

### How do I update my medical information?

- Log in to your Patient Portal account.
- Click the Health Summary tab, then click on Medical History
- Click Update on the top right
- Update your information.
- Click send at the bottom of the questionnaire. Please allow 24-48 business hours for your changes to reflect under the Health Summary section of your account.

Health Summary			
<b>Patient</b>	Mary Grant		
<b>Date of birth</b>	March 21, 1987	<b>Sex</b>	Female
<b>Race</b>	White	<b>Ethnicity</b>	Not Hispanic or Latino
<b>Contact info</b>			
<b>Preferred language</b>	English		
<b>Document created</b>	October 1, 2013		
<b>Performer</b>	Dr. Martin Green		
<b>Care team members</b>	Dr. Martin Green Work Place: 1002 Healthcare Dr. Portland, OR 97005, US Tel: +1-555-555-1122		

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### How do I fill out forms before my appointment?

The medical part of our forms can be filled out online.

- Log in to your Patient Portal account.
- Click on Health Summary and then Medical History.

The other forms can be found on our website, Syracusegastro.com. Those forms would need to be printed and filled out.

### How do I get my account balance?

This feature is not available on the Portal at this time. You can contact the billing office at 315-883-4896

**VISIT US AT  
SYRACUSEGASTRO.COM!**

Information about our practice

New patient forms

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Recommended diets

Link to our patient portal

**A link to the portal  
can be found  
on the main page of our  
website**

**PATIENT PORTAL**  
Appointments, Rx Refills, and more  
**LOGIN**



**Using the Patient Portal  
makes communicating  
with our office easier!**

### What is the Patient Portal?

The Patient Portal is a web-based service that gives you secure access to parts of your electronic medical record. You can also communicate with your physician's office online about non-urgent medical issues.

### How can the Patient Portal help me?

The Patient Portal offers many features to help you manage your personal health information at your convenience:

- Update personal and Medical information
- Exchange secure messages with your doctor's office
- Request appointments
- View and confirm upcoming appointment
- After office visits with us, you can view your appointment summary.
- Receive biopsy and test results quicker.

### Who can use the Patient Portal?

Any active patient can use the Patient Portal.

### I'm already a patient. How do I register for the Patient Portal?

As an existing patient, provide us with your email address and we will send you an invitation with a personal pin number and a link to the registration page.

### How do I request an appointment?

- Log in to your Patient Portal.
- Click on Messages
- Click on Inbox Messages
- Select the New Message button at the top of the screen
- You will see a pop up box to create your message.
- Message type should always stay as “clinical”.
- Subject line write “appointment request”
- In the box underneath write the provider you are looking to see, the location you would like, the dates and/or times you prefer , and the reason you are coming in and click on send.

A representative will reply with an appointment or call you if we are unable to complete your request thru the portal.

### How do I ask my physician a question or request refills thru the portal?

- Log in to your Patient Portal.
- Click on Messages
- Click on Inbox Messages
- Select the New Message button at the top of the screen
- You will see a pop up box to create your message.
- Message type should always stay as “clinical”.
- Subject line write the subject you are writing about.
- In the box underneath write your message.
- A representative will reply thru the portal or call you if we are unable to complete your request thru the portal.

### How do I view messages to and from my doctor?

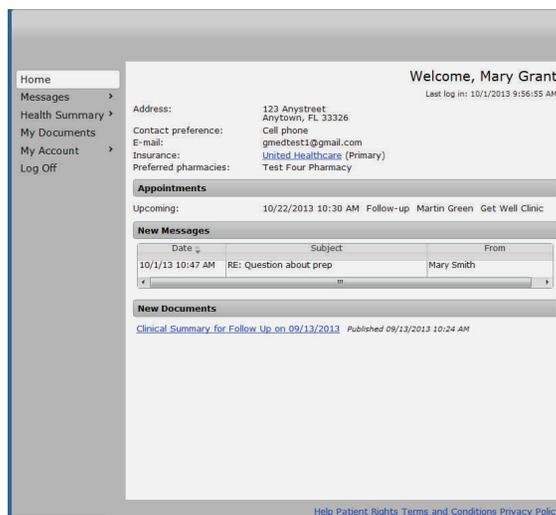
- Log in to your Patient Portal account.
- Click the Messages tab.
- Messages to and from can be viewed in this section.

