



The Colorado Health Foundation™

Title: Portal Marketing Examples in English and Spanish

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Context for Use: These examples of patient portal marketing materials used by clinics can be designed to reach out to both English and Spanish-speaking patients.

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Examples of a Patient Portal Brochure in English and Spanish

Provided by Summit Community Care
Clinic with Permission to Share Freely
and Broadly

**The Patient Portal
allows you to:**

- Send messages to SCCC staff
- Update your personal info
- View scheduled appointments or request an appointment
- View clinical summaries
- View medication lists
- View lab results
- Obtain educational materials
- View patient statements



*The mission of Summit
Community Care Clinic is to
provide exceptional,
integrated, patient-centered
health care services designed
to meet the needs of people
who experience barriers to
accessing care, regardless of
their ability to pay.*

**For more information, visit
our website at
www.summitclinic.org**



360 Peak One Drive, Suite 100
PO Box 4337
Frisco, CO 80443
970.668.4040



**Using your
Patient
Portal**

What is a Patient Portal?

A patient portal is a secure online website that gives you convenient 24-hour access to your personal health information and medical records from anywhere with an Internet connection.

The Patient Portal should NOT be used for emergency related questions.

If you have an emergency or other urgent matter you should contact your provider by telephone, call 911, or proceed immediately to an emergency room.



What can I do with the Portal?

The Portal allows you to communicate with your health care provider and connects you directly to your Electronic Health Record anywhere that you have web access.

Other features include:

- View medications, allergies, clinic summaries, and lab results
- Update your personal information at any time
- View scheduled appointments

Why is using the Patient Portal important?

Accessing your personal medical records through a patient portal can help you be more actively involved in your own health care. Also, patient portals offer self-service options that can eliminate phone tag with your doctor and sometimes even save a trip to the doctor's office.

You must be 18 years of age or older and have a personal, valid email address in order to access the Patient Portal.

En la **SCCC** creemos que el cuidado prenatal de rutina es esencial para **el comienzo saludable de una nueva vida** y no deseamos que barreras financieras le impidan a una madre recibir cuidado prenatal. La **SCCC** ofrece un **paquete de cuidado prenatal** que incluye servicios prenatales de rutina a un precio fijo.



La misión de La Clínica Comunitaria es proveer servicios excepcionales, integrados y centrados en el paciente diseñados para satisfacer las necesidades de las personas que encuentran barreras para obtener acceso a servicios médicos sin importar su habilidad para pagar.



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summit community
CARE CLINIC

Opciones
Prenatales

Para aquellos
sin seguro
médico

Lo que incluye el Paquete Prenatal

- Visita inicial prenatal y 11 visitas prenatales de seguimiento
- Primer ultrasonido en la SCCC para confirmar la fecha de parto
- Ultrasonido especializado en el Segundo trimestre en Swan Mountain Women's Center
- Exámenes de laboratorio relacionados con el embarazo
- Una visita dental en la SCCC para examen y limpieza dental durante el embarazo
- Examen de salud mental



Costos

Cuidado prenatal exhaustivo está disponible para pacientes con ingresos que califiquen desde

\$850 a \$2,250

Dependiendo del nivel de ingreso. Pacientes verán un especialista de elegibilidad y finanzas para calcular el nivel de código.

**Costo Extra podría incurrir por servicios adicionales.

**Planes de Pago pueden ser autorizados

Lo que NO incluye el Paquete Prenatal

- Primera visita para examen para confirmar embarazo
- Costos del parto por parte del hospital (pacientes aplican para Medicaid de emergencia para pagar por esto)
- Costos por parte del hospital por cuidado del recién nacido
- Visitas médicas para atender problemas ajenos al embarazo (tales como gripes, heridas, etc.)
- Medicamentos
- Cuidado dental de seguimiento
- Exámenes de laboratorio adicionales

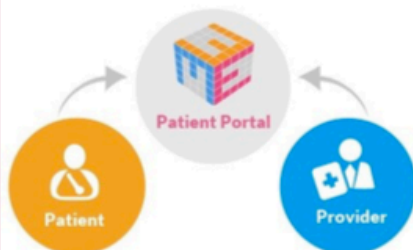


Examples of a Patient Portal Brochure in English and Spanish

Provided by High Plains Community
Health Center with Permission to
Share Freely and Broadly

The Patient Portal allows you to:

- ◆ Edit your personal information
- ◆ Contact a provider/healthcare team
- ◆ Request/view appointments
- ◆ View medications lists
- ◆ Request medication refills
- ◆ View encounter summaries
- ◆ Print medical records—FREE



Giving back to the community

Mission:

High Plains Community Health Center will be the provider of choice for quality, accessible primary health care services in Southeast Colorado.

Vision:

High Plains Community Health Center envisions optimal health for our community, supported by state-of-the-art health care that ensures access to all.

