



DUKE CITY

PRIMARY CARE

Welcome to Duke City Primary Care Telehealth.

We hope you find these Appointment Instructions helpful and informative.

Computer Requirements for Online Telehealth

Supported Devices

- ✓ Windows PC/Laptop/Tablet
- ✓ Mac OS PC/Laptop
- ✓ iPad - Apple
- ✓ iPhone - Apple
- ✓ Android Tablets
- ✓ Android Phones

Preferred Internet Browser

- ✓ Google - Chrome

Unsupported Internet Browsers

- Safari
- Internet Explorer
- Firefox

If you already are registered into Patient Portal you will receive this email confirmation of your appointment. You can go straight to www.DukeCityPrimaryCare.com to log in.

Hello John Doe-

Your appointment at Duke City Primary Care is confirmed for 03:20PM on Mar 30 2020 at Telehealth.

Call [505-286-2396](tel:505-286-2396) if you are unable to keep this appointment.

We look forward to seeing you.

Thank you,
Duke City Primary Care

****Please do not reply to this email****



This email has been checked for viruses by AVG antivirus software.
www.avg.com

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If you are new to using Patient Portal you will receive 2 emails. One with a link to the registration page and one with your Username and Activation code. Please follow those instructions to register before logging into the Patient Portal at www.DukeCityPrimaryCare.com.

Welcome to Duke City Primary Care's Patient Portal

Dear John Doe T,

We are pleased to inform you that online access to your electronic health record is now available through Duke City Primary Care's Patient Portal.

The Patient Portal is a secure website that allows you to communicate with your health care provider and to view parts of your electronic health record. This tool will help you better manage your care and your partnership with your health care team.

To activate your patient portal account, click on the following link or copy and paste it into the address bar of your browser. For security reasons, your activation code will be sent to you separately.

<https://miphr.ipatientcare.net/m3/PatientPortal.MMCN/VerifyActivationCode?PatId=8D0wC15di49VFXZ4gNepSXB%38iBeAFA3uWV7Lcfp1fnycl9JY2udM>

We believe that by offering you access to the Patient Portal, we'll be able to provide an even better experience for your medical care.

Thank you for choosing us. If you have any questions or concerns, please feel free to contact us at [505-814-1333](tel:505-814-1333).

Regards,

Duke City Primary Care

Patient Portal Activation Code

Dear John Doe T,

Thank you for subscribing to Duke City Primary Care's Patient Portal. To activate your patient portal account, please use the following username and activation code:

Username: jdoe t
Activation Code: 25248373

If you have not received the link to access patient portal or if you are facing any difficulties accessing the patient portal, please feel free to contact us on [505-814-1333](tel:505-814-1333).

Regards,

Duke City Primary Care

Step 1

Click on the red **Patient Portal** button.



Call: (505) 281-5180 Patient Portal Schedule Appointment

DUKE CITY
PRIMARY CARE

HOME SERVICES ▾ LOCATIONS ▾ RESOURCES ▾ CONTACT US

COVID-19 (Coronavirus) ALERT: All Duke City Primary Care locations have implemented strict protocols to maximize patient safety and prevent the potential spread of COVID-19 including checking in patients at our front doors and asking them to return to their vehicle if they present with symptoms such as fever, cough, and/or shortness of breath. We will then set up a video visit with a provider for those patients to be screened. Please note, we are still seeing patients for regular primary care visits, however, if you would like to remain at home and be screened via video with our providers, please call us at (505) 281-5180 to schedule.

Remember to practice social distancing (6 feet apart), wash your hands with warm, soapy water for 20 seconds often, and self-isolate if you feel you are becoming sick. Thank you and stay safe!

Step 2

Enter your Username and password. Then click **Login**.

*If you do not remember your username or password click on [Forgot Username](#) or [Forgot Password](#) and follow the prompts.

DUKE CITY
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Welcome to the Duke City Primary Care Patient Portal

Please Login here

Username
jdoe t

Password
.....

[Forgot Username?](#) | [Forgot your Password?](#)
[New Patient Registration](#)
| [Login as administrator](#)

Login

Step 3

Click on the green **Accept** button.

