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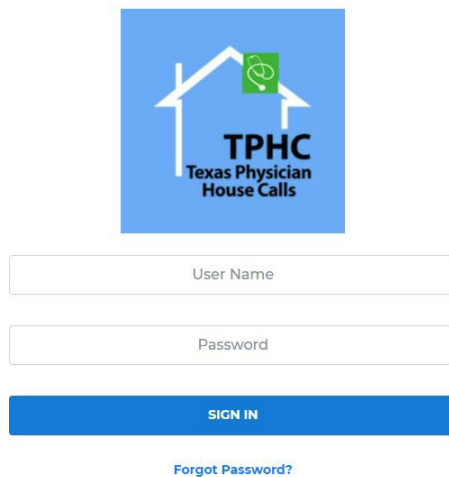
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USER MANUAL OF PATIENT PORTAL

Welcome to Patient Portal

- Enter the URL <https://patient.dfwprimary.com/patient/home> in browser
- User is redirected to the patient portal
- Enter User Name and Password shared via email by practice
- Click "SIGN IN" button.

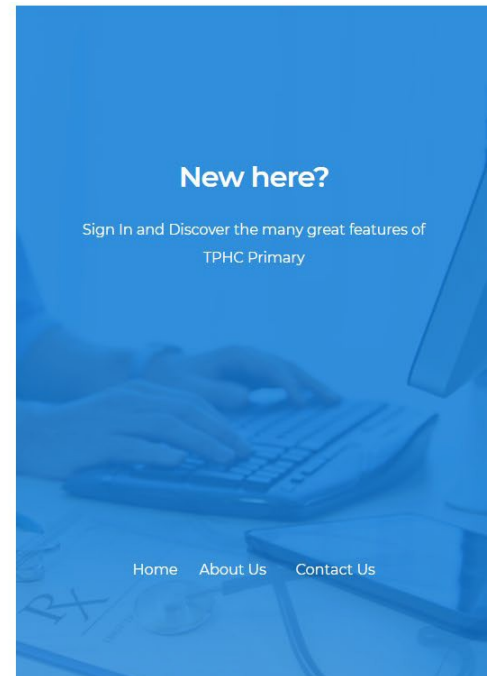
The login form for the TPHC patient portal. It features the TPHC logo at the top. Below the logo are two input fields: "User Name" and "Password". A blue "SIGN IN" button is positioned below the password field. At the bottom, there is a link that says "Forgot Password?".

User Name

Password

SIGN IN

[Forgot Password?](#)



[Note: The Password should contain at least one uppercase letter, one lowercase letter & one special character]

