

# New Patient Guide

(Please refer to this guide to access the portals as it will be necessary for your visits at LAM CLINIC)

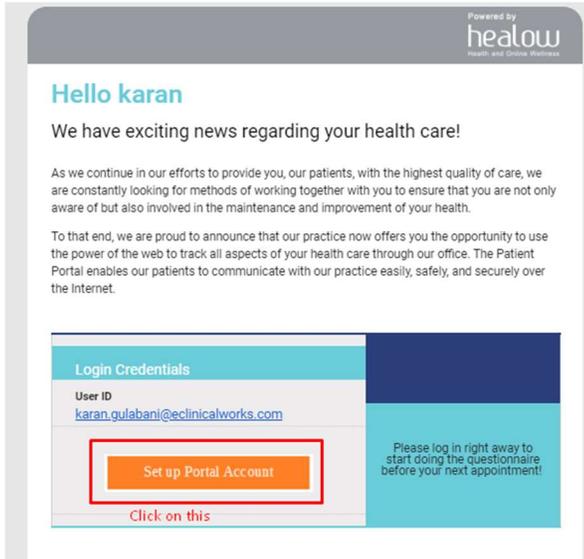
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## HOW TO SET UP PATIENT PORTAL ACCOUNT AND DO QUESTIONNAIRE

1. You will receive an email from LAM CLINIC after scheduling your first appointment. Because this is your first appointment, you will need to set up a Portal Account. If you don't receive this email, please check your spam folder first. If email is still not received, please call our office.

**Your username will be your email address.**



3. Enter code that was sent to your phone, and click verify.

**Verification Code**  
Please enter the verification code we sent to your phone number \*\*\*-\*\*\*-4387

Enter code

Code is valid for 5 minutes or 6 attempts  
Didn't receive the code?

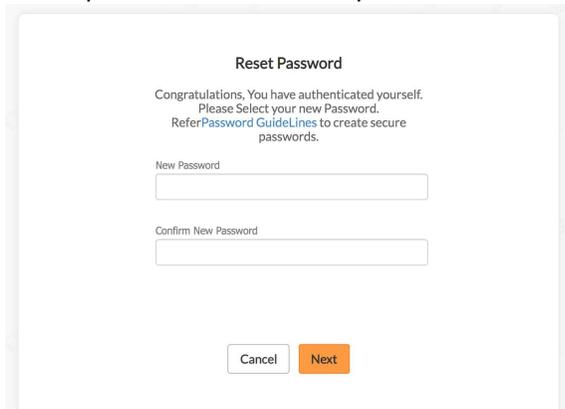
[Resend Code](#)

Please enter the verification code you received

Cancel

Verify

4. Enter new password and confirm password.



2. You will be given the option to choose how you want your phone to be verified - via text or voice call.



Welcome Healow,

Please select the phone number and the verification code will be sent to the selected number.

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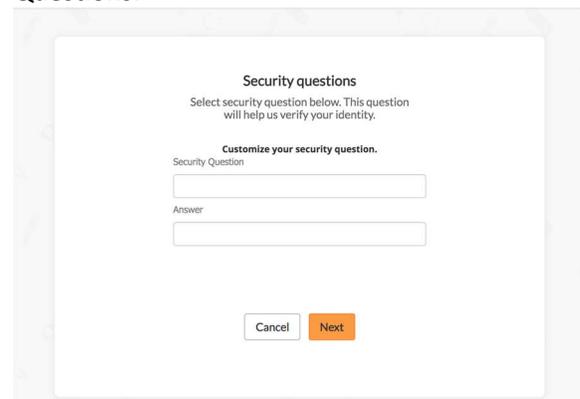
How would you like to receive a unique code?

Text  Voice

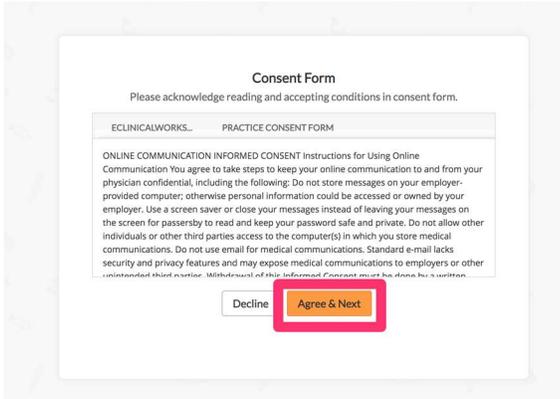
Cancel

Send Code

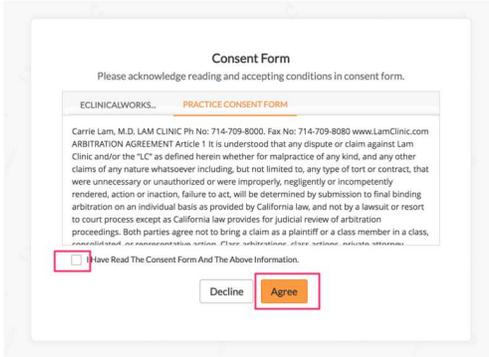
5. Next, you will need to choose & answer Security Questions.



