



### **Patient Portal**

### Enjoy all the options offered by LUX MED online



#### PATIENT PORTAL – WHAT IS IT?

The Patient Portal is a platform where you can, among other things, easily and conveniently schedule or cancel an appointment, receive an Online Consultation or order an e-Prescription without having to leave your home. In addition to that, the Portal offers a way to see your test results and a list of completed and planned consultations. The Portal is also available through a mobile application.



#### HOW DO I CREATE AN ACCOUNT ON THE PATIENT PORTAL?

You can create an account on the Patient Portal in two simple steps.







The Patient Portal has its own mobile application. To download it, scan the QR code:





for Android

for iOS





**RIGHTS RESULTING FROM HAVING THE BASIC LEVEL OF THE PATIENT PORTAL** 

#### With access to the basic level of the Patient Portal, you can:

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

. . . . . . . . . . . . . . . . . .

. . . . . . . . . . . . . . . . . . .

#### WHAT SHOULD I DO TO BE ABLE TO USE THE FULL VERSION OF THE PATIENT PORTAL?

In order to have access to the Portal's full functionality, you should create a basic level account on the Patient Portal.

Next, just confirm your identity.

You can do this:

- on the Patient Portal (if you are 18 or over),
- by phoning the Call Center,
- by filling in the contact form at https://www.luxmed.pl/lp/zalozportalpacjenta/
- in a facility.

To confirm your identity:

- 1. Log in to the browser version of the Patient Portal.
- 2. Click 'Confirm your identity'.
- **3.** Select your bank and log in to it.
- **4.** Follow your bank's instructions.



Potwierdź swoją tożsamość, aby oglądać historię leczenia i wyniki badań.

Potwierdź tożsamość



#### **PATIENT PORTAL – FULL VERSION**

#### The full version of the Patient Portal allows you to do the following:

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



## 



#### **USE LUX MED SERVICES ONLINE ON THE PATIENT PORTAL**

After you have logged in to the Patient Portal, you will see a clear overview of planned and completed consultations/examinations. The menu bar is simple to navigate and includes:

- **1.** 'Treatment' the current page;
- 2. 'Medications' where you can renew your prescription;
- **3.** 'Online consultations' consultations that you can have on the Patient Portal, without having to book an appointment (only on polish Version);
- **4.** 'Ask Your Doctor' a place where you can ask a question related to a consultation you have already attended (in the browser version);
- 5. 'Book an appointment' where you can search for a consultation/examination.

UXMED	Timeline 🖏 Drugs 🖾 Online cons. (2) Ask Your Doctor		U Book a service	16:57
How should you p	proceed with COVID - 19?	~		You do not have any scheduled services. History
You have 4 referm	als to book	Check details	COVID-19 TESTS	ter ● Visits by Tests G April Thursday 1 Apr 17:20 Stomatolog
Today	You have no visits or tests booked for today		Find out more	Iek, stom, Anna Nowak () LX Stematologia Warszawa - Al March Sunday 28 Mar
	History			Ce-Prescription Witaminy
	😁 Date 🛞 Visits 🗠 Tests 🕼 Telemedicine 👸 Prescriptions 🗙 Clear		Documents Emergency Service Regulations Privacy Policy	Lipidogram badanie paskowe     ⊕ LX Warszawa-Bobrowiecka1(parking od
	April			Thursday 18 Mar 12:15
Thursday 01 Apr 17:20	Stomatolog lek. stom. Anna Nowak I LX Stomatologia Warszawa - Al, Stanów Zjednoczonych 72	Show details	copyright cox meo sp. 2 o. o.	Orzeczenie lekarza medycyny pr karza kowak karza wywak karza wywak
32/1	March			
, 6° V 31	a e-Prescription	Show details		
Sunday 28 Mar 22:37	Witaminy	Order again		
	└─ Laboratory test	Show details		
Thursday 18 Mar 13:34	Lipidogram badanie paskowe O LX Warszawa-Bobrowiecka1 (parking od ul.Ludwizanki:mapka:https://goo.gl/4vCp9a)			
3/2	Orzeczenie lekarza medycyny pracy - wstępne	Show details		
Thursday 18 Mar 12:15	lek. med. Anna Nowak © LX Warszawa-Bobrowiecka1 (parking od ul.Ludwizanki;mapka:https://goo.gl/4vC	p9a)		

# 

. . . . . . . . . . . . . . . . .

16:58

al 🕆 🗉

18 Apr x 0



2.

