

MyLifespan Patient Portal Guide



Ambulatory Care



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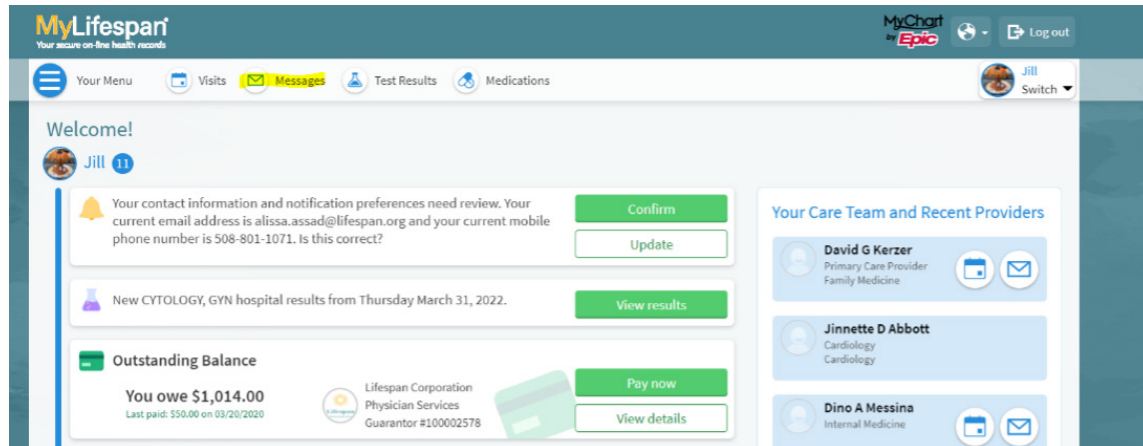
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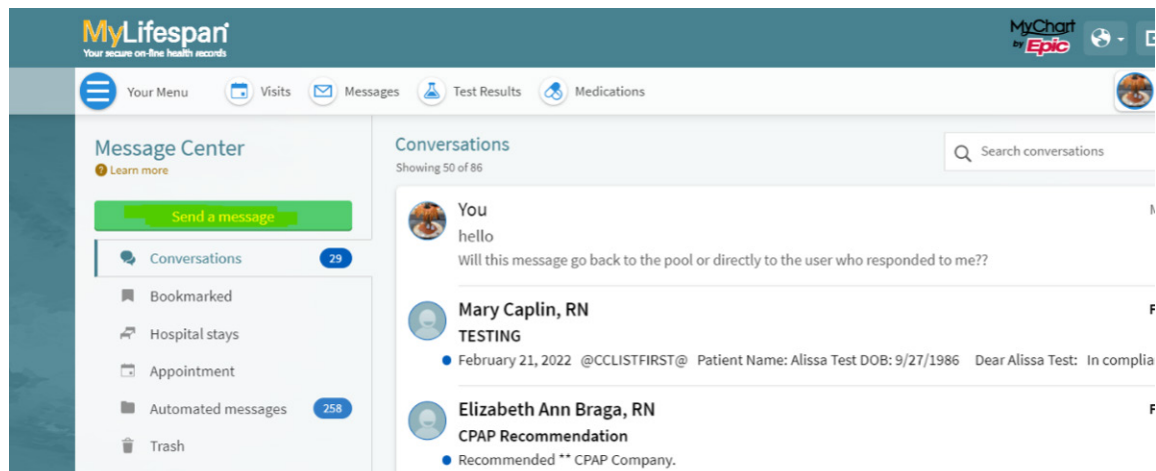