Terms and Conditions

Terms, Conditions and Agreement for Patient Use of Duke City Primary Care's Patient Portal

By accessing or using Duke City Primary Care's Patient Portal (Portal), the User/Patient (User) acknowledges and agrees to comply with the guidelines stated below and all the terms and conditions of this Agreement.

- User agrees NOT TO SHARE their password with anyone. Sharing their password will enable others to have access to their personal confidential medical information and Users are solely responsible for protecting their password.
- User agrees not to send any messages requiring urgent attention. Delays can occur based upon volume, availability of staff and the complexity of your condition. If you need a response in less than two (2) business days, please contact your Provider's office.

Office hours and Contact Information are as follows:

• Edgewood:	Monday to Friday	7:00 am – 5:00 pm	Saturday – Sunday 8:00 am – 5:00 pm	(505)-286-2396
• Moriarty:	Monday to Saturday	7:00 am – 5:00 pm		(505)-832-4434
• Albuquerque:	Monday to Friday	7:00 am – 5:00 pm		(505)-814-1333
• Cedar Crest:	Monday to Friday	8:00 am – 5:00 pm	Closed for lunch daily from 12:00 pm -1:00 pm	(505)-281-2460

For all urgent medical matters, contact your Provider's office or dial 911 if emergency attention is needed.

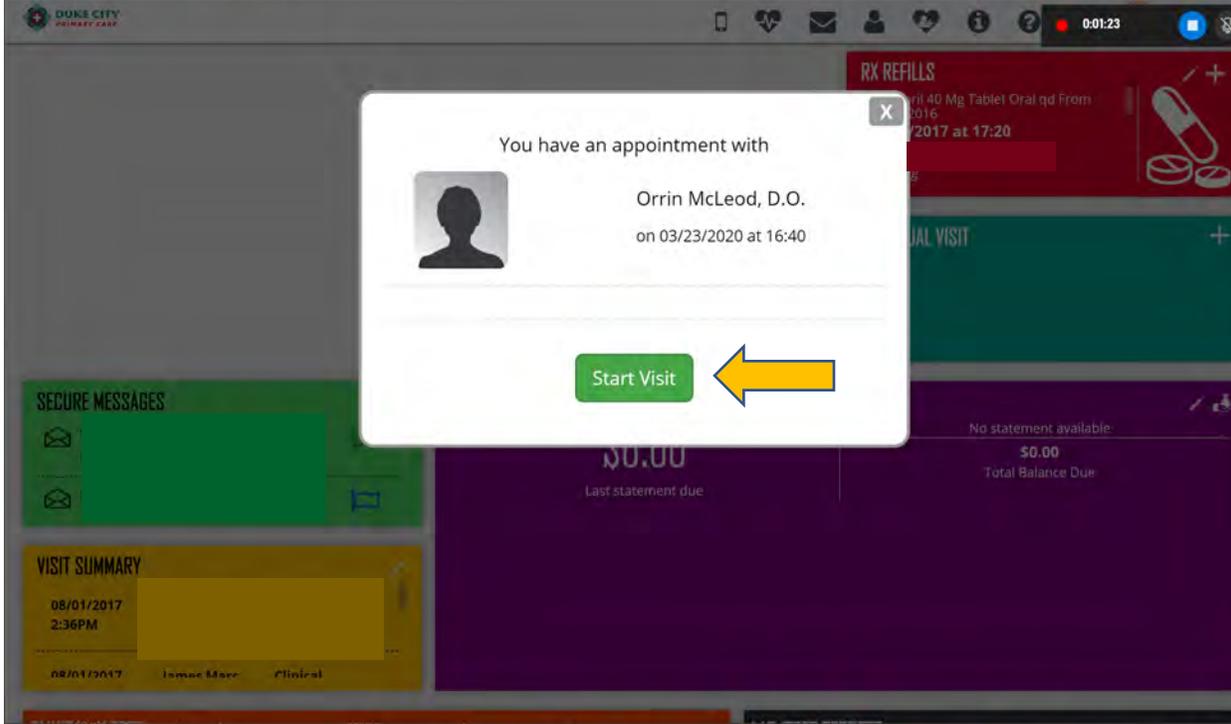
- User agrees that the Portal is a communication service offered as a convenience to Patients. User understands that the Portal provides User with online access to portions of their electronic medical record. User is solely responsible for any intentional or unintentional communication of the Portal content to others.
- User agrees that they will not post any offensive material on the Portal.
- User understands that messages will be reviewed by their health care team, including Medical Assistants, to determine who best can respond to their message. Their message will be

