

# MySt .info

## **Portal Resource Manual**



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## Welcome to IntelliChart Patient Portal!

For your convenience and continuity of care, St. Bernards has partnered with IntelliChart to make accessing your health information as easy as possible. Our Patient Portal helps you manage your health information. The portal gives you the freedom to view your most recent health records, medication history, upcoming appointments, as well as radiology/cardiology/pathology reports, communicate with healthcare providers, and more.

### Helpful Tips:

- Sending a message through the portal DOES NOT replace a conversation with your physician. When sending a message, be sure to include necessary information (i.e. your doctor's name, date of your visit, patient's name if not you, etc.).
- The mobile app is coming soon!!  
(A desktop/laptop computer must be used to access your portal account)
- The portal has a limited amount of information. There is a lag time before labs will appear in the portal, this allows your provider time to review, develop a plan of care and contact you. If you are searching for a document or test results and they are still not appearing after speaking with your provider – please call Portal Support at: 870-680-7623 or email [portal@sbrmc.org](mailto:portal@sbrmc.org)
- EVERY account must have its own email address.
- If you request a new appointment or reschedule/cancel an appointment – ALWAYS follow up with the facility or your provider to confirm the change.



## Frequently Asked Questions

### **What information is sent from a Hospital or Emergency visit?**

#### NOT SENT:

- Medical Center Reference Lab Results  
(They are sent to the ordering physician/clinic for review)
- Physical Therapy notes

#### SENT:

- Employee Health Center Information
- Radiology and Pathology Results
- Summary for Inpatient, Emergency and Observation Visits  
(Called: Continuity of Care Document (CCD))

### **Can I use the same email for my account and my spouse's account?**

No. Email addresses must be unique to each account and cannot be shared between family members. There is an option to be linked to a family member/friend/child's account.  
(See Page: 24)

### **How can I view my child's account?**

Children 12 & over must have their own account. Although the child's account is capable of consenting to a parent's proxy account. Giving someone proxy allows them full access to view your chart. (See Page: 24)

### **What information is available for me to view through the portal?**

- View medical information including:
  - Medication List
  - Lab Tests & Pathology Results
  - Radiology Scans
  - Clinical Documentation
- View and request a clinic appointment
- Request a medication refill from a specific facility
- Ask a question
- Link to pay your bill (Medical Center ONLY)
- Request a referral to another doctor or specialty
- Learn about your allergies, diagnosis and more



## Registration

Each facility must print or send you a PIN in order for you to activate your portal account. There will be a link in the email, which will allow you to log you into the portal. This is what the PIN will look like:

Name: **PATIENT NAME**

Dob: **00/00/0000**

**WPTWK-GRSBA**

(Your PIN number will be different from above)

If you were not given a PIN visit **<https://www.stbernards.info/portal-login>** to "Create an Account".

The image shows a two-step registration process. The first screenshot is of the St. Bernard's Healthcare website. At the top, there's a navigation bar with various links. Below it, the "MySt.info" logo is centered. A message explains that the portal provides secure access to medical records and that users should select "Create an Account". Below this message are two buttons: "Secure Login" and "Create an Account". The "Create an Account" button is circled in blue. Below these buttons are input fields for "Email address:" and "Password:", followed by a "Login" button and a "Forgot your password?" link. At the bottom, there's a "Subscribe to our Newsletter!" button and a "Select Language" dropdown. The second screenshot is of the "InteliChart Patient Portal" login page. It features the "InteliChart patient portal" logo at the top. On the right, there's a "Login" button and a "Create an Account" button, with the latter circled in red. Below these are input fields for "Email" and "Password", followed by a "Login" button. At the bottom, there are links for "Forgot your password?" and "Don't have an account? Register for free!". The footer includes the copyright notice "© 2010-2018 InteliChart. All Rights Reserved." and the "powered by InteliChart" logo.

If you register without a PIN – your information WILL NOT automatically link. There are a few options you can do to link your account:

- Call the facilities you are associated with to generate a PIN (the clinic will email you a PIN number – make sure to give the same email address as you used when creating your account)
- Message Portal Support
- Email Portal Support [portal@sbrmc.org](mailto:portal@sbrmc.org)
- Call Portal Support 870-680-7623

## "Home" Tab

Friday January 19, 2018 | About | Logout

**St. Bernard's HEALTHCARE**

Home Messages Appointments Medications Forms Insurance My Chart My Health My Account

What would you like to do?

- Request an appointment
- Refill a medication
- Send a message
- Request a referral

Health Library

Search our extensive and regularly reviewed library of symptoms, causes, treatments, and prevention for over 950 diseases, illnesses, health conditions and wellness issues.

Recent searches:  
Liver Function Tests, Uterine Cancer, Heart Health Tests

Appointments

Medications

Lab Tests

Protected Information

Protected Information

Protected Information

Practice Pages

- St. Bernard's Healthcare
- St. Bernard's ONLINE BILL PAYMENT - Account (SV number) and Zip Code needed or Phone Payment 855-606-3491
- St. Bernard's Medical Group
- St. Bernard's Clopton Clinic
- St. Bernard's Health and Wellness

These links will take you to the organizations' various websites. You can find any provider, blog and new upcoming events posted here.

The "Home" tab is where you can quickly request a new appointment, medicine refill or referral to a new provider. This page will allow you start a new message and can act as an easy way to verify upcoming appointments, recorded medications and most recent lab results. On the left there are quick links that will take you to various parts of your portal chart, allow you to download/print your chart and links to get to other websites in the St. Bernard's continuum.



## "Messages" Tab

St. Bernard's HEALTHCARE

Friday January 19, 2018 | About | Logout

Home Messages Appointments Medications Forms Insurance My Chart My Health My Account

Compose new message

Inbox Sent Items Deleted

Refresh Delete Search messages

	From	Subject	Date
<input type="checkbox"/>	St. Bernard's FirstCare	<b>Protected Information</b>	10/17/2017 at 4:09 PM
<input type="checkbox"/>	St. Bernard's FirstCare		06/19/2017 at 3:16 PM
<input type="checkbox"/>	St. Bernard's FirstCare		06/16/2017 at 10:05 AM
<input type="checkbox"/>	St. Bernard's FirstCare		06/15/2017 at 9:46 AM
<input type="checkbox"/>	St. Bernard's Senior Health Clinic		06/03/2017 at 10:36 AM
<input type="checkbox"/>	St. Bernard's Senior Health Clinic		06/03/2017 at 10:31 AM

Previous 1 Next

The "Message" tab is where you can communicate with any facility, including a nurse or scheduler. This is also where you can contact Portal Support to get a new PIN or ask questions.

This feature allows you to communicate with your facility's nurse or scheduler. This is also where you can contact Portal Support. Under St. Bernard's Medical Center practice tab choose "Portal Support" for assistance with any problems you are experiencing with your account. If this feature is unavailable you can contact Portal Support via phone 870-680-7623 or email [portal@sbrmc.org](mailto:portal@sbrmc.org).



