

Instructions to Create Your Patient Portal Account

1. Open your internet browser application.
2. Go to <http://patientportal.cc.nih.gov/>
3. On the upper, left side of the screen in the “Sign in” section, select “First Time User? Register Now”



4. A window will open requiring you to enter your demographic information (follow the data entry guidelines below).

Create New Account

Please complete all mandatory fields (red asterisk)

Note: Information entered into the portal must match the information you provided to the admissions department when you registered as a patient (i.e. email address).

* User Name: [Check availability](#)

* Password: [Password guidelines](#)

* Confirm Password:

* Last Name:

* First Name:

Middle Name:

* Date of Birth: M/d/yyyy

* Email:

* Confirm Email:

Phone:

* Security Question:

* Security Answer:

* I agree to the [terms and conditions](#).

Data Entry Guidelines:

*User Name: Create your own user name for your Patient Portal account. After you create a user name, click on "Check availability" to be sure the user name is not already in use. This user name will be unique for you. Please keep this information confidential to ensure security. *(The user name is NOT case sensitive at log in)*

*Password: Create your own password. The password must be at least 4 characters long. Please keep this information confidential to ensure security. *(Case sensitive at login).*

*Confirm Password: Re-type your chosen password.

*Last name: Enter your last name. You must use the same last name you provided to the NIH Clinical Center at registration.

*First name: Enter your first name. You must use the same first name you provided to the NIH Clinical Center at registration.

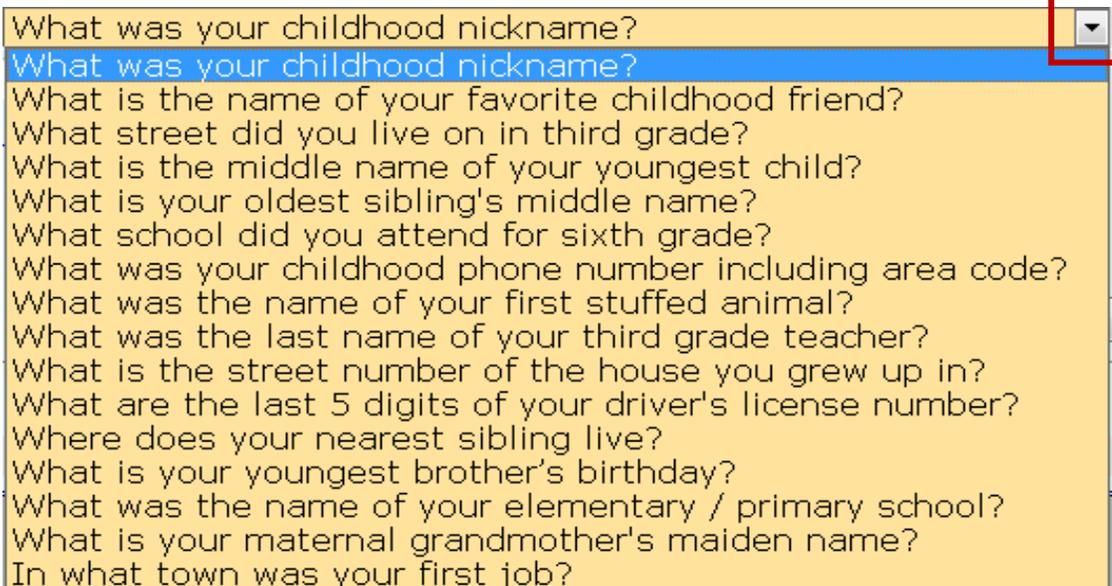
Middle Name: Enter your middle name (optional).

*Date of Birth: Enter your date of birth. Enter in the format of m/d/yyyy. The date of birth must match the birth date you provided to the NIH Clinical Center at registration.

*Email: Must match the email address you provided to the NIH Clinical Center at registration.

Phone: Enter your phone number.

*Security Question: Select a security question that will be used to verify your identity if you forget your password. Select a question from the list by clicking on the dropdown arrow.

