

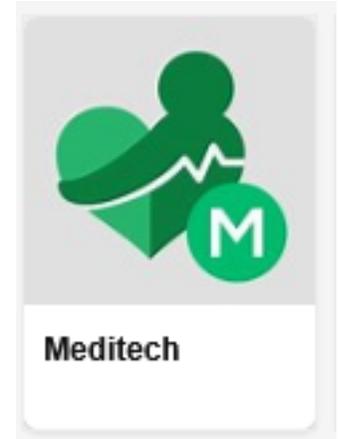
Virtual Visits

Accessing NMC's Patient Portal

Access the Patient Portal using the MHealth app on your phone or smart device, or with a computer by browsing to the link on NMC's website here:

<https://www.northwesternmedicalcenter.org/patients-visitors/patient-portal/>

*You can download the app by searching for "Meditech MHealth" in the app store.



The Portal Page on NMC's website provides useful information: <https://www.northwesternmedicalcenter.org/patients-visitors/patient-portal/>

employee portal careers contact us donate SEARCH ...

Main Hospital: (802) 524-5911 Find a Provider: (802) 524-1280

OUR SERVICES PATIENTS & VISITORS FOR OUR COMMUNITY ABOUT NMC

We're open & safe.
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so you can enjoy
your tomorrow.

Get back to taking care of your health needs.
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- [Enter Patient Portal »](#)

Welcome to NMC's Patient Portal
Powered by Meditech

For your convenience and continuity of care, we have made patient health information available to each individual. Our Patient Portal is a secure way to share health records, communicate with healthcare providers, view medication history and more. Key Portal features convenience, quick access, and security of information. Health Information from all hospital and physician practice visits are accessible through NMC's Patient Portal.

NMC's Portal covers all NMC hospital services as well as NMC's physician and specialty practices. This includes: Inpatient Care, Diagnostic Imaging, Laboratory Services, Primary Care and Pediatrics, and specialty clinics such as Northwestern Ear, Nose & Throat, etc.

In addition to the NMC MHealth Portal Application, NMC is pleased to provide you access to your health information through other Personal Health Record Applications on your SmartPhone.

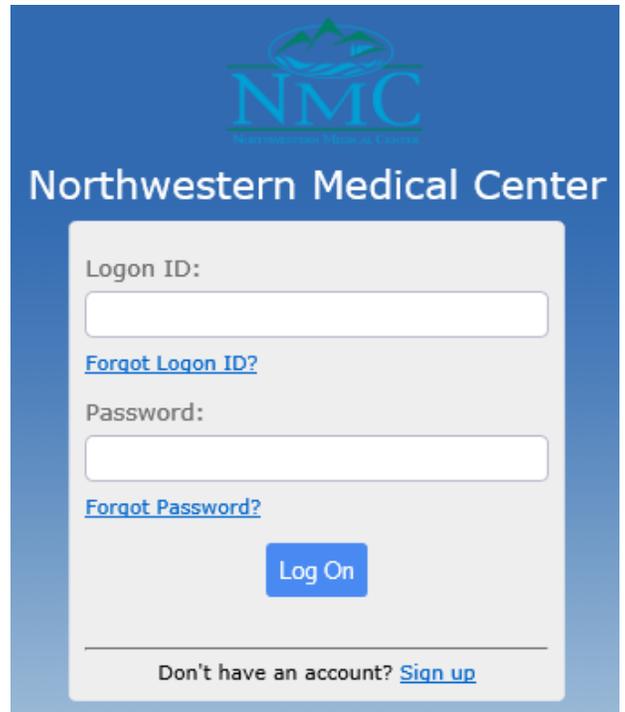
Please contact our Health Information Management Department at (802) 524-1060 for more information on how to request this service.

CLICK HERE TO ENTER

New to NMC's Patient Portal? [Click here to enroll.](#)

Logging In To The Portal

The login screen is the same for all users, whether accessed from Apple devices, Android devices or the NMC website.

