# New Patient Guide

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

# **Table of Contents**

Setting up your Portal Account	2
How to view and buy supplements	4
How to check messages from your Provider	6
How to check your Statements, Documents, and Medications	7

# HOW TO SET UP PATIENT PORTAL ACCOUNT AND DO QUESTIONNAIRE

 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.

	healou
Hello karan	
We have exciting news regarding your hea	alth care!
As we continue in our efforts to provide you, our patients, with th are constantly looking for methods of working together with you aware of but also involved in the maintenance and improvement	ne highest quality of care, we to ensure that you are not on t of your health.
To that end, we are proud to announce that our practice now off the power of the web to track all aspects of your health care thro Portal enables our patients to communicate with our practice ee the Internet.	ers you the opportunity to use ough our office. The Patient asily, safely, and securely over
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2. You will be given the option to choose how you want your phone to be verified - via text or voice call.



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

	Enter code
Cor	e is valid for 5 minutes or 6 attempts
Cod	e is valid for 5 minutes or 6 attempts Didn't receive the code?
Cod	e is valid for 5 minutes or 6 attempts Didn't receive the code? Resend Code

4. Enter new password and confirm password.

Reset Password Congratulations, You have authenticated yourself. Please Select your new Password. ReferPassword GuideLines to create secure passwords.	
New Password Confirm New Password	
Cancel Next	

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

Security questions	
Select security question below. This question will help us verify your identity.	
Customize your security question. Security Question	
Answer	
Cancel Next	

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.

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	APPOINTMEN	TS	MESSA	GES	LATEST STATEMENT
ents 10 0 24	NRRIE LAM M-CUNIC 192 WALNUT AVESTE 100,TUS	TN,CA 9278	helio helio	07/01/2020	Please check your latest statement. If payment pending check details. Bit Date: 06/28/20
ire	07/01/2020 () 10:15 AM I	DT .	Appointment - Questione Helia, You have an appointm to	ent scheduled	See Statement Detail
	Bearw 2	Jon TeleVisit	test test	07/01/2020	
	View TeleVisit FA	Q			
			1		-
				Vev All	P. New All

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



 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.



 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.

> Dashboard	QUESTIONNAIRE
	New Patient Questionnaire Follow up visit Questionnaire
My Account	Please complete your health questionnaire to the best of your ability
Messages	New Patient
+) Medical Records	Current Health Concerns (Use only numbers and alphabets when typing in all free text fields. D
Appointments	
Questionnaires	Past Medical History
Trackers	Please list all medical conditions (Use only numbers and alphabets when typing in all free text : characters):

12. If you're trying to get back into the portal, go to Lamclinic.com, Press Patient Portal, and Enter then

#### click on Healow Portal.

LAM CLINIC ABOUTUS - CONDITIONS SERVICES - CONSULTATION RESOURCES - CONTACT US Looking for. Q Login C+1-714-709-8000



#### 13. You will then login to the patient portal:

LAM CLINI	ç		Cambiar a Espartor	LOGIN TO YOUR AC We will send verification code to co number. Standard text messag	COUNT nfrm access to this ng rates apply.
Welcome t	o LAM CLINIC			Using Mobile Phone	0
We are integrative physic	icians trained to focus, not on symptoms that mask underlying	concerns, but the root cause that is the source of the problem	s.		
	healow Access your health records through the healow mobile app			Enter the details be	
	DownLoad Tell Field Island V Alf			B Password	
	Find us using our unique practice code on the headew app AERJED				Login

# 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 <u>Lam Clinic website</u>. Log in to the supplement portal with the password provided in the email.



You can also log in from lamclinic.com > <u>Patient Portal</u>.



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.



\*\*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 <mark>message</mark> from LAM CLINIC.



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.

LATEST ST	View All
Please check your payment is pending che	latest statement. If ck details.
Bill Date:	06/28/2020 See Statement Details
Your account B	alance: <mark>\$0.00</mark>

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

	2 New DOCUMENTS	👁 View All
Promis	ALDI-Low-Dose Immunotherapy sing Approach	/ A 06/30/2020
A	Esign Medicare Teledocuments	-3893999 06/23/2020

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.

			3 G	Home 🛞 Welcome Test
) Dashboard	SUN VISIT SUN	IMARY		
My Account	All Date Range			
Messages	© 02/12/2021	CARRIE LAM LAM-CLINIC 2492 WALNUT AVE STE 100,TUSTIN,CA,92780-6953	Reason	Visit Summary
Ð	Personal Health Record	CARRIE LAM LAM-CLINIC 2492 WALNUT AVE STE 100,TUSTIN,CA,92780-6953	Reason	Visit Summary
Medical Records	Visit Summary	CARRIE LAM LAM-CLINIC 2492 WALNUT AVE STE 100,TUSTIN,CA,92780-6953	Reason	Visit Summary
Appointments	Referrals	CARRIE LAM LAM-CLINIC 2492 WALNUT AVE STE 100,TUSTIN,CA,92780-6953	Reason	Visit Summary
Uuestionnaires	Growth Chart	CARRIE LAM LAM-CLINIC 2492 WALNUT AVE STE 100,TUSTIN,CA,92780-6953	Reason	Visit Summary
Trackers	© 05:45 PM	CARRIE LAM LAM-CLINIC 2492 WALNUT AVE STE 100,TUSTIN,CA,92780-6953	Reason	Visit Summary
	© 06/28/2020 © 05:30 PM	CARRIE LAM LAM-CLINIC 2492 WALNUT AVE STE 100,TUSTIN,CA,92780-6953	Reason	Visit Summary
	06/17/2020 (0 03:00 PM	CARRIE LAM LAM-CLINIC	Reason	Visit Summary

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.

Incounter Date	Diagnosis	Treatment Notes
2 Feb, 2021	Essential (primary) hypertension (ICD-10 - 110)	Evaluated patient's BP monitor on remote patient monitoring. See patient chart for uploaded Blood pressure, notes, and time logs for the month.
2 Feb, 2021	Hyperlipidemia, unspecified (ICD-10 - E78.5)	
2 Feb, 2021	Hyperlipidemia, unspecified (ICD-10 - E78.5)	

4. 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.

