

Guía del Portal del Paciente de MyLifespan



Centro de Salud para Hombres



The Miriam Hospital
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Cómo comunicarse con su médico

1. Después de iniciar sesión en MyLifespan, haga clic en la pestaña de Mensajes, la cual se encuentra en la barra de herramientas de la pantalla de inicio. Esta es la sección en la que usted puede ver mensajes nuevos que le han llegado y enviarle mensajes a su proveedor.

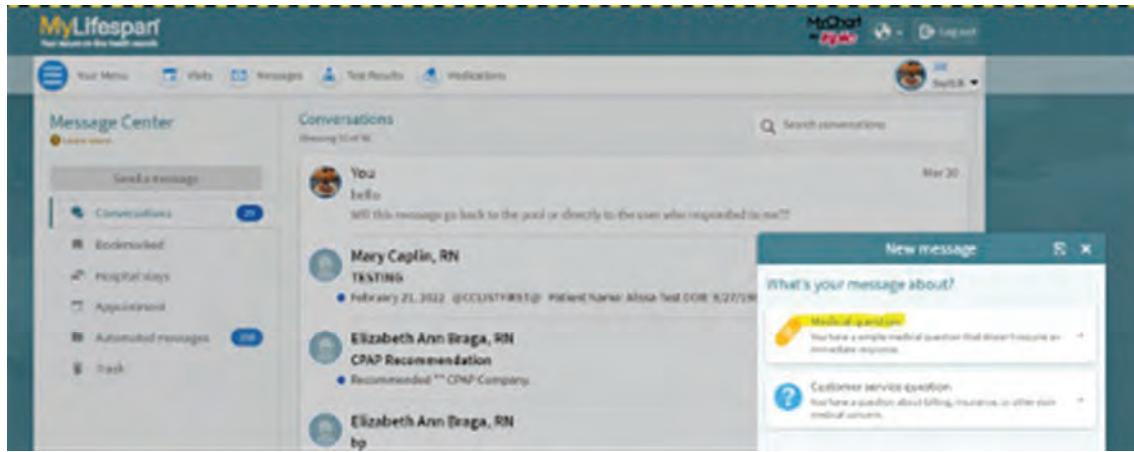
The screenshot shows the MyLifespan homepage. At the top, there's a navigation bar with 'Your Menu', 'Visits', 'Messages' (which is highlighted in yellow), 'Test Results', and 'Medications'. On the right side, there are icons for 'MyChart by Epic', 'Logout', and a user profile for 'Jill'. Below the navigation bar, a 'Welcome!' message is displayed, along with a notification about contact information and a message from 'New CYTOLOGY, GYN hospital results from Thursday March 31, 2022'. There's also a section for 'Outstanding Balance' showing an owe of \$1,014.00. To the right, a 'Your Care Team and Recent Providers' section lists 'David G Kerzer' (Primary Care Provider, Family Medicine), 'Jinnette D Abbott' (Cardiology, Cardiology), 'Dino A Messina' (Internal Medicine), and 'Elizabeth Ann Braga' (Internal Medicine). Each provider has a small icon and a link to their profile.

2. Seleccione **Enviar un mensaje**.

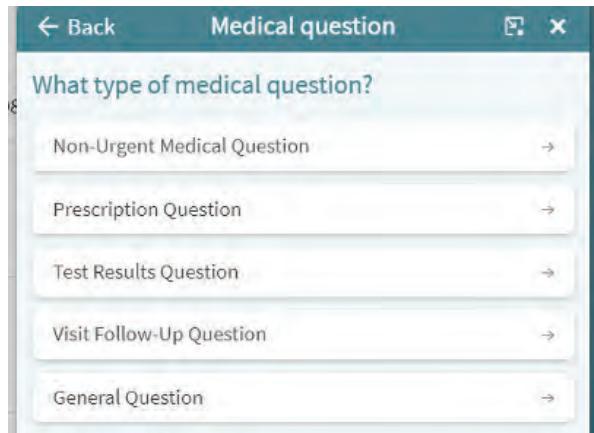
The screenshot shows the 'Message Center' page. At the top, there's a 'Send a message' button and a sidebar with links to 'Conversations' (29), 'Bookmarked', 'Hospital stays', 'Appointment', 'Automated messages' (258), and 'Trash'. The main area is titled 'Conversations' and shows 50 of 86 messages. It includes a search bar labeled 'Search conversations'. The messages listed are:

- You: hello
Will this message go back to the pool or directly to the user who responded to me??
- Mary Caplin, RN: TESTING
• February 21, 2022 @CCLISTFIRST@ Patient Name: Alissa Test DOB: 9/27/1986 Dear Alissa Test: In complian
- Elizabeth Ann Braga, RN: CPAP Recommendation
• Recommended ** CPAP Company.

