

MyLifespan Patient Portal Guide



Men's Health Center



The Miriam Hospital
Lifespan. Delivering health with care.®

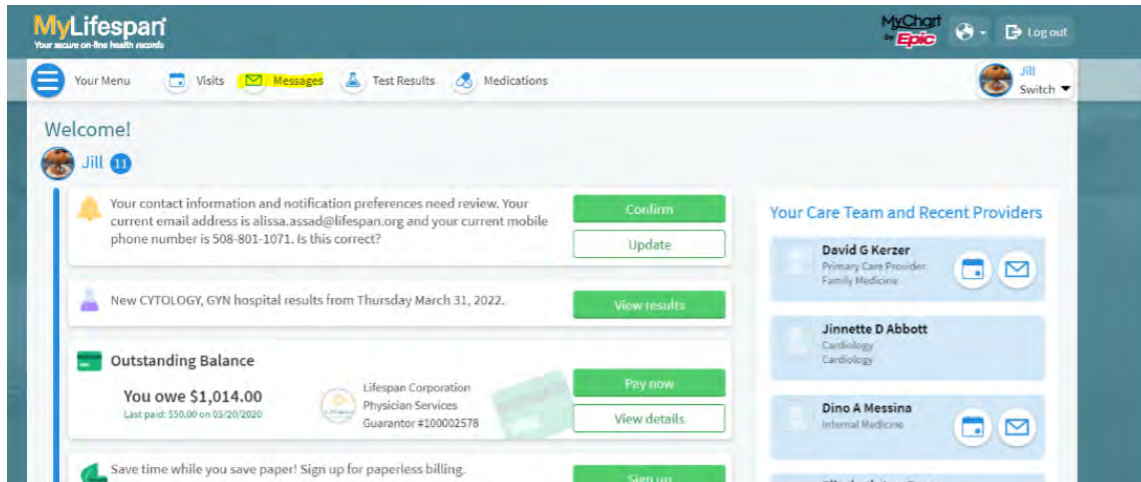
Table of Contents

How to Communicate with Your Physician	1
How to Pay/Check Your Balance	4
Check Reminder for Lab Work	6
Find and Complete New Patient Questionnaire	7
Contact Information	10

