WHAT IS MY WESTMED?
My Westmed is a secure patient portal where you as a patient can access your personal medical health records and use many self-service features. It's a convenient way to take control of your health information, anywhere, anytime.

REGISTERING FOR MY WESTMED

Adult Patient 18+
You must have an active email account in order to register.

Option 1: Adults 18+ can register with one of our clerical associates at a Westmed office. Please remember to bring a valid picture ID with you.

Option 2: Click here and look for the “My Westmed” box in the top right corner of the home page. Click on “Sign Up!” and follow the registration steps.

Family Access for Adult Patient 18+
Family Access for adults is offered to help a representative oversee health care for another adult, such as an elderly parent or an adult child with disabilities. The adult patient must be 18 year of age or older. A legal guardian requesting access must provide a copy of the guardianship order.

Family Access for adult patients may be done in person with both the adult patient and representative present. A form must be completed and a valid picture ID must be presented. Family Access for adults may also be done by mail where a completed, notarized form is submitted, including a copy of the guardianship order if the representative is the legal guardian.

The notarized My Westmed Family Access Authorization Form may be mailed to: Westmed, attn: Technical Support, 2700 Westchester Avenue, Purchase NY 10577.

Family Access for Pediatric Adolescent Patient 13-17
Family Access for pediatric adolescents aged 13-17 is enabled to allow the patient’s parent or legal guardian to have limited access to communicate with the patient’s pediatric provider through secure messaging.

Family Access requests for pediatric adolescents 13-17 are processed in-person only in the presence of a Westmed staff member. Both the parent/legal guardian and the pediatric adolescent patient must be present in office. A legal guardian must provide copies of the guardianship order.

Family Access for a Child under 13
Family Access for children is offered to help the parent or legal guardian oversees health for his/her child 0-12 years old. At any time of the day, you can view your child's Westmed online records, make well child exam appointments, send secure emails to your pediatrician and more.
Family Access requests for children 0-12 are processed **in-person only** with the parent or legal guardian present. A legal guardian must provide copies of the guardianship order.

Once the child turns 13 years old, they can access their own account with limited access by resetting their password.

**MY WESTMED HOME**
There are various self-service features available in My Westmed. You can access these features from the left-hand side navigation bar on the My Westmed home page. Below each feature is described.

**Home**
The My Westmed home page allows you to quickly access the most popular features of the portal. You can customize the home page by clicking and dragging any of the tiles to a preferred section of the screen.

**Profile**
You can update your patient portal profile, which includes **General Information**, **Contact Information**, **Emergency Contact**, **Guarantor**, **Insurance Information**, **Portal Settings** and **Password**.

To update areas of the patient portal profile, complete the steps below:
1. From the My Westmed home page, click **Edit Profile**.
2. Click the **drop down arrow** next to the area you wish to update.
3. Update and edit information and then click **Save Changes**.

**Welcome Message**
Contact information is located here; a support form can also be accessed for help or technical questions.

**Latest Health Summaries**
An updated health summary is available nightly after each visit with a Westmed provider. These individual health summaries can be accessed from the My Westmed homepage or from the left-hand navigation menu via **Medical Records**.

**Messages**
View secure messages from your provider(s), view all messages or create a new message.

**People I Manage**
If you have Family Access to someone's My Westmed account, their account can be accessed and managed here.

**Office Appointments**
View most recent office appointments.

**Forms**
A patient online form is used to request updates on business or medical information.

**APPOINTMENTS**
You can view scheduled and cancelled appointments, view appointment details and use a filter feature to search and find appointments.

**Filters**
Filters allow you to search and find appointments. These filters include **from and to dates**, **appointment status** and also the ability to **switch to a different user's appointments**.

**Note:** Users only display in the **User** field drop-down if the Family Access registration has been completed.
To filter appointments, complete the steps below:
1. Click **Appointments** from the left-hand navigation bar.
2. Click **In-Office**.
3. Click **Show/Hide Filters**.
4. Choose corresponding **filter** to find appointment.

**Appointment Details**
To view appointment details for upcoming or past appointments, complete the steps below:
1. Click **Appointments** from the left-hand navigation bar.
2. Click **In-Office**.
3. Find appointment, and then click the blue **eye** icon in the Action column.

**BILLING**
You can see your current balance, view transaction history, and pay bills online.

**Viewing Balance**
To view current balance, complete the steps below:
1. Click **Billing** from the left-hand navigation bar and view the current balance in the **Balance** column.

**Viewing Transaction History**
To view transaction history, complete the steps below:
1. Find invoice, and then click blue **eye** icon in the **Actions** column.

**Paying an Invoice**
To pay an invoice, complete the steps below:
1. Find an invoice and then click **Pay** in the **Actions** column.
2. You will be directed to [http://pay.westmedgroup.com](http://pay.westmedgroup.com) and must verify your identity to continue.

For billing support, email: BillingQuestions@westmedgroup.com

**CONTACTS & PRIVACY**
This section allows you to view your dependents and access their profile.

**Dependents**
In the **Dependents** box, you will see any users you have Family Access to. A dependent is someone whose patient portal account you manage, such as a child or an elderly adult.

For Family Access instructions please see page 1, **REGISTERING FOR MY WESTMED**.

**FORMS**
Request updates on personal or medical information. The forms include: **Referral Request**, **Updates to Allergies, Conditions, and Medications**, **Demographic Update** and **Notification Preferences**.