Accept **Decline**



Step 4

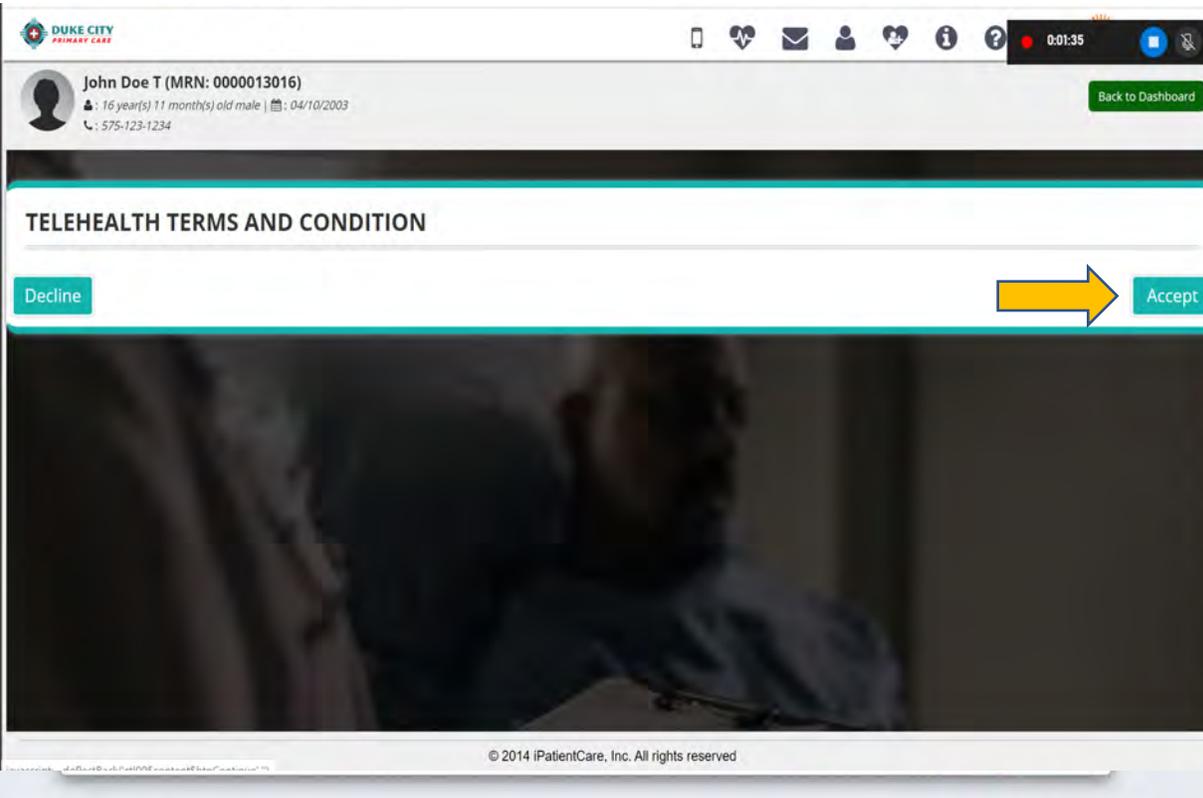
Click on the green **Start Visit** button.



The screenshot shows the Duke City Primary Care Patient Portal interface. A notification pop-up is displayed in the center, stating: "You have an appointment with Orrin McLeod, D.O. on 03/23/2020 at 16:40". Below the notification is a green "Start Visit" button, which is highlighted by a yellow arrow. The background shows various sections of the portal, including "RX REFILLS", "SECURE MESSAGES", "VISIT SUMMARY", and "Total Balance Due".