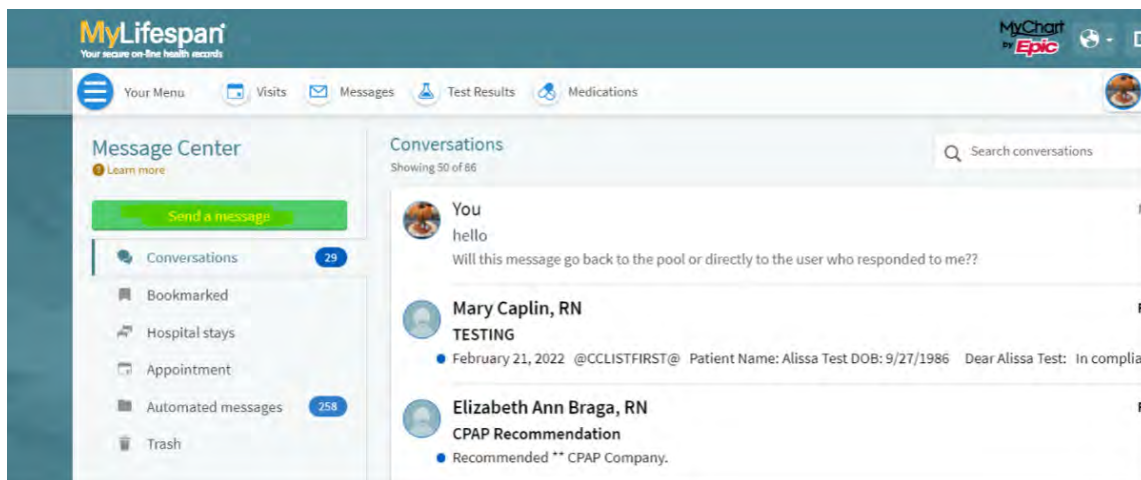


How to Communicate with Your Physician

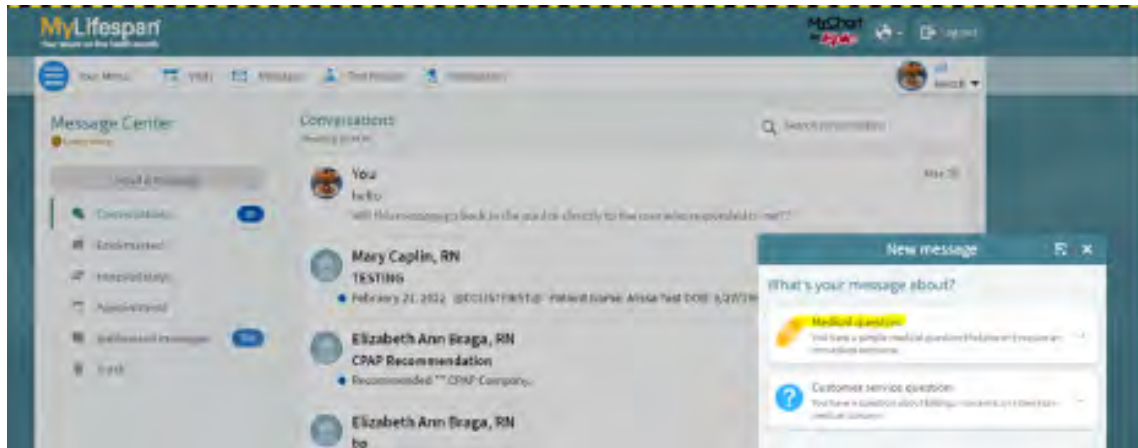
1. After you are logged-in to MyLifespan, click the Messages tab, which is located on the home screen toolbar. This is the section where you can see new messages that have arrived and send messages to your provider.



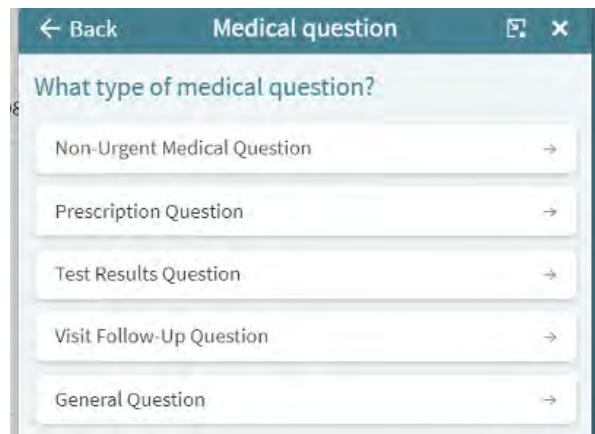
2. Select **Send a message.**



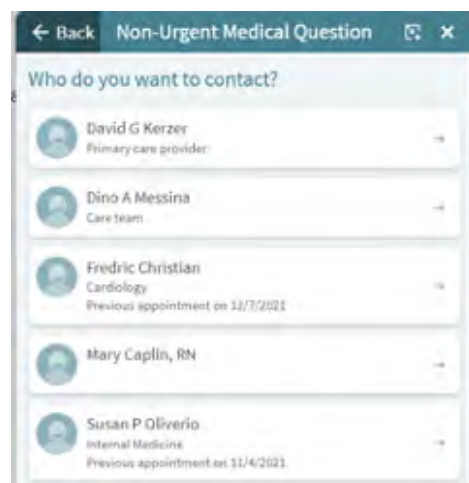
3. Select **Medical question**.



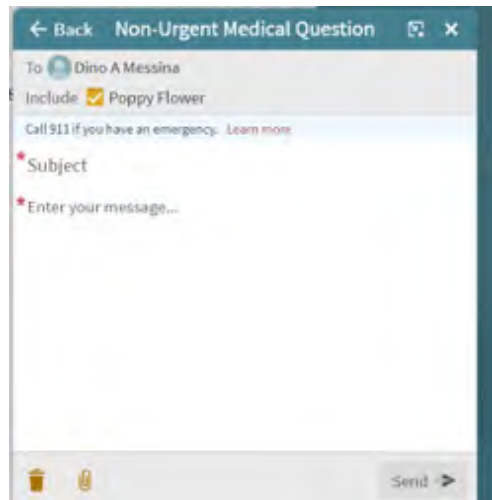
4. Choose the type of question that best fits your inquiry.



5. Choose the provider you want to contact.



6. Enter the **Subject** of your message. Then, **Enter your message** in the body of the message section. When you have completed your message, click the **Send** button to deliver the message to the provider.