## "Appointments" Tab

St. Bernard's<sup>®</sup> HEALTHCARE

Home Messages Appointments Medications Forms Insurance My Chart My Health My Account

Friday January 19, 2018 | About | Logout

9 Upcoming Appointments

Request a Referral Request a New Appointment

Feb 2 Friday, February 2 2018 @ 7:20 AM

With: Reschedule Cancel Driving Directions

Patient:

Details:

View my account  
Download my chart  
View my chart  
Print my chart  
Find a provider

Practice Pages

- St. Bernard's Healthcare
- St. Bernard's ONLINE BILL PAYMENT - Account (SV number) and Zip Code needed or Phone Payment 855-606-3491
- St. Bernard's Medical Group
- St. Bernard's Clopton Clinic
- St. Bernard's Health and Wellness

The "Appointments" tab is where you can view upcoming appointments, request a referral to another facility, request a referral to a specialist, request return appointment as well as reschedule or cancel an existing appointment. Please note this function must transfer to the facility for approval.

This tab will allow you to view upcoming appointments, request a referral to another clinic or provider, request a follow up appointment as well as reschedule or cancel an existing appointment. Remember, this function must be reviewed by scheduling staff within the facility so this will not be an immediate change to the set schedule.

## "Medications" Tab



[Home](#) [Messages](#) [Appointments](#) [Medications](#) [Forms](#) [Insurance](#) [My Chart](#) [My Health](#) [My Account](#)



[Update photo](#)

[View my account](#)  
[Download my chart](#)  
[View my chart](#)  
[Print my chart](#)  
[Find a provider](#)

Practice Pages

[St. Bernard's Healthcare](#)  
[St. Bernard's ONLINE BILL PAYMENT - Account \(SV number\) and Zip Code needed or Phone Payment 855-606-3491](#)  
[St. Bernard's Medical Group](#)  
[St. Bernard's Clopton Clinic](#)  
[St. Bernard's Health and Wellness](#)

Quick Links

[Request appointment](#)  
[Refill a medication](#)  
[View messages](#)  
[Change password](#)

It is important to know that the medications listed here are your prescribed medications, which may or may not be the medication you are actually taking (for example generic medications). It is also important to update these medications if there are any inaccuracies or if you are taking a different medication than what was prescribed.



Current Medications

Past Medications

Diflucan 150 mg ⓘ  
Prescribed By:  
Instructions: take 1 tablet as needed for symptoms of yeast infection, may repeat 2nd dose if symptoms fail to improve in 3-5 days  
[Refill](#) [Edit](#) [Details](#)

Gummies Children Multivitamin ⓘ  
Prescribed By: Not Available  
Instructions: chew 2 tablets by oral route daily  
[Details](#)  
[Refill](#) [Edit](#) [Details](#)

DIFLUCAN 150 MG TABLET 150 mg ⓘ  
Prescribed By:  
Instructions: 1 PO TODAY  
[Refill](#) [Edit](#) [Details](#)

The medications listed on this screen are a combination of medication lists from ALL the facilities you are associated with. If there is an error with one of your medications the edit button will allow you to message the facility or provider who prescribed it.

[Previous](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [Next](#)

Showing 1 to 6 of 31 entries

 Pharmacies

NOTE: This will NOT automatically update on the practice side. Always call your provider with any pharmacy changes.

[Add a pharmacy](#)

SHOW 10 entries


Name	Address	Phone	
Your Pharmacy	Your Pharmacy's Address	Your Pharmacy's #	<a href="#">Remove</a> <a href="#">Edit</a>

Showing 1 to 1 of 1 entries


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## "Forms" Tab


Friday January 19, 2018 | [About](#) | [Logout](#)

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- [View my account](#)
- [Download my chart](#)
- [View my chart](#)
- [Print my chart](#)
- [Find a provider](#)

### Pending Forms

Date Received	Title	Practice
No pending forms to display.		

### Completed Forms

Show 10 entries

Date Completed	Title	Practice	Reviewed On	
07/20/2017 3:28 PM	St. Bernard's Senior Health Clinic - Care Coordination Assessment Tool	St. Bernard's Senior Health Clinic	07/20/2017 3:30 PM	<a href="#">View Form</a>
05/18/2017 4:17 PM				<a href="#">View Form</a>
05/18/2017 3:45 PM				<a href="#">View Form</a>
05/17/2017 11:34 AM			05/18/2017 3:08 PM	<a href="#">View Form</a>
05/04/2017 10:29 AM			05/05/2017 8:01 AM	<a href="#">View Form</a>
05/04/2017 9:05 AM			05/18/2017 3:08 PM	<a href="#">View Form</a>
04/27/2017 9:41 AM			05/18/2017 3:08 PM	<a href="#">View Form</a>

Showing 1 to 7 of 7 entries
Previous 1 Next

### Available Forms

Show 10 entries

Title	Practice	
test	St. Bernard's FirstCare	<a href="#">View Form</a>

Showing 1 to 1 of 1 entries
Previous 1 Next

### Practice Pages

- St. Bernard's Healthcare
- St. Bernard's ONLINE BILL PAYMENT - Account (SV number) and Zip Code needed or Phone Payment 855-606-3491
- St. Bernard's Medical Group
- St. Bernard's Clopton Clinic
- St. Bernard's Health and Wellness

The "Forms" page is where your provider can send you paperwork to fill out pre or post visit. These are commonly assessments or new patient documents.


If you are sent a new form to fill out you will be notified via email.

## "Insurance" Tab


Friday, January 19, 2018 | About | Logout

**St. Bernards<sup>®</sup> HEALTHCARE**

Home Messages Appointments Medications Forms **Insurance** My Chart ▾ My Health ▾ My Account

 View my account  
Download my chart  
View my chart  
Print my chart  
Find a provider

Practice Pages  
St. Bernards Healthcare  
St. Bernards ONLINE BILL PAYMENT - Account (SV number) and Zip Code needed or Phone Payment 855-606-3491  
St. Bernards Medical Group  
St. Bernards Clopton Clinic  
St. Bernards Health and Wellness

 Insurance on file for Callie Test

**Aetna** [Report a problem with this policy.](#)

Name on Card	Callie Test	Policy Number	TEST1	Plan Number	69384
Copay Amount	\$0.00	Effective Date	1/1/2011	Expiration Date	
Group Number	GroupNumberTest	Phone Number			

Log into your [Aetna Navigator](#) to view your explanation of benefits, account balances and more.

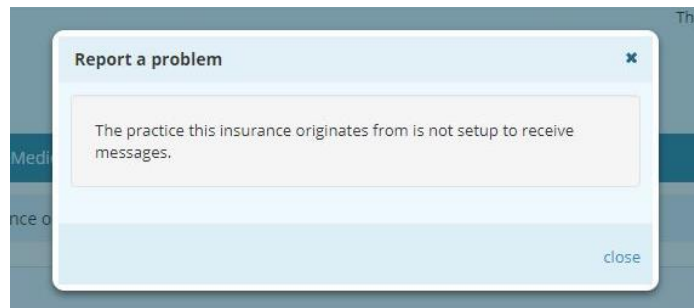
**Ar BCBS** [Report a problem with this policy.](#)

Name on Card	Callie Test	Policy Number	123456789	Plan Number	1
Copay Amount	\$0.00	Effective Date		Expiration Date	
Group Number		Phone Number			

**BCBS** [Report a problem with this policy.](#)

Name on Card	354654843535	Policy Number	3654654684645	Plan Number	159511
Copay Amount	\$0.00	Effective Date		Expiration Date	
Group Number		Phone Number	(800) 810-2583		

If you need to change, update or remove your insurance information please click the link to "Report a problem with this policy", message or email portal support, or call your facility



If you receive the above error message when clicking on "Report a problem with this policy" Please call or message portal support.