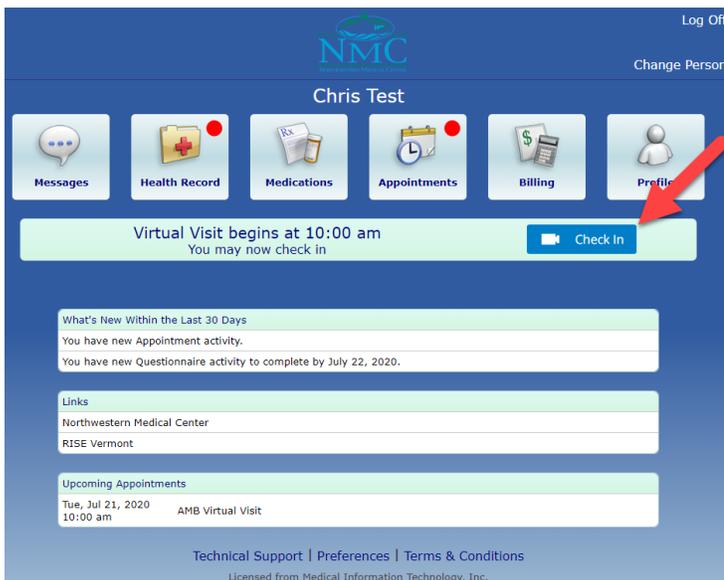


The screenshot shows the login interface for the Northwestern Medical Center. At the top is the NMC logo. Below it, the text "Northwestern Medical Center" is displayed. The login form includes a "Logon ID:" field with a "Forgot Logon ID?" link, a "Password:" field with a "Forgot Password?" link, and a "Log On" button. At the bottom, there is a link for "Don't have an account? Sign up".

Viewing/Accessing Your Virtual Visit

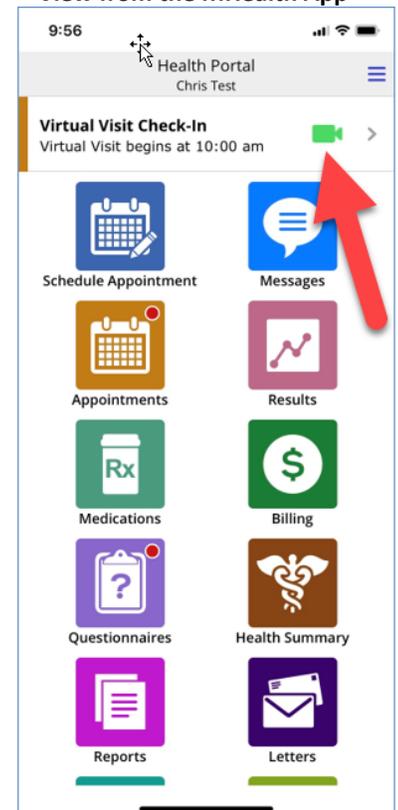
You can begin your Meditech Virtual Visit up to 30 minutes BEFORE the appointment time, or up to 60 minutes AFTER the appointment time.

View from the Patient Portal via the Website



This screenshot shows the patient portal website for a user named Chris Test. The interface includes a navigation bar with icons for Messages, Health Record, Medications, Appointments, Billing, and Profile. A prominent green banner indicates "Virtual Visit begins at 10:00 am" with a "Check In" button. Below this, there are sections for "What's New Within the Last 30 Days", "Links" (Northwestern Medical Center, RISE Vermont), and "Upcoming Appointments" (Tue, Jul 21, 2020, 10:00 am, AMB Virtual Visit). A red arrow points to the "Check In" button.

View from the MHealth App



This screenshot shows the MHealth app interface for Chris Test. The top status bar shows the time as 9:56. The app header includes "Health Portal" and "Chris Test". A "Virtual Visit Check-In" banner shows "Virtual Visit begins at 10:00 am" with a video camera icon and a red arrow pointing to it. Below the banner is a grid of icons for various services: Schedule Appointment, Messages, Appointments, Results, Medications, Billing, Questionnaires, Health Summary, Reports, and Letters. A red arrow also points to the Messages icon.

What You See When You Start Your Virtual Visit

The first screen you encounter allows you to update your Patient Profile. Once you have made any changes to your profile, **click the Next button.**

On the next screen, **click the Yes radio button** to accept the Consent Form and then click the button marked **Start the Visit.**

Chris Test's Appointments

Step 1: Patient Profile

Address
30 MAIN STREET

City
SWANTON

State
Vermont

Zip code
05488

Home Phone:
802-524-5911

Cell Phone:
802-524-8816

Email
jashline@nmcinc.org

Marital Status
Life Partner

Race
White

Religion
Episcopal

Mother's Name

Cancel Next

A red arrow points to the "Next" button.