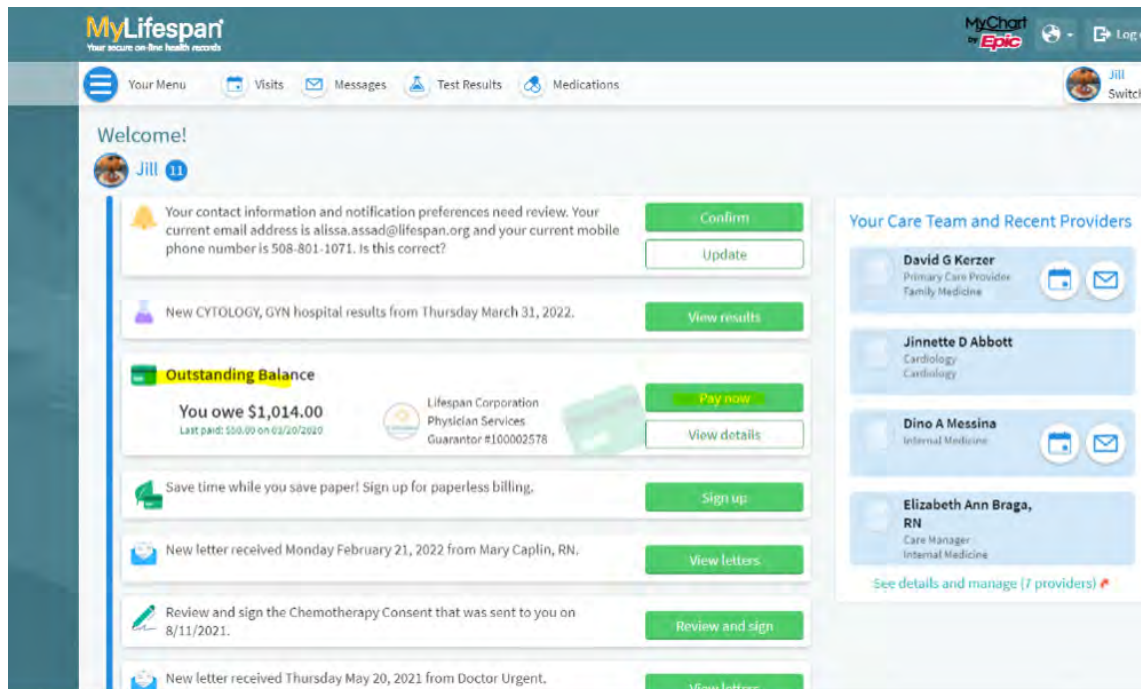


The screenshot shows a web form titled "Non-Urgent Medical Question". At the top, there is a "Back" button and a close button. Below the title, the "To:" field is populated with "Dino A Messina". The "Include:" field has a checked box next to "Poppy Flower". A link "Call 911 if you have an emergency. Learn more" is visible. The form has two required fields, each marked with a red asterisk: "Subject" and "Enter your message...". The "Enter your message..." field is a large text area. At the bottom right, there is a "Send" button with a right-pointing arrow. At the bottom left, there are icons for a trash can and a lock.

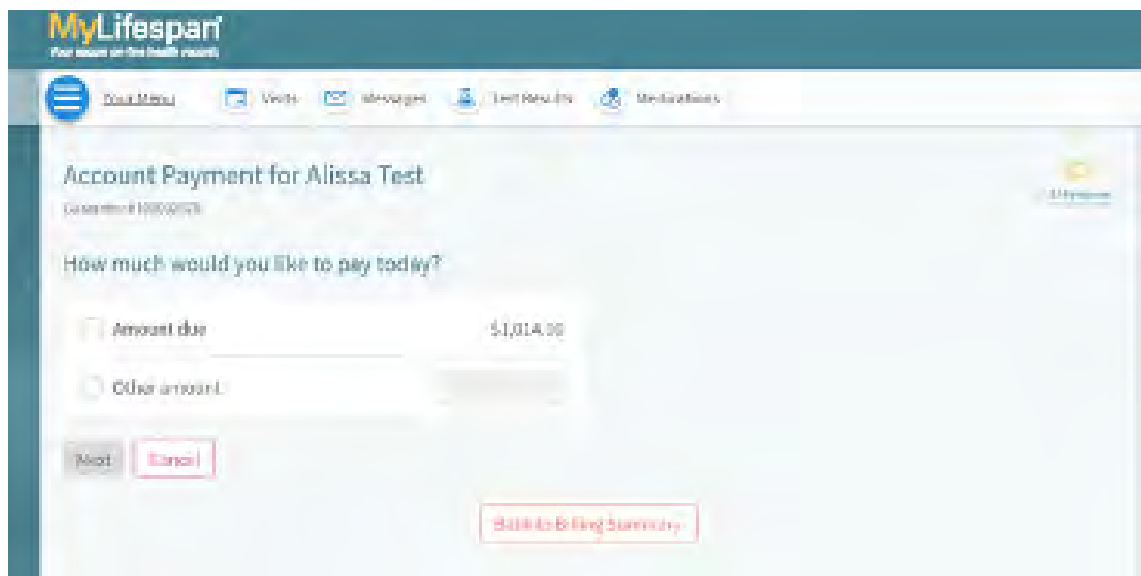
7. When your provider responds, the message will be displayed in the main message section of **MyChart**.

