Patient Portal Helpful Hints

How to Access the Portal

- From www.drbachus.com, click on the PATIENT PORTAL button in the top right-hand corner of the homepage; then click the purple PATIENT PORTAL BUTTON in the middle of the screen

- From any web browser (Google Chrome preferred), enter the following in the address bar:
  https://rmcr.prognocis.com/prognocis/rmcrClinicIndex.html

When you first log in, your DASHBOARD will display upcoming appointments, inbox with messages, and clinic contact information. From here, you can also access the different tabs in the purple header across the top.

Clinical documents are uploaded by providers or staff for you to view

- Documents such as testing results, treatment plans, lab orders, and billing receipts will be in the CLINIC DOCUMENTS section

- Documents of the educational variety giving more information regarding testing procedures, sample calendars, and pregnancy guidelines will be in the EDUCATION section

- Both of these sections are under the general heading of CLINIC SHARED DOC with a drop-down for both options; click on the one you wish to see
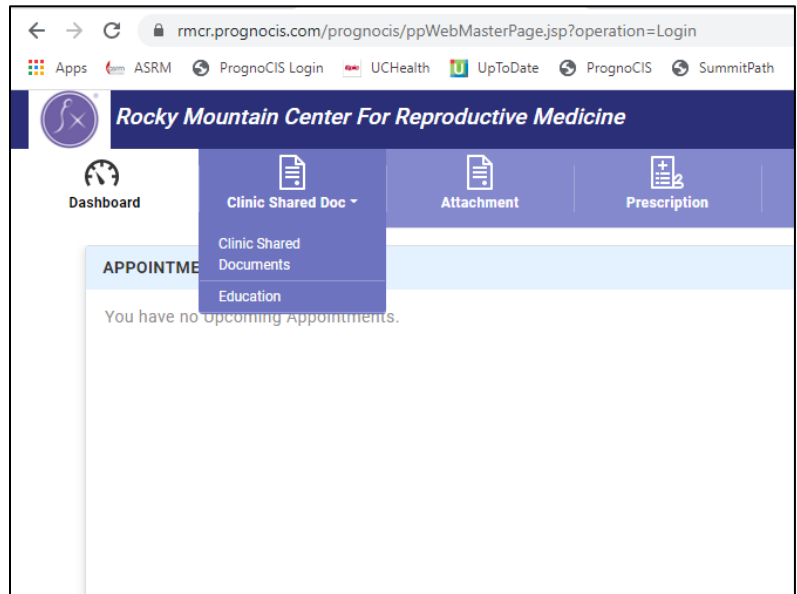

YOU may have records or documents you wish to share with your clinical providers

- Click ATTACHMENT in the purple header
  - Select a CATEGORY
  - Type your subject (title of doc)
  - Select ATTACH DOCUMENT bubble
  - Attach your file

- If you wish to view your previously-submitted documents, they will be listed on the right side of this page
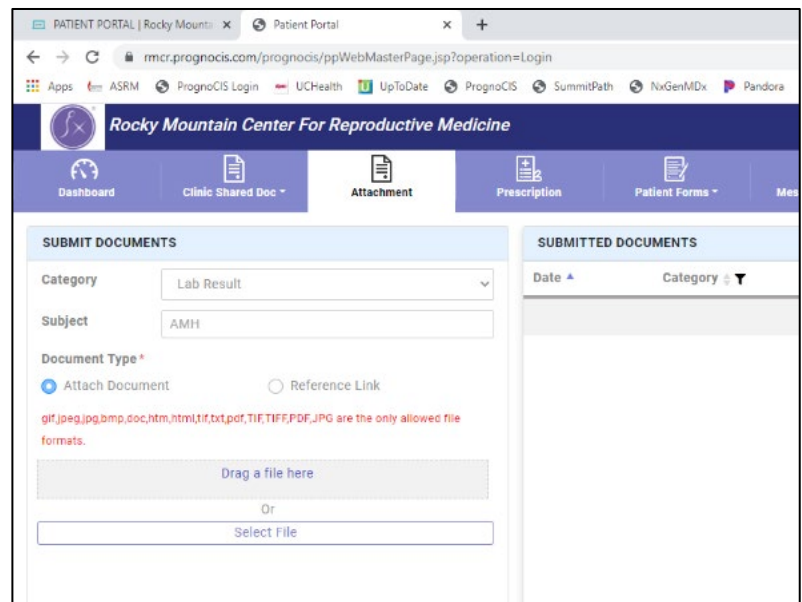
Complete forms prior to your visit

- Click the arrow on PATIENT FORMS in the purple header; select PATIENT FORMS

- To view and sign a form, click on the form name itself. Each will open in a new screen giving you the chance to read the document, make selections (if needed), and sign.

- When complete, select SUBMIT. The office will automatically be notified of new form(s) completed.

