

# Patient Portal

Enjoy all the options offered by LUX MED online



## PATIENT PORTAL – WHAT IS IT?



The Patient Portal is a platform where you can, among other things, easily and conveniently schedule or cancel an appointment, receive an Online Consultation or order an e-Prescription without having to leave your home. In addition to that, the Portal offers a way to see your test results and a list of completed and planned consultations. The Portal is also available through a mobile application.



## HOW DO I CREATE AN ACCOUNT ON THE PATIENT PORTAL?

You can create an account on the Patient Portal in two simple steps.

1. Visit [portalpacjenta.luxmed.pl](http://portalpacjenta.luxmed.pl) and create an account.



2. Fill in the form and click 'CREATE AN ACCOUNT'. The whole process takes about 30 seconds.



The Patient Portal has its own mobile application. To download it, scan the QR code:



for Android



for iOS



## RIGHTS RESULTING FROM HAVING THE BASIC LEVEL OF THE PATIENT PORTAL

### With access to the basic level of the Patient Portal, you can:

- Book Telephone Consultations, in-person visits and selected examinations (you can book at most 10 services).
  - Register for occupational medicine examinations.
  - Cancel appointments.
  - Check the list of booked appointments.
- (You can cancel and manage appointments in the case of appointments scheduled through the Patient Portal.)



## WHAT SHOULD I DO TO BE ABLE TO USE THE FULL VERSION OF THE PATIENT PORTAL?

In order to have access to the Portal's full functionality, you should create a basic level account on the Patient Portal.

Next, just confirm your identity.

You can do this:

- on the Patient Portal (if you are 18 or over),
- by phoning the Call Center,
- by filling in the contact form at <https://www.luxmed.pl/lp/zalozportalpacjenta/>
- in a facility.

To confirm your identity:

1. Log in to the browser version of the Patient Portal.
2. Click 'Confirm your identity'.
3. Select your bank and log in to it.
4. Follow your bank's instructions.



Potwierdź swoją tożsamość, aby oglądać historię leczenia i wyniki badań.

Potwierdź tożsamość



## PATIENT PORTAL – FULL VERSION

### The full version of the Patient Portal allows you to do the following:

- Book Telephone Consultations, in-person visits and selected examinations.
- Use online consultation via chat, voice call or video call.
- Cancel appointments.
- Check the list of booked appointments/examinations.
- Collect examination results.
- Order e-Prescriptions.
- Check referrals.
- Check the doctor's instructions.
- Use the 'Ask your doctor' function after a visit you attended.
- Add documents which will make it easier for the doctor to make a diagnosis during a Telephone Consultation.
- Book rehabilitation procedures (based on referrals from LUX MED doctors). Referrals issued during a Telephone Consultation will be accepted at partner facilities.
- Register for occupational medicine examinations.





## USE LUX MED SERVICES ONLINE ON THE PATIENT PORTAL

After you have logged in to the Patient Portal, you will see a clear overview of planned and completed consultations/examinations. The menu bar is simple to navigate and includes:

1. 'Treatment' – the current page;
2. 'Medications' – where you can renew your prescription;
3. 'Online consultations' – consultations that you can have on the Patient Portal, without having to book an appointment (only on polish Version);
4. 'Ask Your Doctor' – a place where you can ask a question related to a consultation you have already attended (in the browser version);
5. 'Book an appointment' – where you can search for a consultation/examination.

The screenshot displays the LUXMED Patient Portal interface. At the top, a navigation bar includes icons for Timeline (1), Drugs (2), Online cons. (3), Ask Your Doctor (4), and a Book a service button (5). Below the navigation bar, a yellow banner asks 'How should you proceed with COVID - 19?'. A section indicates 'You have 4 referrals to book' with a 'Check details' link. The main area shows a 'History' section with a timeline of medical events. The timeline includes a visit to a Stomatolog on April 1st, an e-Prescription for vitamins on March 28th, a Laboratory test for lipids on March 18th, and a medical opinion on March 18th. A sidebar on the right contains links for Documents, Regulations, Emergency Service, and Privacy Policy. A mobile app version of the portal is shown on the right, displaying a similar history view.



## HOW DO I BOOK AN APPOINTMENT?

1.

To book an appointment, click 'Book a service' and go to the 'Search for dates' window to specify your preferences for the consultation/examination. Next, click 'Search'.

2.

After specifying your preferences, a list of available dates and times will appear. Select the right date and time and book your appointment



## ADDING MEDICAL RECORDS BEFORE A CONSULTATION

To make it easier for your doctor to conduct a consultation with you (at a facility or remotely), you can add medical records on the Patient Portal.