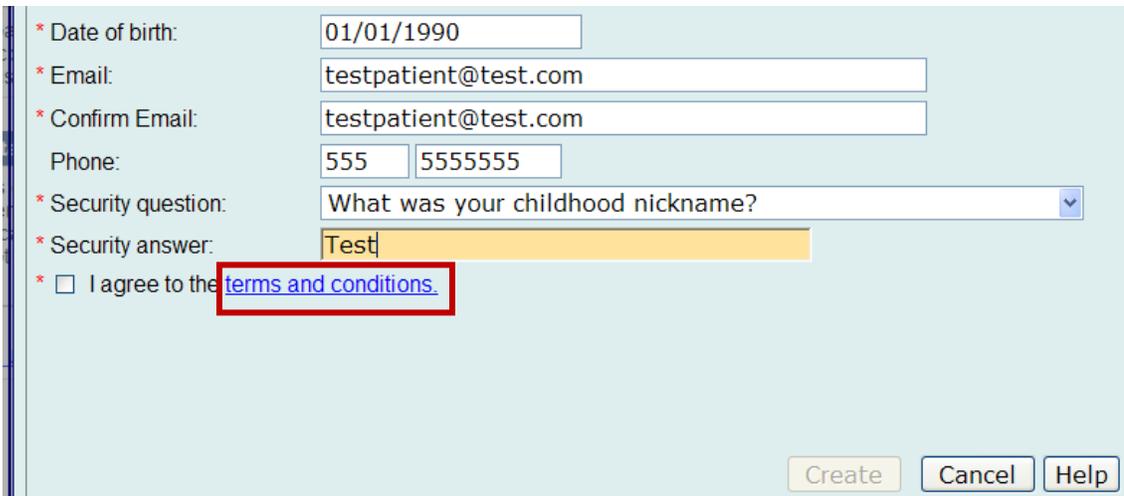


What was your childhood nickname?
What was your childhood nickname?
What is the name of your favorite childhood friend?
What street did you live on in third grade?
What is the middle name of your youngest child?
What is your oldest sibling's middle name?
What school did you attend for sixth grade?
What was your childhood phone number including area code?
What was the name of your first stuffed animal?
What was the last name of your third grade teacher?
What is the street number of the house you grew up in?
What are the last 5 digits of your driver's license number?
Where does your nearest sibling live?
What is your youngest brother's birthday?
What was the name of your elementary / primary school?
What is your maternal grandmother's maiden name?
In what town was your first job?

*Security Answer: Enter your answer to the security question you selected.

All items with a * must be completed.

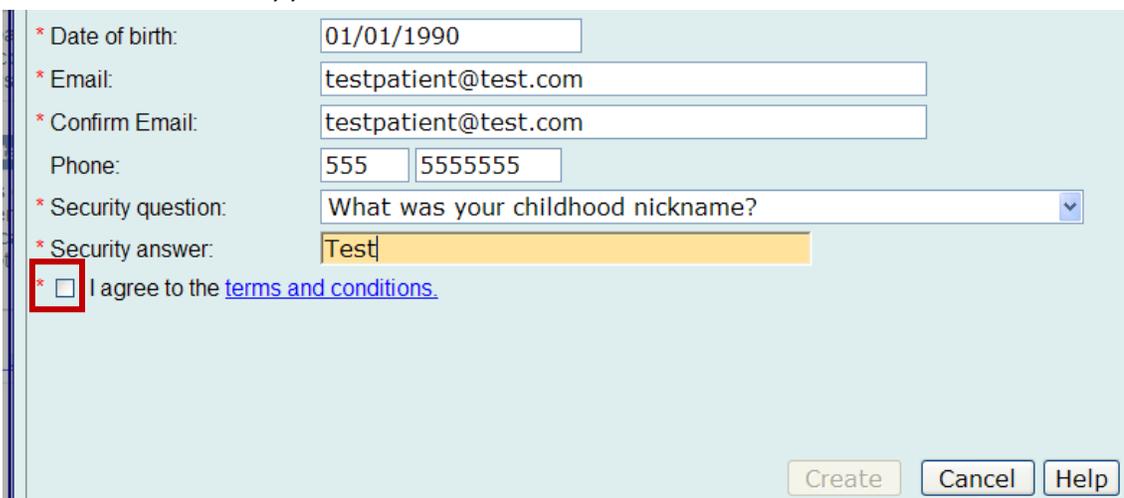
5. After entering the required demographic information, select the blue “**terms and conditions**” link and read the document that opens.



* Date of birth: 01/01/1990
* Email: testpatient@test.com
* Confirm Email: testpatient@test.com
Phone: 555 5555555
* Security question: What was your childhood nickname?
* Security answer: Test
* I agree to the [terms and conditions.](#)

Create Cancel Help

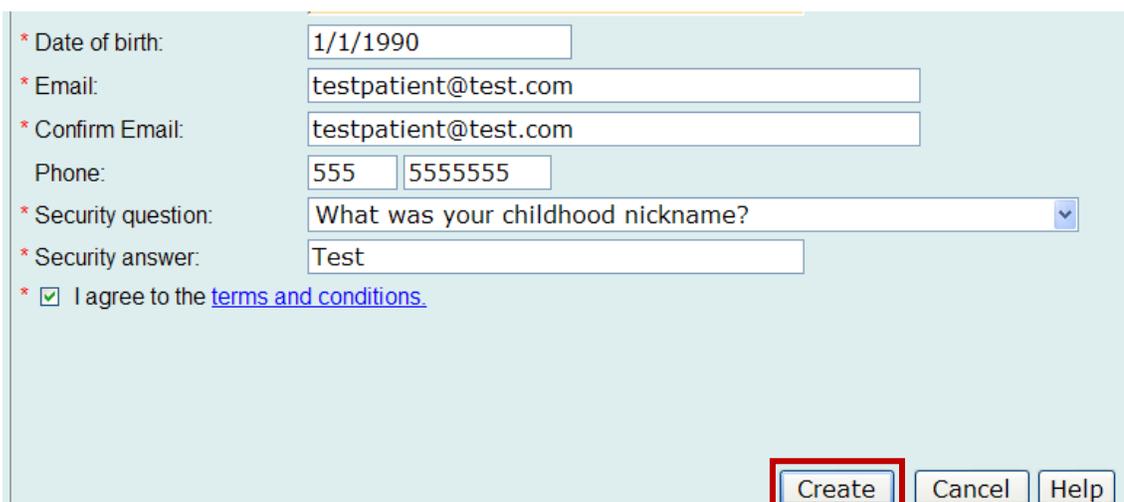
6. In order to complete the account creation process, you must agree to the **terms and conditions** by clicking the box to the left. *(If you have any questions regarding these terms and conditions, do not select this box. Instead, click on the “**Cancel**” button and contact the Patient Portal Support Team (1-855-644-6445).)*