**Completing a Form**
To complete a patient online form, complete the steps below:
1. Click **Forms** from left-hand navigation bar.
2. Select appropriate form, enter the information in the corresponding fields, and then click **Send or Submit Form**.

**Completed Forms**
View and download previously completed forms.

**MEDICAL RECORDS**
The information in the **Medical Records** section comes from your medical chart and is updated nightly. This includes: **Conditions**, **Medications**, **Social History**, **Family History Allergies**, **Procedures**, **Health Summaries** and **Documents**. The **Immunizations** feature is coming soon.

**Submitting an Update Request**
To submit an update request to medical information, complete the steps below:
1. Click **Medical Records** from left-hand navigation bar.
2. Click **Add** next to the appropriate category.
3. Enter information in the corresponding fields and then click **Send**.
MESSAGES
You can view your messages, send messages and view sent secure messages to providers with whom you have had an appointment with in the past 3 years. You can also send general questions to Westmed about insurance or billing questions. All messages should be non-urgent messages only. Every effort will be made to respond to within 24-48 hours (3-4 days for Urgent Care), except when the office is closed for weekends and holidays.

Sending Messages
To send a message, complete the steps below:
1. Click Messages from the left-hand navigation bar.
2. Click New Message.
3. The From field will display patients name.
   **Note:** If patient has family access they can select dependent from the From drop-down.
4. Click the drop-down from Select Recipients and select the appropriate recipient.
   **Note:** If you select ‘Question for my Doctor’ additional fields will display and you must chose a provider and question type.
5. Enter a subject in the subject field.
6. Type a message in message comment box and click Send.

Viewing and Replying to Messages
To view and reply to messages, complete the steps below.
1. Click Messages from left-hand navigation bar.
2. Double-click on a bolded message.
3. Click Reply.
4. Enter a response in the message box and click Send.

PRESCRIPTIONS
This section lists your previous refill requests and your eye prescriptions, if applicable.

Viewing Prescription Refill Requests
To view a prescription, complete the steps below.
1. Click Prescriptions from the left-hand navigation bar.
2. Select Refill Requests.
3. Find a prescription and then click on blue eye icon in the Actions column.
4. After the prescription information is viewed, click blue X or Go back to close the window.

Request a Refill
To request a refill, complete the steps below.
1. Click Prescriptions from the left-hand navigation bar.
2. Select Refill Requests.
3. Click Request Refill +.
4. Enter the information to the corresponding fields and click Submit Request.
   **Note:** There may be times when it may not be medically appropriate to renew a prescription. In this case, your provider will send you a message.

Viewing Eye Prescriptions
To view eye prescriptions, complete the below steps:
1. Click Prescriptions from the left-hand navigation bar.
2. Select Eye Prescriptions.
3. Find an eye prescription and click on the blue eye icon in the Actions column.

Downloading Eye Prescriptions
To download an eye prescription, complete the below steps:
1. Click Prescriptions from the left-hand navigation bar.
2. Select Eye Prescriptions.
3. Find an eye prescription and click on the printer icon.

RESULTS
You can view your latest clinical lab tests, such as blood count or urine analysis.
Viewing Lab Results
To view results, complete the below steps:
1. Click Results from the left-hand navigation bar.
2. Select Labs.
3. Find a result and click View.
4. After results are viewed, click the blue X or Go back to close the window.

Graphing Results
To graph results, complete the following steps:
1. Find a result and click Graph.
2. After graph is viewed, click Go back to close the window. You can also print the graph.

Viewing Result Documents
To view result documents, complete the below steps:
1. Click Results from the left-hand navigation bar.
2. Select Documents.
3. Find a document and click View.
4. To print, click Print on result document.
5. To close, click the blue X or Go back.

WELLNESS TRACKER
You can track health and wellness measurements such as weight, blood pressure or hours slept. You can also view, graph and print these graphs.

RESETTING PASSWORD
If you have forgotten your password, you can reset it by using the Forgotten Password form.

To reset a password, complete the steps below:
1. Go to the www.westmedgroup.com, and then click My Westmed.
2. Click Forgot Your Password?
3. Enter your username in the Username field.
4. Click Reset my Password.

To protect our patient's privacy, My Westmed will send a code to the cell phone number on file before allowing the password reset. If no cell phone number is on file, you can answer questions to verify your identity.

RECOVERING USERNAME
If you have forgotten your username, you can recover it by using the Forgotten Username form.

To recover a username, complete the steps below:
1. Go to www.westmedgroup.com, and then click My Westmed.
2. Click Forgot Your Username?
3. Enter your First name, Last name, Date of Birth and e-mail address to use for the My Westmed portal.
4. Click Recover Username.

To protect our patient's privacy, My Westmed will send a code to the cell phone number on file before allowing the username recovery. If no cell phone number is on file, you can answer questions to verify your identity.

TECHNICAL SUPPORT
If you have My Westmed technical questions or need additional help, call us at (914) 607-4717. You can also e-mail support@technical@westmedgroup.com. (In your e-mail, please include your full name, date of birth, current address, the e-mail address you provided when you registered for a My Westmed account and the name of the last Westmed provider you have seen.) You can expect a response within 24-48 hours, except on weekends and holidays when the office is closed. If your situation becomes more urgent, please call your Westmed provider directly.

OTHER CONTACTS
Registration, insurance, appointment issues: ContactCenter@westmedgroup.com
Billing issues: BillingQuestions@westmedgroup.com

We would love to hear about your patients overall experience using My Westmed. Please send comments and suggestions to us at: ClientRelations@westmedgroup.com