



ETCH Patient Portal Overview, The Patient Experience

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.

This is the Patient Portal Logon Page:

A screenshot of the patient portal login page. The background is a solid blue color. At the top left is a white circular icon with a family silhouette. To its right, the text "EAST TENNESSEE" is in white, and "Children's Hospital" is in a larger white font. Below this is a white login form with a light gray background. The form contains two input fields: "Logon ID:" and "Password:". Below each field is a blue link: "Forgot Logon ID?" and "Forgot Password?". At the bottom of the form is a blue button with the text "Log On" in white.



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Below is an example of the opening page of the Patient Portal.

There are several items to take into consideration when viewing this page:

- 1.) The patient's name, that is the current active account, will display above the Action Buttons. If there are multiple patients attached to the ETCH Patient Portal account, you can switch between the accounts by selecting the "Change Person" button.
- 2.) The Action Buttons allow the patient to navigate throughout the Patient Portal. Clicking on the action button will take you to the specific topic.
- 3.) The Red Ball in the upper righthand corner of the action button is an indicator that there is a new item that you have not seen previously; these New items also are shown in the "What's New" section.

The screenshot shows the ETCH Patient Portal interface. At the top, the logo for East Tennessee Children's Hospital is displayed. To the right of the logo are two buttons: "Change Person" and "Log Off". Below the logo, the patient's name "Test" is shown. Underneath the name are five action buttons: "Health Record", "Medications", "Appointments", "Billing", and "Profile". Each button has a red ball in the top right corner. Below the action buttons is a "What's New" section with three items: "You have new Appointment activity.", "You have new Result activity.", and "You have new Medication activity.". Below that is an "Upcoming Appointments" section with three entries: "Thu, Mar 27, 2014 1:00 pm PT THERAPY (Nadine Trainer)", "Thu, Apr 03, 2014 1:00 pm PT THERAPY (Nadine Trainer)", and "Thu, Apr 10, 2014 1:00 pm PT THERAPY (Nadine Trainer)". Below that is a "Recent Visits" section with three entries: "Mon, Mar 24, 2014 11:00 am Surgical Day Care Surgery", "Thu, Mar 20, 2014 10:00 am Clinical Radiology", and "Wed, Mar 12, 2014 12:00 pm Clinical Radiology". At the bottom of the page are links for "Contact Us", "Preferences", and "Terms & Conditions", and a note "Licensed from Medical Information Technology, Inc.".

Patient's Name → Test

Action Buttons → Health Record, Medications, Appointments, Billing, Profile

What's New →

Upcoming Appointments			
Thu, Mar 27, 2014	1:00 pm	PT THERAPY (Nadine Trainer)	
Thu, Apr 03, 2014	1:00 pm	PT THERAPY (Nadine Trainer)	
Thu, Apr 10, 2014	1:00 pm	PT THERAPY (Nadine Trainer)	

Recent Visits			
Mon, Mar 24, 2014	11:00 am	Surgical Day Care	Surgery
Thu, Mar 20, 2014	10:00 am	Clinical	Radiology
Wed, Mar 12, 2014	12:00 pm	Clinical	Radiology