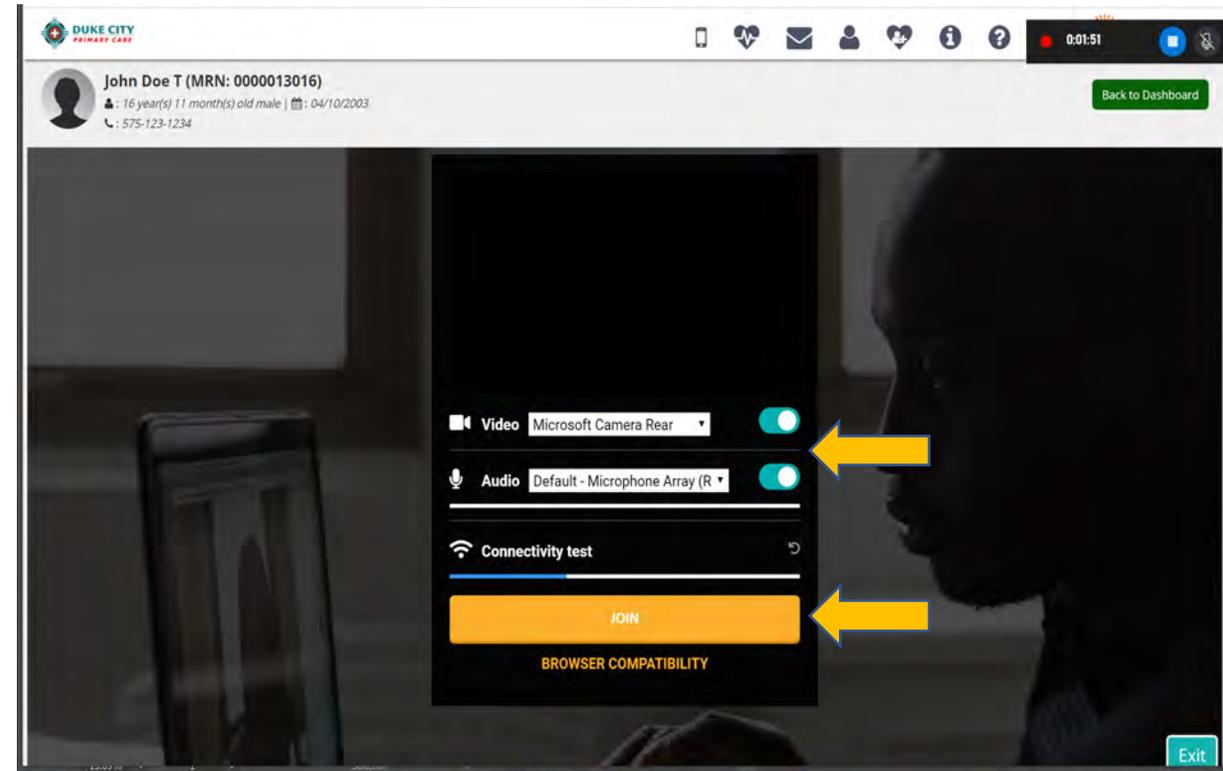
Step 5

Click on the **Accept** button.



