



PATIENT PORTAL

USER GUIDE



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DEFINED.

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Patient Portal

Language Selection

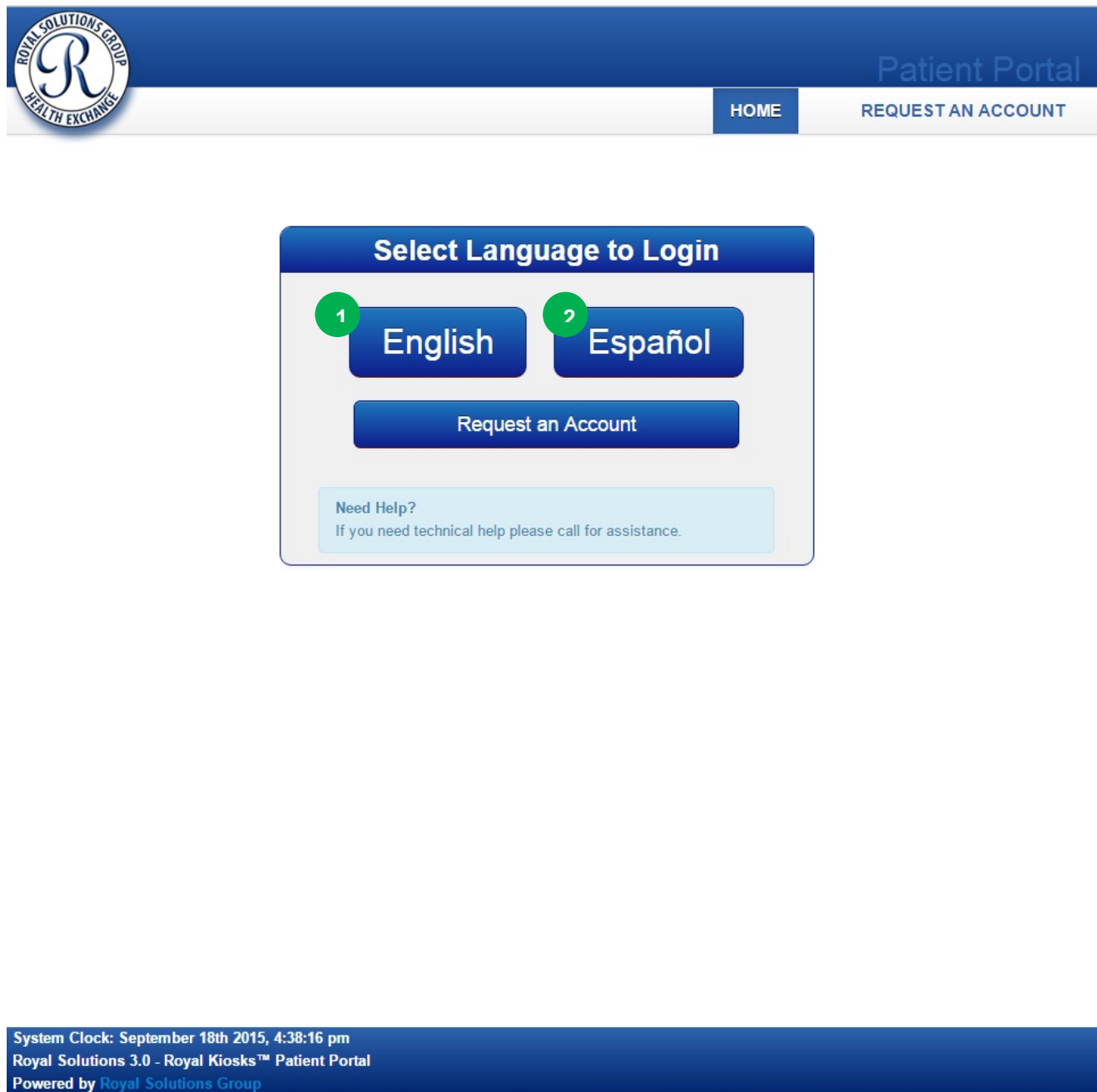
Patient Portal is available in any language. On display here are the English and Spanish options.

This landing page allows the patient to select his or her preferred language, which will ensure that the user's online experience matches his or her native language. Additionally, any Office or Print Forms that the patient downloads will be displayed in the language selected here.