#### HOW DO I BOOK AN APPOINTMENT?

	🖏 Drugs 🕼 Online cons. 🕐 Ask Your Doctor	U Book a service	← Search visi Your last searches Poychiatra - konsultadja telefoni
	Search visits		Warszawa Select the service
	Your last searches Internista Psychiatra - kons		Polish Any doctor Any medical center
C III	City Warszawa		Date I days Search
	Service Select or enter the service	- -	7
	Language Polish	·	
	Doctor Any doctor		
	Medical center Any medical center		
	Medical center Any medical center Date		

. . .

|--|

LUXMED 🐕 🗄	Timeline	🖁 Drugs	👜 Online cons.	(?) Ask Your Do	tor		(U)	Book a service	2	← ƳInt ⊚Wa	Available visit: ernista erszawa
← Back to search criteria Available visits: <b>840</b>		We 14 Apr 7	Th         Fr         Sa           15 Apr         16 Apr         17 Ap           11         435         0	Su Mo r 18 Apr 19 Apr x 0	Tu         We           20 Apr         21 Apr           387         0	Th Fr 22 Apr 23 Apr -	Sa Su 24 Apr 25 Ap -	Mo r 26 Apr 27 -	Tu 7 Apr >	₹ Fit	ers We Th Fr S 16 Apr 15 Apr 16 Apr 17 9 0 440 0
🕑 Internista @ Warszawa		14 April,	Wednesday				Available visit	:s 7 from 18:00	to 22:45	14 Aş	or, Wednesday <b>(9)</b>
		18:00 lei	k. med. Anna Nowak		Ø ul. 1 Sierpnia	8			>	18:00	lek. med. Anna Nowak @ ul. 1 Sierpnia 8
Doctor										18:00	lek. med. Anna Nowak
Any doctor	×	18:00 lei	k. med. Anna Nowak		Il. Domaniew	iska 41B			>	18:15	lek. med. Anna Nowak 🕲 ul. 1 Sierpnia 8
Any medical center	~	21:30 lei	k. med. Anna Nowak		🖲 ul. 1 Sierpnia	8			>	20:45	lek, med. Anna Nowak
Hours		21:45 let	k. med. Anna Nowak		🖲 ul. 1 Sierpnia	8			>	21:30	lek. med. Anna Nowak
12:00 - 17:00 After 17:00		22:00 lei	k. med. Anna Nowak		🛞 ul. 1 Sierpnia	8			>	21345	🛞 ul. 1 Sierpnia 8
		22:30 let	k. med. Anna Nowak		🛛 ul. 1 Sierpnia	8			>		
		22:45 lek	k. med. Anna Nowak		🖲 ul. 1 Sierpnia	8			>		
		Consider	following options:								
			nline consultation	rale modical tosts' so	sults or renewing pr	accriptions Addi	tional Information				

### 

#### ADDING MEDICAL RECORDS BEFORE A CONSULTATION

To make it easier for your doctor to conduct a consultation with you (at a facility or remotely), you can add medical records on the Patient Portal.

#### Medical records include:

Ē

- 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.



#### How do I add medical records on the Patient Portal?



2	It is important that you shoul	d add a description to your file. To finish adding a file, click "Unload the file"	
	it is important that you should		16:58 대 후 🖜 More
		🗄 Drugs 🖓 Online cons. 🕜 Ask Your Doctor 🛛 😢 Book a service 🚊	Jan Jan Nourak
		4 Bark to the list of files	Referrals >
	Anna Nowak 0000000	<ul> <li>Address of the set of the address of t</li></ul>	Your files >
	(Ĝ) Settings	Adding file	🚖 Rate this app
		3.jpg Change file	Contact >
	Ω Your personal data	Description (visible to the doctor)	
	🛞 Your medical care	zmiany na skórze	
	Your consents	Min 5 characters 16/75	
	Partner Centers	I confirm having read and agree to the Regulations of the service "Your files". I also confirm that the sent file concerns only myself, reflects the real state, complies with the law and its distribution does not in any case infringe the rights of third parties	
	🗳 Your Patient Card	Cance Send file	🗭 Log out
	Your Files		Energy Verlands



	ne 🖶 Druies 🖾 Online cons 🕜 Ask Your Doctor	Ut Book a service 0	17:01	
Anna Nowak Goococo Statings 1. Your personal data 1. Your matical care 1. Your Patient Card 1. Your Patient Card 1. Your Patient Card	Name and file format         Description           Mdg_6137_PG6         Kolene           Mdg_1771_PG         mininy na repair           Malable formats: JPG_JPEG_PMG and ROP. File size: max 8 Mill.         We will remove them automatically size 3 months	Upload data 14 Apr 2021 19 Apr 2021 19 Apr 2021 19 Afr	Big.dl/F       Big.dl/F	E

#### Information on attachments:

- File format: .jpg or .jpeg, .pdf and .png.
- Maximum file size: 8 MB.
- The file is an addition/attachment to the Telephone Consultation.
- The file description is visible for the doctor -
- it allows the specialist to easily view 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.





22 33 22 888