Step 6

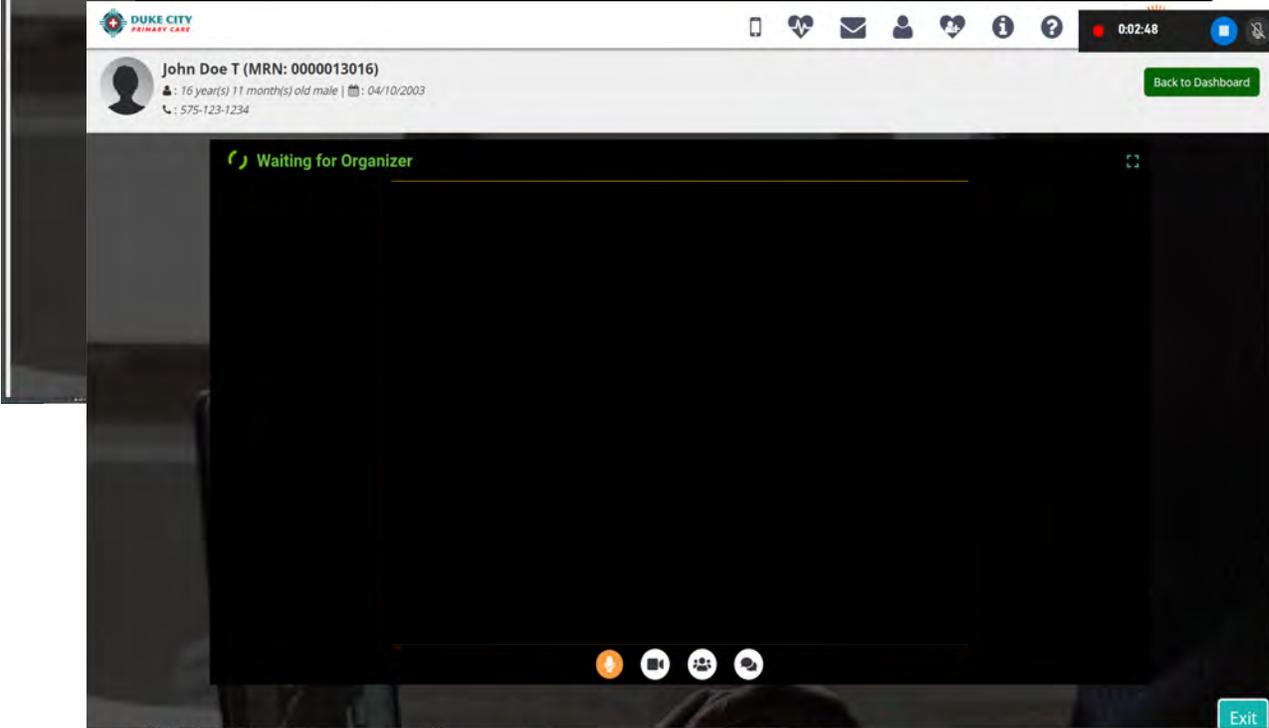
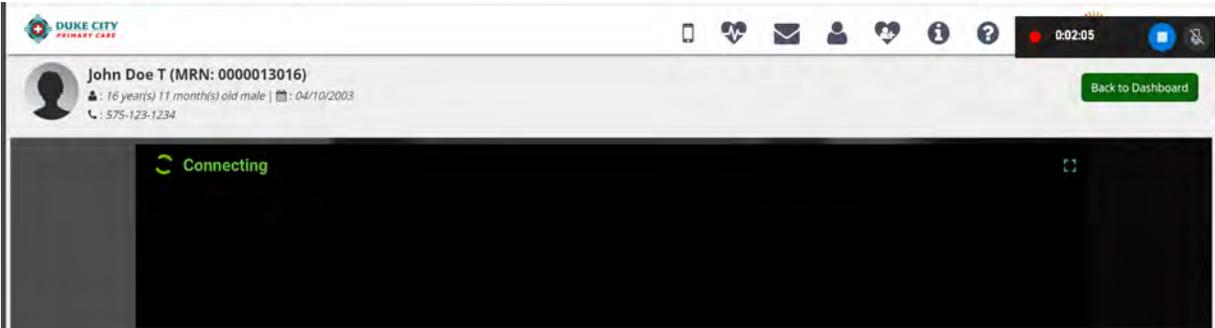
Click on the orange **Join** button **AFTER** the connectivity test.
*It may ask you to allow your camera and microphone to connect – please accept. You can also turn on the video and audio next to the icons.