How to Communicate with Your Physician

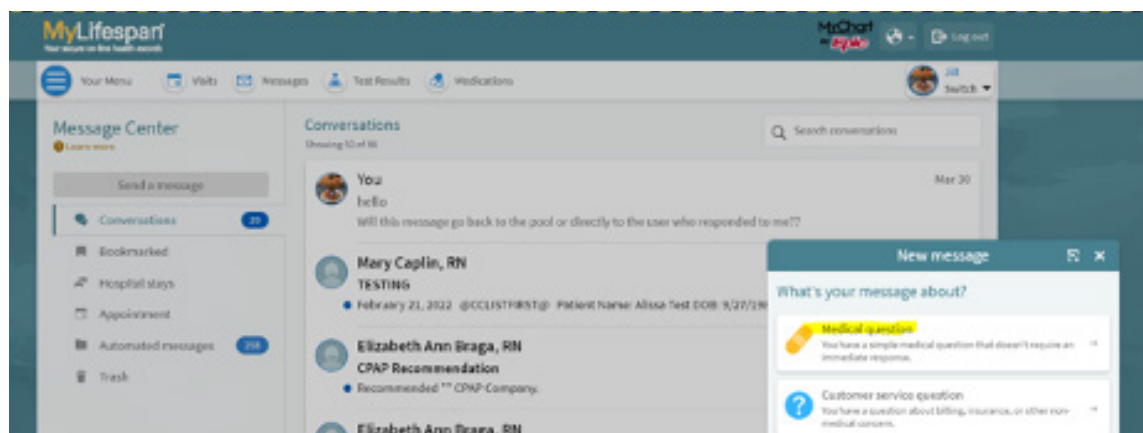
1. After you are logged in to MyLifespan, click the Messages tab, which is located on the home screen toolbar. This is the section where you can see new messages that have arrived and send messages to your provider.



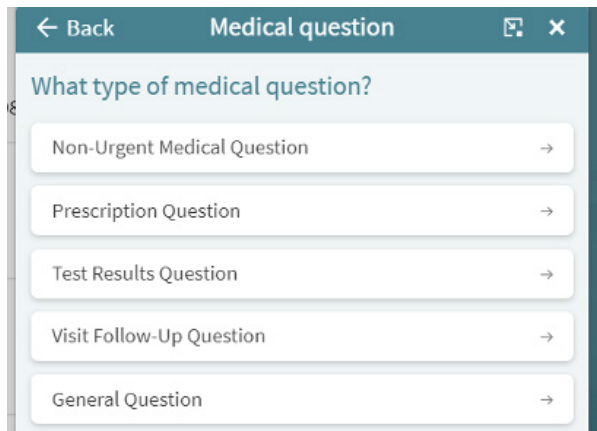
2. Select **Send a message.**



3. Select **Medical question.**

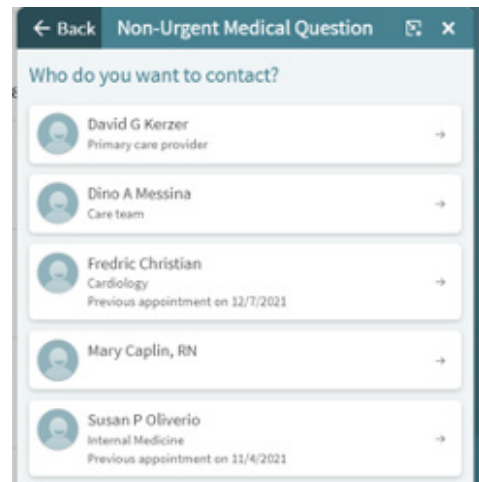


4. Choose the type of question that best fits your inquiry.



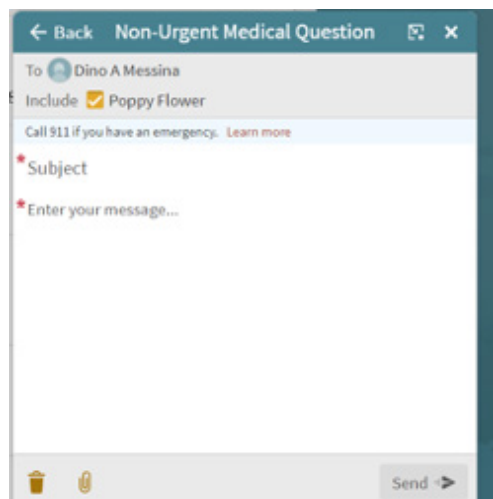
A screenshot of a mobile application interface titled "Medical question". It features a header with a back arrow, the title, and a close button. Below the header, the text "What type of medical question?" is displayed. Five selectable options are listed: "Non-Urgent Medical Question", "Prescription Question", "Test Results Question", "Visit Follow-Up Question", and "General Question". Each option has a right-pointing arrow.