* Date of birth: 01/01/1990
* Email: testpatient@test.com
* Confirm Email: testpatient@test.com
Phone: 555 5555555
* Security question: What was your childhood nickname?
* Security answer: Test
* I agree to the [terms and conditions.](#)

Create Cancel Help

7. Click on the “**Create**” button.

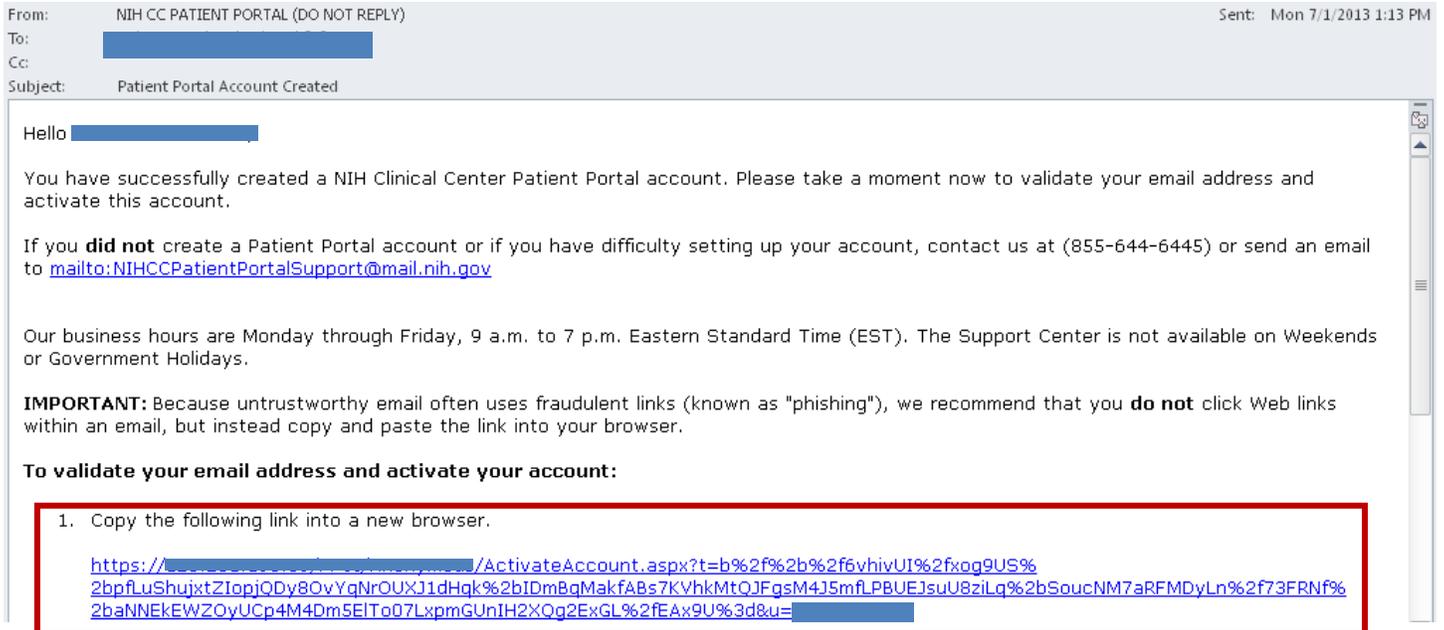


* Date of birth: 1/1/1990
* Email: testpatient@test.com
* Confirm Email: testpatient@test.com
Phone: 555 5555555
* Security question: What was your childhood nickname?
* Security answer: Test
* I agree to the [terms and conditions.](#)

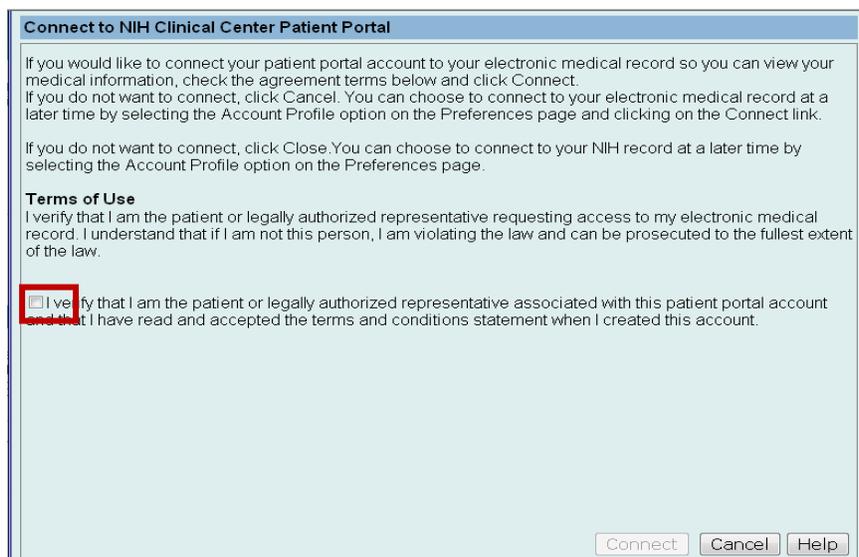
Create Cancel Help

8. An email will be sent to your personal email account providing you with instructions on how to activate your Portal account. (The email will be from NIH CC Patient Portal (DO NOT REPLY)) Subject line: Patient Portal Account Created. **Copy and paste the link into your internet browser's URL field to complete the process.**

