



# NAVIGATING THE PATIENT PORTAL

## WHAT CAN PATIENTS FIND?

AVALA Ortho/Hand/Care	AVALA Imaging/Therapy	AVALA Hospital
Upcoming Appt	Imaging Reports	Lab Results
Messaging Care Team	Appt Notes	Visit Summaries
Visit Summaries		Pre-op Appt Notes
Clinic Notes		Discharge Documents
Health Profile		Past Procedures
Medication Refills		Family History
		Total Joint, Spine, & Foot/Ankle COE Education Portal

## HEALTH RECORD TAB – where everything can be found

The screenshot displays the AVALA Patient Portal interface. On the left is a dark navigation menu with the AVALA logo at the top. The 'Health Record' tab is highlighted with a red border. Other menu items include Dashboard, Imaging, Results, Visit Summaries, Clinical Notes, Health Profile, Documents, Medications, Procedures, Family History, Social History, Covid Center, Messaging, Appointments, and Education. The main content area shows a notification for '7 Clipboards to complete' and a large image of the AVALA Hospital building. Below the image is a welcome message and instructions for finding imaging reports. On the right side, there is a sidebar with patient information: 'Viewing health record for HEALTHLIFE DO NOT DELETE ZZTEST', Allergies (Zosyn, morphine, penicillin), Latest Results, and Vital Signs (Heart Rate Monitored: 120 bpm (High), Systolic Blood Pressure: 120 mmHg, Diastolic Blood Pressure: 80 mmHg, Mean Arterial Pressure: 93 mmHg, Temperature Oral: 36.6 DegC, Temperature Oral (F): 97.88 DegF).



## VIEW UPCOMING APPOINTMENTS

AVALA

- Dashboard
- Health Record
- Messaging
- Appointments**
- View Upcoming Appointments**
- Education

### Appointments

Appointment details are currently displayed in your local time zone.

No Appointments Scheduled

## DIRECT MESSAGE YOUR CARE TEAM

- To view current messages, go to "INBOX"
- To send a message, click "SEND A MESSAGE"

AVALA

- Dashboard
- Health Record
- Messaging**
- Inbox**
- Sent
- Trash
- Appointments
- Education

### Inbox

Send a message

Arrange by

General Message	Mar 11, 2024
Swoboda, Tiffany RN MSN → HEALTHELIFE DO NOT DELETE ZZTEST	10:08 a.m. CDT
General Message	Mar 08, 2024
Swoboda, Tiffany RN MSN → HEALTHELIFE DO NOT DELETE ZZTEST	03:15 p.m. CST
General Message	Oct 30, 2023
McConnell, Kristie → HEALTHELIFE DO NOT DELETE ZZTEST	01:11 p.m. CDT
General Message	Oct 27, 2023
Swoboda, Tiffany RN MSN → HEALTHELIFE DO NOT DELETE ZZTEST	08:03 a.m. CDT
General Message	Oct 03, 2023
McConnell, Kristie → HEALTHELIFE DO NOT DELETE ZZTEST	08:36 a.m. CDT



## REQUEST MEDICATION REFILLS

- Under "HEALTH RECORD", go to the "MEDICATIONS" tab
- Click "REFILL" button at the top of the page

**Medications**

Your pharmacy may make changes, so be sure to ask your pharmacist for exact medication instructions.

Viewing health record for **HEALTHELIFE DO NOT DELETE ZZTEST**

**Refill** Learn More

**aspirin** [Learn more about this](#)

Date Started On: Oct 13, 2023

[Show more info](#)

**metFORMIN** [Learn more about this](#)

Date Started On: Sep 22, 2023

**atorvastatin 20 mg oral tablet** [Learn more about this](#)

Date Started On: Dec 19, 2022

[Show more info](#)

**lisinopril** [Learn more about this](#)

Date Started On: Dec 19, 2022

[Show more info](#)



- Fill out:
  - Who are you sending the refill request to?
  - Which medications to refill?
  - How to contact?
  - What pharmacy to send prescriptions to?
  - Hit "SEND"

\* Indicates a required field.

\* Who do you want to send the refill request to?

Which medication(s) would you like to refill?

<input type="checkbox"/> lisinopril	Date Started On: Dec 19, 2022
<a href="#">▶ Show more info</a>	
<input type="checkbox"/> aspirin	Date Started On: Oct 13, 2023
<a href="#">▶ Show more info</a>	
<input type="checkbox"/> atorvastatin 20 mg oral tablet	Date Started On: Dec 19, 2022
<a href="#">▶ Show more info</a>	
<input type="checkbox"/> metFORMIN	Date Started On: Sep 22, 2023

Is your medication not listed? [Add medication](#)

\* How should we contact you if we have questions?

By secure message

By phone (please provide number)

\* Where should we send the prescriptions?

Select

Additional comments

**Send** Cancel



## FINDING IMAGING REPORTS (NOT IMAGES)

- Under “HEALTH RECORD”, go to the “IMAGING” tab

The screenshot shows the AVALA patient portal interface. On the left is a dark sidebar with the AVALA logo at the top. Below the logo are navigation options: Dashboard (home icon), Health Record (heart icon), Imaging (crossed wrench icon, highlighted with a red border), Results (ID card icon), and Visit Summaries (calendar icon). The main content area has a grey header with the title 'Imaging'. Below the header is a white box containing the text 'Viewing health record for HEALTHELIFE DO NOT DELETE ZZTEST'. Below that is another white box with a crossed wrench icon and the text 'No information recorded'.

## EMAIL INVITE THEY WILL RECEIVE

- This email may end up in their junk/spam folder – please warn the patient of this

AVALA Invites You to Join Our Patient Portal

The screenshot shows an email invitation from AVALA Health. The sender is 'Avala Health <noreply@iqhealth.com>' with a profile icon 'AH'. The recipient is 'To:'. The email body contains a warning from 'AVALA IT Security' stating: 'Warning: Sender noreply@iqhealth.com is not yet trusted by your organization. Please be careful before replying or clicking on the URLs.' Below the warning are links for 'Report Phishing' and 'Mark as Safe'. A yellow caution bar reads: 'CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.' The main body of the email says: 'AVALA is inviting you to join AVALA's Patient Portal to connect with the medical information for To get connected with AVALA, just follow these easy steps: 1. Access this link: [Accept Invitation to AVALA](#) 2. Follow the steps outlined on the page. 3. Don't forget to complete this process soon because this email invitation will expire after 90 days. We will send you a reminder before it expires. However, if you forget, just contact AVALA to receive a new email invitation. After you're connected, visit <https://avala.iqhealth.com/> to continue interacting with AVALA. Notes: Protecting the privacy of health information is important to us, so we have made this process very secure. The email provided to you by AVALA should be kept confidential. If you need assistance getting connected, call 985-809-9888. Do not reply to this message as it was sent from an unmonitored email inbox.'