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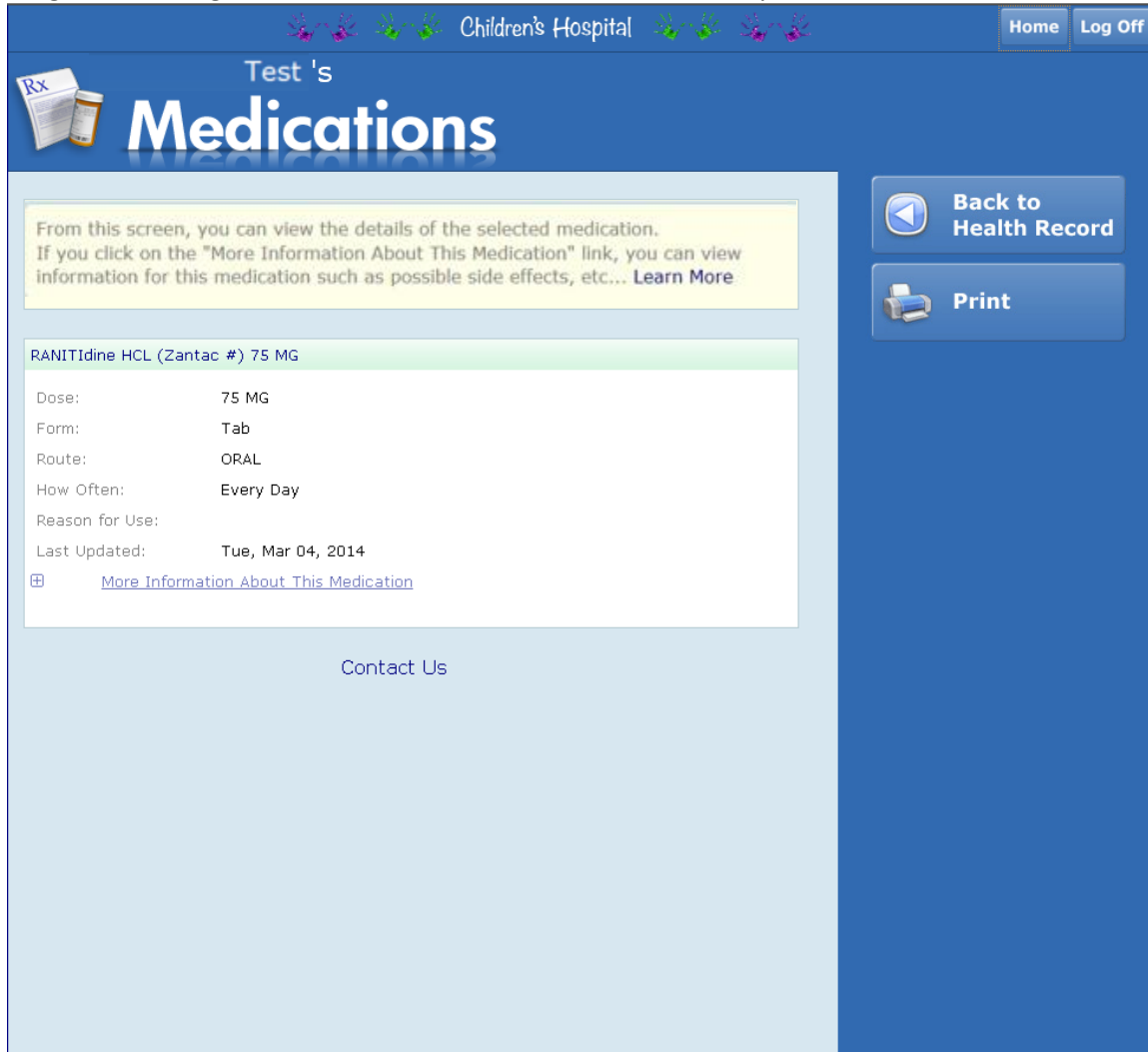
If you click on the Health Record Action Button, you will be taken to the following page. From this page, you can see the Allergies, Medications, and Conditions that were documented. You can click on each section to get a more detailed view; additionally, you have more action buttons to the right that can also be selected.



The screenshot shows the 'Test's Health Record' page. At the top, there is a navigation bar with 'Children's Hospital', 'Home', and 'Log Off' buttons. Below the navigation bar, the page title 'Test's Health Record' is displayed with a folder icon. A yellow box contains instructions: 'Select an item below or a button to the right to view more details. Select Health Summary to view, print or download a summary of your care. [Learn More](#)'. The main content area is divided into three sections: 'Allergies', 'Medications', and 'Conditions'. The 'Allergies' section lists Penicillin and SULFA (sulfonamide). The 'Medications' section lists Amphetamine/Dextroamphetamine, Alprazolam, Cholecalciferol, HYDROMORphone HCL, and RANITidine HCL. The 'Conditions' section lists Syncope, Back pain, acute, and Migraine headache. On the right side, there is a vertical sidebar with six buttons: 'Health Summary', 'Allergies & Conditions', 'Results', 'Medications', 'Reports', and 'Visit History'. At the bottom of the main content area, there is a 'Contact Us' link.