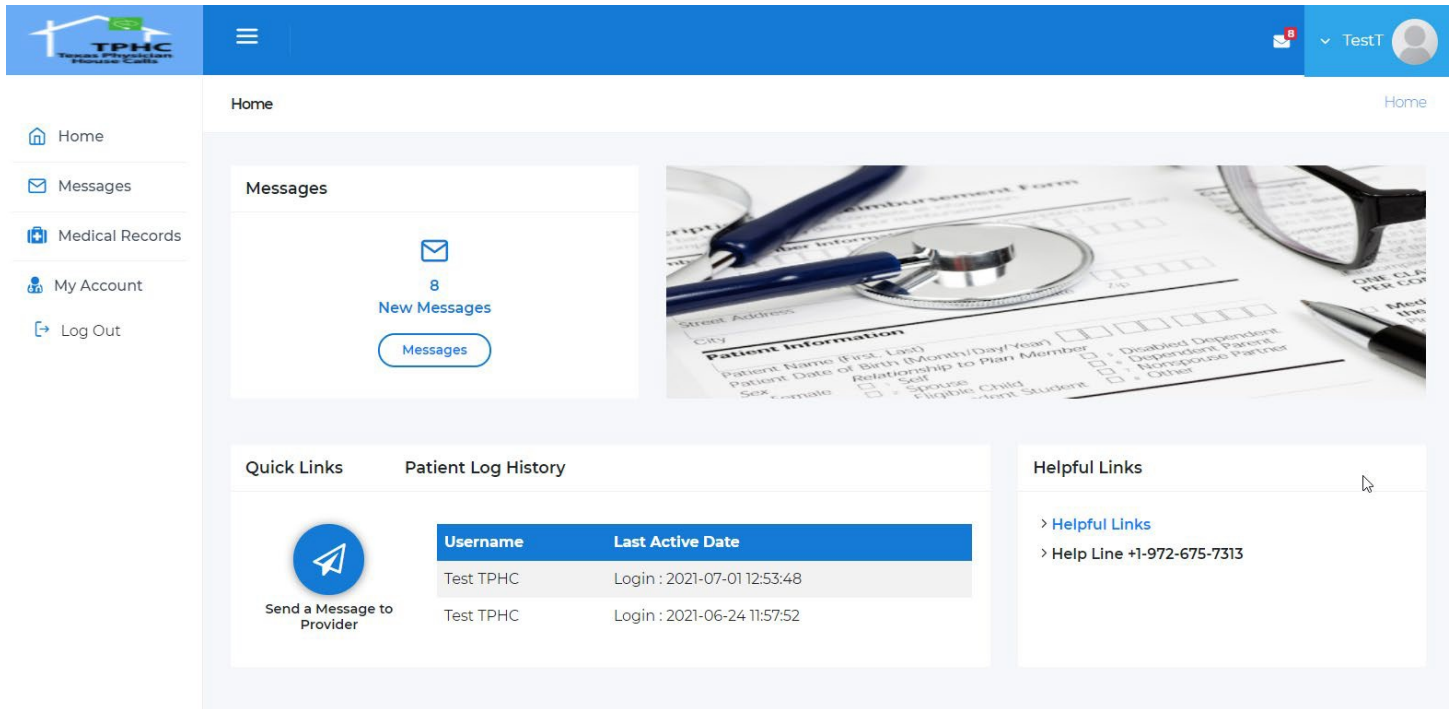
- The User is redirected to the Patient Portal Home Page

The following Menu options are listed in the Patient Portal:

- Home
- Messages
- Medical Records
- My Account
- Logout

Home

- Click the Home menu.
- The Patient Home page is displayed.
- The Menu options of the Patient Portal are listed in the Home Page.



Home

Messages

8 New Messages

Messages

Quick Links

Send a Message to Provider

Patient Log History

Username	Last Active Date
Test TPHC	Login : 2021-07-01 12:53:48
Test TPHC	Login : 2021-06-24 11:57:52

Helpful Links

- > [Helpful Links](#)
- > [Help Line +1-972-675-7313](#)

Messages

- **Usage:** User can view inbox, sent messages and compose a new message.

Steps:

- Click the Messages menu
- User is redirected to the following page



USER MANUAL OF PATIENT PORTAL

- The following Menu options are available in the Messages page:
 - Inbox
 - Sent Messages
 - New Message