Note: Screenshots throughout this document will use the Royal Solutions Group logo as an example but the actual system will include a logo specific to your deployment.

1 English

2 Spanish



Patient Portal

Account

Patient Portal provides a web-based secure online access to the system. Patients can login and find their details.

User can login into the Portal by entering their **Email** and **Password**, then clicking the Login button.

*if you have forgotten your password, click on the [Forgot your password?](#) Link. Enter your email address in the Password Reset screen and submit, then follow the instructions sent to you.

The screenshot displays the Patient Portal interface. At the top, there is a blue header bar with the Royal Solutions Group logo on the left, the text "Patient Portal" on the right, and two navigation links: "HOME" and "REQUEST AN ACCOUNT". Below the header, the "Sign In" section is highlighted with a blue border. It contains an "Email" input field, a "Password" input field, and a "Forgot your Password?" link highlighted with a red box. Below these fields are buttons for "Login", "Need an Account?", and "Español". A "Need Help?" section with a light blue background and the text "If you need technical help please call for assistance." is also present. Below the "Sign In" section, the "Password Reset" section is shown, featuring the Royal Solutions Group logo, the title "Password Reset", the instruction "Please enter your email address and click the submit button.", an "Email:" label, an input field with the placeholder text "Your email", and a green "Submit" button. At the bottom of the page, a blue footer bar contains the system clock "September 18th 2015, 3:00:03 pm", the text "Royal Solutions 3.0 - Royal Kiosks™ Patient Portal", and "Powered by Royal Solutions Group".

Sign In

Email
Email

Password:
Password

[Forgot your Password?](#)

Login

Need an Account?

Español

Need Help?
If you need technical help please call for assistance.

Password Reset

Please enter your email address and click the submit button.

Email: Your email

Submit

System Clock: September 18th 2015, 3:00:03 pm
Royal Solutions 3.0 - Royal Kiosks™ Patient Portal
Powered by Royal Solutions Group

Patient Portal

Account Creation

A user without an account can create one by clicking on **REQUEST AN ACCOUNT**

Fill in the fields in the pop up window.

The screenshot displays the Patient Portal interface. At the top, the Royal Solutions Group Health Exchange logo is on the left, and the 'Patient Portal' title is on the right. Below the title, there are two navigation links: 'HOME' and 'REQUEST AN ACCOUNT'. The 'REQUEST AN ACCOUNT' link is highlighted with a red box. A red line connects this link to a pop-up window titled 'Request an account'. Another red line connects the 'Need an Account?' button in the 'Sign In' window to the same pop-up window. The 'Sign In' window has fields for 'Email' and 'Password', a 'Login' button, and a 'Need an Account?' button. The 'Request an account' pop-up window has fields for 'Patient Full Name', 'Requestor Full Name' (with a hint 'If different from patient'), 'Patient Email Address', 'Home Phone', 'Mobile Phone', 'Patient Date of Birth' (with a hint '10/23/1954'), 'Requested Password', and 'Password Requirements' (with a hint 'At least 6 characters'). It also has 'Request Account' and 'Close' buttons. At the bottom of the page, there is a system clock showing 'September 18th 2015, 3:11:05 pm', the text 'Royal Solutions 3.0 - Royal Kiosks™ Patient Portal', and 'Powered by Royal Solutions Group'.

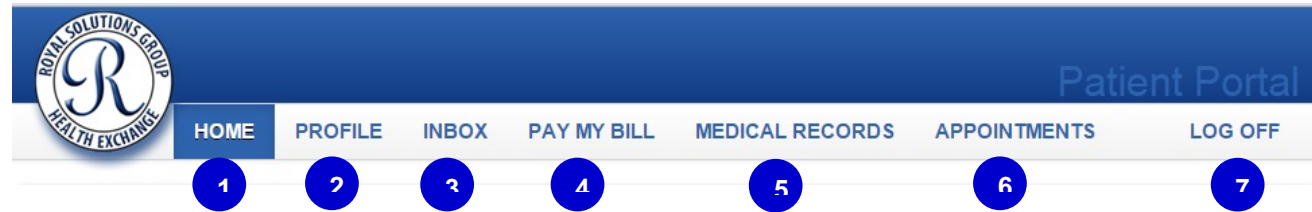
Patient Portal

Overview

Once logged in, the home page (similar one shown on the right) is displayed with all products and options available.