Service:

High Plains annually provides over 7,500 people in Southeastern Colorado with comprehensive medical and dental services.

High Plains Community Health Center

201 Kendall Drive
Lamar, CO 81052
www.highplainschc.net

Phone: 719-336-0261
Portal Support: 719-336-6930
E-mail: portal.support@highplainschc.net

Using Your Patient Portal



Access the Patient Portal from any of these devices:

- ◆ Desktop computer
- ◆ Laptop
- ◆ Tablet
- ◆ Smartphone



What is the Patient Portal?

When it comes to healthcare there is a good chance you have visited more than one doctor. This can make your records difficult to manage and your entire healthcare process challenging.

The Patient Portal is a secure online website that gives you 24-hour access to your healthcare records from anywhere with an Internet connection. Through the Portal you will have the tools necessary to better manage your healthcare needs.

**THE PATIENT PORTAL SHOULD NOT BE USED
FOR EMERGENCY RELATED QUESTIONS.**

Why is using the Patient Portal important?

The Patient Portal is an efficient way to manage many of your healthcare needs without having to call or make a special trip in to see your provider or healthcare team.

Through the Patient Portal your online records are easily accessible. Need your medical records to take to an appointment out of town? Use the Portal to obtain and print free of charge.

Running late and forgot to schedule "that" appointment or can't remember when your next appointment is scheduled. Through the Portal you can request appointments and view upcoming appointments.

Tired of phone tag with your provider or health team, send a secure electronic message through the Portal.

Need to review medications, encounter summaries, and get lab results. The Portal is your answer.

The Patient Portal is an easy and efficient way to change the way you manage your health and save you time and money.

Sign up today and your name will be entered into our monthly \$25 gift certificate drawing!

Three ways to sign up

All you need to sign up is a valid email address

Register online at: www.highplainschc.net
Click on the Patient Portal tab and then Register Online.

Call: Portal Support at 719-336-6930 or main line at 719-336-0261.

Visit any of our clinics:

Medical: 201 Kendall Drive, Lamar, CO
Dental: 200 Kendall Drive #1, Lamar, CO
LCC Campus: 2401 S Main St, Lamar, CO
Adult Health: 2221 Wellness Way, Lamar, CO
Dr. Figlio: 200 Kendall Dr #2, Lamar, CO
Holly Clinic: 410 W Colorado, Holly, CO
Wiley Clinic: 302 Main, Wiley, CO

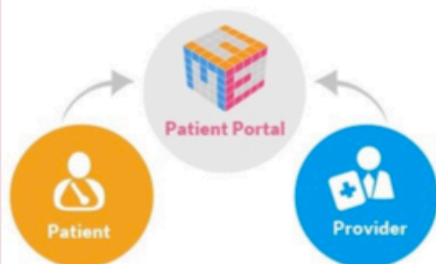
Once registered you will receive an email with your temporary password. From this email you will open the link, enter your user name, temporary password and be prompted to change your password. After updating your password, you will have access to your personal health record 24/7 and also be entered into our monthly \$25.00 gift certificate drawing.



**Problems? Contact Portal Support
719-336-6930**

El portal de paciente le permite:

- ♦ Editar su información personal,
- ♦ Estar en contacto con un equipo de salud/proveedor de
- ♦ solicitud/ver citas
- ♦ Ver listas de medicamentos
- ♦ Ver resumen medico
- ♦ Oprimir informacion medica Gratis



Regresando a la comunidad

Misión:

High Plains Community Health Center será el proveedor de elección para la calidad, accesibles los servicios de atención primaria de salud en el sureste de Colorado.

Visión:

High Plains Community Health Center prevé una salud óptima para nuestra comunidad, apoyada por el estado del arte de la atención de salud que garantiza el acceso a todos.

Servicio:

High Plains proporciona anualmente más de 7.500 personas en Colorado Southeastern con completos servicios médicos y dentales.

High Plains Community Health Center

201 Kendall Drive
Lamar, CO 81052
www.highplainschc.net

Phone: 719-336-0261
Portal Support: 719-336-6930
E-mail: portal.support@highplainschc.net

Utilizando su portal



Acceder al portal del paciente desde cualquiera de estos dispositivos:

- ♦ ordenador de sobremesa
- ♦ ordenador portátil
- ♦ tableta



Que es portal de paciente?

En lo que se refiere a la sanidad existe una buena posibilidad de que ha visitado más de un médico. Esto puede hacer que sea difícil de gestionar sus registros y todo su proceso asistencial desafiante.

El paciente es un portal web seguro online que te ofrece 24 horas de acceso a sus registros sanitarios desde cualquier lugar con una conexión a Internet. A través del portal tendrá las herramientas necesarias para administrar mejor sus necesidades de atención médica.