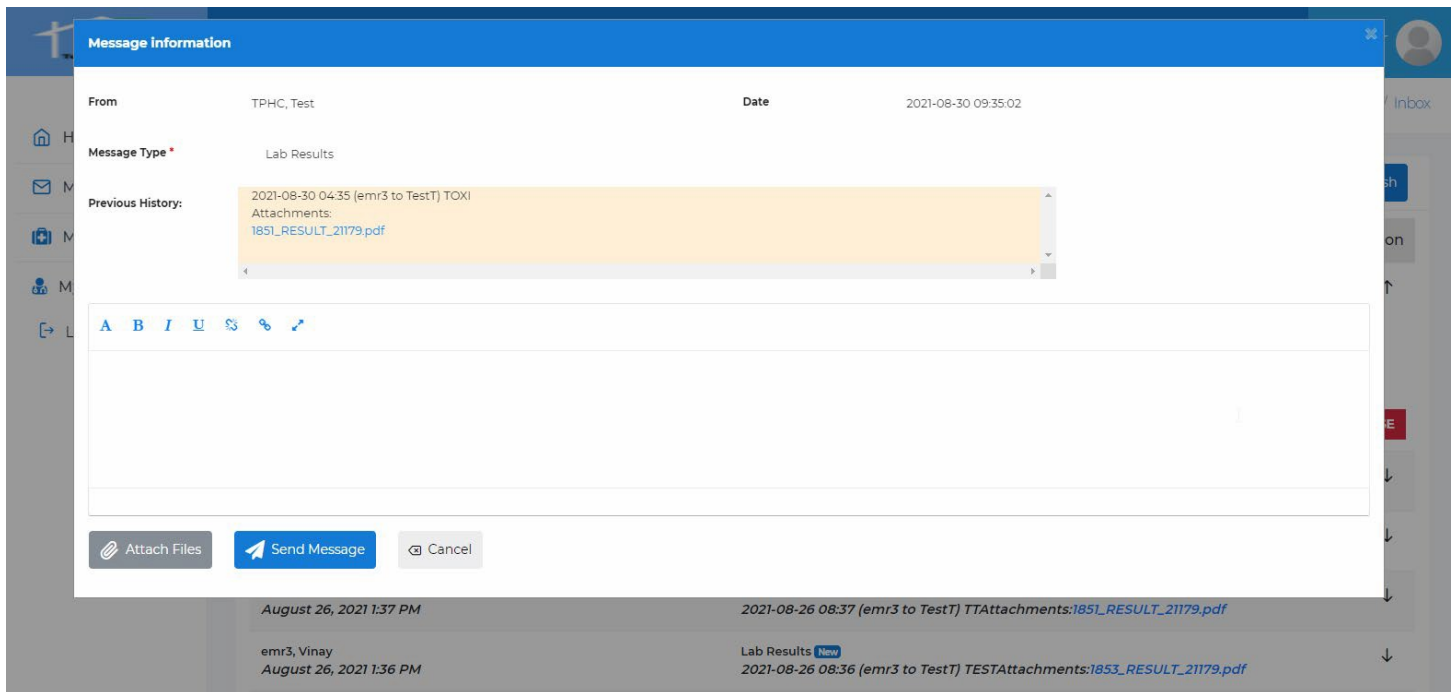
Inbox

- Click Inbox menu to view received messages

The screenshot displays the Patient Portal interface. On the left is a sidebar menu with options: Home, Messages, Medical Records, My Account, and Log Out. The top navigation bar is blue and contains the TPHC logo, a hamburger menu icon, a notification bell with '8' alerts, and a user profile for 'TestT'. The main content area is titled 'Messages' and includes a breadcrumb trail 'Home / Messages / Inbox'. Below the title, there are tabs for 'Inbox' (with 8 new messages), 'Sent Messages', and a 'New Message' button. A 'Refresh' button is also present. The message list table has columns for 'From', 'Message', and 'Action'. The first message is from 'emr3, Vinay' dated 'August 30, 2021 9:35 AM'. The message content includes 'Lab Results' with a 'New' tag, a timestamp '2021-08-30 04:35 (emr3 to TestT) TOXI', and an attachment '185L_RESULT_21179.pdf'. Action buttons 'REPLY' and 'CLOSE' are visible. Subsequent messages follow a similar pattern with different timestamps and attachment IDs.

From	Message	Action
emr3, Vinay August 30, 2021 9:35 AM	Lab Results New 2021-08-30 04:35 (emr3 to TestT) TOXI Attachments: 185L_RESULT_21179.pdf	🖨️ ↑ REPLY CLOSE
emr3, Vinay August 30, 2021 9:32 AM	Lab Results New 2021-08-30 04:32 (emr3 to TestT) testAttachments:1852_RESULT_21179.pdf	↓
emr3, Vinay August 26, 2021 1:38 PM	Lab Results New 2021-08-26 08:38 (emr3 to TestT) TAttachments:1842_RESULT_21173.pdf	↓
emr3, Vinay August 26, 2021 1:37 PM	Lab Results New 2021-08-26 08:37 (emr3 to TestT) TAttachments:1851_RESULT_21179.pdf	↓
emr3, Vinay August 26, 2021 1:36 PM	Lab Results New 2021-08-26 08:36 (emr3 to TestT) TESTAttachments:1853_RESULT_21179.pdf	↓
emr3, Vinay	Default New	↓

- Click REPLY button to reply to Received messages The following screen is displayed.