How to Pay/Check Your Balance

1. From the homepage of MyLifespan, there is a section that displays an outstanding balance with a **Pay Now** button.



2. By clicking **Pay Now**, a payments page will appear, where you can choose **Amount due** (full payment) or **Other amount** (your preferred amount). Then click the **Next** button.



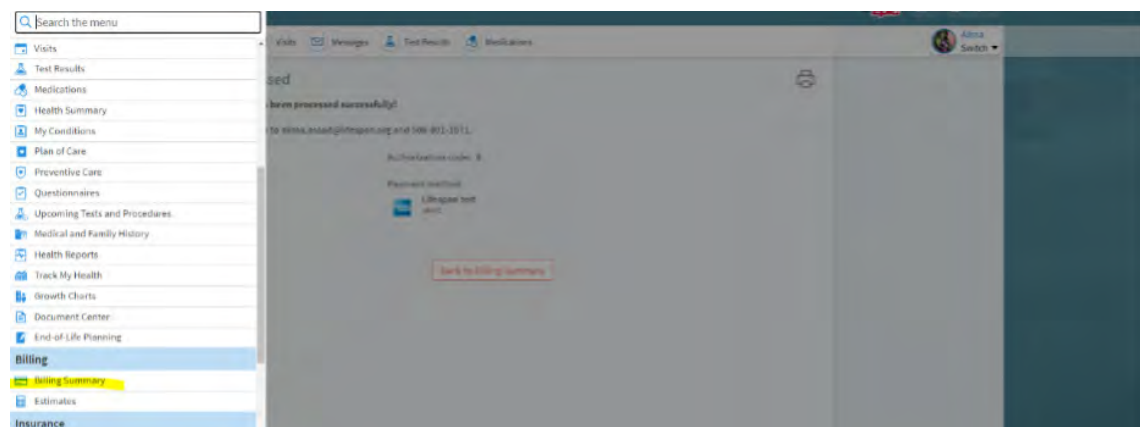
3. Your saved credit card information will appear. You can add a **New Method of Payment**. You can also delete saved payment methods or create a nickname for the card under **Manage your saved payment methods**. Once you choose your payment method, click **Next**.



4. A final review screen will appear, where you can confirm that the information you entered is correct. When ready to send, click Submit. You will receive a confirmation of your payment.



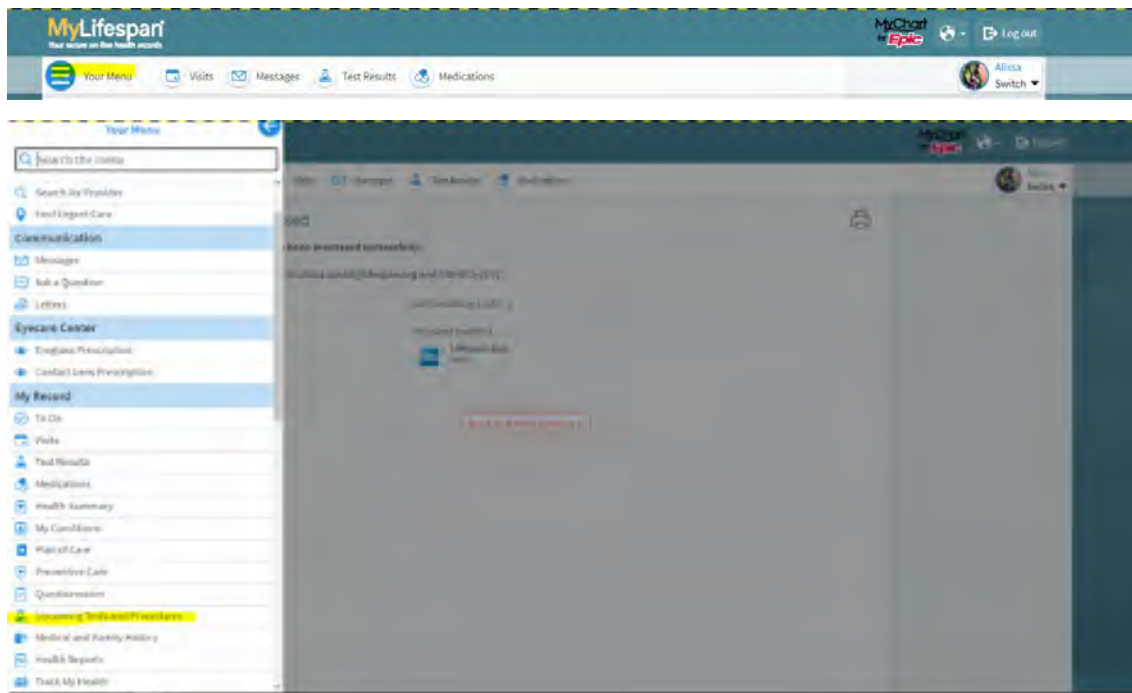
Note: You can also access the same billing and payments screens (as above) using the **Your Menu** option located at the top left of your screen, then scroll to the **Billing** section.