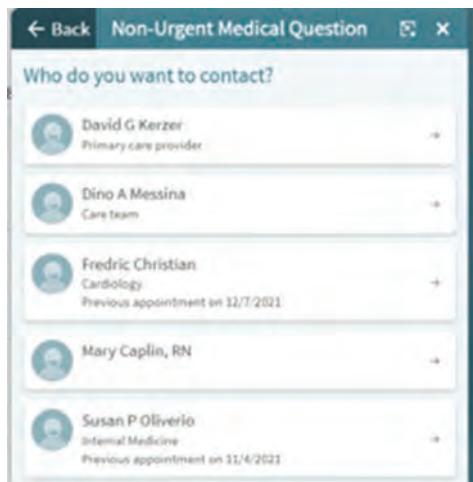
3. Seleccione Pregunta médica.



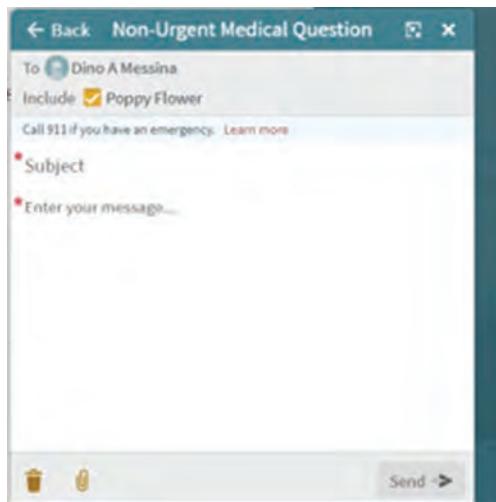
4. Elija el tipo de pregunta que mejor se adapta a su consulta.



5. Elija al proveedor con el que desea comunicarse.



6. Ingrese el **Asunto** de su mensaje. Luego, **Ingresé su mensaje** en el cuerpo de la sección del mensaje. Cuando haya completado su mensaje, haga clic en el botón **Enviar** para hacer llegar el mensaje al proveedor.



7. Cuando su proveedor responda, el mensaje se mostrará en la sección de mensajes principales de **Mi historial**.

Cómo pagar/revisar su saldo

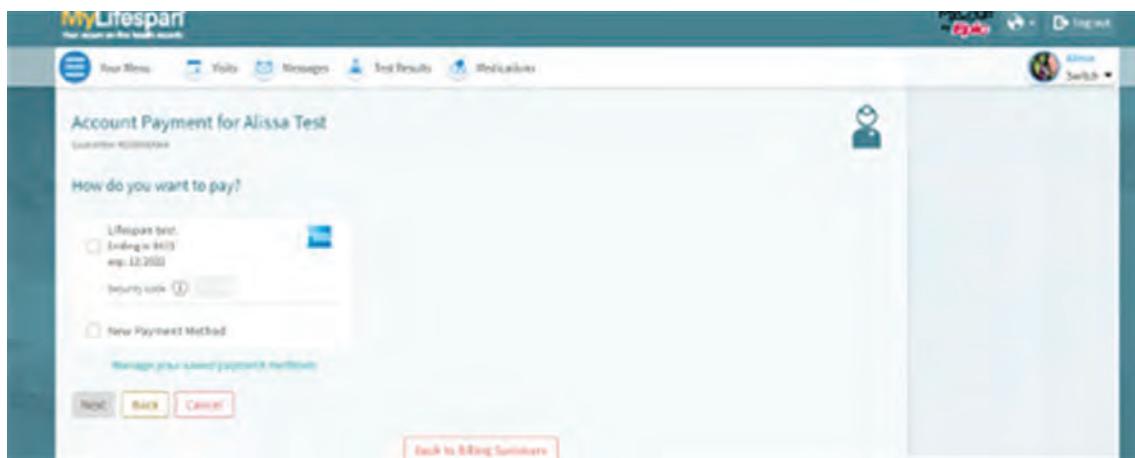
1. Desde la página de inicio de MyLifespan, hay una sección que indica un saldo pendiente con un botón de **Pagar ahora**.