The following options are available from the main toolbar.

- 1 HOME
- 2 PROFILE
- 3 INBOX
- 4 PAY MY BILL
- 5 MEDICAL RECORDS
- 6 APPOINTMENTS
- 7 LOG OFF




1 HOME

Overview

Upon login, the main screen displays future and past exams.

Click here to see your additional exam history

Provides details of previous exams not found on the home page.



Patient Portal

HOMEPROFILEINBOXPAY MY BILLMEDICAL RECORDSAPPOINTMENTSLOG OFF

Welcome Royal Support

My Upcoming Exams

My Exams	Date of Service	Checkin Time	Location	My Doctor	Status
MRI Knee	9/18/2015 12:16 AM	11:46 PM	Royal Solutions Group	PHYSICIAN1, REFERRING	Register Now

My Previous Exams

Reports and images are available 4 days after your exam

My Exams	Date of Service	Checkin Time	Location	My Doctor	Clinical Results	My Forms
General	2/14/2014 12:31 PM	12:01 PM	Royal Solutions Group	PHYSICIAN1, DOC	ReportImage	
CT HEAD	1/24/2014 10:51 AM	10:21 AM	Royal Solutions Group	PHYSICIAN1, REFERRING	ReportImageSend	

Click here to see your additional exam history

Contact Medical Records for any exams or results not available

Sign up for reminders!

Receive reminders by text or email and define when you would like to receive them.

Pay My Bill

My Medical Records

System Clock: September 18th 2015, 6:52:00 pm
Royal Solutions 3.0 - Royal Kiosks™ Patient Portal
Powered by Royal Solutions Group


HOME

Register Now

To register, a patient is required to fill-out a form and answer additional questions.

Logged in as Royal Support

Personal Information



Español

Save and Finish Later

Please fill out the following information

Prefix	Patient First	M.I.	Patient Last	Suffix
<input type="text"/>	ROYAL	<input type="text"/>	DEMO	<input type="text"/>
Date of Birth	SSN	Gender	Marital Status	
02/02/1974	MM/DD/YYYY	Male	Single	
Country	Street Address			
United States	TEST			
Zip	City	State		
10021	New York	NY		
Home Phone	Cell Phone	E-mail Address		
(646) 405-4878		support@royalsecure.com		
Employment Status	Employer	Employer Phone		
Retired	N/A			
Emergency Contact	Home Phone	Cell Phone		
Have you had a recent legal name change?				
<input type="radio"/> Yes <input checked="" type="radio"/> No				
The Patient has a legal guardian				
<input type="radio"/> Yes <input checked="" type="radio"/> No				

PREVIOUS

ROYAL KIOSKS HIPAA COMPLIANT

NEXT

System Clock: October 6th 2014, 12:54:03 pm
Royal Solutions 3.0 - Royal Kiosks™ Patient Portal
Powered by Royal Solutions Group

HOME

Report

A new window appears with detailed results of the patient report.

Your Results

Close x

FINAL REPORT

Royal Solutions Group
Royal Solutions Imaging and Treatment Center
343 E 74th Street
New York, NY 10021
Phone: (646) 405-4878

NAME: ROYAL TEST
DOB: 12/29/2000
MRN: 103000007
ACC: 03334203

FINAL REPORT

ClosePrintDownload

PROFILE

Has the following options available:

- 2a Your Profile
- 2b Reminders
- 2c Security settings

2a Your Profile

Contains info such as Name, Email, Phone, Mobile and Address.

Profile can be edited using the Edit option which is marked.