Step 7 – PLEASE WAIT

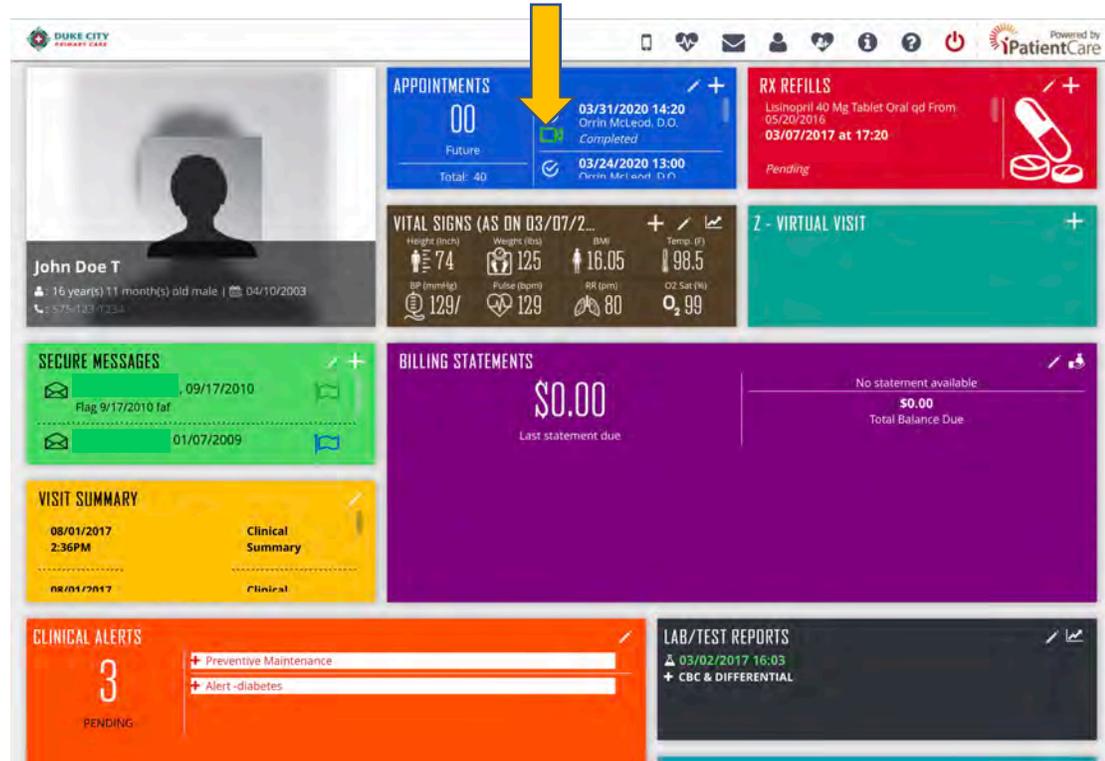
The screen will say **Connecting** then **Waiting for Organizer**
WAIT for the screen to connect to the server.

Please **DO NOT** click anywhere else on the screen or exit.
It could take up to 15 minutes or more for your Doctor to join.



