the steps below to log in.

1. Open your internet browser on a computer or laptop and enter the following website URL into the address bar: alaskaurology.**ema.md**


2. Select Continue as Patient.
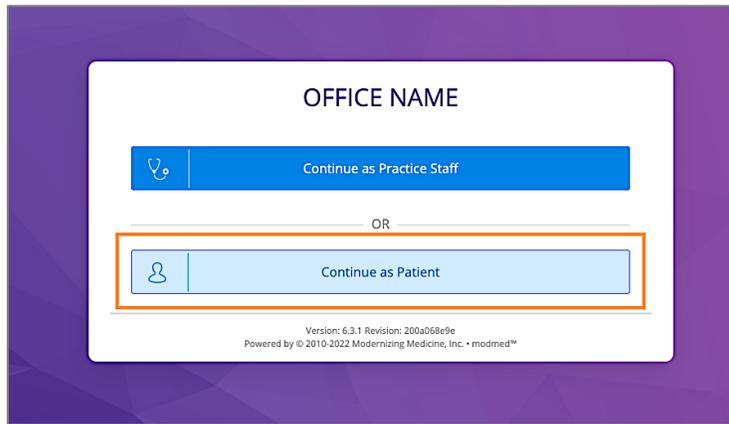
3. Enter your Patient Portal Username and Password, then select **Login**.
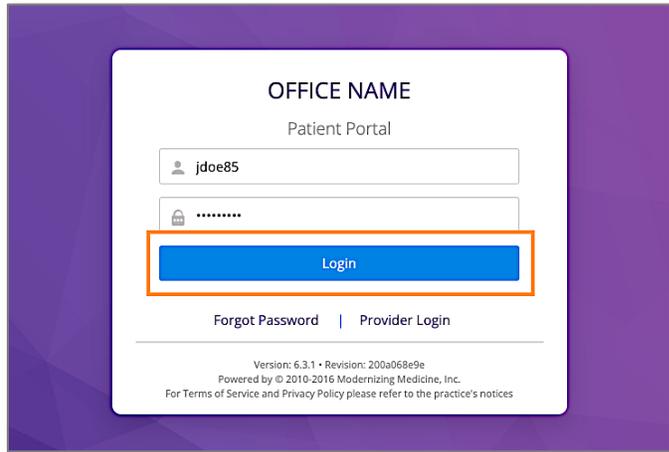
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Forgot Password

Follow these instructions if you forgot your password and need to create a new one.

Note: These instructions will only work successfully if your Patient Portal account is already created and the information entered is correct according to our records. If you have any trouble receiving your password reset link, please contact our office.

1. From the Patient Portal login screen, select **Forgot Password**.
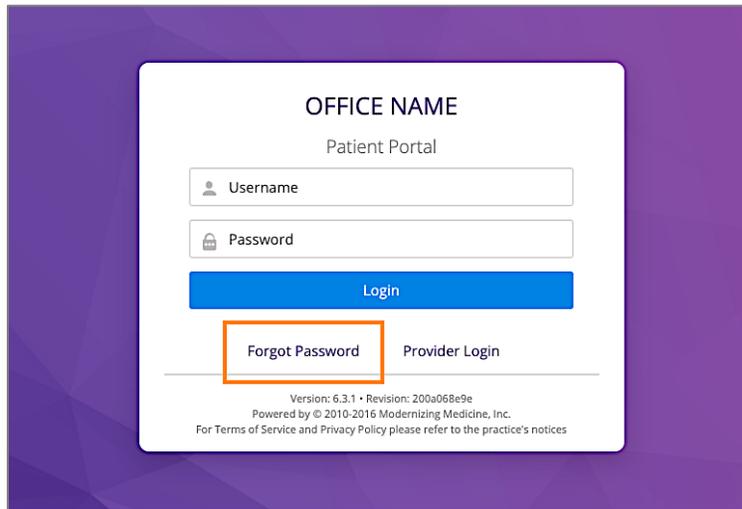
2. Enter the requested information, then select **Request Email**.