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For example, if you selected the RANITidine HCL medication from the list, you would be taken to the following screen that gives information on how the medication was prescribed.



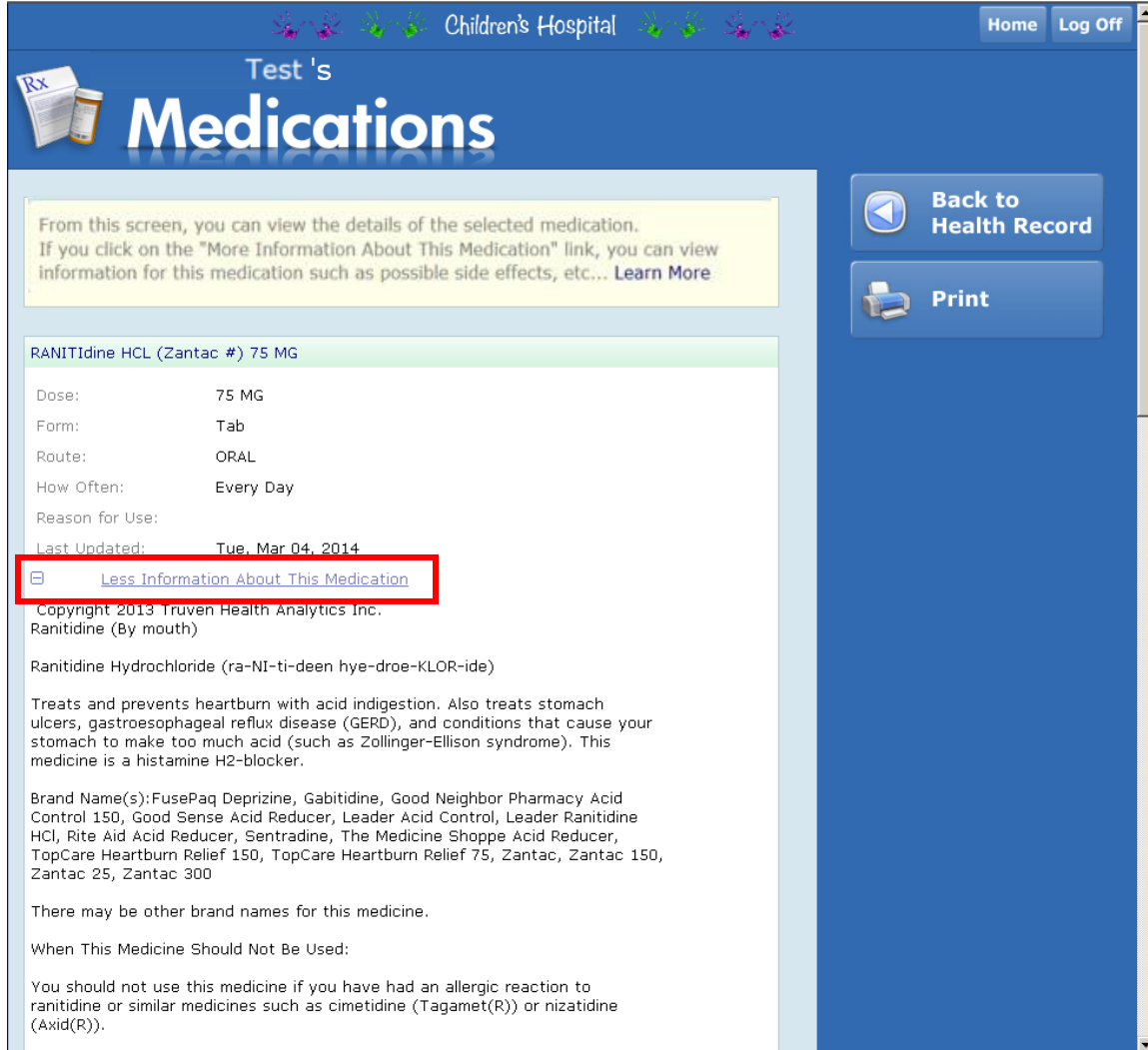
The screenshot shows the 'Test 's Medications' page. At the top, there is a navigation bar with 'Home' and 'Log Off' buttons. Below the navigation bar, the page title 'Test 's Medications' is displayed. A yellow box contains instructions: 'From this screen, you can view the details of the selected medication. If you click on the "More Information About This Medication" link, you can view information for this medication such as possible side effects, etc... Learn More'. The medication details are listed as follows:

RANITidine HCL (Zantac #) 75 MG	
Dose:	75 MG
Form:	Tab
Route:	ORAL
How Often:	Every Day
Reason for Use:	
Last Updated:	Tue, Mar 04, 2014

Below the medication details, there is a link: [More Information About This Medication](#). On the right side of the page, there are two buttons: 'Back to Health Record' and 'Print'. At the bottom of the page, there is a 'Contact Us' link.

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Selecting the “More Information About This Medication” will present you with information about the medication; this is similar to the information sheets that are normally handed out by your pharmacy.



The screenshot shows the 'Test 's Medications' page in the ETCH Patient Portal. The page has a blue header with the Children's Hospital logo and navigation links for 'Home' and 'Log Off'. Below the header, there is a yellow informational box and two buttons: 'Back to Health Record' and 'Print'. The main content area displays medication details for RANITidine HCL (Zantac #) 75 MG, including dose, form, route, and frequency. A red box highlights the link 'Less Information About This Medication'. Below the medication details, there is a copyright notice and a detailed description of the medication's uses and warnings.

Children's Hospital Home Log Off

Test 's Medications

From this screen, you can view the details of the selected medication. If you click on the "More Information About This Medication" link, you can view information for this medication such as possible side effects, etc... [Learn More](#)

[Back to Health Record](#)

[Print](#)

RANITidine HCL (Zantac #) 75 MG

Dose: 75 MG
Form: Tab
Route: ORAL
How Often: Every Day
Reason for Use:
Last Updated: Tue, Mar 04, 2014

[Less Information About This Medication](#)

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Ranitidine (By mouth)

Ranitidine Hydrochloride (ra-NI-ti-deen hye-droe-KLOR-ide)

Treats and prevents heartburn with acid indigestion. Also treats stomach ulcers, gastroesophageal reflux disease (GERD), and conditions that cause your stomach to make too much acid (such as Zollinger-Ellison syndrome). This medicine is a histamine H2-blocker.

Brand Name(s): FusePaq Deprizine, Gabitidine, Good Neighbor Pharmacy Acid Control 150, Good Sense Acid Reducer, Leader Acid Control, Leader Ranitidine HCl, Rite Aid Acid Reducer, Sentradine, The Medicine Shoppe Acid Reducer, TopCare Heartburn Relief 150, TopCare Heartburn Relief 75, Zantac, Zantac 150, Zantac 25, Zantac 300

There may be other brand names for this medicine.

When This Medicine Should Not Be Used:

You should not use this medicine if you have had an allergic reaction to ranitidine or similar medicines such as cimetidine (Tagamet(R)) or nizatidine (Axid(R)).

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How to Use This Medicine:

Capsule, Tablet, Liquid, Fizzy Tablet, Liquid Filled Capsule, Granule

* Your doctor will tell you how much of this medicine to use and how often. Do not use more medicine or use it more often than your doctor tells you to.

* If you are using this medicine without a prescription, follow the instructions on the medicine label.