The screenshot shows the MyLifespan homepage. At the top, there's a navigation bar with links for 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. On the right side of the header, there are icons for 'MyChart by Epic' and a user profile for 'Jill'. Below the header, a 'Welcome!' message is displayed, along with a notification about contact information and a new CYTOLOGY result from March 31, 2022. A prominent yellow box highlights an 'Outstanding Balance' of '\$1,014.00', with a 'Pay now' button and a 'View details' link. To the right, a section titled 'Your Care Team and Recent Providers' lists several healthcare professionals with their names, roles, and contact icons. At the bottom of the page, there are links for paperless billing, new letters, chemotherapy consent, and other notifications.

2. Al hacer clic en **Pagar ahora**, aparecerá una página de pagos en la que puede elegir el **Monto adeudado** (pago total) u **Otro monto** (el monto que prefiere). Luego haga clic en el botón **Siguiente**.

The screenshot shows the 'Account Payment for Alissa Test' page. The top navigation bar is identical to the previous screenshot. The main content area is titled 'Account Payment for Alissa Test' and includes the Guarantor ID '#300002578'. It asks 'How much would you like to pay today?'. Two options are available: 'Amount due' (\$1,014.00) and 'Other amount' (with a text input field). Below these options are 'Next' and 'Cancel' buttons. A red-bordered 'Back to Billing Summary' link is located at the bottom of the payment section.

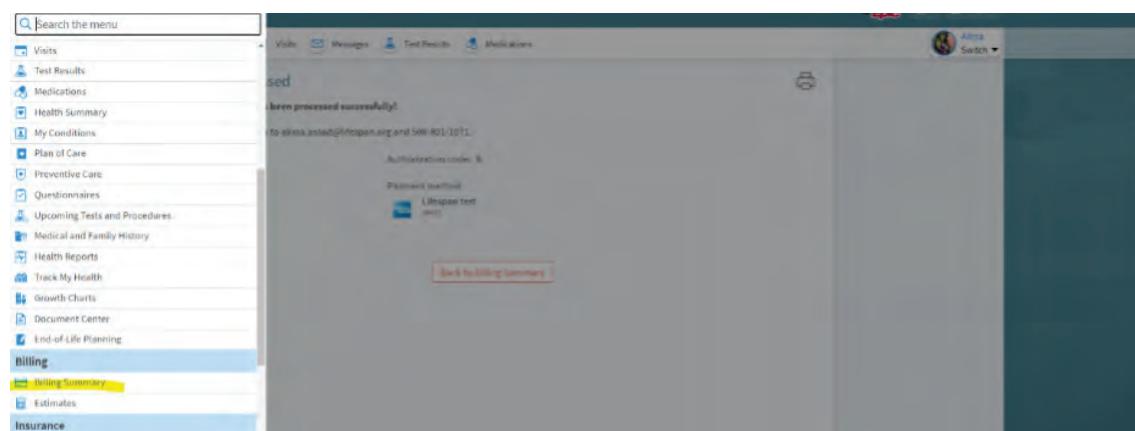
3. Aparecerá la información de su tarjeta de crédito grabada. Puede agregar un **Nuevo método de pago**. También puede eliminar métodos de pago grabados o crear un sobrenombre para la tarjeta bajo **Gestione sus métodos de pago grabados**. Una vez que elija su método de pago, haga clic en **Siguiente**.



4. Aparecerá una pantalla de revisión final, donde puede confirmar que la información que ingresó es correcta. Cuando esté listo, haga clic en Enviar. Recibirá una confirmación de su pago.



Nota: También puede acceder a las mismas pantallas de facturación y pagos (como arriba) usando la opción **Su menú** ubicada en la parte superior izquierda de su pantalla, luego desplácese hasta la sección de **Facturación**.



