



## ETCH Patient Portal Messaging

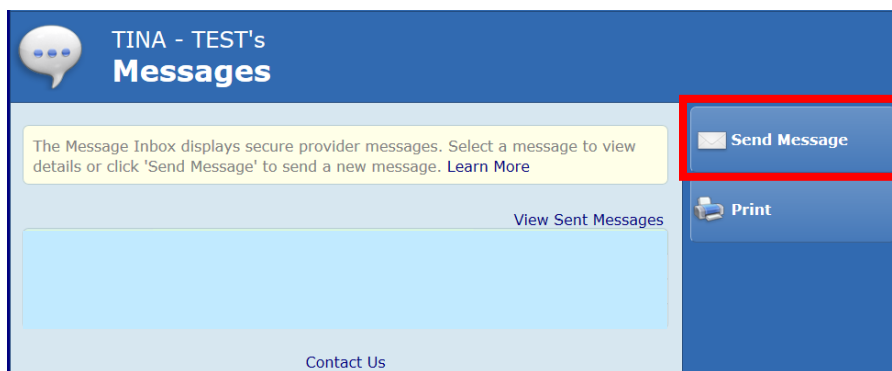
Please make sure that you are going to the following address: <https://patientportal.etch.com>

**Please Note: Do not use the browser back and forward page buttons; you must utilize the patient portal action buttons to navigate.**

After successfully logging onto your or your child's account, you will see the following; you will need to select the "Messages" button:



You will be taken to the following screen; you will need to select the "Send Message" button:



The "To" selection is determined by a) the patient's admitting/attending provider and b) whether the admitting/attending has agreed to accept messages from the ETCH Patient Portal. Otherwise, no names will appear on the "To:" field to select. After completing your message, please click on the "Send" button.

The screenshot shows the ETCH Patient Portal "New Message" form. At the top, there is a yellow box with instructions: "Send a non-urgent message to your provider. If you are experiencing a life threatening emergency, call 9-1-1. Learn More". Below this, there is a "New Message" section with a green header. The "To" field is set to "Lightyear, Buzz MD" and the "Subject" field is set to "Rash". The message body contains the text: "After taking the antibiotic prescribed, I have developed diarrhea. Should I stop taking the medication?" followed by "Thank you, Tina". At the bottom right of the form, there is a "Send" button highlighted with a red box.



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After the provider has received the message, if he or she responds; you will receive an e-mail indicating that you have a new Message to review. Here is an example of what the patient will receive:

Dear Portal Testing,

This is a notification to inform you that you have new activity (results, medications, etc...) that has been sent to the East Tennessee Children's Hospital Patient Portal. Please logon to your account and review the "What's New" section for the newly added item(s).

TINA TEST has new items. Click on the links below to view.

- [Messages](#)

You can log on to the Home page of your portal by accessing the link below:

<https://patientportal.etch.com/Phm-PhmHome.HomePage.WR.mthr?hcis=EAT.LIVEF&application=phm>

When you logon to the ETCH Patient Portal by clicking on the "Messages" link, you will be taken directly to the Messages Page and will see the following; the message will be in bold to indicate it is a new unread message:

| From                  | Subject     | Date/Time                   |
|-----------------------|-------------|-----------------------------|
| <b>Buzz Lightyear</b> | <b>Rash</b> | <b>Jun 18, 2019 2:09 pm</b> |

When the patient clicks on the message, they will see their original message and the response from the provider:

**Subject: Rash**

**From Buzz Lightyear on June 18, 2019 at 2:09 pm**

Yes, please discontinue the medication. We will contact you and prescribe a different medication.

\*\*\* From Mr. Charles Richard Simpson on June 18, 2019 at 1:26 pm \*\*\*

After taking the antibiotic prescribed, I have developed diarrhea. Should I stop taking the medication?

Thank you,  
Tina