The screenshot displays the 'Patient Portal' interface. At the top, a navigation bar includes links for HOME, PROFILE (highlighted with a red box), INBOX, PAY MY BILL, MEDICAL RECORDS, APPOINTMENTS, and LOG OFF. Below the navigation bar, a status bar indicates 'Logged in as Royal Support'. A sub-navigation bar contains 'Your Profile' (highlighted with a red box), 'Reminders', and 'Security Settings'. The main content area shows a 'Profile Summary' card with a blue silhouette icon and the following details: Name: Royal Support, Email: support@royalsecure.com, Phone: 9177163196, Mobile: 9177163196, and Address: 1103 LEXINGTON NEW YORK, NY 10021. An 'Edit' button (highlighted with a red box) is located to the right of the summary card. A red line connects this 'Edit' button to the 'Edit Your Profile' modal window. The modal window, titled 'Edit Your Profile' with a 'Close x' button, contains input fields for Name, Email, Phone, Mobile, Address 1, Address 2, City, State (a dropdown menu set to 'NY'), and Zip (10021). At the bottom of the modal are 'Close' and 'Save changes' buttons. The footer of the page shows the system clock as 'September 18th 2015, 7:34:57 pm', the version 'Royal Solutions 3.0 - Royal Kiosks™ Patient Portal', and the text 'Powered by Royal Solutions Group'.

PROFILE

2b Reminders

Consist of two types: **Email Reminders** and **Text Message Reminders**

Email reminders can be sent prior to the exam. Email frequency can be configured depending upon the user's preference.

Text message reminders can be sent prior to the exam and the frequency of the message reminders can be configured.

Note: Standard text messaging rates apply depending upon the wireless carrier.

The screenshot shows the 'Patient Portal' interface. At the top, there is a navigation bar with the 'ROYAL SOLUTIONS GROUP HEALTH EXCHANGE' logo on the left and the text 'Patient Portal' on the right. Below the logo is a menu with 'HOME', 'PROFILE' (highlighted with a red box), 'INBOX', 'PAY MY BILL', 'MEDICAL RECORDS', 'APPOINTMENTS', and 'LOG OFF'. The main content area is titled 'Logged in as Royal Support'. Below this, there are three tabs: 'Your Profile', 'Reminders' (highlighted with a red box), and 'Security Settings'. The 'Reminders' section is divided into two parts: 'Email Reminders' and 'Text Message Reminders'. The 'Email Reminders' section has two radio buttons: 'Send e-mail reminders prior to exam' (selected) and 'Do not send e-mail reminders'. Below this, it says 'Email Frequency: Please configure your frequencies below.' and lists three options: 'E-mail me 2 day(s) before my exam', 'E-mail me 1 day(s) before my exam', and 'E-mail me 0 day(s) before my exam'. There is a 'Save' button. The 'Text Message Reminders' section has two radio buttons: 'Send text message reminders prior to exam' (selected) and 'Do not send text message reminders'. Below this, it says 'Text Message Frequency: Please configure your frequencies below.' and lists three options: 'Text me 3 hour(s) before my exam', 'Text me 3 hour(s) before my exam', and 'Text me 3 hour(s) before my exam'. There is a 'Save' button. At the bottom of the page, there is a footer with the text: 'System Clock: September 21st 2015, 4:05:50 pm', 'Royal Solutions 3.0 - Royal Kiosks™ Patient Portal', and 'Powered by Royal Solutions Group'.

ROYAL SOLUTIONS GROUP
HEALTH EXCHANGE

Patient Portal

HOME PROFILE INBOX PAY MY BILL MEDICAL RECORDS APPOINTMENTS LOG OFF

Logged in as Royal Support

Your Profile Reminders Security Settings

Email Reminders:

☒ Send e-mail reminders prior to exam ☐ Do not send e-mail reminders

Email Frequency: Please configure your frequencies below.

E-mail me 2 day(s) before my exam

E-mail me 1 day(s) before my exam

E-mail me 0 day(s) before my exam

Save

Text Message Reminders:

☒ Send text message reminders prior to exam ☐ Do not send text message reminders

Mobile 9177163196

Text Message Frequency: Please configure your frequencies below.

Text me 3 hour(s) before my exam

Text me 3 hour(s) before my exam

Text me 3 hour(s) before my exam

Save

*Standard text messaging rates apply depending on your wireless carrier.

System Clock: September 21st 2015, 4:05:50 pm
Royal Solutions 3.0 - Royal Kiosks™ Patient Portal
Powered by Royal Solutions Group

PROFILE

2c Security Settings

Change your password here.