## “My Chart” Tab

St. Bernard's HEALTHCARE

Monday March 19, 2018 | About | Logout

Home Messages Appointments Medications Forms Insurance My Chart My Health My Account

Chart Summary Lab Tests Histories Allergies Visits Immunizations Problems Vitals Documents

**Chart Summary** Request Chart Update Print Demographics

**Demographics**

Address

Home Phone

Mobile Phone

Birthdate

Gender

Preferred Language

Prior Last Name

Race

Ethnicity

[Edit](#)

**Emergency Contact** [Edit](#)

Name

Phone

Relationship

You can edit your demographics – this will not notify your facility, so be sure to confirm with your provider they have your correct demographic information

If any of the medical information in “My Chart” is incomplete or incorrect please contact your primary facility or Portal Support

**Lab Tests**

Date	Test
8/22/2017	
3/17/2016	
3/17/2016	
3/17/2016	
1/14/2016	

**Social History**

Birthplace

Marital Status

Children

Activity Level

Tobacco

Alcohol

View my account

Download my chart

View my chart

Print my chart

Find a provider

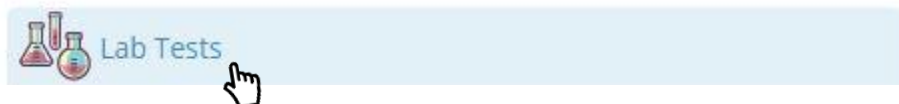
Practice Pages

St. Bernard's Healthcare

St. Bernard's ONLINE BILL PAYMENT - Account (SV number) and Zip Code needed or Phone Payment 855-606-3491

St. Bernard's Medical Group


When you navigate to “My Chart” it will automatically direct you to your “Chart Summary”. This will allow you to view a quick snapshot of your entire medical record. If you are wanting more detail just click the link at the top of each section – those links will take you to a more detailed page.



(Example: by clicking the Lab Test Link it will take you directly to the Lab Test page)




## "Lab Tests" Tab


Tuesday January 23, 2018 | [About](#) | [Logout](#)

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[Medications](#)
[Forms](#)
[Insurance](#)
[My Chart ▾](#)
[My Health ▾](#)
[My Account](#)


[Chart Summary](#)
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[Immunizations](#)
[Problems](#)
[Vitals](#)
[Documents](#)



- [View my account](#)
- [Download my chart](#)
- [View my chart](#)
- [Print my chart](#)
- [Find a provider](#)

Practice Pages

- [St. Bernards Healthcare](#)
- [St Bernards ONLINE BILL PAYMENT - Account \(SV number\) and Zip Code needed](#)



### Lab Tests

**Most Recent Lab/Test Results**

The information below is from your electronic medical record. If you believe any data is incorrect, please notify the office.

☐ Display Only Abnormal Results [Print](#)

Show  entries

<b>Falls Risk</b> Date: 8/22/2017	Negative: 1 fall w/out injury in past yr Ordered By:	>
<b>d%A1c, Whole Blood</b> Date: 3/17/2016	7 Ordered By:	>
<b>HGB A1C%</b> Date: 3/17/2016	1 Ordered By:	>
<b>MBG, Whole Blood</b> Date: 3/17/2016	7 Ordered By:	>
<b>Hgb A1c Fr Bld</b> Date: 1/14/2016	10.7 % Ordered By:	>
<b>Urine Pregnancy Test (UPT)</b> Date: 5/4/2015	Negative Ordered By:	>
<b>UROBILINOGEN, URINE</b> Date: 4/6/2015	0.3 Reference Range: 0.2 - 8	>
<b>VLDL CHOLESTEROL, CALC</b> Date: 4/6/2015	47 MG/DL	>
<b>WBC, URINE</b> Date: 4/6/2015	11-15 /HPF Reference Range: 0 /HPF - 4 /HPF	>
<b>PROTEIN, URINE</b> Date: 4/6/2015	NEGATIVE Reference Range: NEGATIVE	>


Showing 1 to 10 of 38 entries

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[1](#)
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[3](#)
[4](#)
[Next](#)

The "Lab Test" page is where you can view your lab/pathology results from all of the facilities you are associated with. This allows your provider time to review, develop a plan of care and contact you. If you are searching for a document or test results and they are still not appearing after speaking with your provider – please call Portal Support at: 870-680-7623 or email [portal@sbrmc.org](mailto:portal@sbrmc.org)


**\*\*These results will NOT transfer from the Medical Center\*\***

## "Histories" Tab

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[Chart Summary](#) [Lab Tests](#) [Histories](#) [Allergies](#) [Visits](#) [Immunizations](#) [Problems](#) [Vitals](#) [Documents](#)



- View my account
- Download my chart
- View my chart
- Print my chart
- Find a provider

Practice Pages

- St. Bernards Healthcare
- St. Bernards ONLINE BILL PAYMENT - Account (SV number) and Zip Code needed or Phone Payment 855-606-3491
- St. Bernards Medical Group
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- St. Bernards Health and Wellness

Quick Links

- Request appointment
- Refill a medication
- View messages
- Change password

### Social History

[Edit Social History](#) [Print](#)

Birthplace	Children	Occupation
Marital Status	Education Level	Retired
Carbon Monoxide Detector	Exercise	
Alcohol	Caffeine	Tobacco

### Family History

[Print](#)

Search:

Show 10 entries

Name	Relationship	Biological Relationship	Condition (Status)	
	Brother			<a href="#">Details</a>
	Brother			<a href="#">Details</a>
	Brother			<a href="#">Details</a>
	Daughter			<a href="#">Details</a>
	Daughter			<a href="#">Details</a>
	Family			<a href="#">Details</a>
	Family			<a href="#">Details</a>
	Family			<a href="#">Details</a>
	Family			<a href="#">Details</a>
	Family			<a href="#">Details</a>
	Father			<a href="#">Details</a>

Showing 1 to 10 of 18 entries

[Previous](#) [1](#) [2](#) [Next](#)

### Medical History

[Print](#)

Search:

Show 10 entries

Diagnosis Date	Diagnosis/Disease	Procedure	Hospital Name	
1/16/2018				<a href="#">Details</a>
1/16/2018				<a href="#">Details</a>
12/19/2017				<a href="#">Details</a>
12/14/2017				<a href="#">Details</a>
10/6/2017				<a href="#">Details</a>
9/21/2017				<a href="#">Details</a>
9/21/2017				<a href="#">Details</a>
7/28/2017				<a href="#">Details</a>
7/19/2017				<a href="#">Details</a>
7/17/2017				<a href="#">Details</a>

Showing 1 to 10 of 81 entries

[Previous](#) [1](#) [2](#) [3](#) [4](#) [5](#) [Next](#)

The "Family History" tab is where your social, family and medical history will appear. This information is pulled from previous visits to the clinics or the medical center. If there is anything that is listed incorrectly, please contact your primary facility to correct.