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3. Open your email and look for the message with the subject *Password Reset from Your Electronic Health Record*. The email will include your *Username* and *Practice* information, as well as a link to reset your Password. Select the link to continue.
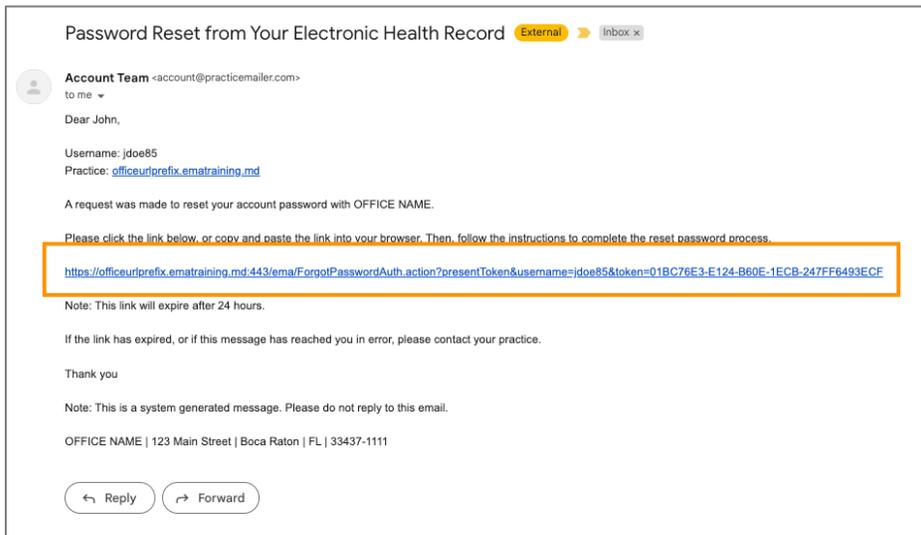
4. You will be prompted to enter your *Date of Birth* and *Last Name* to verify your identity. Once entered, select **Verify Information**.

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5. If the information is verified successfully you will be logged in to the portal.

Prepare for Your Visit

Complete Forms on the Patient Portal

Once you have activated your account, you may use the Patient Portal to complete visit forms and view your health information.

1. Once logged in to the Patient Portal, select **My Health** from the main navigation bar.

2. From the *My Health* page, select **My Forms**.

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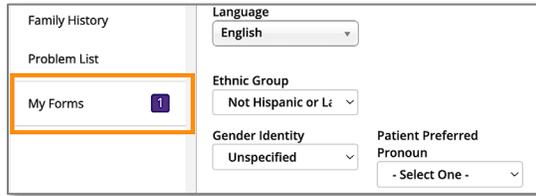
3. Any forms that have been assigned to you will be available to review and edit. Select **Start** to begin reviewing the forms and making applicable changes.
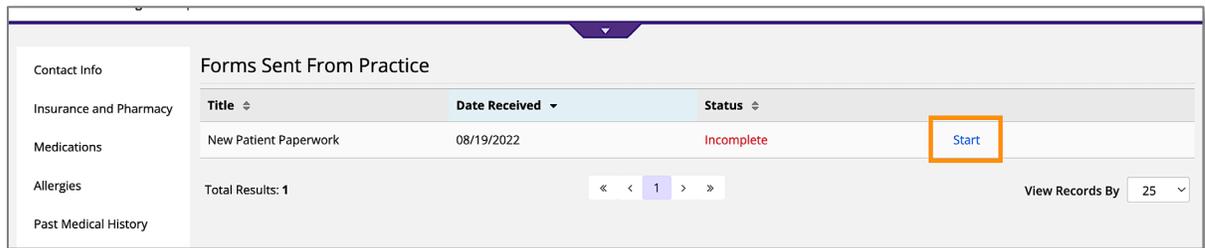
4. A pop-up window will appear with the specified form. You can place your cursor in the appropriate fields and enter the applicable information. You have the option to *Save and Exit* or *Submit Form*.