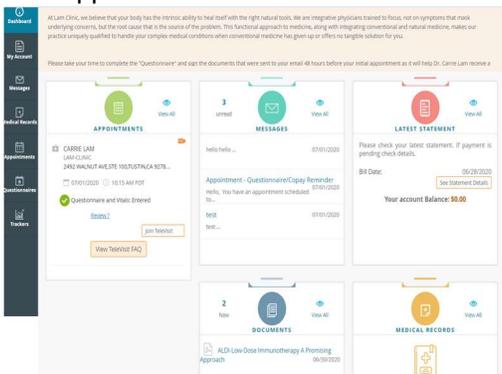
6. A consent form will show up, click "Agree & Next" after reading.



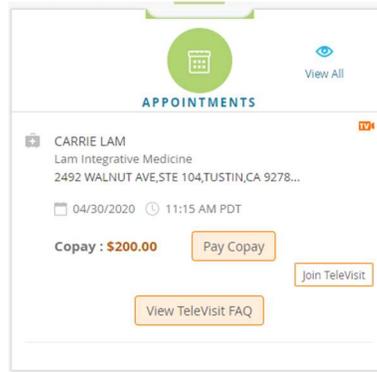
7. Next, a second consent form will show up. Once you've read the consent form, check the box that says I have read conditions, and click "Agree".



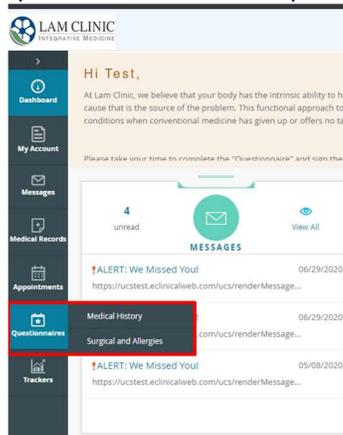
8. After agreeing, you will be taken to the Portal Dashboard, where you can view your upcoming Appointments, view Medical Records (if uploaded), pay Copays (if applicable), view Messages from the doctor (if received) etc, see your Statements, and Documents. You can also find Televisit FAQ to find out information on how to set up televisit for your new appointment.



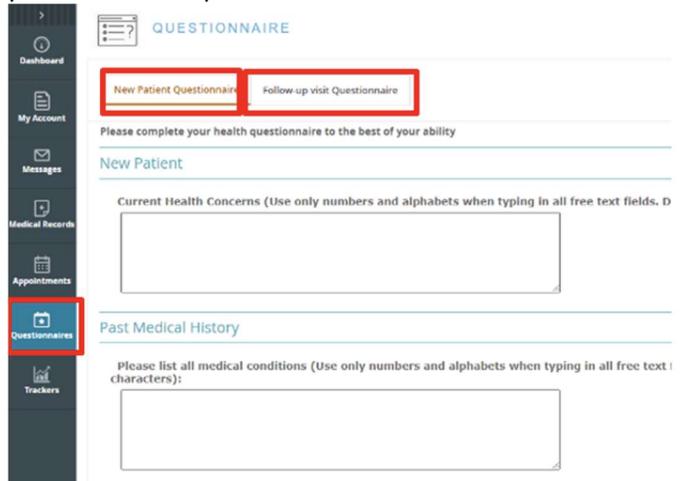
9. You can pay your copay (if applicable) by clicking on "Pay Copay".



10. To fill out Questionnaires, click "Questionnaires" on the left column and fill out both Medical History and Surgical and Allergies tabs. Please complete the questionnaire 48 hours prior to your appointment.