(Sample email)



9. This link will take you back to the Patient Portal site where you will be prompted to agree to the Patient Portal's Terms of Use. To do so, click in the box prior to the "I verify that I am the patient or legally authorized representative associated with this patient portal account..." statement.



10. Click on the “Connect” button.

Connect to NIH Clinical Center Patient Portal

If you would like to connect your patient portal account to your electronic medical record so you can view your medical information, check the agreement terms below and click Connect.
If you do not want to connect, click Cancel. You can choose to connect to your electronic medical record at a later time by selecting the Account Profile option on the Preferences page and clicking on the Connect link.

If you do not want to connect, click Close. You can choose to connect to your NIH record at a later time by selecting the Account Profile option on the Preferences page.

Terms of Use
I verify that I am the patient or legally authorized representative requesting access to my electronic medical record. I understand that if I am not this person, I am violating the law and can be prosecuted to the fullest extent of the law.

I verify that I am the patient or legally authorized representative associated with this patient portal account and that I have read and accepted the terms and conditions statement when I created this account.

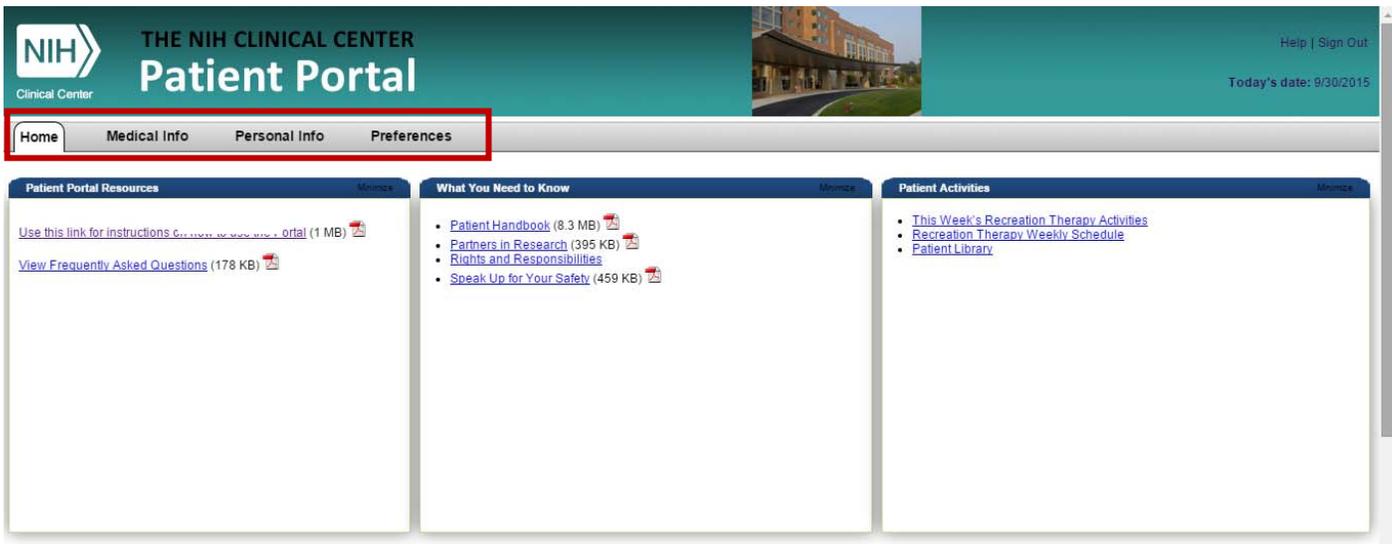
11.

Once you have selected the “Connect” button, you will be prompted to sign in to your newly created NIH Clinical Center Patient Portal account using the username and password you specified during the account creation process.