- **Save and Exit** - Marks the form In Progress and allows you to continue to edit.
- **Submit Form** – Closes the form and submits it to the office.
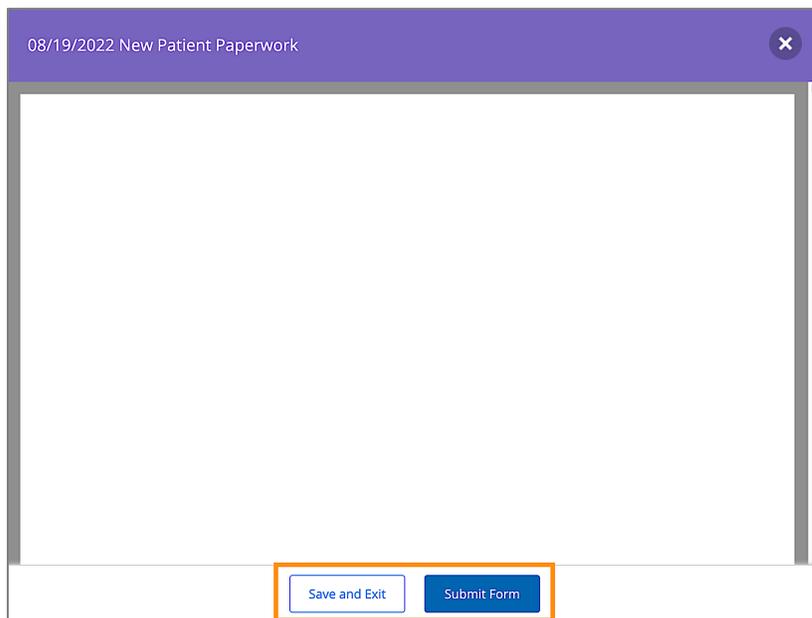
5. Once complete, select **Submit Form**.

You will receive a pop-up alerting you that you are submitting the form to the office and you will not be able to edit any further. When ready, select **Submit Form**.

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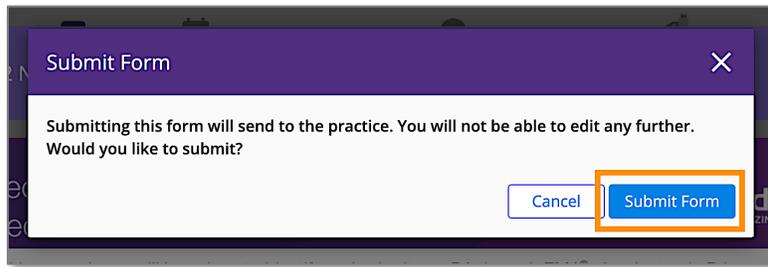
Add or Update Medical Information

In this section, you will learn how you can verify your contact and insurance information, update your medical history, and add your preferred pharmacy.

1. Once logged in to the Patient Portal, select **My Health** and navigate through the sections to enter and/or update your *Medications*, *Allergies* and Past Medical History.
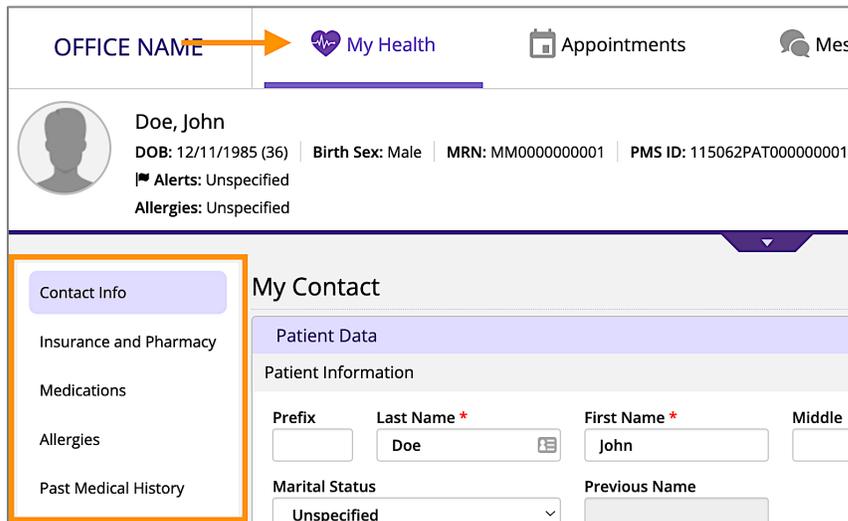
- **Contact Info** – View basic contact and demographic information.
- **Insurance and Pharmacy** – View insurance information and add or edit pharmacies. See below for additional instructions.
- **Medications** - Add or edit your medications list.
- **Allergies** - Add or edit your allergies.
- **History** – Add or update Past Medical History, Specialty-Specific History, Social History and Family History.
- **Tests & Results** - View any result that your medical provider has posted.