Verificar recordatorio de análisis de laboratorio

Nosotros no enviamos recordatorios de análisis de laboratorio al portal, pero puede ver cualquier cosa que tenga pendiente en la sección **Próximos exámenes y procedimientos** del portal.

1. Para acceder, haga clic en la opción de Menú en la parte superior izquierda de la pantalla y desplácese hasta la pestaña **Próximos exámenes y procedimientos** en el menú debajo de Mi expediente.

The screenshot shows the MyLifespan patient portal interface. The top navigation bar includes links for 'Your Member', 'Visits', 'Messages', 'Test Results', 'Medications', and 'Logout'. On the left, a vertical menu titled 'Your Home' lists categories like 'Communication', 'Eyecare Center', and 'My Record'. The main content area is titled 'Upcoming Tests and Procedures'. It displays two entries:

- From Thomas P Fantes, MD: Appointment on Apr 1, 2021. Options to 'Hide reminder from home page until Apr 24, 2022' and 'View details'.
- From Abigail K. Mansfield Marcoccio, PhD: Office Visit on Apr 26, 2021. Options to 'Hide reminder from home page until Jul 14, 2022' and 'View details'.

2. Verá cualquier examen o procedimiento pendiente que sea requerido y puede hacer seguimiento con su proveedor para programarlo según sea necesario.

This screenshot shows the 'Upcoming Tests and Procedures' section in more detail. It lists three scheduled items:

- From Thomas P Fantes, MD: Appointment on Apr 1, 2021. Includes options to 'Hide reminder from home page until Apr 24, 2022' and 'View details'.
- From Abigail K. Mansfield Marcoccio, PhD: Office Visit on Apr 26, 2021. Includes options to 'Hide reminder from home page until Jul 14, 2022' and 'View details'.
- EKG: Expires on Jul 28, 2022. Includes 'View details' link.
- CREATININE LEVEL, SERUM: Expires on Jul 26, 2022. Includes 'View details' link.
- ELECTROLYTE PROFILE: Expires on Jul 26, 2022. Includes 'View details' link.

Buscar y responder el cuestionario para pacientes nuevos

Puede acceder al cuestionario para pacientes nuevos completando un registro electrónico o eligiendo la pestaña de Visitas.

Pasos a seguir para encontrar el cuestionario a través del proceso de registro electrónico:

1. Una vez que haya iniciado sesión en MyLifespan, busque la sección **Cita para paciente nuevo**. Verifique que su cita sea en el Centro de Salud para Hombres y luego seleccione el botón **Prerregistro**.

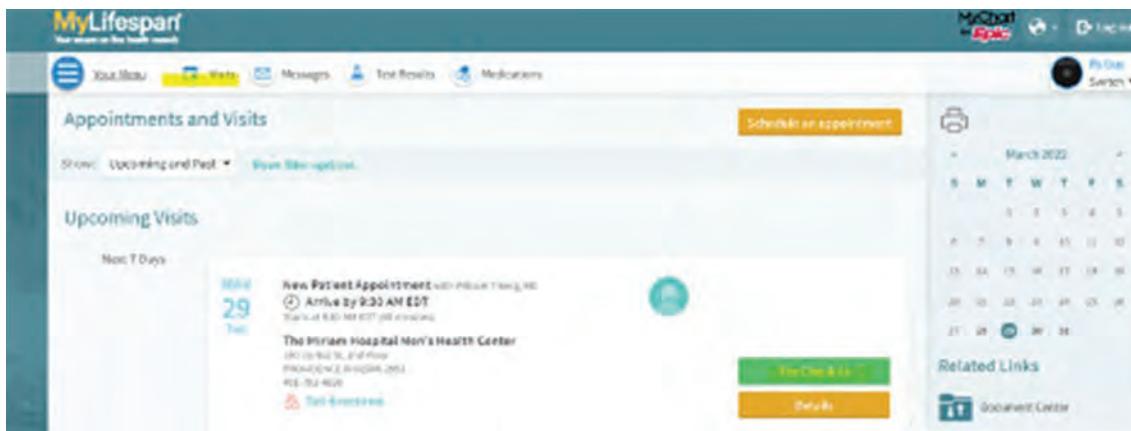
The screenshot shows the MyLifespan patient portal homepage. At the top, there's a navigation bar with links for Your Menu, Visits, Messages, Test Results, and Medications. On the right, there are icons for MyChart by Epic, a user profile labeled 'Ry Guy', and a 'Switch' button. The main content area starts with a 'Welcome!' message and a profile picture for 'Ry Guy'. Below this, there's a section titled 'Appointment Scheduled' with a card for 'David G Kerzer - Mar 28'. It includes a link to 'View message' and buttons for 'Schedule now' and 'View details'. A note about a mammogram appointment is shown with a 'View all (7)' link. Another section for a 'New Patient Appointment' on 'Mar 29' at 'The Miriam Hospital Men's Health Center' with 'William T Berg, MD' is displayed, featuring 'Pre Check-in' and 'View details' buttons. A 'Review and sign' button is also present. To the right, a sidebar titled 'Your Care Team and Recent Providers' lists 'David S Gorelick' (Primary Care Provider, Internal Medicine), 'Angela Lambert, RN' (Trauma Attending), 'Elizabeth Ann Braga, RN' (Care Manager, Internal Medicine), and 'David G Kerzer' (Family Medicine). A link to 'See details and manage (7 providers)' is at the bottom. The footer of the page includes a 'Clinical Support' section and a 'Feedback' link.