5. Choose the provider you want to contact.



A screenshot of a mobile application interface titled "Non-Urgent Medical Question". It features a header with a back arrow, the title, and a close button. Below the header, the text "Who do you want to contact?" is displayed. Five provider options are listed, each with a profile picture, name, and role: "David G Kerzer (Primary care provider)", "Dino A Messina (Care team)", "Fredric Christian (Cardiology, Previous appointment on 12/7/2021)", "Mary Caplin, RN", and "Susan P Oliverio (Internal Medicine, Previous appointment on 11/4/2021)". Each option has a right-pointing arrow.

6. Enter the **Subject** of your message. Then, **Enter your message** in the body of the message section. When you have completed your message, click the **Send** button to deliver the message to the provider.

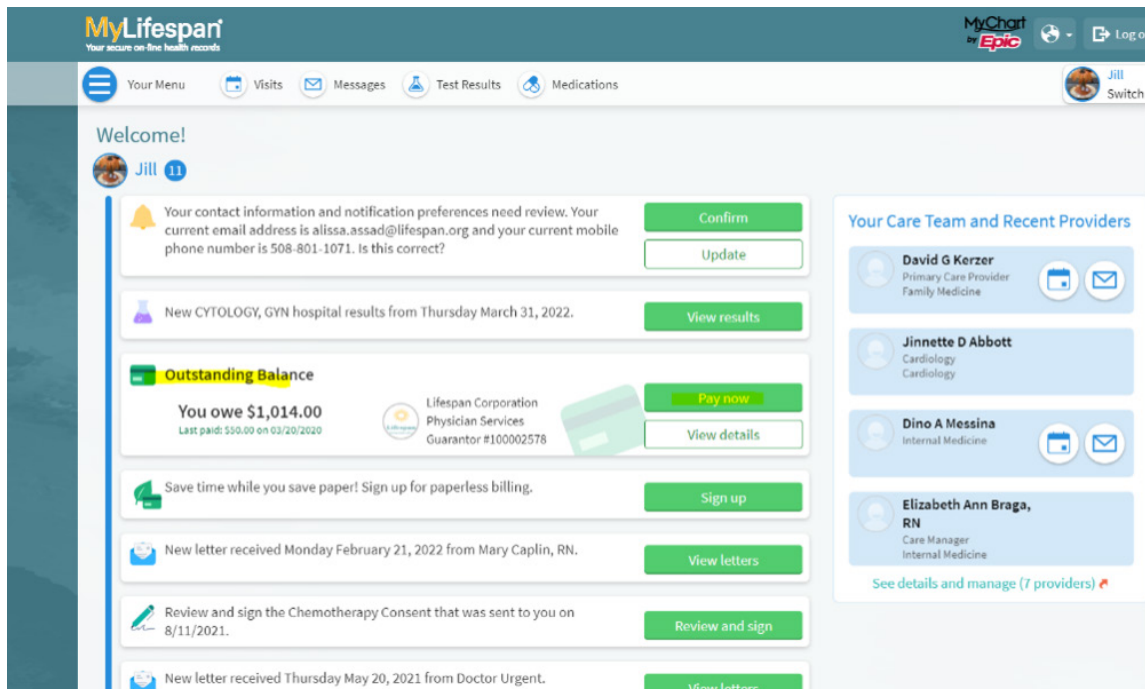


A screenshot of a mobile application interface for composing a message. It features a header with a back arrow, the title "Non-Urgent Medical Question", and a close button. Below the header, the "To" field is populated with "Dino A Messina". The "Include" section shows "Poppy Flower" with a checked checkbox. A warning message states "Call 911 if you have an emergency. Learn more". The "Subject" field is marked with a red asterisk and contains the placeholder text "Subject". The message body is marked with a red asterisk and contains the placeholder text "Enter your message...". At the bottom, there is a "Send" button with a right-pointing arrow.