- In the top right-hand corner of the individual form screen, there is a printer icon if you wish to print and retain for your files

- <u>What forms and when?</u>
  - All patients are required to complete a COVID questionnaire prior to each entry into the facility
  - New patients are asked to complete and sign a set of standard office forms prior their first visit
  - Patients who have not seen us in awhile may need to update a set of forms (upon request)
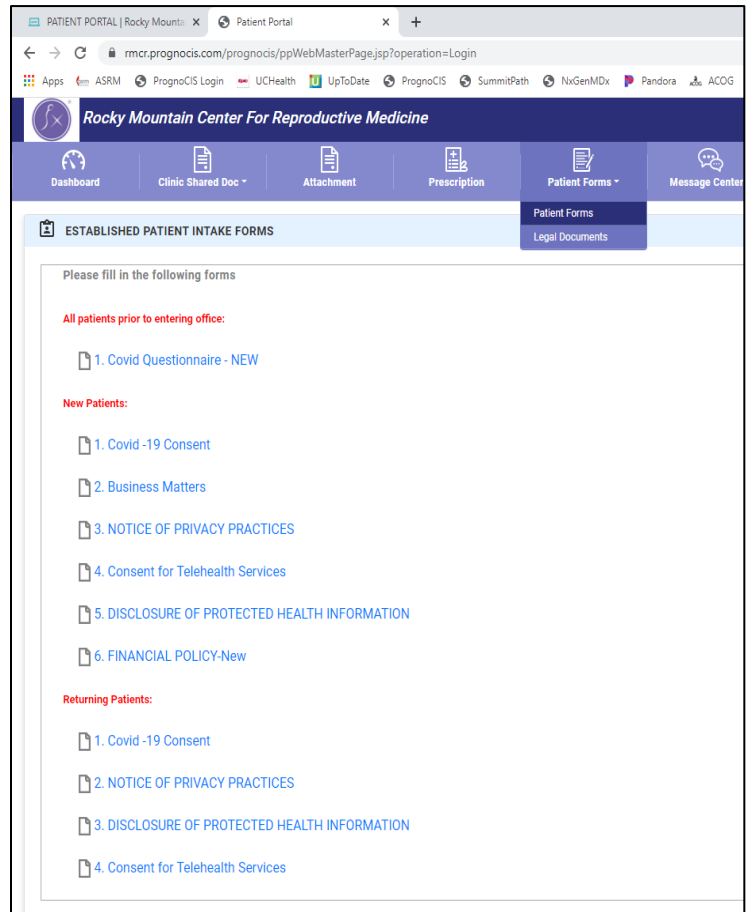
Send/receive messages to/from your clinical team
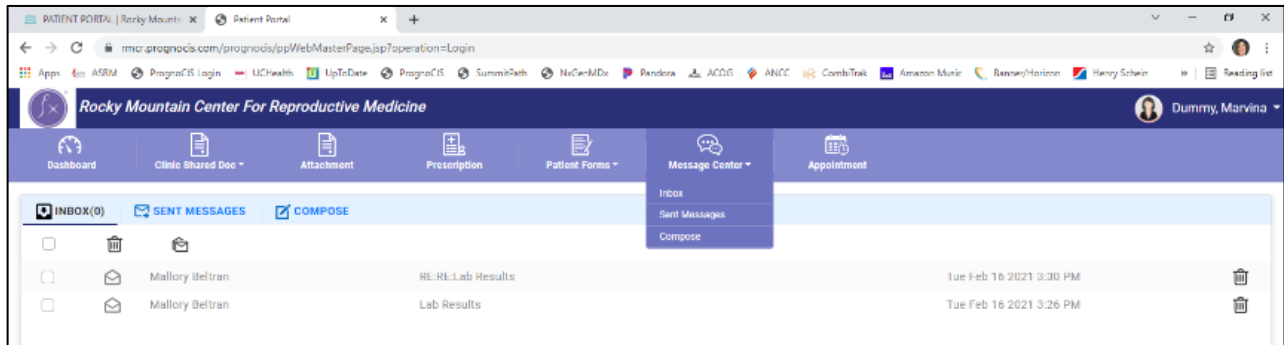
- Click the arrow on MESSAGE CENTER in the purple header; select your action:
  - INBOX will take you to current messages awaiting you to read (or re-read if you wish to review previous notes sent). If you no longer wish to see select messages, select the trash can icon at the far right of the line with the message you wish to delete.

  - SENT MESSAGES allows you to see your previously sent messages and the date/time sent; if you wish to delete these messages, you may do so by selecting the trash can icon to the far right of each line you wish to delete.

  - COMPOSE takes you to a screen allowing you to send a message to providers and staff. Think of this in much the same way as you would call in to the office – all messages are routed to PATIENT SUPPORT which then allows each one to be forwarded to appropriate staff for best and timeliest response given your request or concern.

** Messaging functions can also be accessed directly from the DASHBOARD when you first log in