Your "Medical History" are your diagnoses/problems from previous visits. You can click the "Details" link to gather more information about what is listed under this section.

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[Terms and Conditions](#) | [Privacy Policy](#) | [About](#)



## "Allergies" Tab

St. Bernard's Healthcare

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Chart Summary Lab Tests Histories Allergies Visits Immunizations Problems Vitals Documents

Allergies

Print

Search

Show 10 entries

Onset Date	Description	Reaction	Severity	Status
7/24/2001	Keflex	rash all over and itch		Details
10/4/1986	Vimpat	red spots all over		Details

Vimpat

End Date

Type

Source

St. Bernard's Surgical Associates

Details

Details

Showing 1 to 10 of 20 entries

Previous 1 2 Next

This page will allow you to view your documented allergies. Please note this page is not editable – so if you see an error or this list is incomplete, PLEASE let your nurse or doctor know so they can keep your medical record as accurate as possible.

When you click on the details drop down it will tell you where that allergy was documented.

## “Visits” Tab

The screenshot shows the St. Bernards Healthcare patient portal interface. The top navigation bar includes links for Home, Messages, Appointments, Medications, Forms, Insurance, My Chart, My Health, and My Account. The 'Visits' tab is selected in the sub-navigation bar. On the left, there is a sidebar with a patient profile icon and links to 'View my account', 'Download my chart', 'View my chart', 'Print my chart', and 'Find a provider'. Below this is a 'Practice Pages' section listing various services. The main content area displays a list of visits. The first visit is dated 6/29/2018 at Clopton Clinic - Jonesboro. A red circle highlights the 'Create clinical document' button in the 'Clinical Document' dropdown menu. A red box highlights the 'Clinical Summary for' pop-up window, which contains patient information and a 'Send Clinical Document' section.

**Visits**

Search:

Show 10 entries

Date	Chief Complaint	Assessment	Procedures	Location	Note
6/29/2018	6 mo			Clopton Clinic - Jonesboro	<a href="#">Details</a>
<b>Clopton Clinic - Jonesboro 6/29/2018</b>					
<b>Discharge Date</b>					
<b>Visit Type</b>		Ambulatory			
<b>Source</b>		St. Bernards Clopton Clinic			
<b>Clinical Document</b>		Clinical Summary <a href="#">Create clinical document</a>			
4/2/2018	4 mo			Clopton Clinic - Jonesboro	<a href="#">Details</a>
				Clopton Clinic - Jonesboro	<a href="#">Details</a>
				Clopton Clinic - Jonesboro	<a href="#">Details</a>
				Clopton Clinic - Jonesboro	<a href="#">Details</a>
				Clopton Clinic - Jonesboro	<a href="#">Details</a>
				Clopton Clinic - Jonesboro	<a href="#">Details</a>
				Clopton Clinic - Jonesboro	<a href="#">Details</a>
				Clopton Clinic - Jonesboro	<a href="#">Details</a>

**Clinical Summary for**

Clinical Document [Open in New Window](#)

**Summary for Callie Test**

Patient	Sex	Ethnicity	Patient IDs
Date of birth: Unknown	Female	Unknown	1235820 2 16 840 1 113883 3 6585 1 1
Race: Unknown			
Contact info: Home:			

Preferred Language: en

Document ID: A6A6D6A8-D475-4987-8966-95FBED7F89C6

Document Created: March 19, 2018, 12:05:45 -0400

Care provision: from June 29, 2018, 18:00:00 -0400 to June 29, 2018, 18:00:00 -0400

Performer (primary care provider):

Contact info: Work Place:

**Send Clinical Document**

The message you are preparing to send contains sensitive information. Identify the method through which you wish to send the personal health records.

Send Via:

☐ Email Address

☒ Direct Trust Email

Enables you to send your Personal Health information to providers, hospitals, and other partners securely. Contact your healthcare provider for their Direct Trust Email Address.

Enter Recipient's Email Address:


[Send Clinical Document](#)

[Print](#) [Download](#)

The “Visits” page allows you to track all of your visits at all your associated facilities. Once you click on the details link more information will populate.


There is an option to view, download or print a copy of your chart summary as well as a brief note about that particular visit. This is the shortened version – to get a more detailed note from each visit please call your facility/provider or request copies at your next visit.

## “Immunizations” Tab


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- [View my account](#)
- [Download my chart](#)
- [View my chart](#)
- [Print my chart](#)
- [Find a provider](#)

### Upcoming Vaccinations

Print

Vaccine	Description	Location	Due On
No data available in table			

### Immunizations

Print

Show 10 entries

Date	Vaccine	
2/7/2018	Afluria Quadrivalent 0.5 ML Intramuscular Suspension Prefilled Syringe	<a href="#">Details</a>
11/29/2017	Human Papillomavirus	<a href="#">Details</a>
11/29/2017	Influenza	<a href="#">Details</a>


#### Influenza

<b>Administration Notes</b>	This is a test for the immunization registry
<b>Amount</b>	
<b>Route</b>	Intramuscular
<b>Site</b>	Left Arm
<b>Sequence</b>	
<b>Lot Number</b>	4534563
<b>Manufacturer</b>	sanofi pasteur
<b>Source</b>	St. Bernards Surgical Associates

The “Immunizations” page is going to outline all the vaccines you have had on record. This may not be a complete list – if you see you are missing recent or historical vaccines be sure to contact your provider so they can keep your medical records up-to-date. If you click the “Details” link it will provide you with more information, like where this particular vaccine was administered and the source.


## “Problems” Tab

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**Practice Pages**

St. Bernards Healthcare


St Bernards ONLINE BILL PAYMENT - Account (SV number) and Zip Code needed or Phone Payment 855-606-3491

St. Bernards Medical Group

St. Bernards Clopton



Problems
[Print](#)

Show 10 entries

Reported Date	Description	Status	
12/26/2017	Arthritis of knee, left <span style="float: right;">i</span>	Active	<a href="#">Details</a>
<div style="display: flex; justify-content: space-between;"> <span>Arthritis of knee, left</span> <span></span> </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <span>End Date</span> <span></span> </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <span>Source</span> <span>St. Bernards Clopton Clinic</span> </div>			
12/26/2017	Arthritis of knee, right <span style="float: right;">i</span>	Active	<a href="#">Details</a>
11/3/2017	Nicotine dependence <span style="float: right;">i</span>	Active	<a href="#">Details</a>
10/3/2017	COPD (chronic obstructive pulmonary disease) <span style="float: right;">i</span>	Active	<a href="#">Details</a>
10/3/2017	Diabetes <span style="float: right;">i</span>	Active	<a href="#">Details</a>
10/3/2017	Type 2 diabetes mellitus <span style="float: right;">i</span>	Active	<a href="#">Details</a>
10/3/2017	Diarrhea <span style="float: right;">i</span>	Active	<a href="#">Details</a>
10/2/2017	Benign renovascular hypertension <span style="float: right;">i</span>	Active	<a href="#">Details</a>
9/25/2017	1st degree AV block <span style="float: right;">i</span>	Active	<a href="#">Details</a>
9/20/2017	Sprain of foot, right <span style="float: right;">i</span>	Active	<a href="#">Details</a>

Showing 1 to 10 of 71 entries

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2
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4
5
[Next](#)


Click here for more details

By clicking the small blue “i” next to a particular problem will send you to an outside website called MedlinePlus Connect, which will give you more information about your listed diagnosis.  
(See next page for example)

The “Problems” page will allow you to view ALL your associated diagnoses.