Add Your Preferred Pharmacy

In this section, you will learn how to add your preferred pharmacy to your patient chart. Adding your pharmacy will assist our office with sending electronic prescriptions and medication refills.

1. From the *My Health* section of the portal, select **Insurance and Pharmacy**.

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2. There are two options to enter your pharmacy information, *Add Surescripts Pharmacy* and *Add Manual Pharmacy*.

   - **Add Surescripts Pharmacy** *(try this option first)* – Allows you to search for registered pharmacies that are capable of sending and receiving electronic prescription requests.
   - **Add Manual Pharmacy** – If you were not able to find your preferred pharmacy through the Surescripts option, you can use Add Manual Pharmacy to manually enter pharmacy information to your chart. It is recommended that you first attempt to add a Surescripts pharmacy before using this method.

3. Select Add Surescripts Pharmacy.

4. Use the *Filter* options to find your preferred pharmacy. Then, select **Search**.

Tip: Not all fields are required. Use any combination of the criteria to locate your pharmacy. Common search methods include *Phone* number only, or *Name* and *Zip Code*.

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5. Locate the pharmacy in the list of results by verifying the name and address. Once found, select the blue *Store Name* to add the pharmacy.

Access Your Medical Records

View, Download, and Print Your Visit Notes

The Patient Portal allows you to access your medical records, including completed visit documentation from your doctor or other qualified healthcare provider. The following instructions will guide you through how to locate these records within the portal.

1. Once logged in to the portal, select **Appointments** from the main navigation bar.

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2. Select Past Appointments.
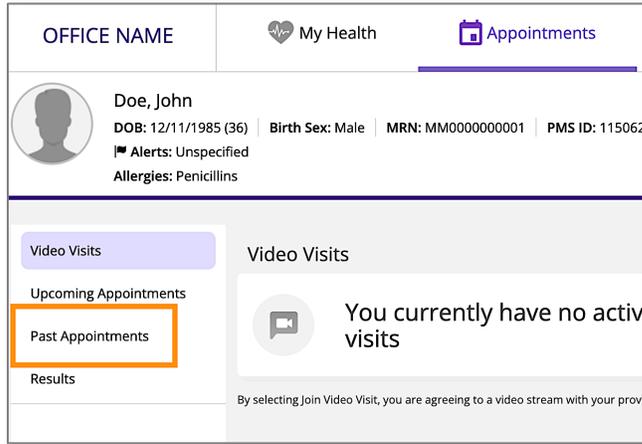
3. From the *Visit Date* column, select the blue hyperlink for the visit documentation you would like to view.
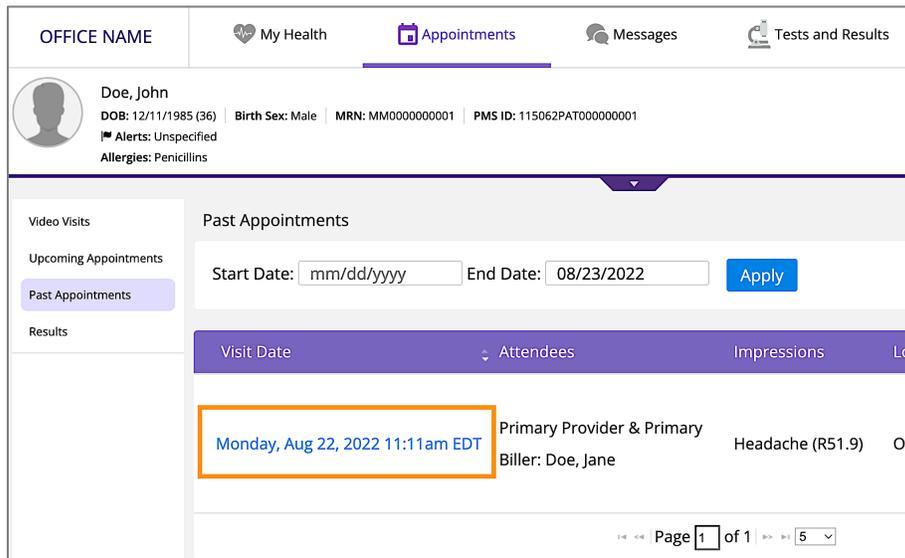
Note: If the visit link is in plain black font, this means the visit is not ready to be viewed. Check back later, or contact our office.