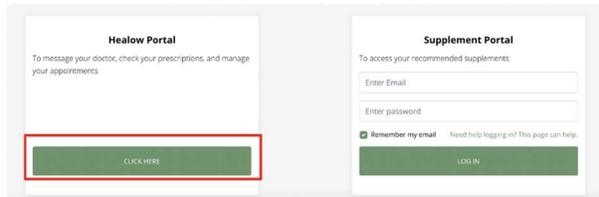
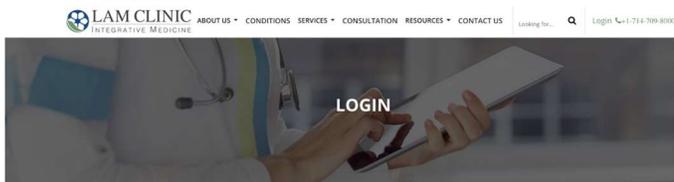


11. If you're a new patient, please fill out the **New Patient Questionnaire**. If you're already a patient with LAM CLINIC, please fill out the **Follow Up Visit Questionnaire** 48 hours prior to your appointment. Be sure to use only numbers and alphabets and no punctuation or special characters.

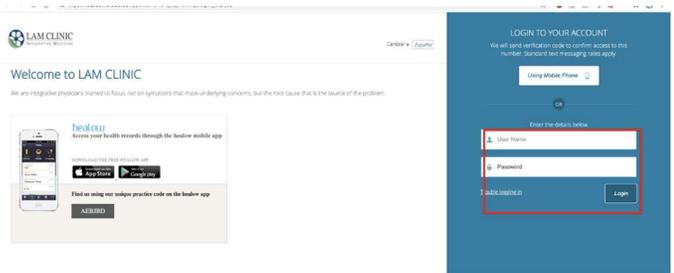


12. If you're trying to get back into the portal, go to [Lamclinic.com](http://Lamclinic.com), Press Patient Portal, and Enter then

click on [Healow Portal](#).

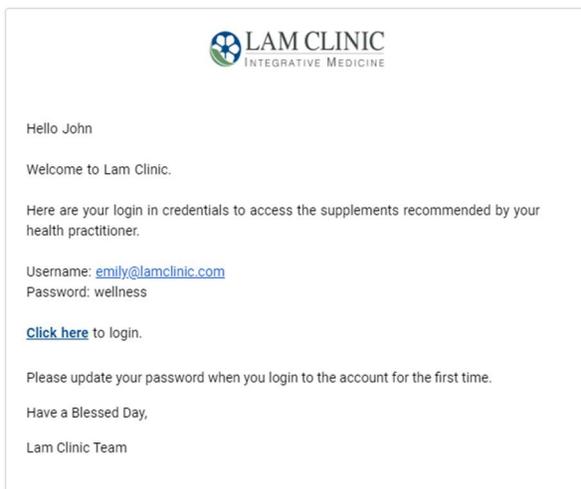


13. You will then login to the [patient portal](#):

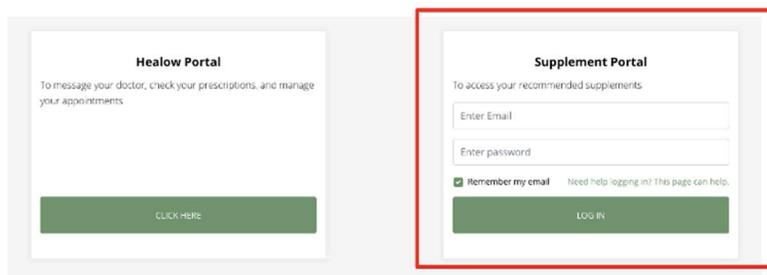


## HOW TO VIEW AND BUY SUPPLEMENTS

1. You will receive an email that you've registered for Lam Clinic. This is different from your Healow Portal.



2. When you click "Click here", it will lead you to [Lam Clinic website](#). Log in to the supplement portal with the password provided in the email.



You can also log in from lamclinic.com > [Patient Portal](#).



3. Once logged in, you'll be able to see the supplements. Proceed to Store to buy them at supplementclinic.com



### My Supplements

The following supplements have been recommended for you.

To learn more about each supplement, click on the product link.

To purchase the supplements relating to a specific appointment, simply click "Proceed to Store" for that date and you will be directed to SupplementClinic.com \*\*for one-stop shopping. Please note, clicking this button again will result in adding the suggested items into your shopping cart again.