## “MedlinePlus Connect” Link

 U.S. National Library of Medicine



Trusted Health Information for You

2 results found. Español

MedlinePlus Connect found the following health information for your request. Always consult your health care provider about your specific situation.

Results in **MedlinePlus**

### Arthritis

If you feel pain and stiffness in your body or have trouble moving around, you might have arthritis. Most kinds of arthritis cause pain and swelling in your joints. Joints are places where two bones meet, such as your elbow or knee. Over time, a swollen joint can become severely damaged. Some kinds ... [More on Arthritis](#)

**Selected resources**

- [Arthritis](#) (Medical Encyclopedia)
- [Osteotomy of the knee](#) (Medical Encyclopedia)



### Leg Injuries and Disorders

Your legs are made up of bones, blood vessels, muscles, and other connective tissue. They are important for motion and standing. Playing sports, running, falling, or having an accident can damage your legs. Common leg injuries include sprains and strains, joint dislocations, and fractures. These ... [More on Leg Injuries and Disorders](#)

**Selected resources**

- [Blount disease](#) (Medical Encyclopedia)
- [Bowlegs](#) (Medical Encyclopedia)
- [Common peroneal nerve dysfunction](#) (Medical Encyclopedia)
- [Femoral nerve dysfunction](#) (Medical Encyclopedia)
- [Femur fracture repair - discharge](#) (Medical Encyclopedia)

[Show More](#) ▼



MedlinePlus Connect will help you access better health information through the portal. MedlinePlus Connect provides health information using standard clinical vocabularies for diagnoses (problems), medications, and lab tests. For more details you can visit the website directly

<http://medlineplus.gov/connect>



## "Vitals" Tab

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- St. Bernard's ONLINE BILL PAYMENT - Account (SV number) and Zip Code needed or Phone Payment 855-606-3491
- St. Bernard's Medical Group
- St. Bernard's Clopton Clinic
- St. Bernard's Health and Wellness

Quick Links

- Request appointment
- Refill a medication
- View messages
- Change password

### Vitals

Print

Search:

Show 10 entries

Observation Date	Blood Pressure	Weight (lbs)	Height	BMI	Heart Rate	
1/16/2018						<a href="#">Details</a>
1/10/2018						<a href="#">Details</a>
9/21/2017						<a href="#">Details</a>
9/21/2017						<a href="#">Details</a>
4/21/2017						<a href="#">Details</a>
3/31/2017						<a href="#">Details</a>
3/31/2017						<a href="#">Details</a>
3/31/2017						<a href="#">Details</a>
3/31/2017						<a href="#">Details</a>
3/30/2017						<a href="#">Details</a>

Showing 1 to 10 of 36 entries

Previous 1 2 3 4 Next

Your vital signs from each facility will flow into this chart. This allows you to view the difference in your results over time.

### Vitals trend

Graph:

This will allow you to choose different vitals to graph over a period of time so you can see how your levels are trending.

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## "Documents" Tab

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**Quick Links**  
[Request appointment](#)  
[Refill a medication](#)  
[View messages](#)  
[Change password](#)

**Documents**

Add files smaller than 4 MB here – this is for your records only. The facilities CANNOT view this added data

[Add Document](#)

Date Uploaded	Filename	Description	Actions
No data available			

**Clinical Documents**

Search:

Show 10 entries

Date Created	Filename	Actions
6/28/17 2:41 PM	Clinical Summary	<a href="#">View File History</a> <a href="#">Delete</a>
8/10/16 2:45 PM	Transition of Care - Ambulatory	<a href="#">View File History</a> <a href="#">Delete</a>
8/10/16 1:19 PM		<a href="#">View File History</a> <a href="#">Delete</a>
8/10/16 1:19 PM		<a href="#">View File History</a> <a href="#">Delete</a>
8/10/16 1:01 PM		<a href="#">View File History</a> <a href="#">Delete</a>
8/10/16 11:01 AM		<a href="#">View File History</a> <a href="#">Delete</a>
8/10/16 11:00 AM		<a href="#">View File History</a> <a href="#">Delete</a>
6/23/16 1:41 PM		<a href="#">View File History</a> <a href="#">Delete</a>
6/23/16 1:39 PM		<a href="#">View File History</a> <a href="#">Delete</a>
6/23/16 7:36 AM		<a href="#">View File History</a> <a href="#">Delete</a>

Showing 1 to 10 of 35 entries

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**Encounter Notes**

Encounter Date	Name	Practice
2/2/16 5:08 AM	REPORT	St. Bernards Medical Center
2/2/16 5:08 AM		St. Bernards Medical Center
2/2/16 5:08 AM		St. Bernards Medical Center
2/2/16 5:08 AM		St. Bernards Medical Center
2/2/16 5:08 AM		St. Bernards Medical Center
2/2/16 5:08 AM		St. Bernards Medical Center
2/2/16 5:08 AM		St. Bernards Medical Center
2/2/16 5:08 AM		St. Bernards Medical Center

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## “How to Open/View a Report/Document”

Friday March 30, 2018 | About | Logout

**St. Bernards<sup>®</sup> HEALTHCARE**

Home Messages Appointments Medications Forms Insurance My Chart ▾ My Health ▾ My Account

Chart Summary Lab Tests Histories Allergies Visits Immunizations Problems Vitals **Documents**

Documents [Add Document](#)

Date Uploaded ▾	Filename	Description	Actions
No data available			

Clinical Documents

Show 10 entries

Date Created ▾	Filename	
3/19/18 11:05 AM	<a href="#">Clinical Summary for</a>	<a href="#">View File History</a> <a href="#">Delete</a>
3/15/18 12:33 PM	<a href="#">Ambulatory Summary for</a>	<a href="#">View File History</a> <a href="#">Delete</a>
6/28/17 2:41 PM	<a href="#">Clinical Summary for</a>	<a href="#">View File History</a> <a href="#">Delete</a>

**Practice Pages**

- St. Bernards Healthcare
- St Bernards ONLINE

**View my account**  
**Download my chart**  
**View my chart**  
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**Find a provider**

Friday March 30, 2018 | About | Logout

**Clinical Summary for** [Open in New Window](#)

**Clinical Document**

**Summary for**

<b>Patient</b>			
<b>Date of birth</b>		<b>Sex</b>	Female
<b>Race</b>	Unknown	<b>Ethnicity</b>	Unknown
<b>Contact info</b>	Home: 123 Street Jonesboro, AR 72401 Tel (Primary Home):	<b>Patient IDs</b>	1235820 2.16.840.1.113883.3.6585.1.1
<b>Preferred Language</b>	en		
<b>Document Id</b>	A6A6D6A8-D475-4987-B966-95FBE07FB8C6		
<b>Document Created</b>	March 19, 2018, 12:05:45 -0400		
<b>Care provision</b>	from June 29, 2018, 18:00:00 -0400 to June 29, 2018, 18:00:00 -0400		
<b>Performer (primary care provider)</b>			
<b>Contact info</b>	Work Place:		

**Send Clinical Document**

The message you are preparing to send contains sensitive information. Identify the method through which you wish to send the personal health records.