EI PORTAL DE PACIENTE NO DEBE UTILIZARSE PARA CASOS DE EMERGENCIA DE PREGUNTAS RELACIONADAS.

Porque es importante el potal de paciente?

El paciente Portal es una forma eficiente de administrar muchas de sus necesidades de atención médica sin tener que llamar o hacer un viaje especial para ver al médico o equipo sanitario.

A través del Portal del paciente sus registros en línea son fácilmente accesibles. Necesitan sus registros médicos para tomar una cita fuera de la ciudad? Usar el Portal para obtener e imprimir de forma gratuita.

Llega tarde y se le olvidó el programa "que" cita o no recuerdas cuando su próxima cita programada. A través del portal puede solicitar citas y ver las próximas citas.

Cansados de la etiqueta con su proveedor de teléfono o equipo de salud, envíe un mensaje electrónico seguro a través del Portal.

Necesidad de revisar los medicamentos, encuentro resúmenes, y obtener resultados de laboratorio. El Portal es la respuesta.

El paciente Portal es una manera fácil y eficaz para cambiar la forma de gestionar su salud y le ahorrará tiempo y dinero.

Inscríbase hoy mismo y su nombre será ingresada en nuestro certificado de regalo de \$25 dólares cada mes!

3 formas para registrarse

Nadamas necesita un correo electronico..

Regístrese en línea en: www.highplainschc.net haga clic en la Portal del paciente y, a continuación, registrar en línea.

Llame al: 719-336-6930 Portal Soporte en línea principal o al 719-336-0261.

Visite cualquiera de nuestras clínicas:

Médico: 201 Kendall Drive, Lamar, CO
Dental: 200 Kendall Drive #1, Lamar, CO
LCC Campus: 2401 S Main St, Lamar, CO
La salud de los adultos: 2221 Forma de bienestar, Lamar, CO
Dr. Figlio: 200 Kendall Dr. #2, Lamar, CO
Holly clínica: 410 W Colorado, Holly, CO
Wiley clínica: 302 Main, Wiley, CO

Una vez registrado, recibirá un correo electrónico con su contraseña temporal. A partir de este mensaje de correo electrónico se abrirá el enlace , introduzca su nombre de usuario, su contraseña temporal y se le pida que cambie y nuestra contraseña. Después de actualizar su contraseña, usted tendrá acceso a su registro de salud personal 24/7 y también introducirse en nuestro certificado de regalo de \$25.00 dólares



**Problemas? Contacte Portal Support
719-336-6930**

Example of a Patient Portal Flyer in English and Spanish

Provided by High Plains Community
Health Center with Permission to
Share Freely and Broadly

Access your medical information
online with High Plains
Community Health Center's

Patient

*/ n easy and secure way to
connect with your health care*

A few of the patient portal features
include:

- Request an appointment
- Ask for prescription refills
- Leave questions or messages for
your provider's team
- Print medical records for free
- Obtain general health information

Additional functions added frequently

You can have any HPC team member
assist you with setting up your
account or go online to

www.highplainschc.net and click
on the patient portal tab to request a
log in.

Access the patient
portal from any of these
devices:



Smartphone



Tablet



Laptop



Example of a Patient Portal Pre-Launch Poster in English and Spanish

Provided by Sunrise Community
Health with Permission to Share
Freely and Broadly



My Chart: Your Online Health Resource

**Coming
soon!**

Join our **FREE Patient Portal Website** :

- View Medical Records, medications and upcoming appointments!

...and coming soon!

- Safely Email Your Doctor!
- View Lab Results!
- Pay your bill!

Sign Up!

For more information ask the front desk.



My Chart: Su recurso de Salud en línea

¡Pronto!

Únase gratis a nuestra página web para pacientes (My Chart):

- ¡Vea los expedientes médicos, medicaciones y próximas citas!

...y muy pronto:

- ¡Envíe un correo electrónico seguro a su médico!
- ¡Vea los resultados de laboratorio!
- ¡Pague su factura!

¡Inscríbase!

Para más información pregunte en recepción.



Example of a Patient Portal Button and Magnet

Provided by Doctors Care and Summit
Community Care Clinic with Permission
to Share Freely and Broadly



High Plains
Community
Health Center

PATIENT PORTAL

An Easy and Secure Way to Connect
to YOUR Health Care Team

- Print medical records for **free**
- View scheduled appointments
- Request appointments
- View Medications
- Request medication refills
- View encounter summaries
- Leave a message or question for your provider's team

TO ENROLL:

Go to www.highplainschc.net
Call 719-336-0261

ALREADY ENROLLED?

Go to www.highplainschc.net and log
Into Patient Portal

NEED HELP?

Email portal.support@highplainschc.net
719-336-0261 or 719-336-6930

High Plains Community Health Center
"Our Family Serving Your Family"