4. Your internet browser's PDF viewer should open the document for you to view. You should also have options to download or print the document.

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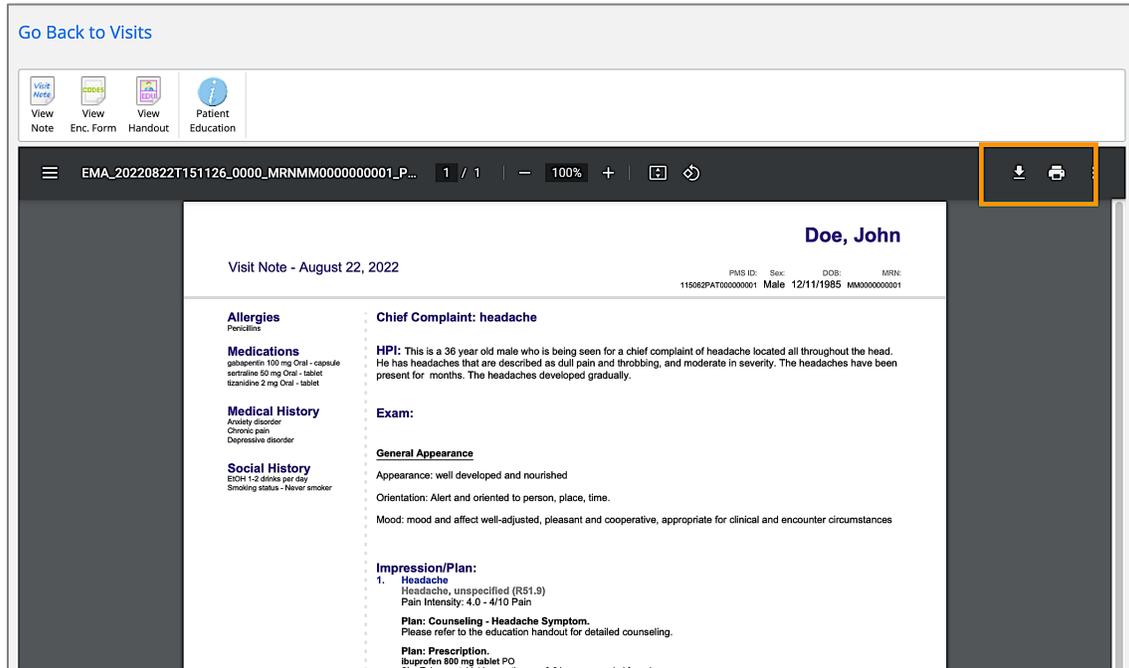
Communicate with Our Office

Send a Portal Message to Our Office

The Patient Portal provides a self-contained method of communicating with our office using secure messaging protocols.

Note: If you are experiencing a medical emergency or need immediate assistance, please call 911.