* Measure the oral liquid medicine with a marked measuring spoon, oral syringe, or medicine cup.

* Swallow the tablet with a full glass of water.

* The effervescent tablet should not be chewed, swallowed whole, or dissolved on the tongue. The Zantac 25 EFFERdose Tablet should be mixed in 1 teaspoonful (or more) of water. The Zantac 150 EFFERdose Tablet should be mixed in 6 to 8 ounces (about 1 cup) of water. Do not drink the liquid until the tablet is completely dissolved.

* If you are using this medicine to prevent heartburn, take it 30 to 60 minutes before eating or drinking anything that causes you to have heartburn.

If a dose is missed:

* If you miss a dose or forget to use your medicine, use it as soon as you can. If it is almost time for your next dose, wait until then to use the medicine and skip the missed dose. Do not use extra medicine to make up for a missed dose.

How to Store and Dispose of This Medicine:

* Store the medicine in a closed container at room temperature, away from heat, moisture, and direct light. You may store the oral liquid in the refrigerator.

* Ask your pharmacist, doctor, or health caregiver about the best way to dispose of any outdated medicine or medicine no longer needed.

* Keep all medicine away from children and never share your medicine with anyone.

Drugs and Foods to Avoid:

Ask your doctor or pharmacist before using any other medicine, including over-the-counter medicines, vitamins, and herbal products.

* Make sure your doctor knows if you are also using triazolam (Halcion(R)), or a blood thinner such as warfarin (Coumadin(R)).

Warnings While Using This Medicine:

* Make sure your doctor knows if you are pregnant or breastfeeding. Tell your doctor if you have kidney disease, liver disease, or a history of acute porphyria.

* Before using this medicine, tell your doctor if you have had heartburn for longer than 3 months, if you have trouble swallowing food, if you are vomiting blood, or have blood in your stools. These may be signs of a more serious stomach condition.

* Heartburn pain that causes you to sweat, become lightheaded or dizzy, or have chest pain spreading to your arms or shoulders may be an indication of a heart attack. Seek emergency medical help if you have any of these symptoms.

* EFFERdose(R) tablets contain phenylalanine. If you have phenylketonuria (PKU), talk to your doctor before using this medicine.

* Make sure any doctor or dentist who treats you knows that you are using this medicine. This medicine may affect the results of certain medical tests.

Possible Side Effects While Using This Medicine:

Call your doctor right away if you notice any of these side effects:

* Allergic reaction: Itching or hives, swelling in your face or hands, swelling or tingling in your mouth or throat, chest tightness, trouble breathing

* Blistering, peeling, red skin rash.

* Dark-colored urine or pale stools.

* Fast, slow, or uneven heartbeat.

* Nausea, vomiting, loss of appetite, pain in your upper stomach.

* Unusual bleeding, bruising, or weakness.

* Yellowing of your skin or the whites of your eyes.

If you notice these less serious side effects, talk with your doctor:

* Constipation or diarrhea.

* Headache, may be severe.

* Mild nausea, vomiting, or stomach pain.

If you notice other side effects that you think are caused by this medicine, tell your doctor.

Call your doctor for medical advice about side effects. You may report side effects to FDA at 1-800-FDA-1088

[Contact Us](#)



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If you have multiple patients attached to the account, you can switch between them by selecting the “Change Person” action button:

The screenshot displays the ETCH Patient Portal interface. At the top, the East Tennessee Children's Hospital logo is visible, along with a "Change Person" button and a "Log Off" link. Below the logo, there is a "Test" section with five icons: Health Record, Medications, Appointments, Billing, and Profile. A "What's New" section lists recent activities: "You have new Appointment activity.", "You have new Result activity.", and "You have new Medication activity.". An "Upcoming Appointments" section shows three appointments for PT THERAPY (Nadine Trainer) on Thu, Mar 27, 2014, Thu, Apr 03, 2014, and Thu, Apr 10, 2014, all at 1:00 pm. A "Recent Visits" section shows three visits: Surgical Day Care (Surgery) on Mon, Mar 24, 2014 at 11:00 am; Clinical (Radiology) on Thu, Mar 20, 2014 at 10:00 am; and Clinical (Radiology) on Wed, Mar 12, 2014 at 12:00 pm. At the bottom, there are links for "Contact Us", "Preferences", and "Terms & Conditions", and a note: "Licensed from Medical Information Technology, Inc.".