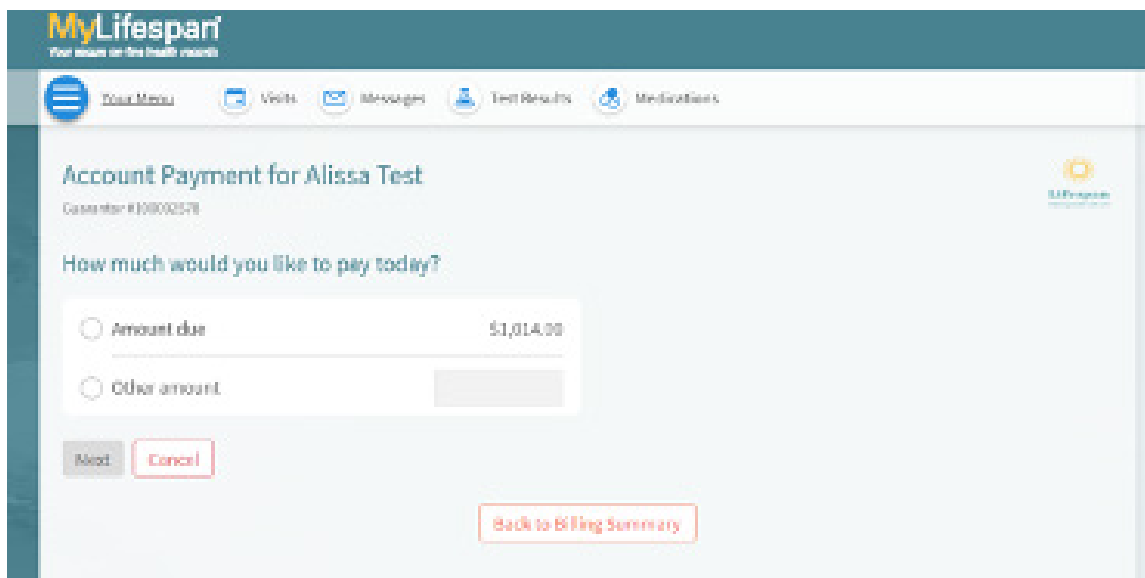
7. When your provider responds, the message will be displayed in the main message section of **MyChart**.

How to Pay/Check Your Balance

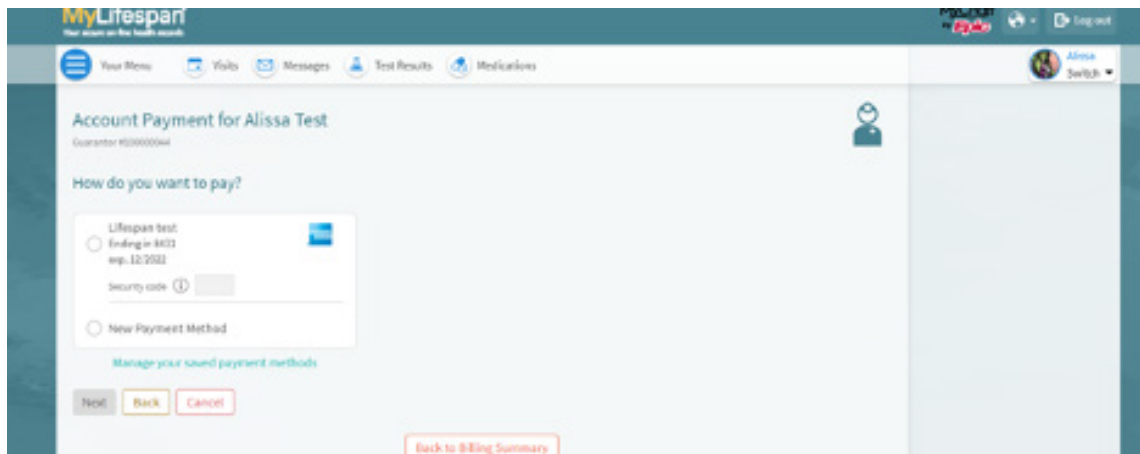
1. From the homepage of MyLifespan, there is a section that displays an outstanding balance with a **Pay Now** button.