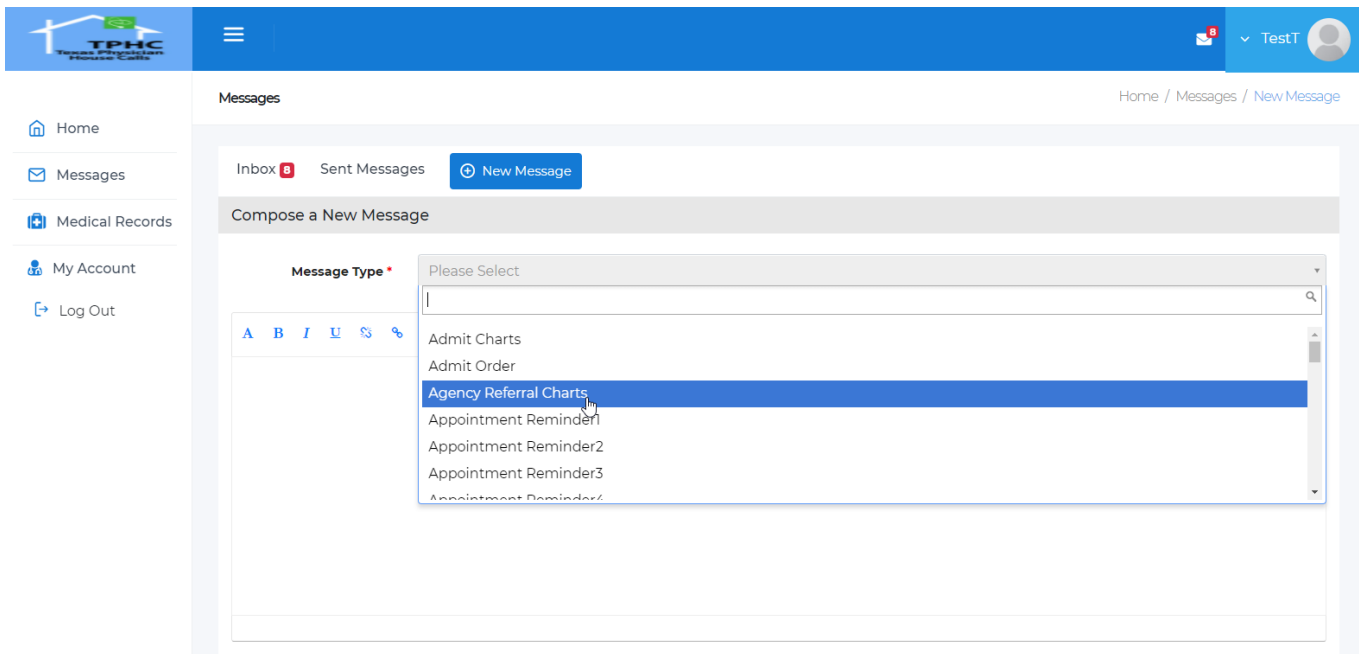
- User can view the previous message history and attached files.
- Message Type is Default.
- Enter the Description and Attach Files.
- Click Send Message button to send a message.
- Click Cancel button to withdraw.

Sent messages

- Click Sent Messages to view sent messages.

New Message

- Click New Message to compose a new message to send.
- Select Message Type Dropdown menu.
- List of options is available, select the required options.
- Add a description and Attach files.
- Click Send message button.
- **Message Type:** It is the Subject Line of the message.