**Send Via**

- ☐ Email Address
- ☒ Direct Trust Email

Enables you to send your Personal Health information to providers, hospitals, and other partners **securely**. Contact your healthcare provider for their Direct Trust Email Address.

**Send Clinical Document**

[Print](#) [Download](#)

3/19/18 11:05 AM [Clinical Summary for Calle Test](#) [View File History](#) [Delete](#)

## “How to Open/View a Report/Document”

St. Bernards<sup>®</sup> HEALTHCARE

Friday March 30, 2018 | About | Logout

Home Messages Appointments Medications Forms Insurance My Chart My Health My Account

Chart Summary Lab Tests Histories Allergies Visits Immunizations

Documents

Date Uploaded Filename

No data available

Clinical Documents

Search

Lab Tests Histories Allergies Visits Immunizations Problems Vitals Documents

Documents

Add Document

Actions

Show 10 entries

St. Bernards<sup>®</sup> HEALTHCARE

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Visits

When you enter the “Visits” tab within the “My Chart” drop down, this will allow you to view encounter notes from ALL your associated facilities.

Click the folder link, it will open a file for you to download.

3/20/2018

3/15/2018 Encounter St. Bernards

3/15/2018

3/12/2018

3/1/2018 Encounter St. Bernards

2/13/2018 Encounter St. Bernards

2/12/2018

1/29/2018 Encounter St. Bernards

Print

Show 10 entries

Details

Details

Details

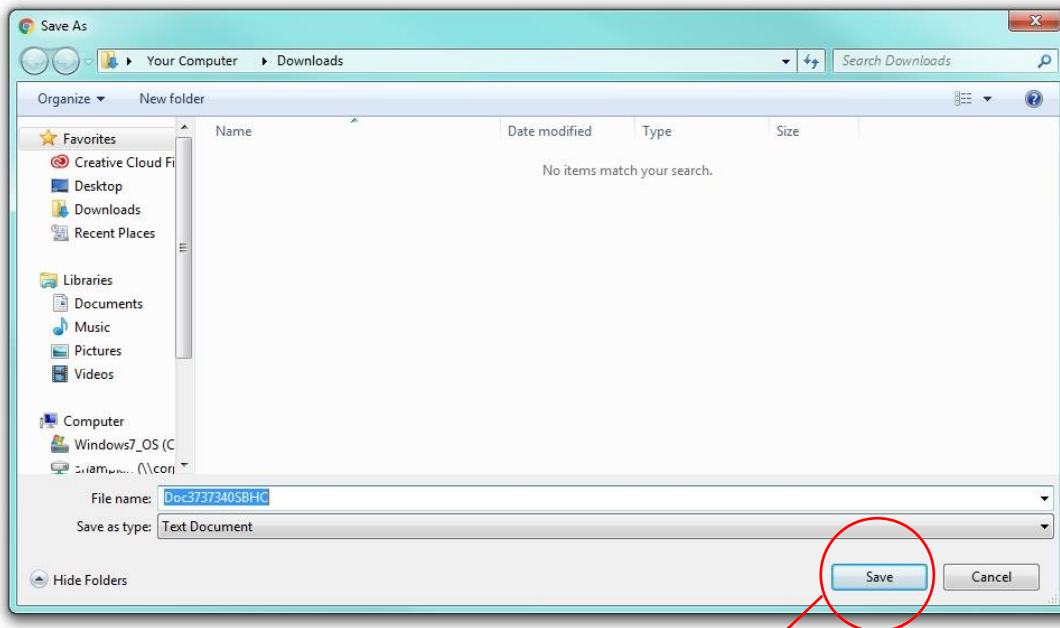
Details

Details

Details

Details

## “How to Open/View a Report/Document”



St. Bernard's Healthcare

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Chart Summary Lab Tests Histories Allergies Visits Immunizations Problems Vitals Documents

Visits

Print

Show 10 entries

Date	Chief Complaint	Assessment	Procedures	Location	Note
3/20/2018				St. Bernards	Details
3/15/2018		Encounter		St. Bernards	Details
3/15/2018					Details
3/12/2018					Details
3/1/2018		Encounter		St. Bernards	Details
2/13/2018		Encounter		St. Bernards	Details
2/12/2018					Details
				St. Bernards	Details
				St. Bernards	Details

Practice Pages

St. Bernards Healthcare

St. Bernards ONLINE BILL PAYMENT - Account (SV number) and Zip Code needed

Phone Payment 5-606-3491

Bernards Med...