2. By clicking **Pay Now**, a payments page will appear, where you can choose **Amount due** (full payment) or **Other amount** (your preferred amount). Then click the **Next** button.



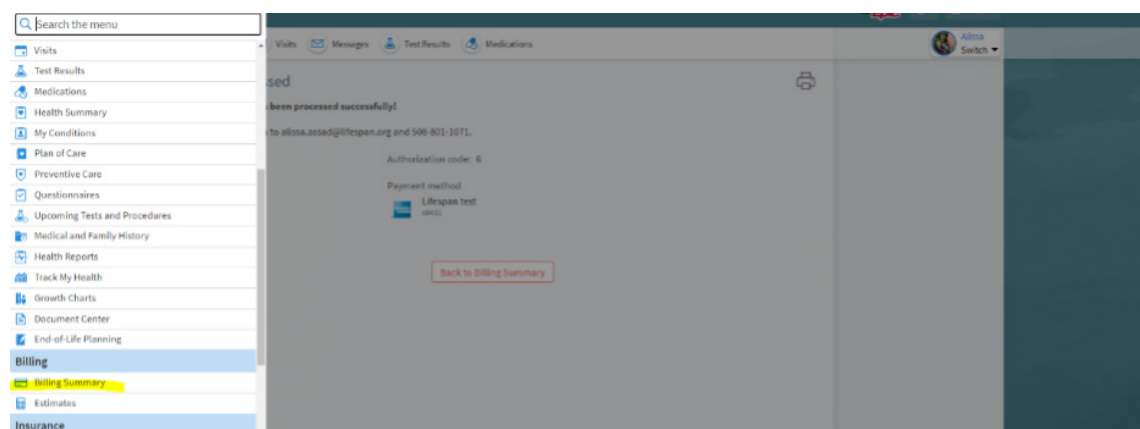
3. Your saved credit card information will appear. You can add a **New Method of Payment**. You can also delete saved payment methods or create a nickname for the card under **Manage your saved payment methods**. Once you choose your payment method, click **Next**.



4. A final review screen will appear, where you can confirm that the information you entered is correct. When ready to send, click **Submit**. You will receive a confirmation of your payment.