2. Después de completar los pasos para el **Prerregistro**, se le llevará hasta el cuestionario. Cuando haya respondido todas las preguntas, pulse el botón **Enviar**, luego complete el **Registro electrónico**.

The screenshot shows the 'Pre Check-in' questionnaire step in the MyLifespan patient portal. The top navigation bar is identical to the previous screenshot. The main content is titled 'Pre Check-in' and features a horizontal progress bar with seven steps: 'Reason for Visit', 'Sign Documents', 'Medications', 'Allergies', 'Health History', 'Travel History', and 'Questionnaire'. The 'Questionnaire' step is highlighted with a yellow background. Below the progress bar, a section titled 'Reason for Visit Questionnaire' asks if the user is being seen for problems with erection due to prostate cancer treatment. There are 'Yes' and 'No' buttons, and a 'Next' button at the bottom. The footer includes a 'Feedback' link.

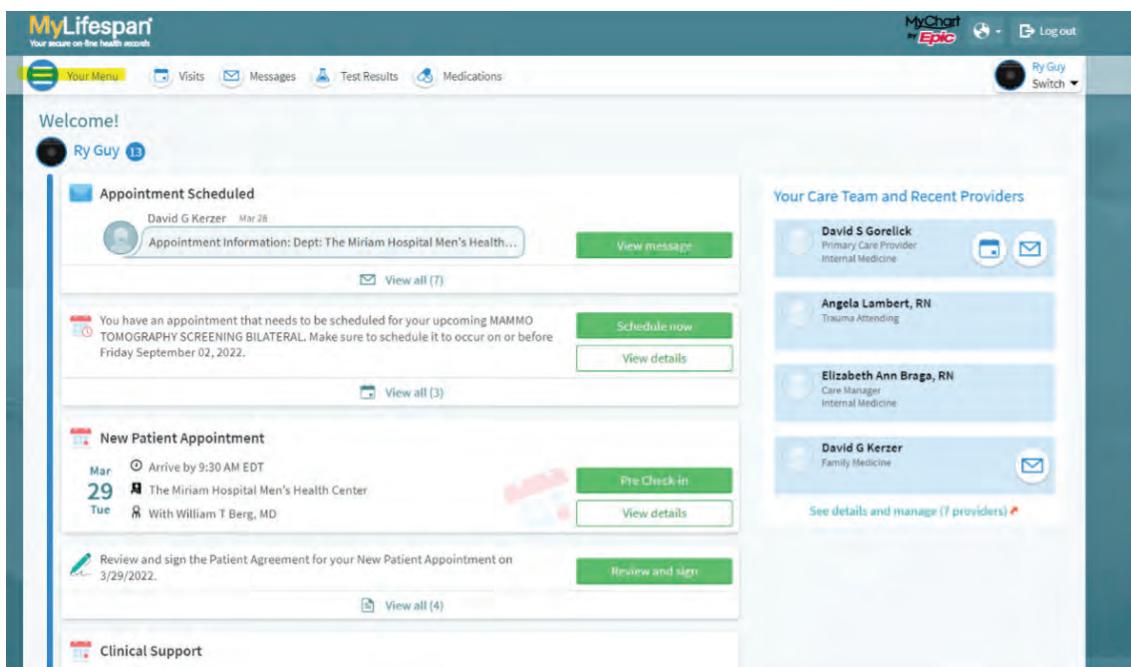
Pasos a seguir para encontrar el cuestionario en la pestaña de Visitas:

1. También puede acceder al cuestionario seleccionando la pestaña de **Visitas** en la parte superior de la pantalla. Verifique que su cita se programe en el Centro de Salud para Hombres y luego seleccione la pestaña **Preregistro**.



Pasos a seguir para encontrar el cuestionario usando la opción de Su menú:

4. Otra forma de acceder al cuestionario es usando la opción **Su menú** en el extremo izquierdo de su pantalla.



Nota: Con cualquier método que elija para encontrar el cuestionario para pacientes nuevos, deberá desplazarse hasta la sección Mi expediente y seleccionar el enlace **Cuestionarios**.

The screenshot shows the 'My Record' section of the MyChart interface. The 'Questionnaires' link is highlighted in yellow. Other visible links include 'Find Care', 'Communication', and 'Test Results'.

This screenshot displays the 'Questionnaires' page. It shows two assigned questionnaires: 'Pre-Visit Health History' due on 3/29/2022 and 'Patient Agreement' due on 3/29/2022. Below these, under 'Recent Questionnaire Answers', there is a communication from 'Communicable Disease Screening' dated 3/28/2022.

This screenshot shows the 'Reason for Visit Questionnaire' page. It asks for sexual orientation ('heterosexual' is selected), partner status ('single partner' is selected), and marital status ('No'). It also asks how many years married and what contraception is being used. A scroll-down menu lists various contraceptive methods.

What contraception are you using?
 Select all that apply.
 morning-after pill
 OCP (estrogen/progesterone)
 oral progestrone-only contraceptive
 Ortho-Eva patches weekly
 post menopausal status
 rhythm method
 status post hysterectomy
 tubal ligation
 vaginal spermicide
 vasectomy
 other

5. Una vez que seleccione **Cuestionarios**, podrá continuar trabajando en un cuestionario anterior que pueda haber comenzado o responder uno nuevo.

6. Cuando haya llegado al final del cuestionario, pulse el botón **Enviar**.

The screenshot shows a web-based survey titled "Sexual Health Survey". At the top, there's a header with the MyLifespan logo and navigation links for "Logout", "Switch", and "English". Below the header, the survey title is "Sexual Health Survey". The survey consists of several questions with dropdown menus for responses. The questions are:

- How many years have you been married? (Response: 10+)
- What contraception are you using? (Response: Other)
- Generally, how satisfied are you with the overall sexual relationship you have with your male partner? (Response: Extremely satisfied)
- Generally, not considering your sexual relationship, how satisfied are you with all other aspects of the relationship you have with your male partner? (Response: Extremely satisfied)
- Have you ever had a procedure or any therapy done on your penis, prostate, or bladder? (Response: No)
- How do you rate your confidence that you could get and keep an erection? (Response: 5)
- When you had erections with sexual stimulation, how often were your erections hard enough for penetration? (Response: 5)
- During sexual intercourse, how often were you able to maintain your erection after you had penetrated (entered) your partner? (Response: 5)
- During sexual intercourse, how difficult was it to maintain your erection to completion of intercourse? (Response: 5)
- When you attempted sexual intercourse, how often was it satisfactory to you? (Response: 5)
- Have you used, or are you using medications, Gels, Males, or penile injections to treat your symptoms? (Response: No)

At the bottom of the survey, there are four buttons: "Cancel" (green), "Back" (orange), "Next Step" (blue), and "Submit" (red).

**Para obtener más información, por favor,
comuníquese con**

**El Centro de Salud para Hombres
180 Corliss Street, Suite C, Providence, RI 02904
401-793-4636 (4MEN)**

www.menshealthri.org



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