The screenshot shows the Patient Portal interface. At the top, the Royal Solutions Group logo is on the left, and the text 'Patient Portal' is on the right. Below the logo is a navigation bar with links: HOME, PROFILE (highlighted with a red box), INBOX, PAY MY BILL, MEDICAL RECORDS, APPOINTMENTS, and LOG OFF. The main content area shows 'Logged in as Royal Support' and three tabs: Your Profile, Reminders, and Security Settings (highlighted with a red box). Below the tabs is a 'Security Settings' section with fields for 'Security Question:', 'Security Answer:', and 'Password:'. The 'Password:' field has a 'Click to change' link. An 'Edit' button (highlighted with a red box) is to the right of the 'Security Settings' section. A red line connects the 'Edit' button to the 'Edit Your Security Settings' modal window. The modal window has a title bar with a close button (X). It contains four input fields: 'Security Question:' (a dropdown menu), 'Security Answer:', 'Password:' (masked with dots), and 'Confirm Password:' (masked with dots). At the bottom of the modal are 'Close' and 'Save Changes' buttons. The footer of the page contains the following text: 'System Clock: September 18th 2015, 7:50:25 pm', 'Royal Solutions 3.0 - Royal Kiosks™ Patient Portal', and 'Powered by Royal Solutions Group'.

ROYAL SOLUTIONS GROUP
HEALTH EXCHANGE

Patient Portal

HOME PROFILE INBOX PAY MY BILL MEDICAL RECORDS APPOINTMENTS LOG OFF

Logged in as Royal Support

Your Profile Reminders Security Settings

Security Settings:

Security Question:

Security Answer:

Password: [Click to change](#)

Edit

Edit Your Security Settings

Security Question:

Security Answer:

Password:

Confirm Password:

Close Save Changes

System Clock: September 18th 2015, 7:50:25 pm
Royal Solutions 3.0 - Royal Kiosks™ Patient Portal
Powered by [Royal Solutions Group](#)

3 INBOX

Has the following options available:

3a **Inbox**

3b **New**

3c **Sent**

3d **Archived**

3a **Inbox**

Messages received can be seen here.

ROYAL SOLUTIONS GROUP
HEALTH EXCHANGE

Patient Portal

HOME PROFILE **INBOX** PAY MY BILL MEDICAL RECORDS APPOINTMENTS LOG OFF

Logged in as Royal Support

New **Inbox** Sent Archived [Request Your Medical Records](#)

My Inbox

Subject	Body	Receive Date	Status
HIPAA: Comments or Concerns	replying to your message -----...	2015-08-11 12:55 PM	Read
Scheduling Inquiry	sure, when would you like it to be? ...	2015-02-12 12:47 PM	Unread
Scheduling Inquiry	Yes, sure why not? -----...	2014-09-23 02:07 AM	Read

System Clock: September 21st 2015, 5:05:49 pm
Royal Solutions 3.0 - Royal Kiosks™ Patient Portal
Powered by [Royal Solutions Group](#)

INBOX

3b New

A new message can be composed here.

New

View MessageClose x


Subject:
Scheduling Inquiry

CloseSend Message

INBOX

3c Sent

Messages that have gone out can be viewed here.



HOMEPROFILE**INBOX**PAY MY BILLMEDICAL RECORDSAPPOINTMENTSLOG OFF

Patient Portal

Logged in as Royal Support

[New](#)[Inbox](#)[Sent](#)[Archived](#)[Request Your Medical Records](#)

My Outbox

Subject	Body	Sent Date	Status
Pre-Registration: Exam Preparation, Questions about Exam Forms	Royal Support has submitted a preregi...	2015-09-17 03:52 PM	View
Pre-Registration: Exam Preparation, Questions about Exam Forms	Royal Support has submitted a preregi...	2015-08-28 10:42 AM	View
Pre-Registration: Exam Preparation, Questions about Exam Forms	Royal Support has submitted a preregi...	2015-08-27 12:37 PM	View
Pre-Registration: Exam Preparation, Questions about Exam Forms	Royal Support has submitted a preregi...	2015-08-26 12:12 PM	View
Pre-Registration Inquiry	Royal Support has submitted a preregi...	2015-02-06 10:41 AM	View
Scheduling Inquiry	change my appointment time please	2014-12-30 09:49 AM	View

System Clock: September 18th 2015, 8:11:18 pm


Royal Solutions 3.0 - Royal Kiosks™ Patient Portal

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INBOX

3d Archived

Messages which have been archived can be seen here.