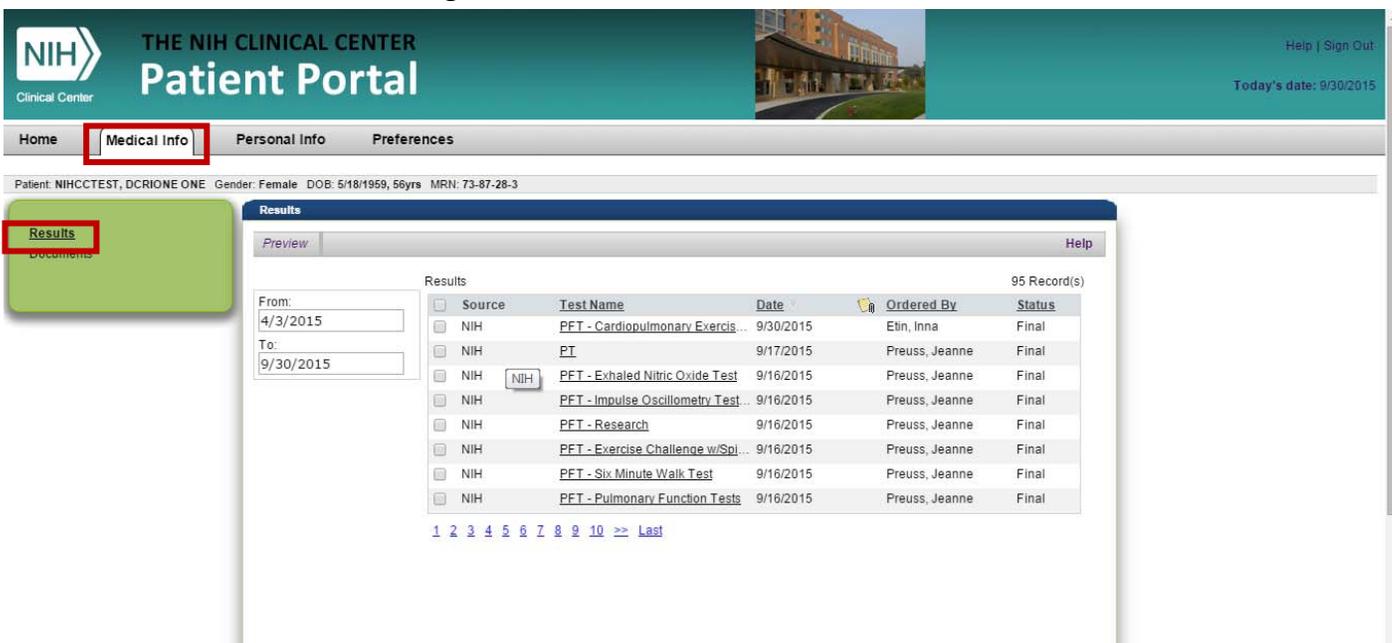
Patient Portal Features

REVIEWING RESULTS

1. Once logged in to the NIH Clinical Center's Patient Portal you will be on the Portal's "Home Page." The NIH Clinical Center Patient Portal is organized through a series of 'tabs' or sections. These tabs are organized across the top of the page beneath the Portal's green banner area. The "Home Page" or the tab labeled as "Home" provides additional useful links to a variety of patient resources.



2. To view selected results and documents from your electronic medical record, click on the "Medical Info" tab. There are two types of medical information available for viewing on the "Medical Info" tab – results and documents. To view results, select the "Results" link on the left side of the screen. A list of results available for viewing will be listed.



- You can search for specific results in several ways. Search for results within a specific date range by entering dates in the “From” and “To” fields. A list of results within that date range will be listed.

The screenshot shows the NIH Patient Portal interface. At the top, there is a navigation bar with 'Home', 'Medical Info', 'Personal Info', and 'Preferences'. Below this, patient information is displayed: 'Patient: NIHCCTEST, DCRIONE ONE Gender: Female DOB: 5/18/1959, 56yrs MRN: 73-87-28-3'. The main content area is titled 'Results' and shows a search filter on the left with 'From: 4/3/2015' and 'To: 9/30/2015' highlighted in a red box. The main results table has columns for Source, Test Name, Date, Ordered By, and Status. The table contains 95 records, with the first few rows visible. A pagination bar at the bottom shows '1 2 3 4 5 6 7 8 9 10 >> Last'.

Source	Test Name	Date	Ordered By	Status
NIH	PFT - Cardiopulmonary Exercis...	9/30/2015	Etn, Inna	Final
NIH	PT	9/17/2015	Preuss, Jeanne	Final
NIH	PFT - Exhaled Nitric Oxide Test	9/16/2015	Preuss, Jeanne	Final
NIH	PFT - Impulse Oscillometry Test...	9/16/2015	Preuss, Jeanne	Final
NIH	PFT - Research	9/16/2015	Preuss, Jeanne	Final
NIH	PFT - Exercise Challenge w/Spi...	9/16/2015	Preuss, Jeanne	Final
NIH	PFT - Six Minute Walk Test	9/16/2015	Preuss, Jeanne	Final
NIH	PFT - Pulmonary Function Tests	9/16/2015	Preuss, Jeanne	Final

- You can also sort the entire list of results by test name or date. To sort the list, click on the “Test Name” or “Date” header at the top of the list.

The screenshot shows the NIH Patient Portal interface, similar to the previous one. The search filter on the left is still present. The main results table is sorted by 'Test Name', and the 'Test Name' header is highlighted with a red box. The table contains 95 records, with the first few rows visible. A pagination bar at the bottom shows '1 2 3 4 5 6 7 8 9 10 >> Last'.

