

Directions for sending a message to your provider in our new portal are below.

First, log into the new site. The first screen will look like this:

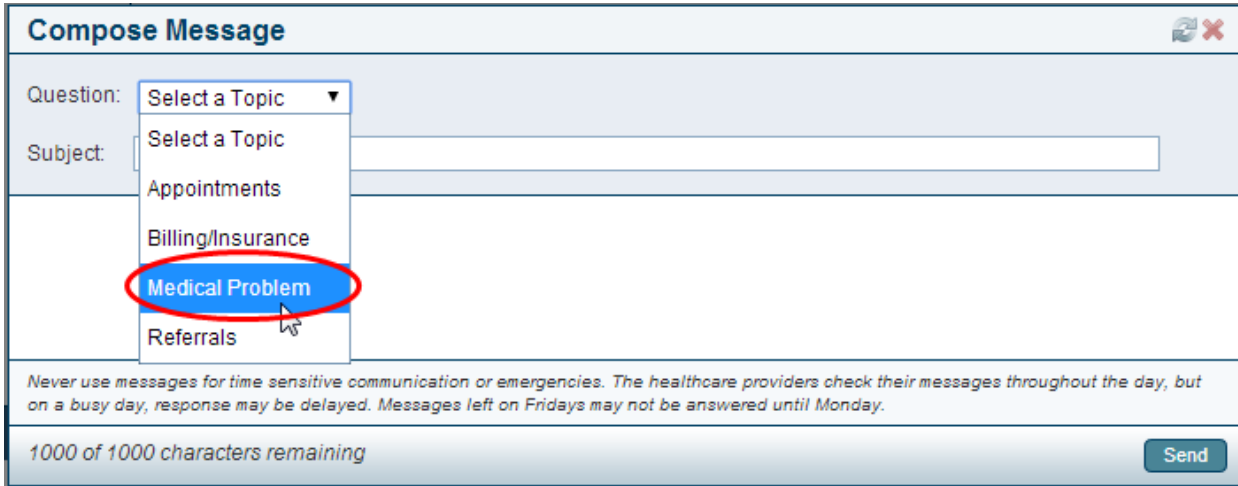
The screenshot shows the Post Rock Family Medicine patient portal. At the top left is the logo and name. To the right, it says "Welcome Jennifer!" with a "Log Out" button. Below that is a "Switch Location:" dropdown menu set to "Prairie Star Family Practice, P.A.". The main navigation bar includes "Home", "Health Summary", "Visits/Results", "Messaging" (circled in red), "Providers", and "My Account". Below the navigation bar is a banner for "Post Rock Family Medicine" with the tagline "For a Lifetime of Health". At the bottom, there are three tabs: "Upcoming Appointments", "Messages" (selected), and "Results". The "Messages" tab shows a table with columns for "Date", "From", and "Subject".


Click on "messaging" circled in red above. Your inbox will appear and looks like the screen below.


The screenshot shows the messaging inbox. At the top, it says "Welcome Jennifer!" with a "Log Out" button. Below that is a "Switch Location:" dropdown menu set to "Prairie Star Family Practice, P.A.". The main navigation bar includes "Home", "Health Summary", "Visits/Results", "Messaging" (selected), "Providers", and "My Account". Below the navigation bar is a search bar with "Search" and "Clear" buttons. The inbox is divided into sections: "Inbox (9)", "Sent", and "Deleted". The "Inbox (9)" section contains a table with columns for "Date", "From", "Subject", and a red "X" icon. The "Compose" button at the bottom left is circled in red. At the bottom right, there is a "PAGE 1 of 1" indicator and a refresh icon. The footer contains "Legal | Privacy Practices | Internet Privacy Statement | © 2013 e-MDs, Inc."

Click on the "compose" button located in the lower left corner (circled in red).

A message box will appear and looks like the screen below. Choose “medical problem” from the drop down menu if you have a question about your health or want to send a message to your provider.



Compose Message  

Question: 


Subject:



- Appointments
- Billing/Insurance
- Medical Problem**
- Referrals



Never use messages for time sensitive communication or emergencies. The healthcare providers check their messages throughout the day, but on a busy day, response may be delayed. Messages left on Fridays may not be answered until Monday.

1000 of 1000 characters remaining

A list of the providers you have seen will appear to select from, and looks like the screen below.



Compose Message  

Question:  Send To: 

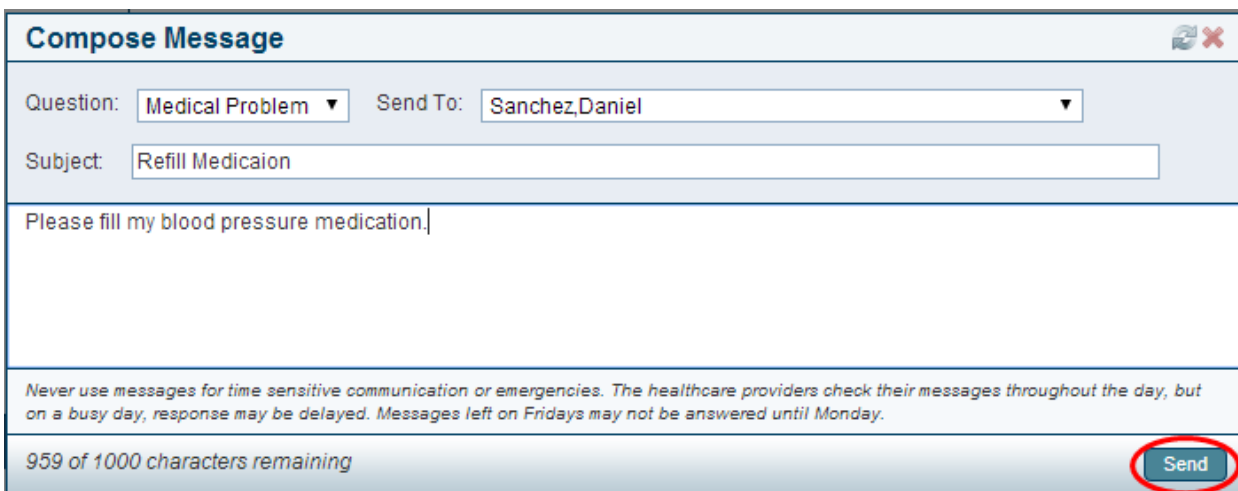
Subject:



- Sanchez, Daniel
- Loney, Beth



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You can then enter a subject and your message, choosing “send” (circled in red) to conclude your message.



Compose Message  

Question:  Send To: 

Subject:

Please fill my blood pressure medication.

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