### When will I hear back from the practice?

- Your doctor’s office will make every effort to get back to you within two business days (excluding weekends and holidays).
- If you need to speak with your practice sooner, please call the office directly.
- Note: **You should not address urgent matters via the Patient Portal.**

### How do I view my insurance information?

- Log in to your Patient Portal account.
- Insurance information that we have entered in your account is shown here.
- If the information that you see is incorrect, send us a message thru your portal with the correct information, and we will correct it.
- Message type should always stay as “clinical”.



### How do I view my lab results?

We are in the process of implementing this at this time. Until completed you can send a message requesting the results of any testing you have had done.

- Message type should always stay as “clinical”.

### Can I give someone else access to my portal? Yes.

- Log in to you Patient Portal account.
- Click the My Account tab.
- Click Grant Access
- Create a username for that person.
- Create a password for that person.
- Click Save
- A window pops up stating “Your authorized user has been saved. You may now provide credential information to your representative to grant them access to your account.”

They would go to the same log in screen that you use and enter their username and password to access your portal.

### I am having trouble logging in:

- Your internet browser may not be supported
- Your name may be spelled wrong in our system
- Please contact your doctor’s office to verify your information.

### What do I need to access the Patient Portal?

- Access to a computer and the Internet
- An email address

## Benefits



### With gPortal, you can...

- Request appointments
- Check your results
- Send a message to our practice
- Update your personal and medical records
- Log-on 24/7- access from anywhere



**gPortal,**  
the link between  
you and our practice

## How to Start...

- Provide us with your email address so we can send you an invitation with a pin number to register.
- Click on the link to go to the registration page and follow the steps to create an account.
- Some sections the patients are not able to update, so if you see an error, simply send us a message with the corrections that need to be made and we will fix it for you.
- See the question and answer section of the brochure.

### SYRACUSE

**GASTROENTEROLOGICAL  
ASSOCIATES, P.C.**

**Phone (315) 234-6677  
Fax (315) 234-4808**

**CNY Medical Center**  
739 Irving Ave, Suite 400  
Syracuse, NY 13210

**Clay Medical Center**  
8100 Oswego Road, Suite 140  
Liverpool, NY 13088

**Community Memorial Hospital**  
Broad Street, Hamilton, NY  
(procedures only)

Now we have an interactive  
**online portal**  
designed **specifically**  
**for you, our**  
valued **patient**

## Introducing...



by

**SYRACUSE  
GASTROENTEROLOGICAL  
ASSOCIATES, P.C.**

! If you need immediate medical attention,  
please call 911 or go to your nearest hospital.

## How do I register?

**Step 1:** You will receive an invitation email from our practice with a link and unique ID that will take you through the registration process.

**Step 2:** Click on the link in the invitation email to create a unique user ID and password.

**Step 3:** Once registered, complete your medical, family and social history.

You may send a message directly to our practice to update additional fields (ex. Address, Insurance information, etc).

**Step 4:** Click submit to send your information directly to our office



## How do I...

### Send a message to my Doctor's office?

- Click on the message tab.
- Click "new" and compose your message.
- Remember to hit send.

### Receive messages through gPortal?

- You will receive a notification email when you have a message waiting in **gPortal**.
- Click on the message tab.
- Click on "new messages" to view your messages.

### Update my personal information?

- Click "update" button.
- Click on the "personal info" tab.
- Change the information you want

## How do I...

### Reset my password?

- Click on the "change password" tab.
- Enter username, DOB and registered email address.

## Frequently Asked Questions

### Q: Can I schedule my appointment online through gPortal?

A: You may send a request to schedule your appointment and our practice will contact you.

*\* NEW you can confirm an upcoming appointment in your portal*

### Q: Does gPortal allow me to send a message directly to my physicians office?

A: Yes, you may send a message directly to our office through gPortal. We will make sure your message reaches the correct person so that your question is answered.

### Q: Can I refill my prescriptions through gPortal?

A: Yes, you can send a message to our office.

Please provide the medication, dosage and pharmacy that you are requesting.

### Q: What do I do if my account is locked due to too many failed log-in attempts?

A: Click on the change password tab and follow the instructions to create a new password.