### Medical records include:

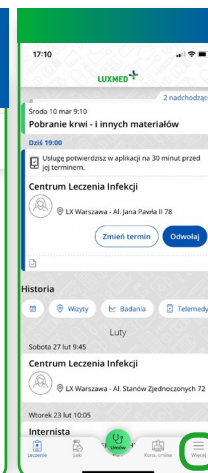
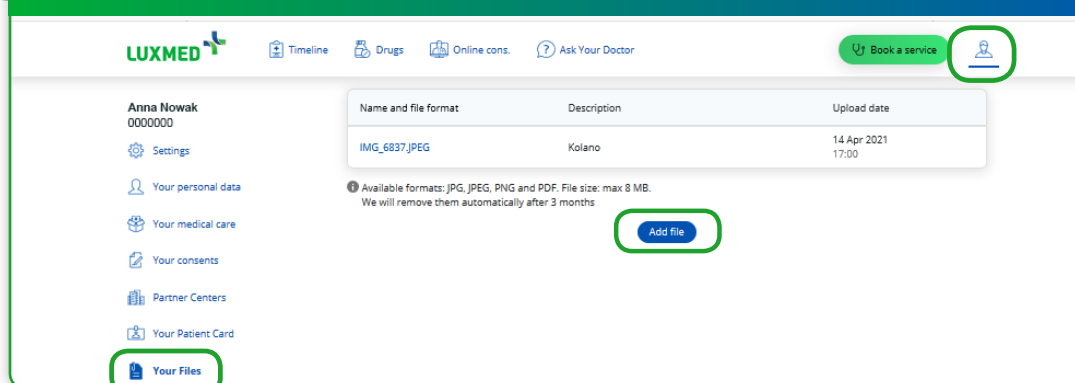
- laboratory test results;
- imaging examination results, i.e., ultrasound, X-ray, CT, MRI, etc.;
- description of the course of disease, including hospital discharge summary reports;
- photo of a skin lesion/affected area.



### How do I add medical records on the Patient Portal?

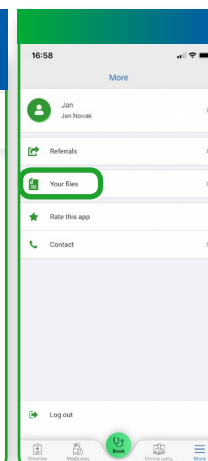
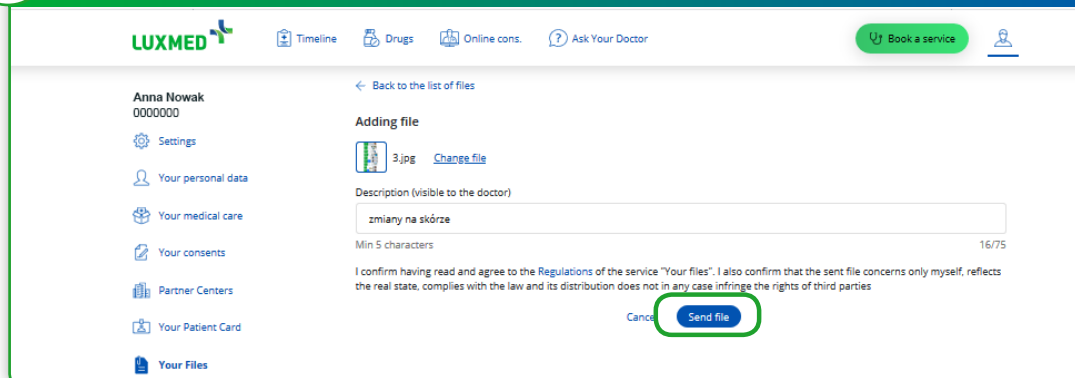
1.

Go to 'My account', select 'Your files' and click 'Add a file'.



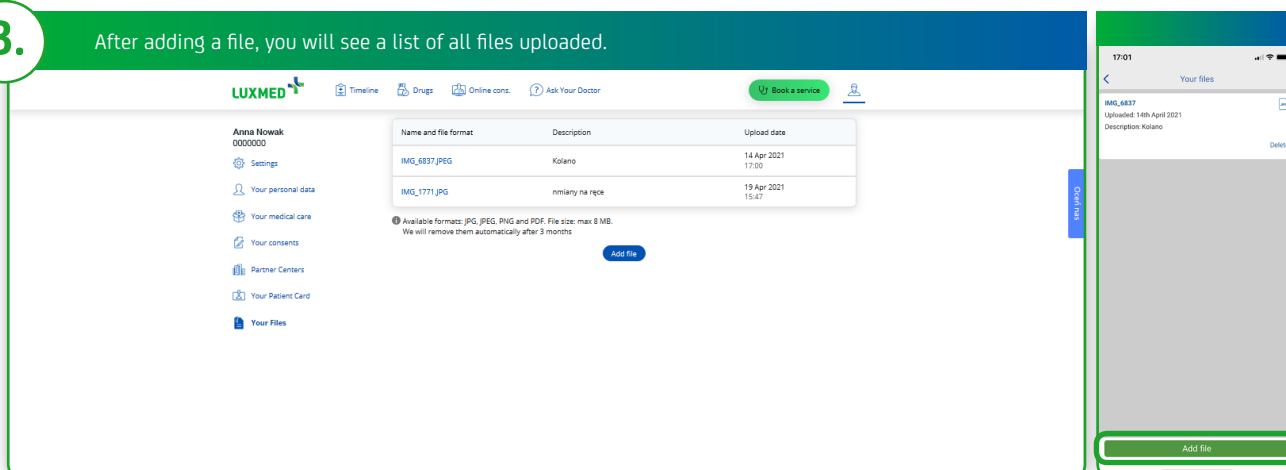
2.

It is important that you should add a description to your file. To finish adding a file, click 'Upload the file'.



3.

After adding a file, you will see a list of all files uploaded.



#### Information on attachments:

- File format: .jpg or .jpeg, .pdf and .png.
  - Maximum file size: 8 MB.
  - The file is an addition/attachment to the Telephone Consultation.
  - The file description is visible for the doctor –
  - it allows the specialist to easily view the Patient's records.
  - The Patient can upload at most 5 files to the Patient Portal.
- If a given uploaded file is not needed any more, you can delete it safely.



**ENJOY USING THE PATIENT PORTAL!**