Messages Home / Messages / New Message

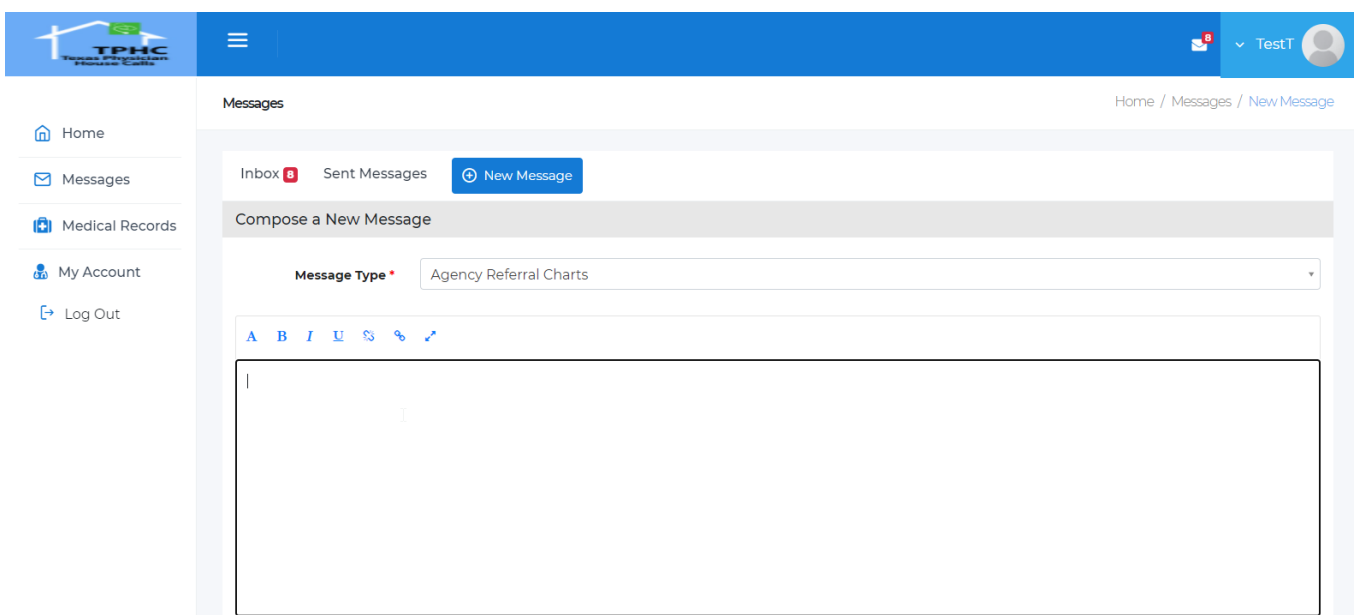
Inbox 1 Sent Messages New Message

Compose a New Message

Message Type * Please Select

- Admit Charts
- Admit Order
- Agency Referral Charts
- Appointment Reminder1
- Appointment Reminder2
- Appointment Reminder3
- Appointment Reminder4

A B I U  



Messages Home / Messages / New Message

Inbox 1 Sent Messages New Message

Compose a New Message

Message Type * Agency Referral Charts

A B I U  



USER MANUAL OF PATIENT PORTAL

Medical Records

Usage: User can print and download their medical records.

Steps:

- Click Medical Records menu.
- The following screen is displayed.

Date of Service	Document Type	Generated Date	Document View	Document Download	Message
2021-05-19	Medical Record	2021-08-26	View	Download	-----
2021-06-23	Medical Record	2021-08-30	View	Download	-----

- User can view the Date of Service and Generated Date.
- Click the Print button to Print the Medical Record.
- Click the Download button to download the Medical Record.

My Account

- Click My Account menu.
- User is redirected to My Account page.



- The following Menu options are available in the My Account page:
 - Demographics.
 - Manage Notifications.
 - Change Password.

Demographics

The following fields are available on the Demographics

- page: Personal Information.
- Address Details.
- Contact Details.
- Other Information.

Enter all the information and click the Save Changes button.

Manage Notifications

- User can click Manage Notifications to receive notifications.
- User can select Email notifications to receive notifications via mail
- User can select Mobile notifications to receive notifications via Mobile messages

The screenshot shows the 'My Account' page of the Patient Portal. The top navigation bar is blue with the TPHC logo on the left, a menu icon in the center, and a user profile 'TestT' on the right. The left sidebar contains links for Home, Messages, Medical Records, My Account, and Log Out. The main content area is titled 'My Account' and has a breadcrumb trail 'Home / My Account / Manage Notifications'. Below the title, there are three tabs: 'Demographics', 'Manage Notifications' (which is active), and 'Change Password'. The 'Manage Notifications' section contains the instruction 'Please select checkboxes to receive notifications'. It is divided into two columns: 'Email notifications are being sent to' and 'Mobile notifications are being sent to'. Under the email column, there is a checked checkbox and the email address 'baluchokka@gmail.com'. Under the mobile column, there is a checked checkbox and the phone number '972-672-1638'.



Change Password

- Click Change Password.
- The User is redirected to the following page.

TPHC Texas Physician House Calls

Home / My Account / Change Password

My Account

Demographics Manage Notifications Change Password

Password must contain at least 6 characters including numbers and special characters.

Current Password

New Password

Confirm New Password

Change Password Cancel

- Enter Current Password **[Existing Password]**.
- Enter a New Password.
- Confirm New Password.
- Click Change Password button.
- A message is displayed to the user **“Your Password Has Been Changed Successfully”**.
- Click Cancel button to exit.

Logout

- Click Logout to exit from the Patient Portal.