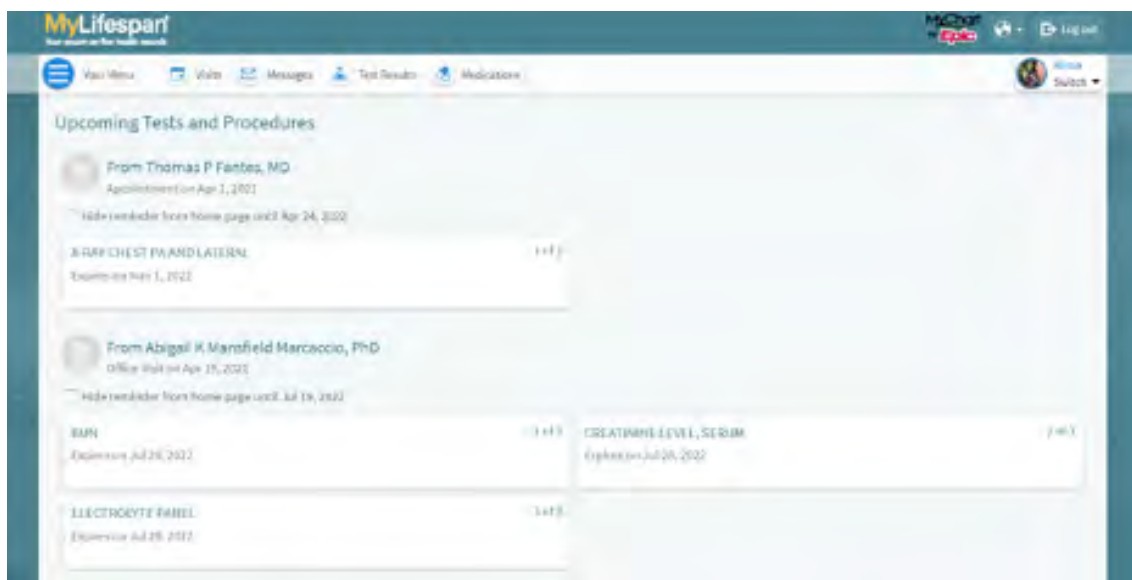
Check Reminder for Lab Work

We do not send reminders for lab work to the portal, but you can view anything that is outstanding in the **Upcoming Tests and Procedures** section of the portal.

1. To access, click the Your Menu option on the top left of the screen and scroll to the **Upcoming Tests and Procedures** tab on the menu under **My Record**.



2. You will see any outstanding tests or procedures that are required and can follow-up with your provider to schedule as needed.

