

# ONLINE PATIENT PORTAL INSTRUCTIONS

Welcome to Lamprey Health Care's **ONLINE PATIENT PORTAL** available to all Lamprey Health Care patients

The Lamprey Health Care **ONLINE PATIENT PORTAL** allows patients to do the following:

- Request your medication refill online
- Request an appointment with your Lamprey Health Care Provider online
- Request a referral from your Lamprey Health Care Provider online

**To access the ONLINE PATIENT PORTAL** click the link on the home page of our website, located in the top right menu bar at [www.lampreyhealth.org](http://www.lampreyhealth.org).

## **TO REGISTER:**

**Step 1:** At login, click on **Register**

**Step 2:** Fill out form with your information

**Step 3:** When finished, click on **Register**

\*Your first time visiting the ONLINE PATIENT PORTAL, you might be asked to verify your Personal Information. You will be prompted with a Patient Verification page.

**Step 1:** Verify your **Personal Identification Information** by providing your first & last name and birth date.

**Step 2:** **Verify Patient Information** by confirming or editing your patient information.

\*This option is available to you whenever your personal information requires an update – simply click on **Edit Account** at the top left of the page and follow the instructions.

Instructions for submitting a **Medication Refill, Request for an Appointment** and a **Request for a Referral** are on the back of this page.

## **TO REQUEST A MEDICATION REFILL**

**Step 1:** Click on **Request Medication Refill**

**Step 2:** Complete form. You'll be asked to:

- Select the name of your provider
- Select or type in the medication needed
- Select a 30 day or 90 day supply
- Select or type in your pharmacy

**Step 3:** When finished, click on **Submit**.

**Step 4:** After submitting, you will be instructed to check with your pharmacy to see if your refill has been processed.

## **TO REQUEST AN APPOINTMENT**

**Step 1:** Click on **Patient Services**

**Step 2:** Click on **Request an Appointment**

**Step 3:** Fill out your request by providing:

- Your Lamprey Health Care Center
- Your preferred date & time for appointment (1<sup>st</sup> & 2<sup>nd</sup> choice)
- The reason for your appointment request
- Your preferred method of notification (phone or email)
- When finished, click **Submit**.

## **TO REQUEST A REFERRAL**

**Step 1:** Click on **Patient Services**

**Step 2:** Click on **Request a Referral**

**Step 3:** Fill out your request by providing:

- Choose your Lamprey Health Care Center
- The reason for referral request
- The physician you would like to be referred to
- How soon you need the appointment
- Your preferred method of notification (phone or email)
- When finished, click **Send**

**Step 4:** You will have the option of printing a copy of your referral request for your records.