Supplements suggested for your coaching appointment on 6/30/2020

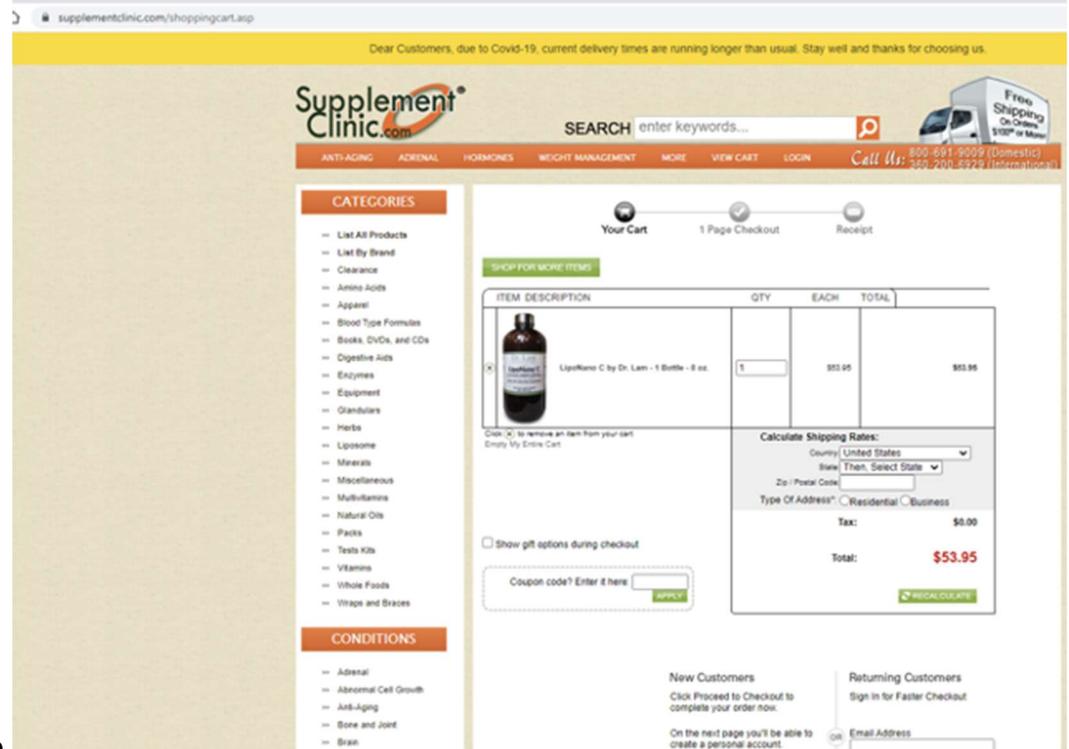
- Adrenal NK by Dr. Lam - 1 Bottle - 60 Veg Capsules
- LipoNano Glutathione by Dr. Lam - 8 oz. - 1 Bottle

[Proceed to Store](#)

This service is provided solely for your convenience. LamClinic.com and its staff bear no responsibility for your choice of vendor in purchasing your supplements. You are free to perform your own comparative shopping before making any purchase.

\*\*SupplementClinic.com is an online nutritional resource providing the largest selection of natural compounds for adrenal fatigue syndrome recovery at competitive pricing. It is independently owned and operated by a family member of Dr. Lam's in order to provide excellent and efficient service for your needs. Royalties received go to support the ongoing mission of LamClinic.com

4. You will be redirected to SupplementClinic.com to buy the supplements. You can login and always buy



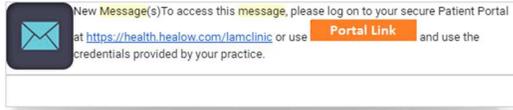
refills from there too.

## HOW TO CHECK MESSAGES FROM THE PROVIDER

1. You will receive an email if/when you've received a message from your Provider.

**You have received a new message from LAM CLINIC.**

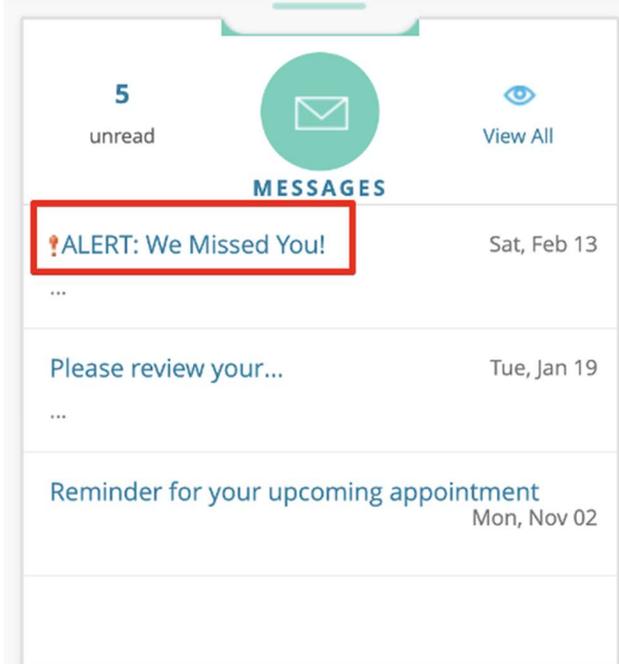
Stay healthy and stay connected with your doctor!