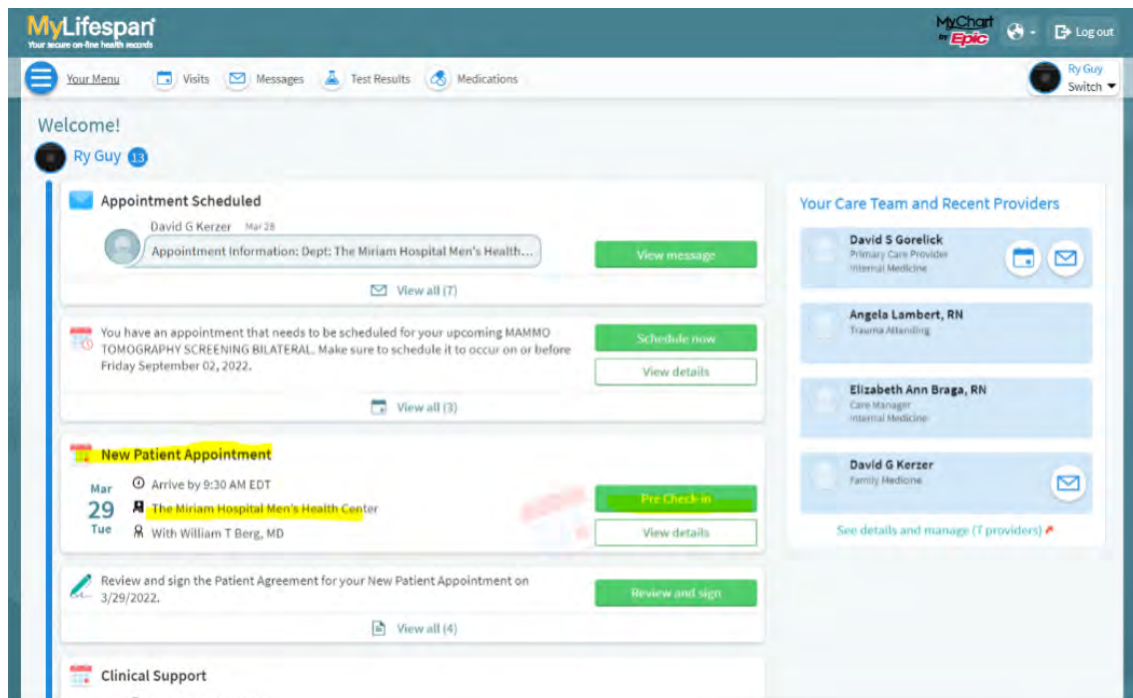


Find and Complete New Patient Questionnaire

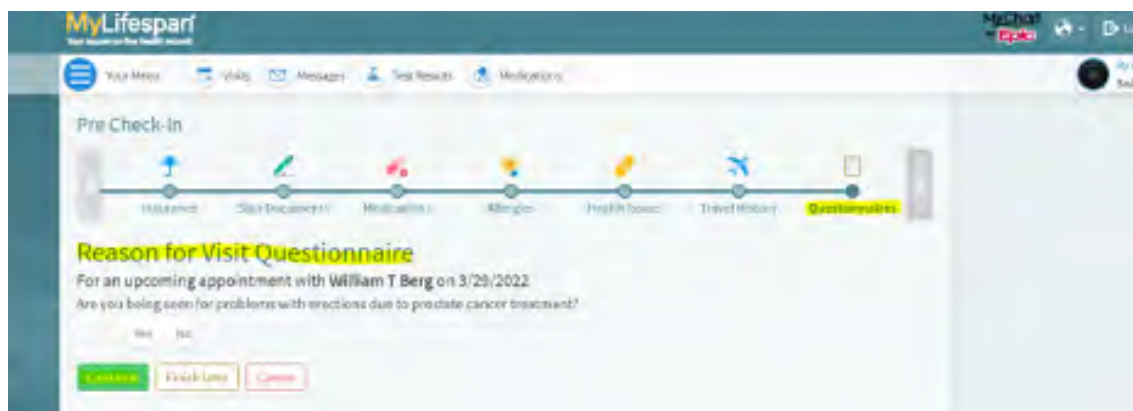
The New Patient Questionnaire can be accessed by completing eCheck-in or by choosing the Visits tab.

Steps for finding the questionnaire through the eCheck-in process:

1. Once you have logged into MyLifespan, find the **New Patient Appointment** section. Verify that your appointment is at the Men's Health Center and then select the **Pre Check-in** button.

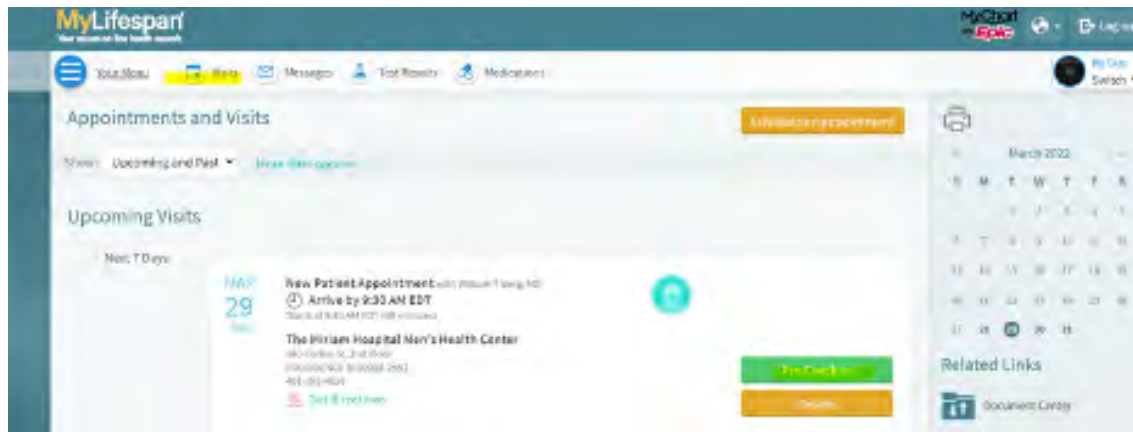


2. After completing the steps for **Pre Check-in**, you will be brought to the questionnaire. When you have answered all the questions, hit the **Submit** button, then complete **eCheck-in**.