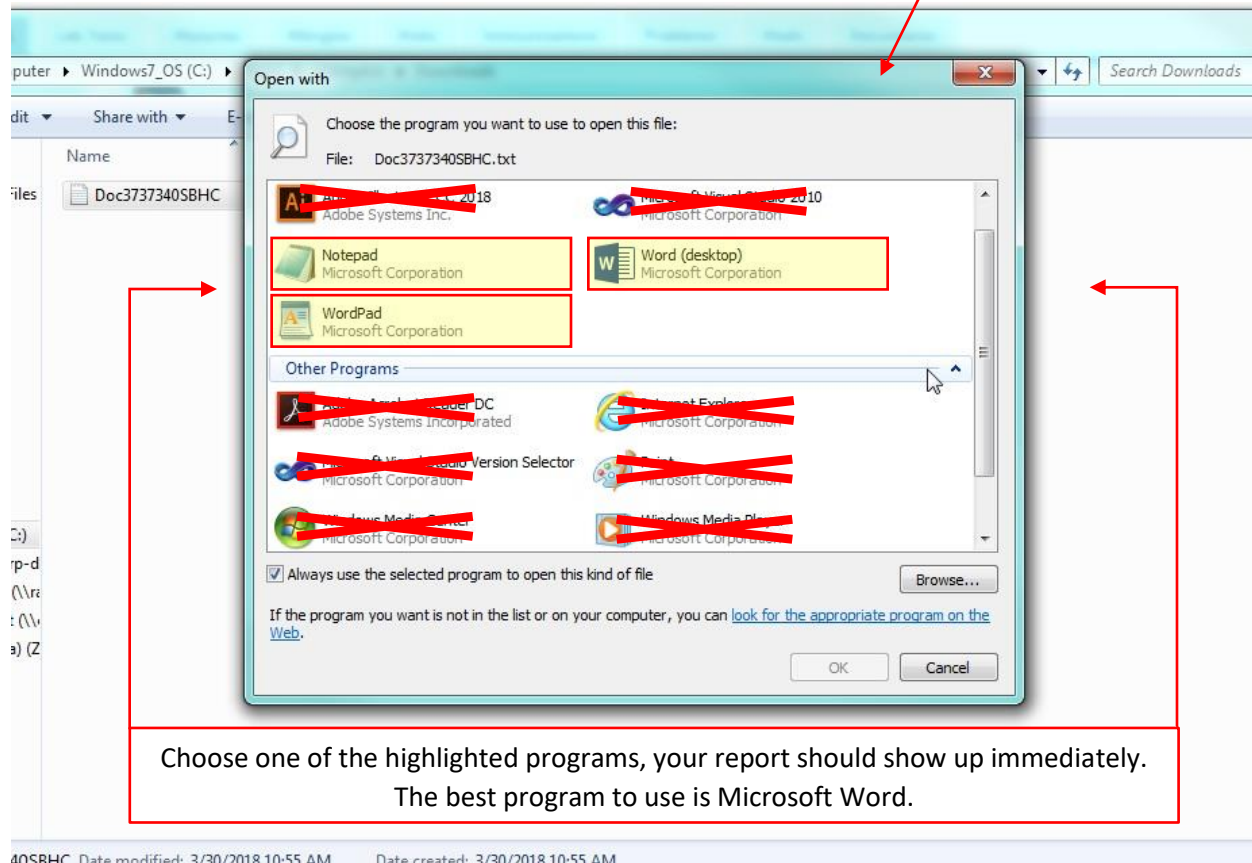
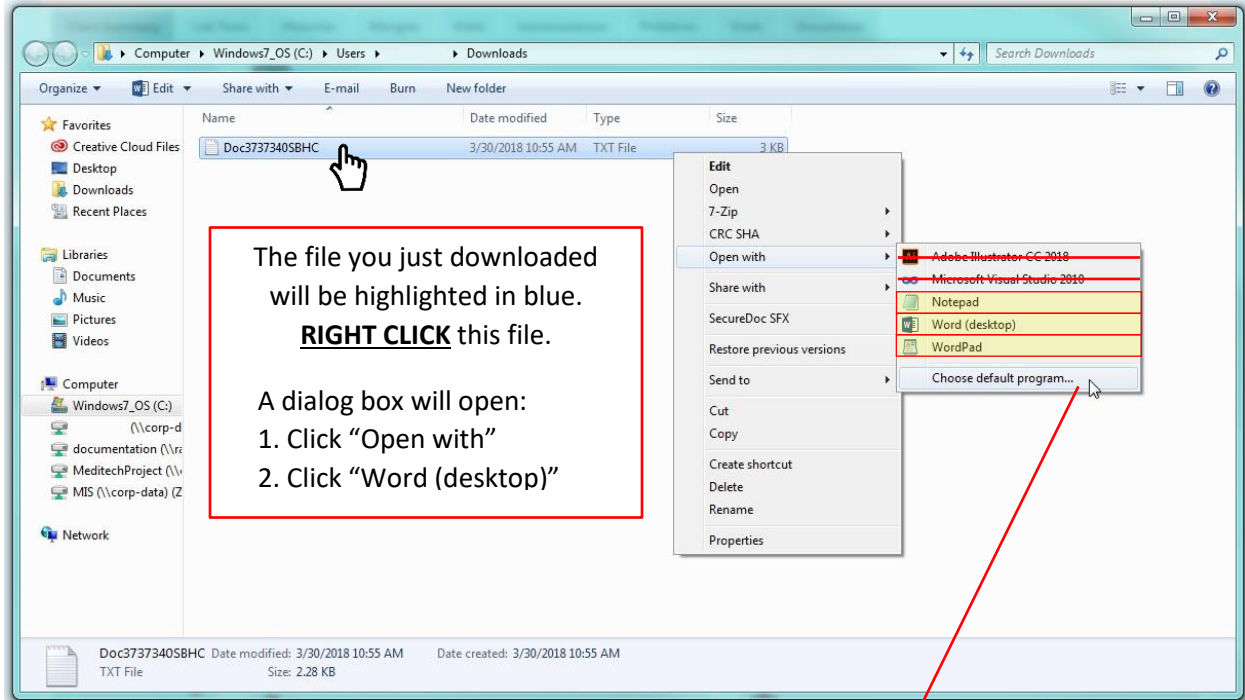
Bernards Clop...

Doc3737340SBHC.txt

Open  
Always open files of this type  
Show in folder  
Cancel

Once you click “Show in folder” your “Downloads” file box should open.  
SEE NEXT PAGE

## “How to Open/View a Report/Document”





## “My Health” Tab

St. Bernards HEALTHCARE

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View my account  
Download my chart  
View my chart  
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Practice Pages  
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St. Bernards ONLINE BILL PAYMENT - Account (SV number) and Zip Code needed or Phone Payment 855-606-3491  
St. Bernards Medical Group  
St. Bernards Clopton

Health Library powered by MedlinePlus

arthritis Search library

Recent searches: Liver Function Tests, Uterine Cancer, Heart Health Tests

Health topics

- Body Location/Systems**
  - Blood, Heart and Circulation
  - Bones, Joints and Muscles
  - Digestive System
  - Ear, Nose and Throat
  - Endocrine System
  - Immune System
  - Kidneys and Urinary System
  - Lungs and Breathing
- Diagnosis and Therapy**
  - Diagnostic Tests
  - Surgery and Rehabilitation
  - Symptoms
- Demographic Groups**
  - Children and Teenagers
  - Men
  - Seniors
  - Women
- Disorders and Conditions**
  - Cancers
  - Diabetes Mellitus
  - Infections
  - Mental Health and Behavior
  - Poisoning, Toxicology, Environmental Health
- Health and Wellness**
  - Fitness and Exercise
  - Food and Nutrition
  - Personal Health Issues
  - Wellness and Lifestyle

This tab is a great resource to help you understand lab results or find articles related to your specific diagnosis or needs.

