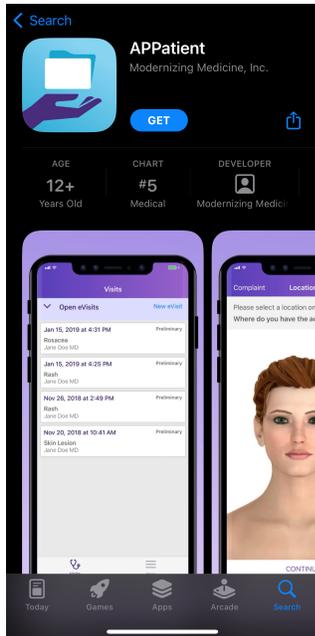


In this document, you will learn how to download the APPatient™ application. The APPatient app can be utilized by patients to participate in Audio and Video Chats with a Provider. The patient must be granted Patient Access in order to log in to APPatient.

**Our practice URL is pmg.ema.md**

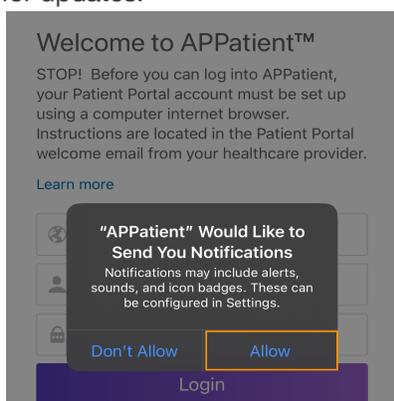
## Download APPatient Application

1. The patient opens the received email through their smartphone and selects the provided hyperlink. This redirects them to the App Store to download the APPatient application.

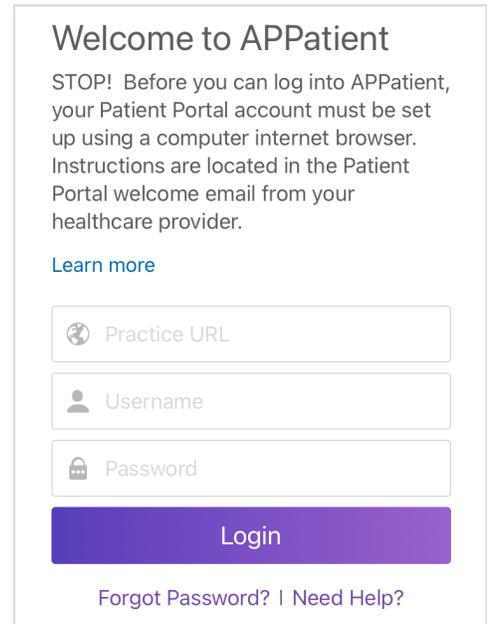


**Note:** If the application has already been downloaded, the hyperlink will redirect them directly to the downloaded application.

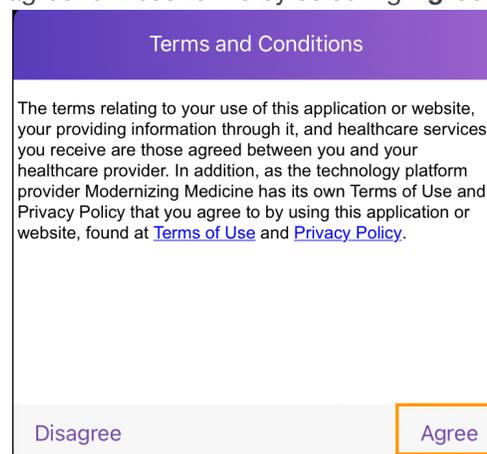
2. The patient receives a pop-up asking to Allow Push Notifications. It is highly recommended for patients to **Allow** to receive push notifications for updates. If the patient does not allow, they will have to log into the app frequently to check for updates.



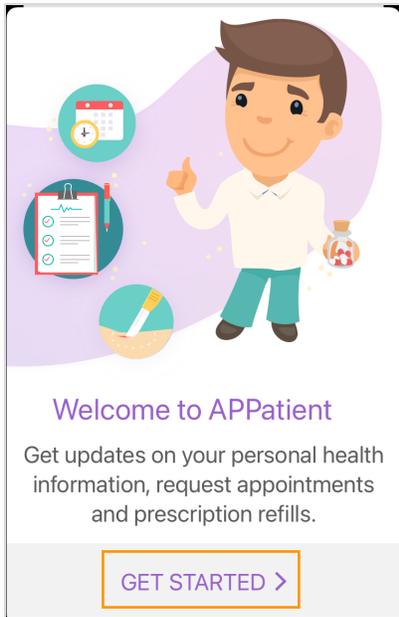
3. The patient enters your practice URL, their username, and password to log into the app. These are the same credentials utilized when accessing the patient portal.



4. Upon the first login, the patient is presented with a Telehealth **Terms of Service** and **Privacy Policy** consent form. Patient's must agree to these terms by selecting **Agree**.



5. The patient will then select **Get Started** to access the appointments screen where they can join the Visit Video once initiated by the provider.



# Guide to Patient Portal

Using the Patient Portal, you can view your records, enter medical information, and send messages securely to your provider and nurse.

## ***Set up your patient portal***

You will receive an email with the subject line of **“Welcome to your Prime Medical Group Patient Portal”**. Click on the link in the email. (Our insurance billing is through Prime Medical Group.)

- Enter your date of birth in this format: mm/dd/yyyy and last name
- You will then enter a password and confirm the password, this is the password you will use the next time you log on

**When test results have been added to your patient portal you will receive an email with the subject line of “You have an update to your Prime Medical Group Patient Portal.” Click on the link in the email and log in.**

## ***Logging On***

1. Type the URL ***pmg.ema.md*** into a Mozilla Firefox or Google Chrome browser window. **DO NOT** type *www* or *https* in front of the URL.

***pmg.ema.md***

2. Log in with the username and password listed below.

**Username: (your email)**

**Password: (the password you set when setting up your patient portal)**

## ***Utilizing the Patient Portal***

### Tests and Results

Patients can see tests and results in their patient portal as soon as the results are available.

- Select *Tests and Results* across the top
- Select the blue information bubble to the right of the result, to view more information on this diagnosis
- If you have a question about the results, please check your Messages Inbox (instructions above) to be sure an Intramail has not already been sent to you with more information regarding the results
- Select *Compose* to generate an Intramail to your provider

ASK A QUESTION	DATE	TEST	RESULT	LEARN
<a href="#">Compose</a>	02/25/2015	Biopsy by Shave Method on right lower back	Benign Nevus	

### Contact Us

For faster responses, patients can send messages to Pinnacle Derm Drs and Nurse and receive messages from us securely.

- Select *Messages* across the top
- Select *Inbox* on the left, then click on the message to view the Intramail
- Select *Compose Message* to generate a new Intramail
- Select *To* “Pinnacle Derm Drs and Nurse”