Patient Portal

HOMEPROFILEINBOXPAY MY BILLMEDICAL RECORDSAPPOINTMENTSLOG OFF

Logged in as Royal Support

NewInboxSent**Archived**

Request Your Medical Records

Archived Messages

Subject	Body	Sent Date	Status
Pre-Registration: Exam Preparation, Questions about Exam Forms	Royal Support has submitted a preregi...	2015-09-17 03:52 PM	View
Pre-Registration: Exam Preparation, Questions about Exam Forms	Royal Support has submitted a preregi...	2015-08-28 10:42 AM	View
Pre-Registration Inquiry	Royal Support has submitted a preregi...	2015-02-10 11:52 AM	View
Pre-Registration Inquiry	Royal Support has submitted a preregi...	2015-02-10 11:37 AM	View
Pre-Registration Inquiry	Royal Support has submitted a preregi...	2015-02-07 12:39 PM	View
Pre-Registration Inquiry	Royal Support has submitted a preregi...	2015-02-06 10:41 AM	View

System Clock: September 18th 2015, 8:17:27 pm
Royal Solutions 3.0 - Royal Kiosks™ Patient Portal
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4 PAY MY BILL

In this section, payments on any outstanding bills can be made.

Actual payment interface will vary.

The screenshot displays the 'Patient Portal' interface for the 'ROYAL SOLUTIONS GROUP HEALTH EXCHANGE'. The top navigation bar includes links for HOME, PROFILE, INBOX, PAY MY BILL (highlighted with a red box), MEDICAL RECORDS, APPOINTMENTS, and LOG OFF. Below this, a 'Pay Your Bill' window is open, featuring a 'Quick Pay Information' section. This section contains input fields for 'Quick Pay ID:' and 'Date of Birth:' (formatted as MM/DD/YYYY), each with a red 'X' icon. A 'Find Bill' button is located below these fields. The window also shows a 'Logged in as Royal Support' status and a 'Close' button in the top right corner. At the bottom of the window, a system clock displays 'September 18th 2015, 7:44:20 pm' and identifies the system as 'Royal Solutions 3.0 - Royal Kiosks™ Patient Portal' powered by 'Royal Solutions Group'. A 'Close' button is also present at the bottom right of the window.

5 MEDICAL RECORDS


The following options are available:

5a Continuity of Care Document (CCD)


Continuity of Care Document (CCD) is a snap shot of patient health data.

5b Medical Records

Medical records can be requested when necessary. A form will have to be filled out in order to process the request.

HOMEPROFILEINBOXPAY MY BILL**MEDICAL RECORDS**APPOINTMENTSLOG OFFPatient Portal


Logged in as Royal Support



Continuity of Care Document (CCD)

A snap shot of your patient health information, with the ability to View, Download and Transmit to a third party.

[View](#)[Audit Logs](#)



Medical Records

To obtain a copy of your medical records, or request a specific exam visit to take a copy to another physician or specialist, please use this button and complete the required questionnaire.


[Request Your Medical Records](#)

System Clock: September 21st 2015, 7:07:57 pm
Royal Solutions 3.0 - Royal Kiosks™ Patient Portal
Powered by [Royal Solutions Group](#)

MEDICAL RECORDS

5a Continuity of Care Document (CCD)