Search Results powered by MedlinePlus

arthritis Search library

arthritis

Results 1-10 of 143 for arthritis

- [Arthritis](#) (National Library of Medicine)  
If you feel pain and stiffness in your body or have trouble moving around, you might have arthritis. Most kinds of arthritis cause pain and swelling in ...
- [Juvenile Arthritis](#) (National Library of Medicine)  
Juvenile arthritis (JA) is arthritis that happens in children. It causes joint swelling, pain, stiffness, and loss of motion. It can affect any joint, but is more ...
- [Infectious Arthritis](#) (National Library of Medicine)  
Most kinds of arthritis cause pain and swelling in your joints. Joints are places where two bones meet, such as your elbow or knee. Infectious arthritis is ...
- [Psoriatic Arthritis](#) (National Library of Medicine)  
Psoriasis is a skin disease that causes itchy or sore patches of thick, red skin with silvery scales. You usually get them on your elbows, knees, scalp, back, ...
- [Rheumatoid Arthritis](#) (National Library of Medicine)  
Rheumatoid arthritis (RA) is a form of arthritis that causes pain, swelling, stiffness and loss of function in your joints. It can affect any joint but is common ...
- [Gout](#) (National Library of Medicine)  
Gout is a common, painful form of arthritis. It causes swollen, red, hot and stiff joints. Gout happens when uric acid builds up in your body. Uric acid comes from the ...
- [Osteoarthritis](#) (National Library of Medicine)  
Osteoarthritis is the most common form of arthritis. It causes pain, swelling, and reduced motion in your joints. It can occur in any joint, but usually it affects ...

## "My Account" Tab

The screenshot shows the 'My Account' tab of the St. Bernard's Healthcare patient portal. The page is titled 'My Patient Portal Account'. On the left, there is a sidebar with 'Practice Pages' and 'Quick Links'. The main content area has several sections: 'Email address', 'Associated practices', and 'Associated accounts'. Annotations with callouts provide instructions on how to use these sections.

**St. Bernard's Healthcare**

Wednesday January 17, 2018 | About | Logout

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**Practice Pages**

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- St. Bernard's ONLINE BILL PAYMENT - Account (SV number) and Zip Code needed or Phone Payment 855-606-3491
- St. Bernard's Medical Group
- St. Bernard's Clopton Clinic
- St. Bernard's Health

**Quick Links**

- Request appointment
- Refill a medication
- View messages
- Change password

**My Patient Portal Account**

Email address: your email (Change) **This is where you change your email or password**

Change password

Add PIN from another practice

Associated practices

- St. Bernard's Medical Center
- St. Bernard's Senior Health Clinic
- St. Bernard's OBGYN Associates
- St. Bernard's Surgical Associates
- St. Bernard's FirstCare
- St. Bernard's Clopton Clinic

**This is where you can add multiple clinics to your portal account.**

Last login: 1/17/2018

Account created on: 11/19/2014

**Associated accounts**

Add a proxy account **This is where you can give someone else access to your account**

Add a child or dependent account

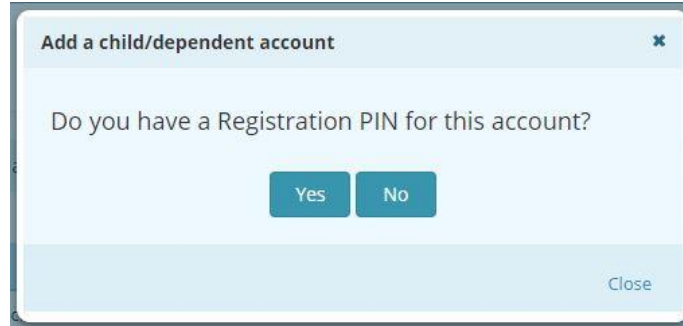
Name	Associations
No account associations available.	
Showing 0 to 0 of 0 entries	

**This is where you can link your account to your spouse or child's account**

Previous Next

Every account must have a unique email address – you can link your family members account to yours and they will be associated. Giving someone proxy allows them full access to view your chart. See next page to view the account access pop-up screens.

## Linking Accounts and Proxy Access

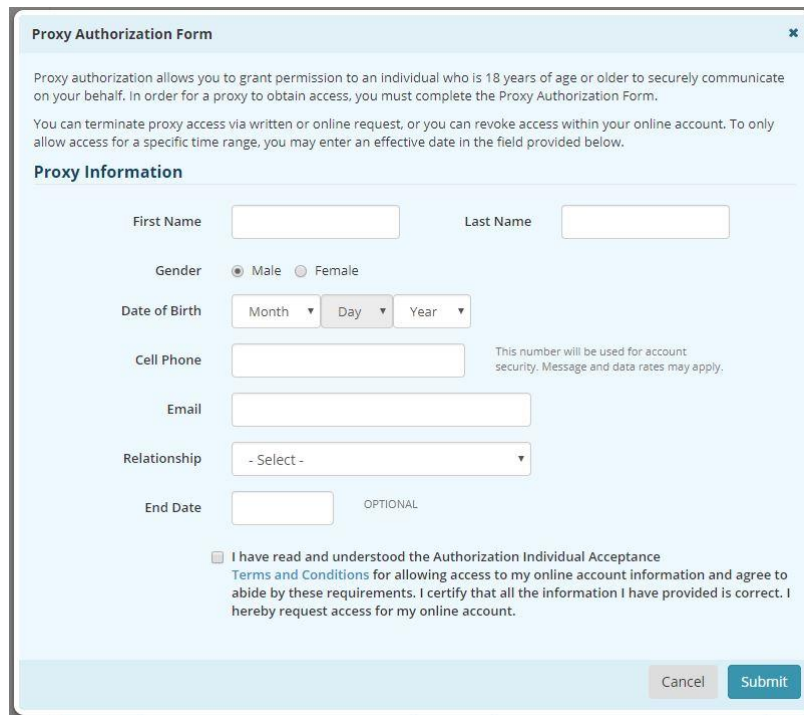


A light blue pop-up window titled "Add a child/dependent account" with a close button (X) in the top right corner. The main text asks, "Do you have a Registration PIN for this account?". Below the text are two buttons: "Yes" and "No". A "Close" link is located in the bottom right corner.

This pop-up screen will appear once you click the “Add a child/dependent account” link (see page 23).

The account holder must be 11 years or younger.

You must obtain their PIN from the facility to active your access.



A light blue form titled "Proxy Authorization Form" with a close button (X) in the top right corner. The form contains the following sections:

- Proxy authorization allows you to grant permission to an individual who is 18 years of age or older to securely communicate on your behalf. In order for a proxy to obtain access, you must complete the Proxy Authorization Form.**
- You can terminate proxy access via written or online request, or you can revoke access within your online account. To only allow access for a specific time range, you may enter an effective date in the field provided below.**
- Proxy Information**
- First Name** and **Last Name** (text input fields)
- Gender** (radio buttons for Male and Female)
- Date of Birth** (Month, Day, and Year dropdown menus)
- Cell Phone** (text input field) with a note: "This number will be used for account security. Message and data rates may apply."
- Email** (text input field)
- Relationship** (dropdown menu with "- Select -")
- End Date** (text input field) with the label "OPTIONAL"
- ☐ **I have read and understood the Authorization Individual Acceptance Terms and Conditions for allowing access to my online account information and agree to abide by these requirements. I certify that all the information I have provided is correct. I hereby request access for my online account.**
- Cancel** and **Submit** buttons at the bottom right.

This pop-up screen will appear once you click the “Add a proxy” link (see page 23).

To give a family member or friend proxy access you must fill out this information and they will be sent an email and text with a PIN.

They must accept the invitation and put in a passcode to view your account.



Once a proxy account is add the “switch account” will appear on your home screen this will allow you to toggle between all your linked accounts.