Source	Test Name	Date	Ordered By	Status
NIH	PFT - Cardiopulmonary Exercis...	9/30/2015	Etn, Inna	Final
NIH	PT	9/17/2015	Preuss, Jeanne	Final
NIH	PFT - Exhaled Nitric Oxide Test	9/16/2015	Preuss, Jeanne	Final
NIH	PFT - Impulse Oscillometry Test...	9/16/2015	Preuss, Jeanne	Final
NIH	PFT - Research	9/16/2015	Preuss, Jeanne	Final
NIH	PFT - Exercise Challenge w/Spi...	9/16/2015	Preuss, Jeanne	Final
NIH	PFT - Six Minute Walk Test	9/16/2015	Preuss, Jeanne	Final
NIH	PFT - Pulmonary Function Tests	9/16/2015	Preuss, Jeanne	Final

- Once you have located the result you would like to review, click on the name of the result in the "Test Name" column. The result will open for viewing.

The screenshot shows the NIH Clinical Center Patient Portal interface. At the top, there is a navigation bar with 'Home', 'Medical Info', 'Personal Info', and 'Preferences'. Below this, patient information is displayed: 'Patient: NIHCCTEST, DCRIONE ONE Gender: Female DOB: 5/18/1959, 56yrs MRN: 73-87-28-3'. A sidebar on the left contains 'Results' and 'Documents' buttons. The main content area is titled 'Results' and shows a table of 95 records. The first record is highlighted with a red box:

Source	Test Name	Date	Ordered By	Status
NIH	PFT - Cardiopulmonary Exercis...	9/30/2015	Etin, Inna	Final
NIH	PT	9/17/2015	Preuss, Jeanne	Final
NIH	PFT - Exhaled Nitric Oxide Test	9/16/2015	Preuss, Jeanne	Final
NIH	PFT - Impulse Oscillometry Test	9/16/2015	Preuss, Jeanne	Final
NIH	PFT - Research	9/16/2015	Preuss, Jeanne	Final
NIH	PFT - Exercise Challenge w/Spi...	9/16/2015	Preuss, Jeanne	Final
NIH	PFT - Six Minute Walk Test	9/16/2015	Preuss, Jeanne	Final
NIH	PFT - Pulmonary Function Tests	9/16/2015	Preuss, Jeanne	Final

- To print the result, select the "Preview" button in the grey header.

The screenshot shows the 'Result Details' window for a specific test. The 'Preview' button in the grey header is highlighted with a red box. The window displays the following information:

Type of test: Pulmonology
 Test name: PFT - Cardiopulmonary Exercise Test
 Ordered By: Etin, Inna
 Date test performed: 9/30/2015 10:41 AM
 Performed By:

Component	Media	Value	Unit	Ref.Range
CPET Report				

Result Notes:
 Metabolic Stress Test

ID: 73-87-28-3 Acct. Number 002DBQJQC
 Name: NIHCCTEST, DCRIONE ONE
 Date: 09/30/15
 Age: 56 Race: Caucasian
 Height(in): 67 Weight(lb): 154

Patient: NIHCCTEST, DCRIONE ONE Gender: Female DOB: 5/18/1959 Age: 56yrs

7. A new tab in your browser will open. The result will open in PDF format. Click on the “Print” icon at the bottom right of the document. You may close the tab once you have printed the document.

This screenshot shows a patient result page. At the top, there is a header with patient information: Patient: NIHCTEST, DCRIONE ONE; Gender: Female, DOB: 5/18/1959, Age: 56yrs; Phone: 404-560-5049, Email: jpreuss@cc.nih.gov; Primary Care Provider: , , Phone: . On the right, it says Date Printed: 9/30/2015, Printed By: DCRIONE NIHCTEST, Printed From: National Institutes of Health Patient Portal, Information From: NIH. Below this is a 'Result Details' section with the following information: Type of test: Pulmonology; Test name: PFT - Cardiopulmonary Exercise Test; Ordered By: Etin, Inna; Date test performed: 9/30/2015 10:41 AM; Performed By: . Below this is a table with columns: Component, Value, Unit, Ref.Range. The table contains one row: CPET Report. Below the table is a 'Result Notes' section with the text: Metabolic Stress Test. At the bottom of the page, there is a footer with patient information: ID: 73-87-28-3, Acct. Number 002DBQJQC; Name: NIHCTEST, DCRIONE ONE; Date: 09/30/15; Age: 56, Race: Caucasian; Height(in): 67, Weight(lb): 154. In the bottom right corner, there is a toolbar with icons for home, back, forward, search, and print. The print icon is highlighted with a red box.

8. Click on the “Close” button in the grey header to close the window and to return to the result list.

This screenshot shows a patient result window titled 'Result Details'. At the top, there is a grey header with two buttons: 'Preview' and 'Close'. The 'Close' button is highlighted with a red box. To the right of the header is a 'Help' button. Below the header, there is a navigation bar with buttons for 'Detail', 'Comments', and 'Record Info'. The 'Detail' button is selected. Below the navigation bar, there is a section with the following information: Type of test: Pulmonology; Test name: PFT - Cardiopulmonary Exercise Test; Ordered By: Etin, Inna; Date test performed: 9/30/2015 10:41 AM; Performed By: . Below this is a table with columns: Component, Media, Value, Unit, Ref.Range. The table contains one row: CPET Report. Below the table is a 'Result Notes' section with the text: Metabolic Stress Test. At the bottom of the window, there is a footer with patient information: Patient: NIHCTEST, DCRIONE ONE Gender: Female DOB: 5/18/1959 Age: 56yrs.

