

my westmed USER GUIDE

TABLE OF CONTENTS

What is My Westmed?	1
Registering for My Westmed	1
Adult Patient 18+	1
Family Access for Adult Patient 18+	1
Family Access for Pediatric Adolescent Patient 13-17	1
Family Access for a Child under 13	1
My Westmed Home	2
Home	2
Profile	2
Welcome Message	2
Latest Health Summaries	2
Messages	2
People I Manage	2
Office Appointments	2
Forms	2
Appointments	2
Filters	2
Appointment Details	3
Billing	3
Contacts & Privacy	3
Dependents	3
Forms	3
Completing a Form	3
Completed Forms	3
Medical Records	3
Submitting an Update Request	3
Messages	3
Sending Messages	4
Viewing and Replying to Messages	4
Prescriptions	4
Viewing Prescription Refill Requests	4
Request a Refill	4
Viewing Eye Prescriptions	4
Downloading Eye Prescriptions	4
Results	4
Viewing Lab Results	4
Graphing Results	4
Viewing Result Documents	4
Wellness Tracker	5
Resetting Password	5
Recovering Username	5
Technical Support	5
Other Contacts	5

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**.

Note: Some fields are not available to edit and will be greyed out.

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.

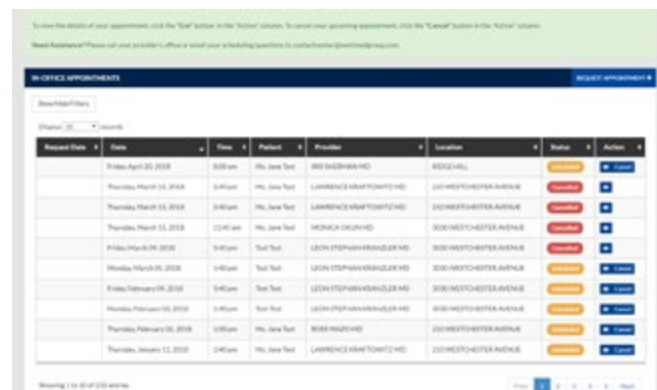
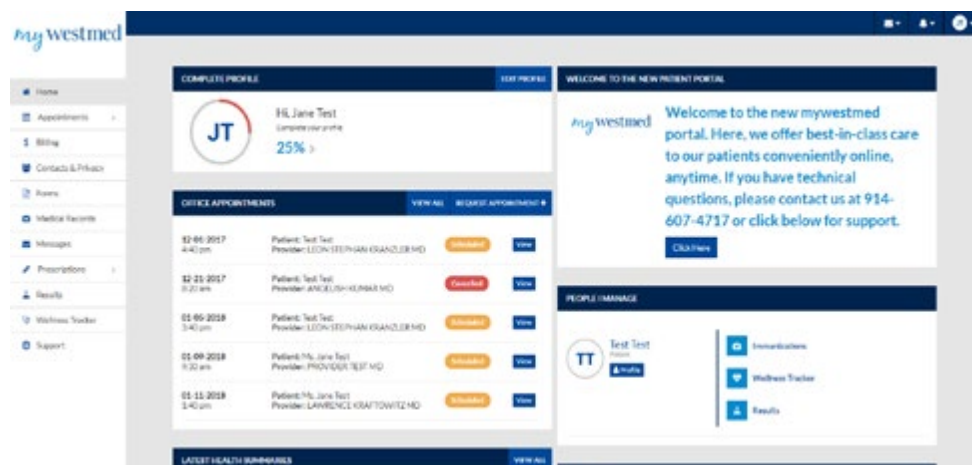
APPOINTMENTS

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

This section will redirect you to billing page (pay.westmedgroup.com).

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, Medical Information 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. 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 choose 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:

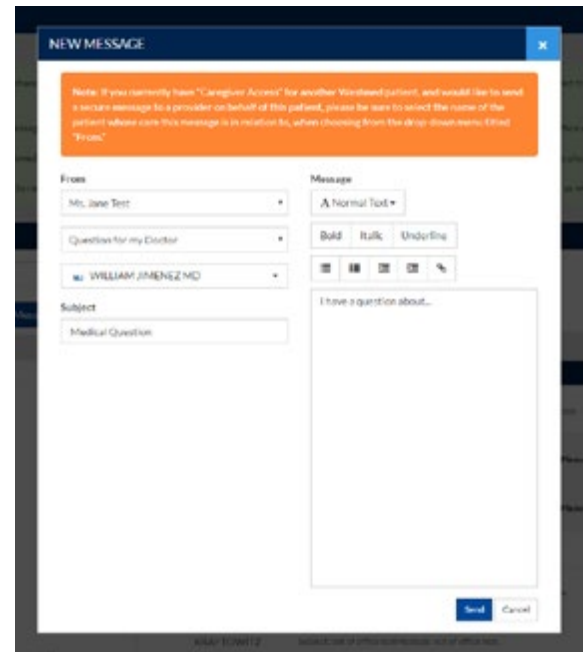
1. Find a result and click **Graph**.

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, authentication link will be send on your email address.

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, authentication link will be send on your email address.

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 at 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