1. Once logged in to the Patient Portal, select **Messages** from the main navigation bar.
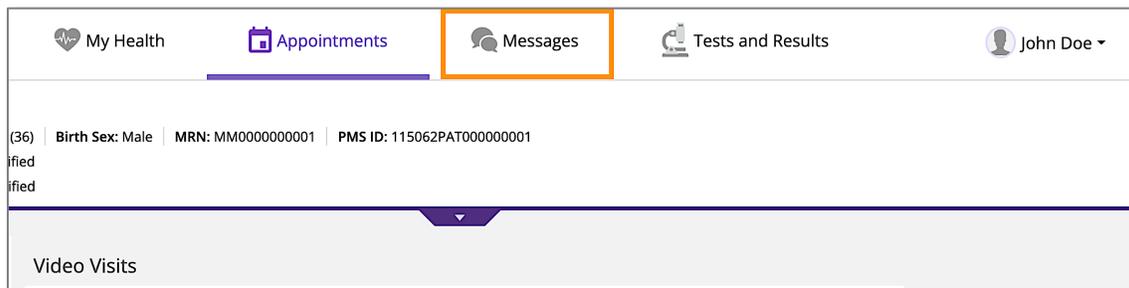
2. Select Compose Message.

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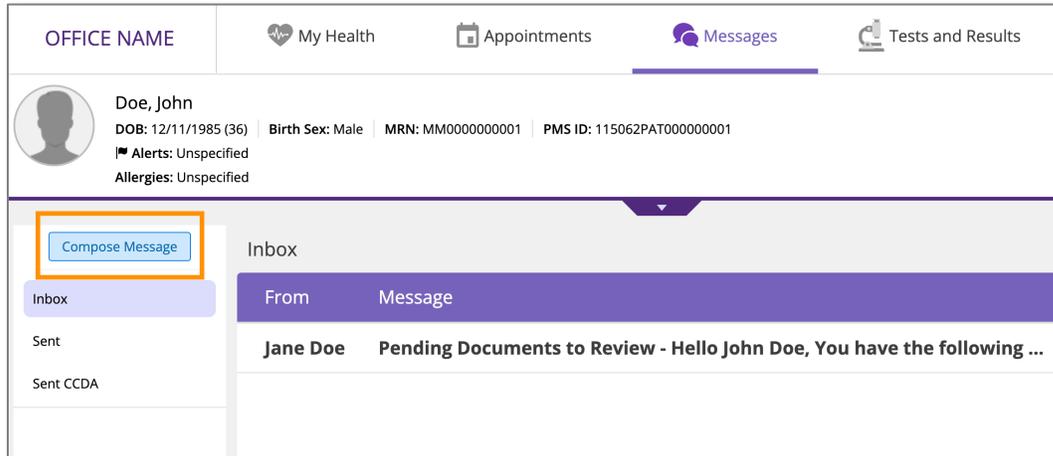
3. Enter the recipient into the *To* field.
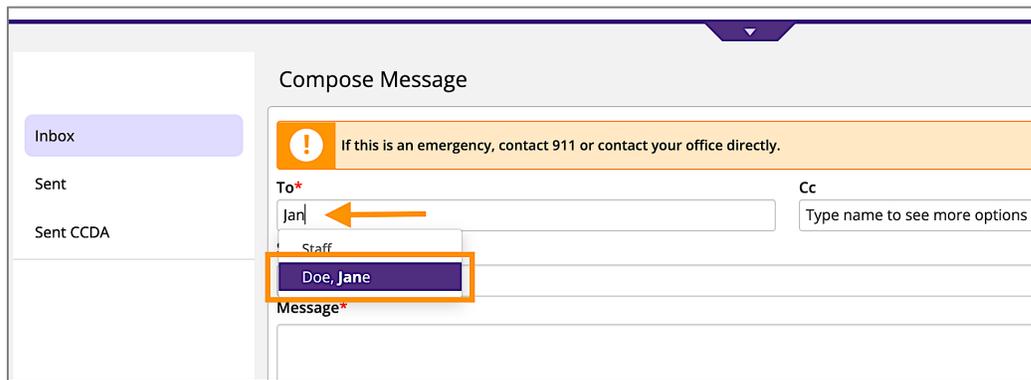
Tip: If you start typing the first few letters of the recipient's name, it will narrow the list and allow you to find them more quickly and easily.