9. You can also print multiple results in one report. To do so, in the result viewing window, click in the check box before each test name you would like to print in the list.

The screenshot shows the 'Results' window with a 'Preview' button highlighted in green. On the left, there are date filters: 'From: 4/3/2015' and 'To: 9/30/2015'. The main area displays a table of results with 95 records. A red box highlights the 'Source' column, where all entries are 'NIH' and each has a checked checkbox. The table columns are: Source, Test Name, Date, Ordered By, and Status. The test names include 'PFT - Cardiopulmonary Exercis...', 'PT', 'PFT - Exhaled Nitric Oxide Test', 'PFT - Impulse Oscillometry Test...', 'PFT - Research', 'PFT - Exercise Challenge w/Spi...', 'PFT - Six Minute Walk Test', and 'PFT - Pulmonary Function Tests'. The dates range from 9/16/2015 to 9/30/2015. The 'Ordered By' column lists 'Etn, Inna' and 'Preuss, Jeanne'. The 'Status' column shows 'Final' for all entries. At the bottom, there are pagination links: 1 2 3 4 5 6 7 8 9 10 >> Last.

10. Once you have checked the boxes before each result you would like to print, click "Preview" in the upper left hand corner underneath "Results." The results will open for viewing in PDF format. Click on the "Print" icon at the bottom right of the document. You may close tab once you have printed the document.

This screenshot is similar to the previous one, but the 'Preview' button in the upper left corner is highlighted with a red box. The table of results and the pagination links at the bottom are identical to the previous screenshot.

Patient: **NIHCCTEST, DCRIONE ONE**
Gender: **Female**, DOB: **5/18/1959**, Age: **56yrs**
Phone: **404-560-5049**, Email: **jpreuss@cc.nih.gov**
Primary Care Provider: , , Phone:

Date Printed: **9/30/2015**
Printed By: **DCRIONE NIHCCTEST**
Printed From: **National Institutes of Health Patient Portal**
Information From: **NIH**

Result Details

Type of test: **Pulmonology**
Test name: **PFT - Cardiopulmonary Exercise Test**
Ordered By: **Etin, Inna**
Date test performed: **9/30/2015 10:41 AM**
Performed By:

Component	Value	Unit	Ref.Range
CPET Report			
Result Notes:	Metabolic Stress Test		
ID: 73-87-28-3	Acct. Number 002DBQJQC		
Name: NIHCCTEST, DCRIONE ONE			
Date: 09/30/15			
Age: 56	Race: Caucasian		
Height(in): 67	Weight(lb): 154		



REVIEWING DOCUMENTS

1. To view selected results and documents from your electronic medical record, click on the “Medical Info” tab. There are two types of medical information available for viewing on the “Medical Info” tab – results and documents. To view documents, select the “Documents” link on the left side of the screen. A list of documents available for viewing will be listed.

The screenshot shows the NIH Clinical Center Patient Portal interface. The top navigation bar includes 'Home', 'Medical Info' (highlighted in red), 'Personal Info', and 'Preferences'. Below the navigation bar, the patient information is displayed: Patient: NIHCCTEST, DCRIONE ONE; Gender: Female; DOB: 5/18/1959, 56yrs; MRN: 73-87-28-3. The left sidebar contains 'Results' and 'Documents' (highlighted in red). The main content area is titled 'Documents' and shows a table with one record. The table has columns for 'Document Name' and 'Date'. The record is 'Patient Discharge Instructions' dated 8/21/2015 8:22 AM. The 'From' and 'To' date filters are set to 4/3/2015 and 9/30/2015 respectively.

2. You can search for specific documents in several ways. Search for documents within a specific date range by entering dates in the “From” and “To” fields. Documents within that date range will appear on the screen.

The screenshot shows the NIH Clinical Center Patient Portal interface. The top navigation bar includes 'Home', 'Medical Info' (highlighted in red), 'Personal Info', and 'Preferences'. Below the navigation bar, the patient information is displayed: Patient: NIHCCTEST, DCRIONE ONE; Gender: Female; DOB: 5/18/1959, 56yrs; MRN: 73-87-28-3. The left sidebar contains 'Results' and 'Documents' (highlighted in red). The main content area is titled 'Documents' and shows a table with two records. The table has columns for 'Document Name' and 'Date'. The records are 'Patient Discharge Instructions' dated 3/19/2015 6:47 PM and 'Patient Discharge Instructions' dated 8/21/2015 8:22 AM. The 'From' and 'To' date filters are set to 1/1/2013 and 9/30/2015 respectively.

3. You can also sort the entire list of documents by document name or date. To sort the list, click on the “Document Name” or “Date” header at the top of the list.

The screenshot shows the NIH Clinical Center Patient Portal interface. The top navigation bar includes 'Home', 'Medical Info', 'Personal Info', and 'Preferences'. Below the navigation bar, the patient information is displayed: Patient: NIHCCTEST, DCRIONE ONE; Gender: Female; DOB: 5/18/1959, 56yrs; MRN: 73-87-28-3. The left sidebar contains 'Results' and 'Documents'. The main content area is titled 'Documents' and shows a table with two records. The table has columns for 'Document Name' and 'Date'. The records are 'Patient Discharge Instructions' dated 3/19/2015 6:47 PM and 'Patient Discharge Instructions' dated 8/21/2015 8:22 AM. The 'From' and 'To' date filters are set to 1/1/2013 and 9/30/2015 respectively. The 'Document Name' and 'Date' headers are highlighted in red.