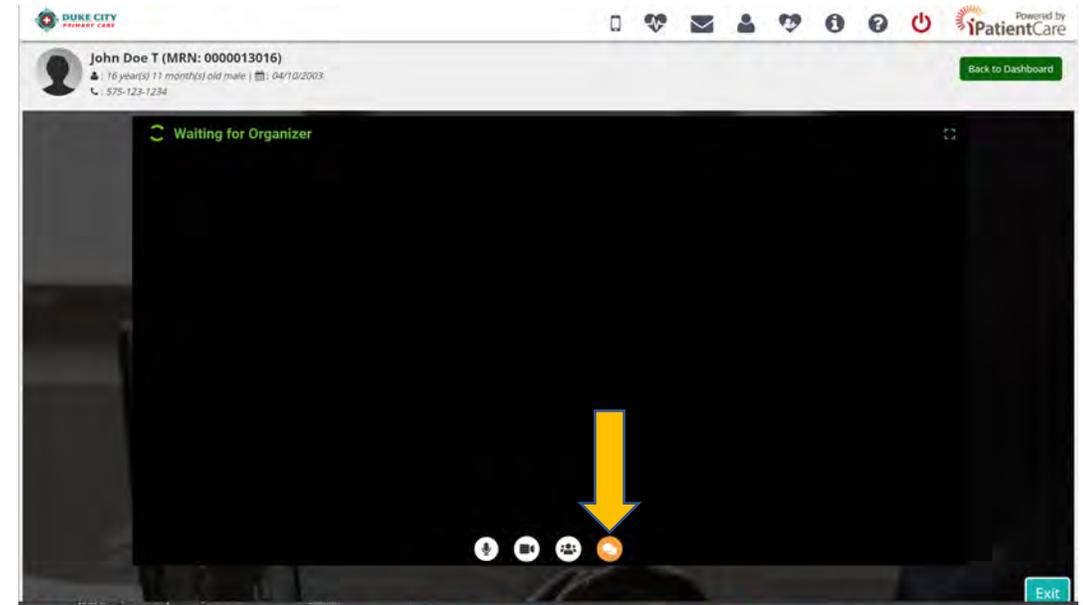
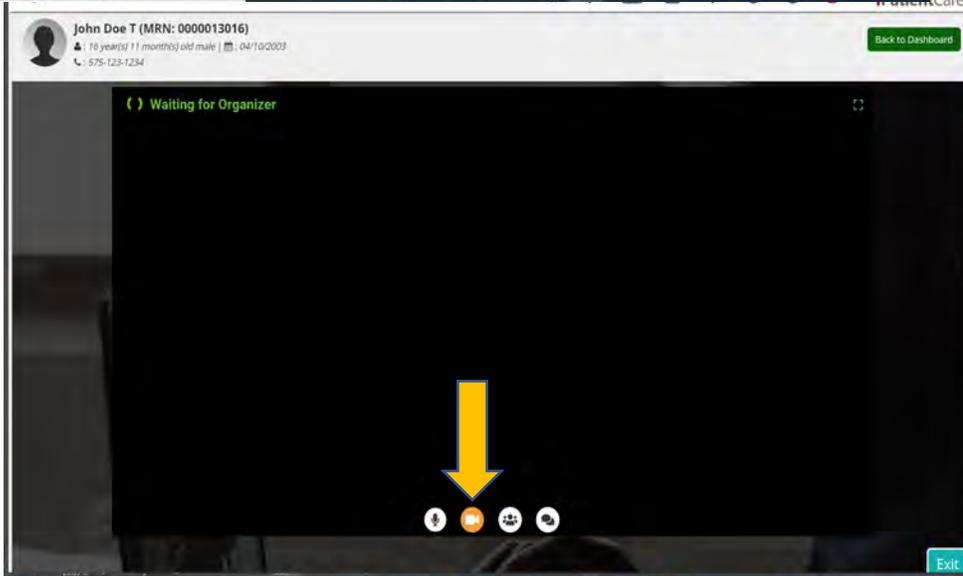
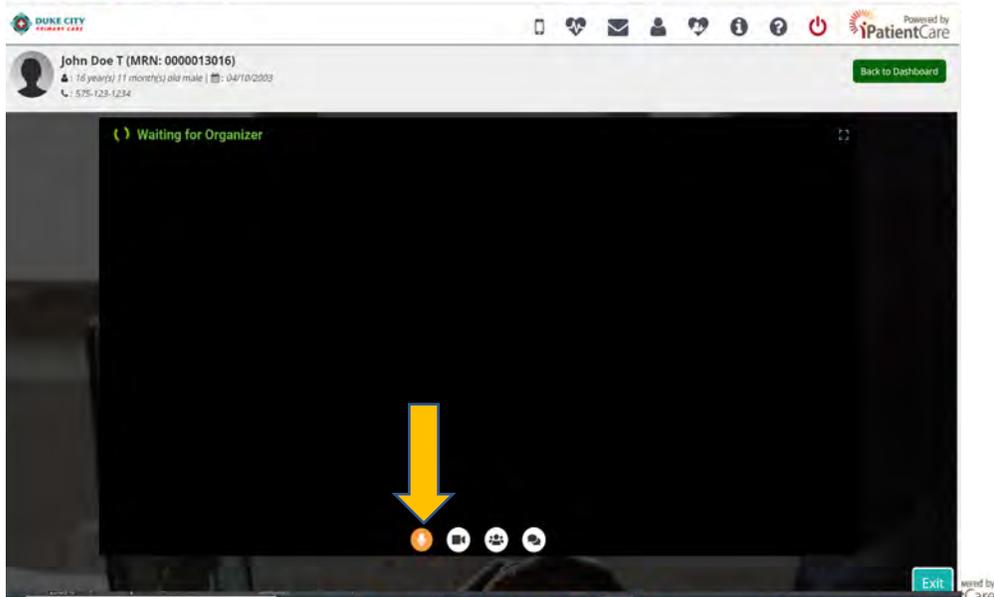
IF YOU BECOME DISCONNECTED FOR ANY REASON....

Click on the **Green Camera** in the blue **APPOINTMENTS** box on your home screen when you are logged into Patient Portal



TROUBLE WITH THE VIDEO?

Try clicking on the microphone and video icons at the bottom of the screen. If they do not work, you can use the messaging icon to type to your doctor or MA for assistance.



You can also call customer service to walk you through any problems you are having at (505) 281-5180