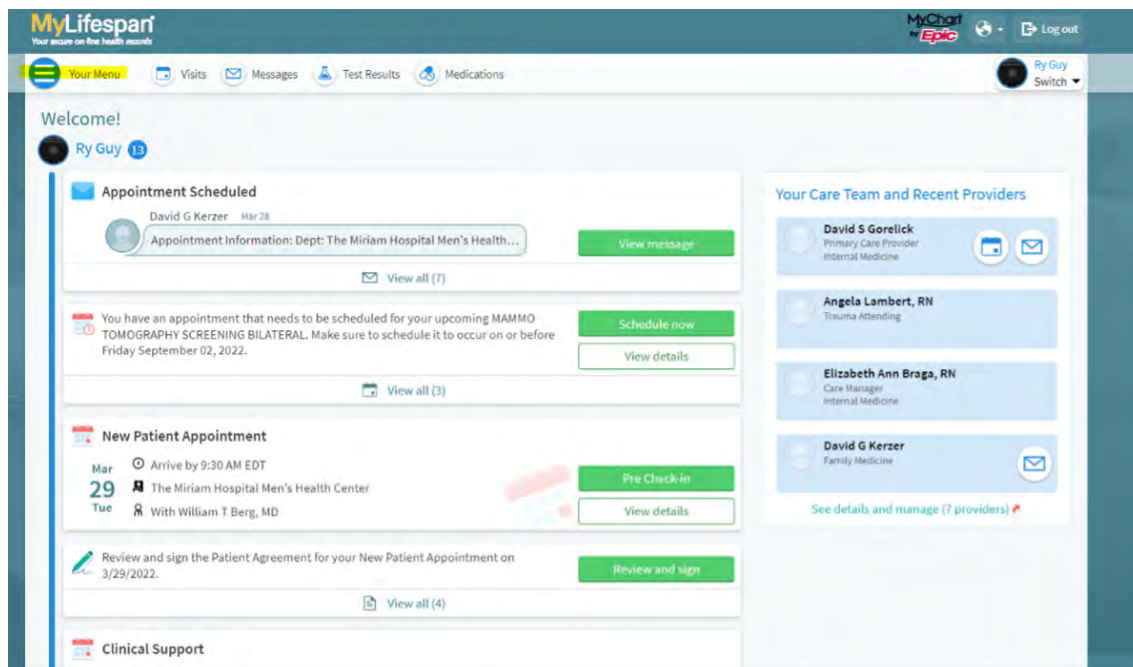
Steps for finding the questionnaire in the Visits tab:

1. You can also access the questionnaire by selecting the **Visits** tab at the top of the screen. Verify that your appointment is scheduled at the Men's Health Center and then select the **Pre-Check-in** tab.