- Once you have located the document you would like to review, click on the name of the document in the "Document Name" column.

Documents	
Document Name	Date
Patient Discharge Instructions	3/19/2015 6:47 PM
Patient Discharge Instructions	8/21/2015 8:22 AM

From: 1/1/2013
To: 9/30/2015

2 Record(s)

- The document will open for viewing. To print the document, select the word "Print" in the blue header. Once you are done viewing the document, click on the word "Close" in the blue header.

Document Details		Print Close
MRN: 73-87-28-3 Age: 56yrs (5/18/1959)	NIHCCTEST, DCRIONE ONE Gender: Female	National Institutes of Health Patient Portal
<p>3/19/2015 6:47 PM Patient Discharge Instructions Complete, Patient Care <i>Preuss, Jeanne</i> (IT) [Signed: 3/19/2015 6:51 PM] [Last Updated: 3/19/2015 6:51 PM]</p> <p>Discharge Medications/IV Fluids:</p> <ul style="list-style-type: none"> Discharge Medications 		
<p>Equipment/Devices:</p> <ul style="list-style-type: none"> Returned Home With Own Equipment/Devices: Braces New Equipment/Devices Received During This Admission: Implanted defibrillator Comments: Far far away, behind the word mountains, far from the countries Vokalia and Consonantia, there live the blind texts. Separated they live in Bookmarksgrove right at the coast of the Semantics, a large language ocean. A small river named Duden flows by their place and 		

REVIEWING OTHER INFORMATION IN THE PORTAL

1. There are two other tabs available for viewing information in the Portal - the “Personal Info” and “Preferences” tabs.

The screenshot shows the NIH Clinical Center Patient Portal interface. At the top, there is a header with the NIH logo and the text 'THE NIH CLINICAL CENTER Patient Portal'. Below the header is a navigation bar with tabs for 'Home', 'Medical Info', 'Personal Info', and 'Preferences'. The 'Personal Info' and 'Preferences' tabs are highlighted with red boxes. Below the navigation bar, there are three main content areas: 'Patient Portal Resources', 'What You Need to Know', and 'Patient Activities'. Each area contains links to various resources and documents.

2. The “Personal Info” tab provides you with the capability to review the demographic and contact information that the NIH Clinical Center has entered in the hospital’s electronic medical record information system about you. To review personal demographic information, click on the “Demographics” link on the left side of the screen. A window will open with your demographic information listed. To view contact information the NIH Clinical Center has on file for you, click on the “Contacts” link on the left side of the screen. If you notice that any of this information is inaccurate or needs to be updated, contact the Patient Portal Support Team at 1-855-644-6445 Monday through Friday 9am to 7pm EST (excluding federal holidays).

The screenshot shows the NIH Clinical Center Patient Portal interface with the 'Personal Info' tab selected. A 'Demographics' window is open, displaying patient information. The window has a 'Preview' tab and a 'Help' button. The information is organized into a table with two columns: 'Field' and 'Value'.

NIH	
Name:	NIHCCTEST, DCRIONE ONE
Gender:	Female
Date of Birth:	5/18/1959
Age:	56yrs
Religion:	Wicca
Race:	Unknown
Deceased:	
Marital:	
Language:	English
Address:	374 EAGLE LANE THUNDER AL USA 37478
Primary Phone:	404-560-5049
Secondary Phone:	703-789-5432
Email:	jpreuss@cc.nih.gov
Height:	188 cm
Weight:	80 kg
BMI:	23

3. To view your personal NIH Clinical Center Patient Portal settings, click on the “Preferences” tab. From this tab, you have the capability to review your Patient Portal account profile settings, change your Patient Portal password, and/or change your Patient Portal security question by selecting the links on the left side of the window.

It is very important that you DO NOT update your preferences (name, date of birth, or email address) on this page. If you need to request an update to this information, contact the Patient Portal Support Team at 1-855-644-6445 Monday through Friday 9am to 7pm EST (excluding federal holidays).

The screenshot displays the NIH Clinical Center Patient Portal interface. At the top, the NIH logo and 'THE NIH CLINICAL CENTER Patient Portal' are visible. A navigation bar includes 'Home', 'Medical Info', 'Personal Info', and 'Preferences' (highlighted with a red box). Below the navigation bar, a green sidebar on the left contains the following links: 'Account Profile', 'Change Password', and 'Change Security Question'. The main content area is titled 'Account Details' and contains a form with two sections: 'Profile' and 'Connections'. The 'Profile' section includes the following fields:

Account user name:	dcri1
* Last name:	NIHCCTEST
* First name:	DCRIONE
Middle name:	TWO
* Date of birth:	5/18/1959
* Email:	jpreuss@cc.nih.gov
Phone:	<input type="text"/> <input type="text"/>

The 'Connections' section shows 'NIH (connected)' with a [Click To Disconnect](#) link.