4. Enter the subject of the message into the **Subject** field.
5. Enter your message into the **Message** field.
6. When you are ready to send your message, select **Send**.

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Read and Reply to Portal Messages

Our office may send messages to you through the portal. These messages could include documents; such as test results, or just a general message regarding your care. Follow these steps to view and/or reply to a portal message.

1. Log in to the Patient Portal and select **Messages** from the main navigation bar.
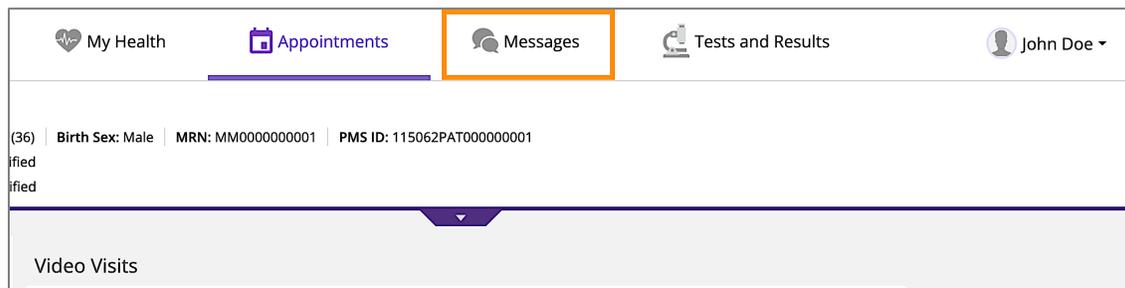
2. To read a message, select anywhere in the corresponding line.

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3. To reply to a message, select **Reply** or **Reply All**.
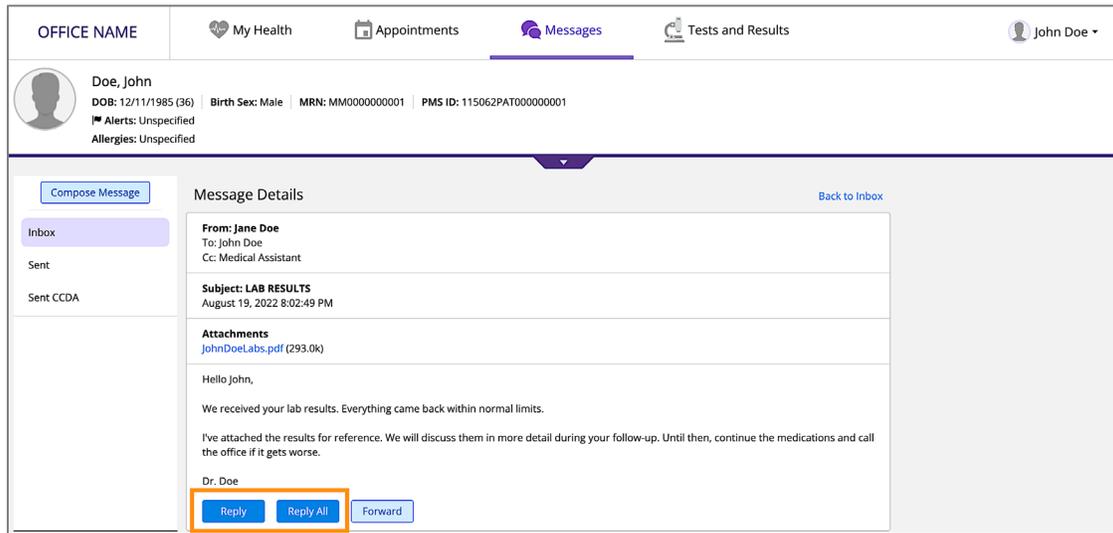
4. Enter your response into the *Message* field, then select **Send**.