Patient Portal

Access medical care services your way

PATIENT PORTAL – WHAT IS IT?

The Patient Portal is a platform through which you can easily and conveniently schedule or cancel an appointment, receive an online consultation or order an e-Prescription without having to leave your home. The portal is also available through a mobile application.

HOW TO 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 and create an account.

2. Fill in the form and click "Create an account".

RIGHTS RESULTING FROM HAVING THE BASIC LEVEL OF THE PATIENT PORTAL

When having access to the basic level of the Patient Portal you can:

- Book Telephone Consultation, in-person visits and selected examinations (you can book 10 services at most).
- 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).

PATIENT PORTAL – FULL FUNCTIONALITY

When having rights resulting from full version of the Patient Portal, you can:

- Book Telephone Consultation, in-person visits and selected examinations.
- Arrange rehabilitation services (based on referrals from LUX MED doctors).
- Register for occupational medicine 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 e-Referrals.
- Check physician's instructions.
- Use the 'Ask your doctor' function after a visit you attended.
- Add documents which will make it easier for the physician to make a diagnosis during a Telephone Consultation.

WHAT CAN YOU DO TO USE THE FULL FUNCTIONALITY OF THE PATIENT PORTAL

In order to have access to the full functionality of the Patient Portal, you should create a basic level account on the Patient Portal, and then:

sign the Terms of Service at the reception desk

or

go to the website: **www.luxmed.pl/lp/zalozportalpacjenta** and fill out a simple form.

ADDING MEDICAL RECORDS BEFORE A TELEPHONE CONSULTATION ON THE PATIENT PORTAL:

In order to ensure convenient and high-quality communication between the Patient and the physician during a Telephone Consultation, we made it possible to add medical records through the Patient Portal. This functionality is available to Patients who have full access to the Patient Portal. Medical records may be added both through the PC and mobile application version of the Patient Portal.
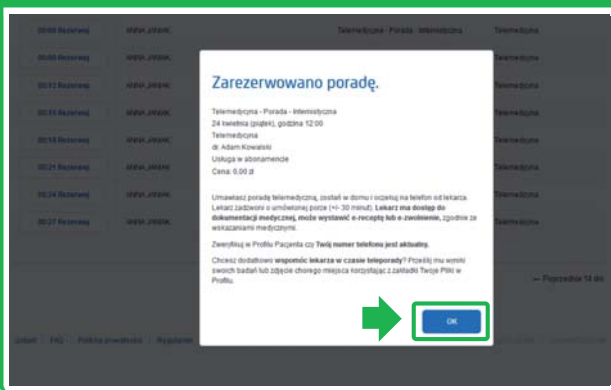
Medical records include, inter alia:

- 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.

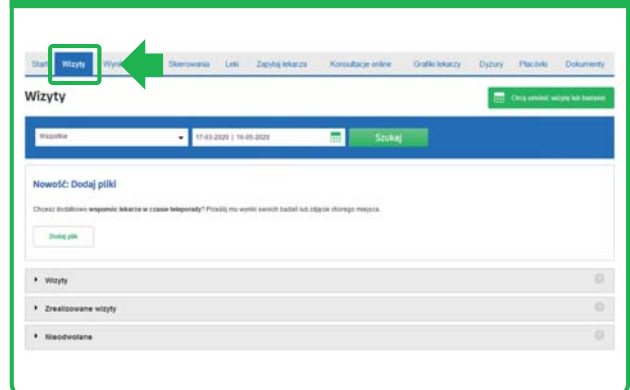### In the PC version of the Patient Portal, you can add medical records in two manners:

Method 1.

The medical records can be added directly after booking the Telemedicine Advice. Click "OK", and you will be redirected to the "Visits" tab.

Method 2.

You can add your medical records at any time by clicking the "Visits" tab on the menu bar.

Medical documentation can also be added using app.

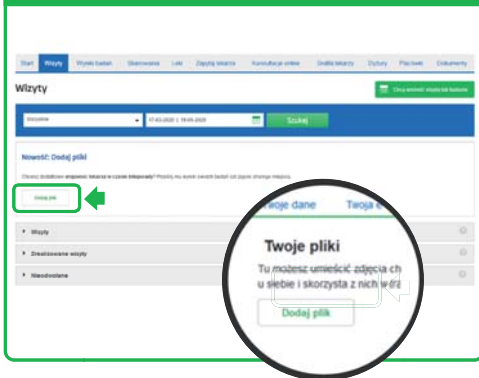Medical documentation can be added by Patient Portal using button "add file".

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PROCESS OF ADDING FILES

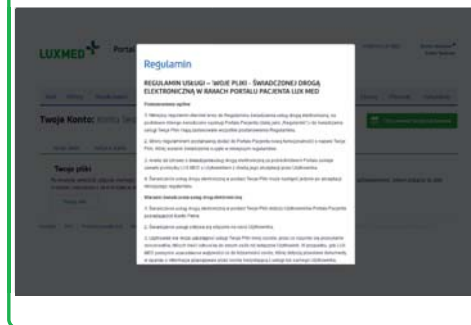**Process of adding files on PC and app of the Patient Portal is similar.**

Step 1.
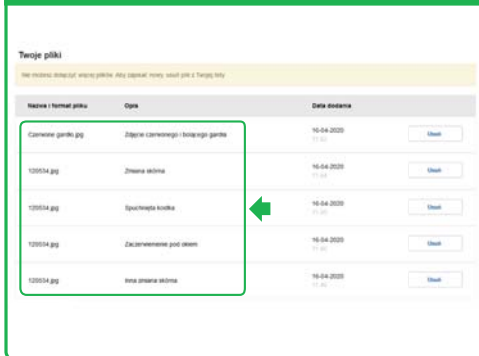
In the "Visits" tab click "Your files".

Step 2.

After clicking "Your files", the Regulations will appear, and if you want to add files, you must accept them.
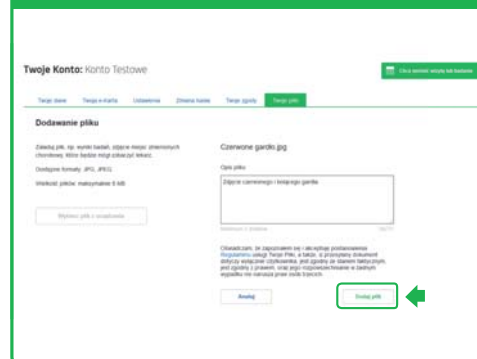

Step 4.

The file was added successfully.
Remember that you can add a maximum of 5 files.

Step 3.

Add files from your computer and a short description.
Then click "Add a file".

Information regarding appendices:
- File format: .jpg or .jpeg, .pdf and .png.
- Maximum file size: 8 MB.
- The file is an addition/appendix to the Telephone Consultation.
- The file description is visible for the physician —
  it allows the specialist to familiarise himself/herself with 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.

There is a mobile application of the Patient Portal.
In order to download it, scan the QR code:

for Android   for iOS

USE AND ENJOY THE PATIENT PORTAL!