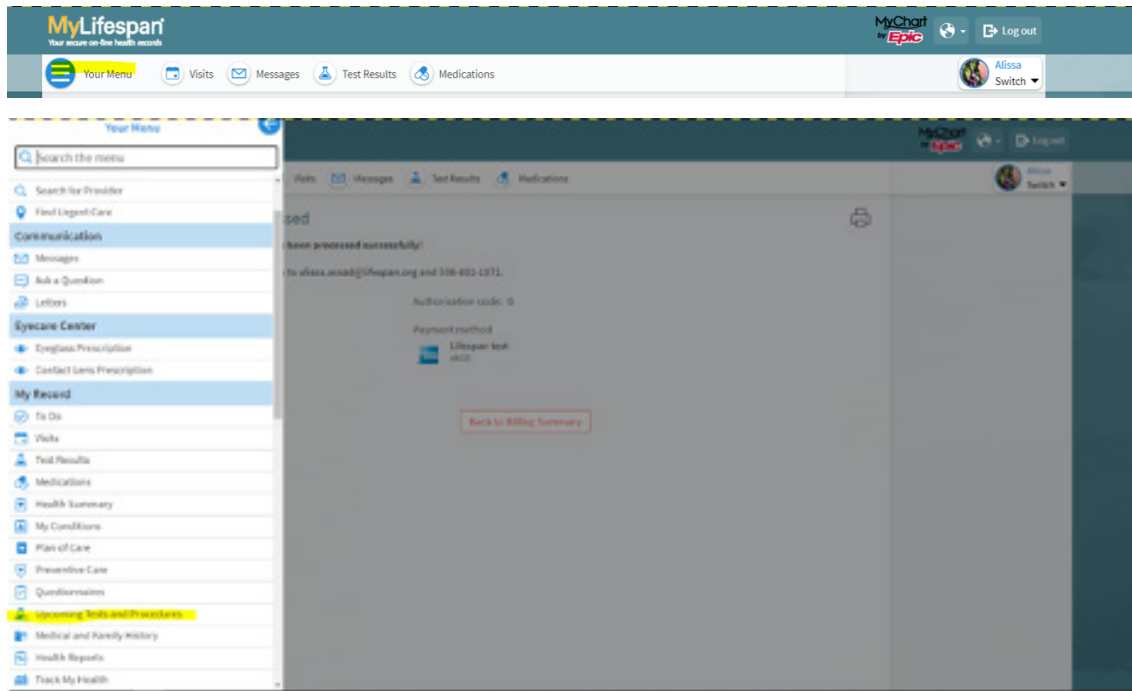
Note: You can also access the same billing and payments screens (as above) using the **Your Menu** option located at the top left of your screen, then scroll to the **Billing** section.



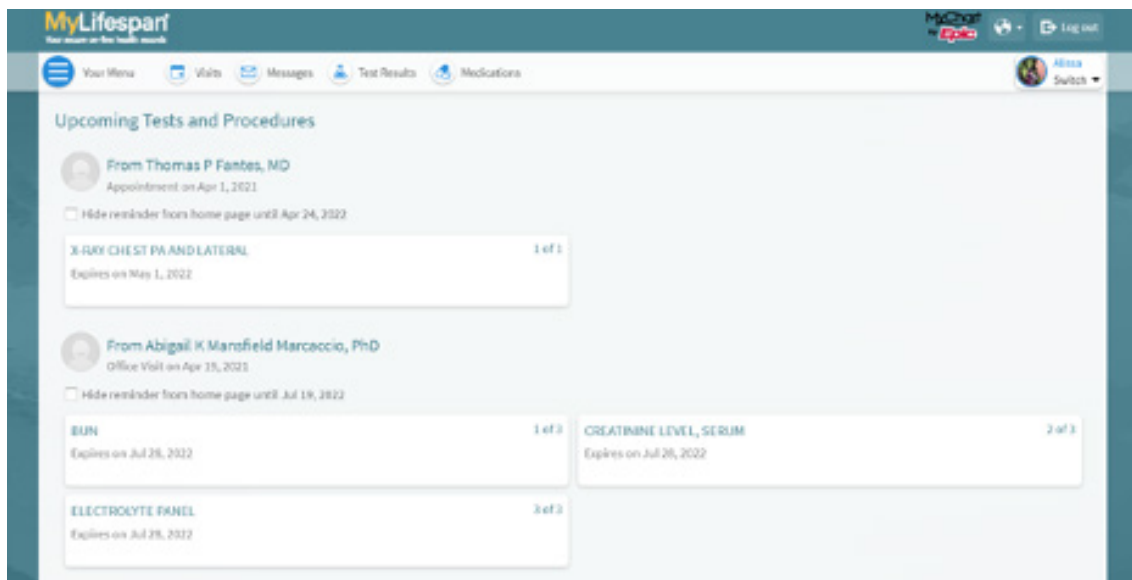
Check Reminders for Lab Work

We do not send reminders for lab work to the portal, but you can view anything that is outstanding in the **Upcoming Tests and Procedures** section of the portal.

1. To access, click the Your Menu option on the top left of the screen and scroll to the **Upcoming Tests and Procedures** tab on the menu under **My Record**.



2. You will see any outstanding tests or procedures that are required and can follow-up with your provider to schedule as needed.





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