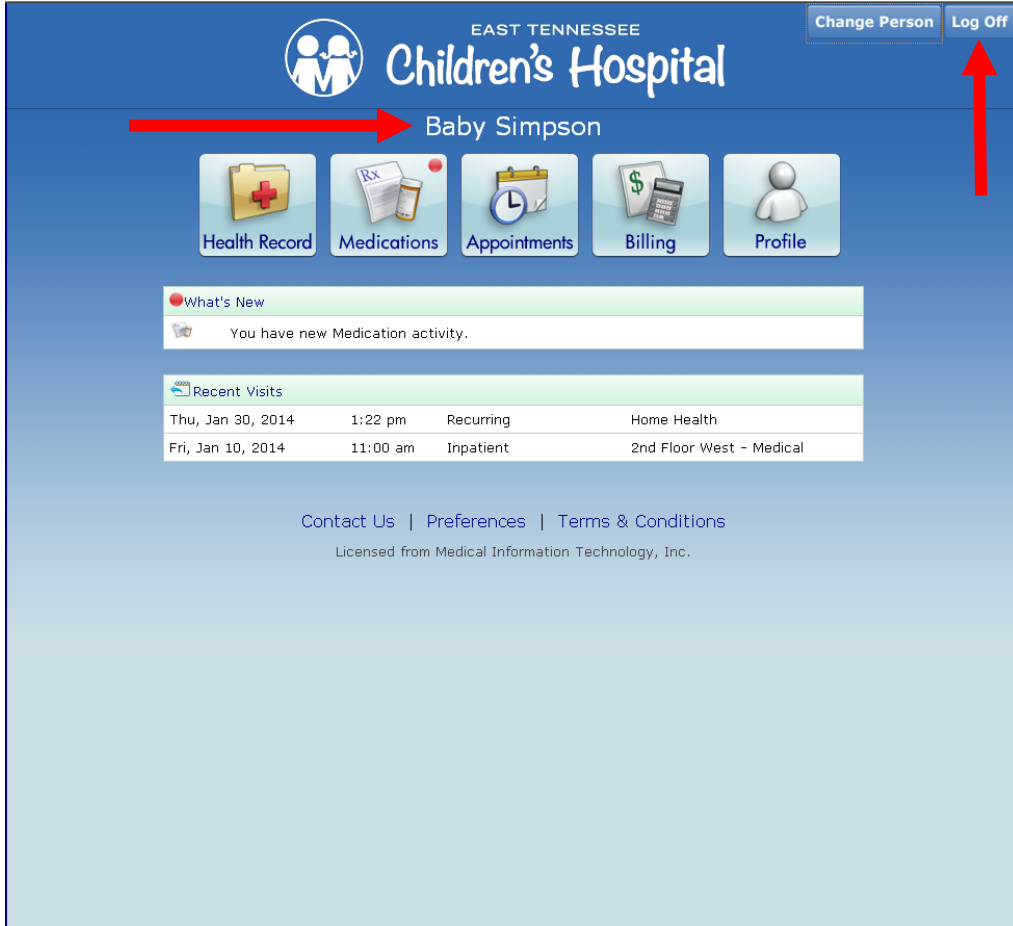
Change Person

Baby Simpson



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After selecting the “Baby Simpson” account, the account will become the active account and you can now navigate throughout the health record.



When you have finished your session, please be sure to click on the “Log Off” action button.

For a more detailed review of the action buttons, please see the other help documents for a specific action that you would like to review.