Audit Logs



Patient Portal

HOMEPROFILEINBOXPAY MY BILLMEDICAL RECORDSAPPOINTMENTSLOG OFF

Logged in as Royal Support

Action	Message	Date & Time
Patient CCD Viewed	Viewed by: Royal Support (support@royalsecure.com)	10/7/2014 7:54:56 AM
Authentication using Subscriber Profile	Login succeeded for subscriber (support@royalsecure.com);	10/7/2014 6:50:59 AM
Authentication using Subscriber Profile	Login succeeded for subscriber (support@royalsecure.com);	10/3/2014 5:56:19 PM
Delete (Archive) Patient MRI History	To find the deleted information, please use MRI History FormID = 897903	10/3/2014 5:55:24 PM
Access Patient MRI History	To find the accessed information, please use MRI History FormID = 897903	10/3/2014 5:55:24 PM
Modify Patient MRI History	To find the updated information, please use MRI History FormID = 897903	10/3/2014 5:55:24 PM
Delete (Archive) Patient Demographics	To find the deleted information, please use Registration FormID = 966592	10/3/2014 5:54:41 PM
Modify Patient Demographics	To find the updated information, please use Registration FormID = 966592	10/3/2014 5:54:41 PM
Access Patient Demographics	To find the accessed information, please use Registration FormID = 966592	10/3/2014 5:54:41 PM
Modify Patient Demographics	To find the updated information, please use Registration FormID = 966592	10/3/2014 5:54:32 PM
Access Patient Demographics	To find the accessed information, please use Registration FormID = 966592	10/3/2014 5:54:32 PM
Delete (Archive) Patient Demographics	To find the deleted information, please use Registration FormID = 966592	10/3/2014 5:54:32 PM
Access Patient Health History	To find the accessed information, please use Health History FormID = 978645	10/3/2014 5:54:26 PM
Delete (Archive) Patient Health History	To find the <div>Access log for view, download and transmit</div> story FormID = 978645	10/3/2014 5:54:26 PM
Modify Patient Health History	To find the updated information, please use Health History FormID = 978645	10/3/2014 5:54:26 PM
Modify Patient Health History	To find the updated information, please use Health History FormID = 978645	10/3/2014 5:53:55 PM
Delete (Archive) Patient Health History	To find the deleted information, please use Health History FormID = 978645	10/3/2014 5:53:55 PM
Access Patient Health History	To find the accessed information, please use Health History FormID = 978645	10/3/2014 5:53:55 PM
Create Patient Health History	To find the created information, please use Health History FormID = 978645	10/3/2014 5:53:52 PM
Access Patient Health History	To find the accessed information, please use Health History FormID = 0	10/3/2014 5:53:51 PM
Delete (Archive) Patient Demographics	To find the deleted information, please use Registration FormID = 966592	10/3/2014 5:52:51 PM

MEDICAL RECORDS

5b Medical Records

Request a Copy of Your Medical Records



REQUEST INFO

Please fill out the following info:

Request Type:

CD/Images and Reports

Reports

Method of Delivery:

☐ Mail

☐ Patient Pick-up

Exam/s Requested:

Date of Exam:

PATIENT INFO

Please fill out the following info

First Name:

ROYAL

Last Name:

DEMO

Phone #:

6464054878

Date of Birth:

02/02/1974

Email Address:

support@royalsecure.com

Comments/Special
Requests:

Subscriber Credentials

E-mail:

support@royalsecure.com

Password:

Submit


*Entering your username and password serves as your legally binding electronic signature.

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6 APPOINTMENTS

All exams, upcoming and previous, are displayed here.



Location information will be shown when the exam location is clicked on.



HOME PROFILE INBOX PAY MY BILL MEDICAL RECORDS **APPOINTMENTS** LOG OFF




Logged in as Royal Support

My Upcoming Exams

My Exams	Date of Service	Checkin Time	Location	My Doctor	Status
MRI Knee	9/21/2015 12:15 AM 	11:45 PM	 Royal Solutions Group	PHYSICIAN1, REFERRING	Register Now

My Previous Exams

Reports and images are available 4 days after your exam

My Exams	Date of Service	Checkin Time	Location	My Doctor	Clinical Results	My Forms
General	2/14/2014 12:31 PM	12:01 PM	 Royal Solutions Group	PHYSICIAN1, DOC	Report Image	
CT HEAD	1/24/2014 10:51 AM	10:21 AM	 Royal Solutions Group	PHYSICIAN1, REFERRING	Report Image Send	

Contact Medical Records for any exams or results not available

System Clock: September 21st 2015, 7:38:36 pm

Royal Solutions 3.0 - Royal Kiosks™ Patient Portal

Powered by [Royal Solutions Group](#)

7 LOG OFF

Click Log Off to end the patient portal session.

To login again, click the Log In button.



Patient Portal

You have successfully logged off.

If you wish to log back in please click below.

Log In

System Clock: September 21st 2015, 7:41:18 pm
Royal Solutions 3.0 - Royal Kiosks™ Patient Portal
Powered by Royal Solutions Group



www.royalsolutionsgroup.com



www.hawaiidrs.com