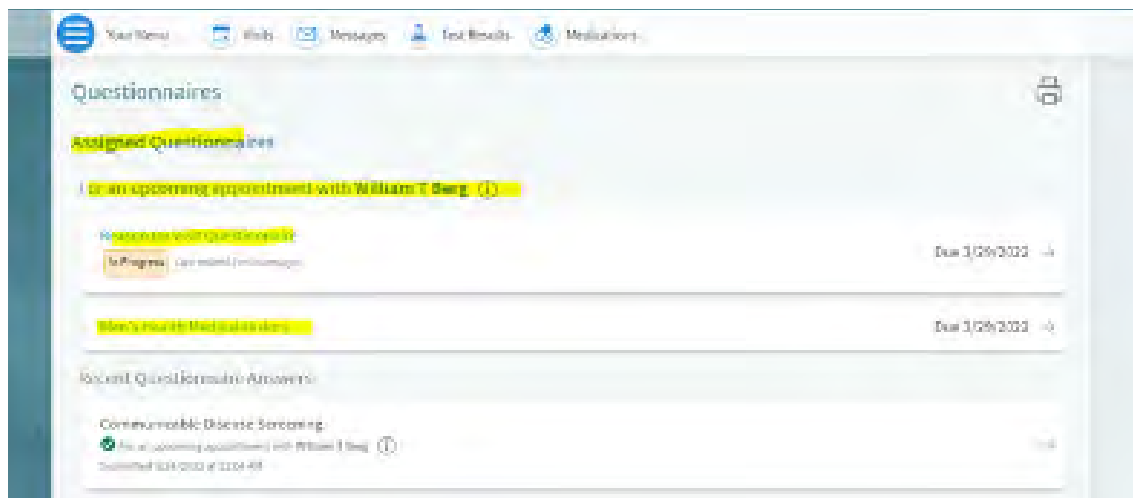
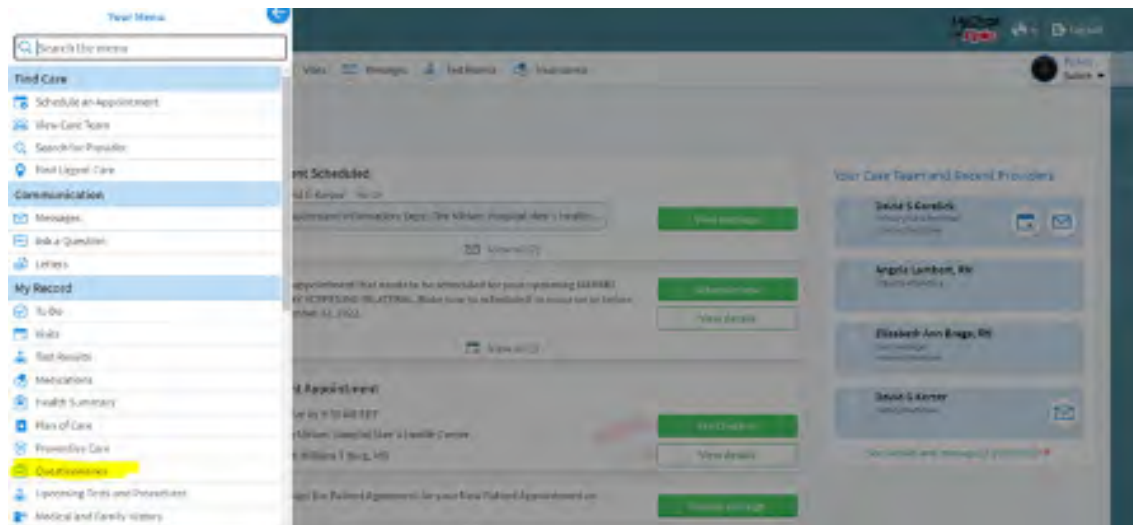


Steps for finding the questionnaire using the Your Menu option:

4. Another way to access the questionnaire is by using the Your Menu option at the far left of your screen.



Note: Whichever method you choose to find the New Patient Questionnaire, you will need to scroll down to the My Record section and select the **Questionnaires** link.

This screenshot shows the 'Reason for Visit Questionnaire' form. It includes the following questions and options:

- What is your sexual orientation? (heterosexual, gay/lesbian, bisexual, unsure, other)
- What is your partner status? (none, single partner, multiple partners)
- Are you married? (Yes, No)
- How many years have you been married? (text input)
- What contraception are you using? (Select all that apply: no current method, OCP (estrogen/progesterone), oral progesterone-only contraceptive, Ortho-Evra patches weekly, postmenopausal status, rhythm method, status post hysterectomy, tubal ligation, vaginal spermicide, vasectomy, other)

5. Once you select **Questionnaires**, you will be able to continue working on a previous questionnaire that you may have started or begin and complete a new one.
6. When you have reached the end of the questionnaire, hit the **Submit** button.

The screenshot shows the MyLifespart questionnaire interface. The header includes the MyLifespart logo and navigation links. The main content area displays a list of questions with corresponding answer options. The questions are as follows:

- How many years have you been married? (Answer: 10)
- What contraception are you using? (Answer: other)
- Generally, how satisfied are you with the overall sexual relationship you have with your main partner? (Answer: Extremely satisfied)
- Generally, and counting your sexual relationship, how satisfied are you with all other aspects of the relationship you have with your main partner? (Answer: Extremely satisfied)
- Have you ever had a procedure or any therapy done on your penis, prostate, or testicle? (Answer: No)
- How do you rate your confidence that you could get and keep an erection? (Answer: 5)
- When you had erections with sexual stimulation, how often were your erections hard enough for penetration? (Answer: 5)
- During sexual intercourse, how often were you able to maintain your erection after you had penetrated (entered) your partner? (Answer: 5)
- During sexual intercourse, how difficult was it to maintain your erection to completion of intercourse? (Answer: 5)
- When you attempted sexual intercourse, how often was it satisfactory to you? (Answer: 5)
- Have you used, or are you using medications, Gels, MUSE, or penile injections to treat your symptoms? (Answer: No)

At the bottom of the questionnaire, there are four buttons: **Submit** (green), **Back** (yellow), **Cancel** (pink), and **Next** (pink).

For more information please contact

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