By using our Patient Portal, you no longer need to call the office, leave messages, and wait for a response. You can send a secure message to our office through our Patient Portal and expect a prompt reply.

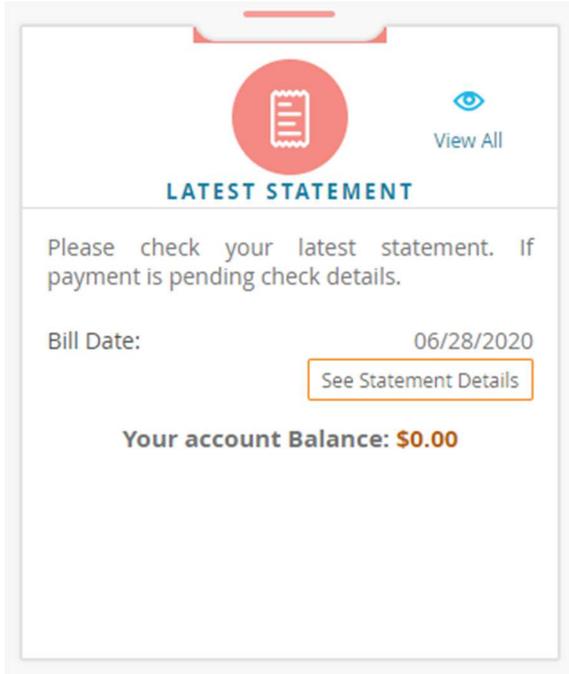
Thank you,

2. When you log into your Portal Dashboard, you'll see below. Click on the blue title to open the message.

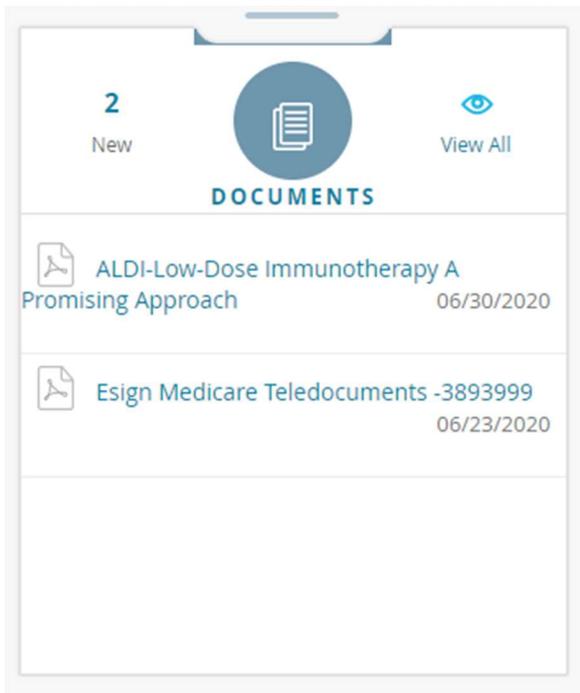


## HOW TO CHECK YOUR STATEMENTS, DOCUMENTS, AND MEDICATIONS

1. Once your statement is updated by LAM CLINIC, you'll be able to view your statement on your Portal Dashboard. You can click "See Statement Details" and pay any remaining balances.



2. If your Provider uploads any articles or Protocols for you to do, or to view the consent forms you've signed, it will be shown under Documents in Dashboard



3. To View After visit summary and what your doctor talked about at the visit, hover over the tab called Medical Records, and click on Visit Summary. Find the date of service and click on Visit Summary to the right.

There you will find Patient Details, Problem List, Allergies, Vital Signs, Medications. Most of what the doctor writes will be under Assessments and Plan of Treatment when you scroll all the way down to the bottom.

**ASSESSMENTS**

Encounter Date	Diagnosis	Treatment Notes
12 Feb, 2021	Essential (primary) hypertension (ICD-10 - I10)	Evaluated patient's BP monitor on remote patient monitoring. See patient chart for uploaded Blood pressure, notes, and time logs for the month.
12 Feb, 2021	Hyperlipidemia, unspecified (ICD-10 - E78.5)	

**PLAN OF TREATMENT**

Assessment	Notes
Essential (primary) hypertension	Evaluated patient's BP monitor on remote patient monitoring. See patient chart for uploaded Blood pressure, notes, and time logs for the month.

- To find the medications or supplement changes that your provider has made, go to the Dashboard, and look under Current Medication, and press View All. If you need a MEDICATION refill, you can press request refill here in the healow portal. If you need a SUPPLEMENT REFILL, go to the supplement portal to get refills on supplements.