Chris Test's Appointments

Step 2: Consent Form

Telemedicine Patient Consent

Telemedicine Patient Consent

Telemedicine is the remote diagnosis and treatment of patients by means of telecommunications technology in order to provide clinical health care at a distance.

Telemedicine may consist of some of the following: Telephone or Video Conferencing.

*I understand the concept of telemedicine, as well as the electronic medium to be used.

*I understand that this visit will not be the same as direct patient/health care provider visits due to the fact I will not be in the same room as my health care provider.

*I understand that there are potential risks to this technology, including interruptions, unauthorized access and technical difficulties.

*I understand that my health care provider or I can discontinue the telemedicine visit if it is felt that the technology connections are not adequate for the situation.

*Telemedicine video services will be provided through a Health Insurance Portability Accountability Act of 1996 compliant means.

*Health care providers nor patients will record the telemedicine visit.

*I understand that my healthcare information may be shared with other individuals for scheduling and billing purposes. Others may also be present during the visit other than my health care provider.

The above-mentioned people will all maintain confidentiality of the information obtained.

I further understand that I will be informed of their presence in the visit and this will have the right the request the following:

- omit specific details of my medical history/physical exam that are personally sensitive to me;
- as non-medical personnel to leave the telemedicine exam room; and/or
- terminate the visit at any time

*I understand that billing will occur from my provider and their facility.

*You have been advised of all the potential risks, consequences and benefits of telemedicine. You understand the information provided above.

I agree to the above statements and wish to proceed with the telehealth visit. (required)

Yes

Cancel Back Start Visit

Two red arrows point to the "Yes" radio button and the "Start Visit" button.

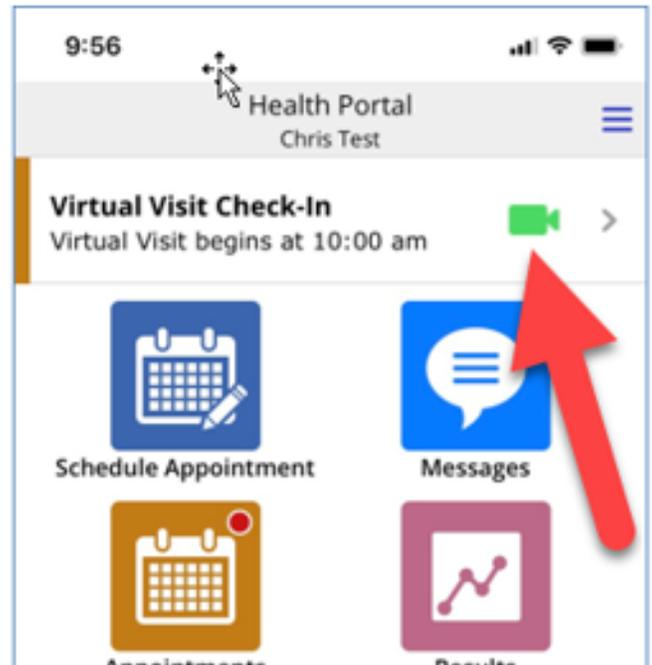
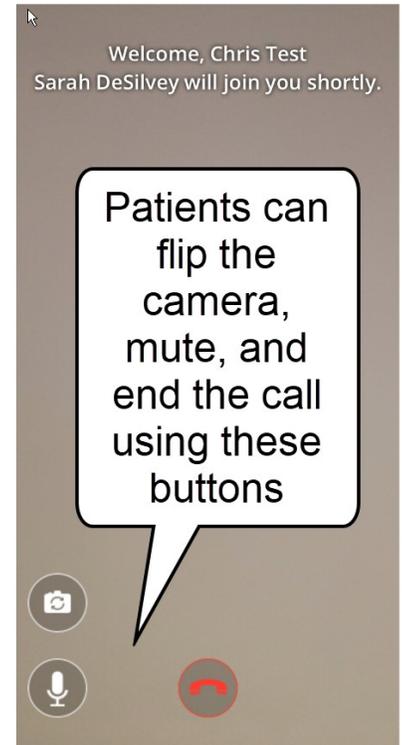
Your View of the Virtual Visit

The virtual visit screens are very similar across all platforms, Apple, Android and the Website.

There are buttons to flip the camera, mute and unmute yourself and to end the call.

If you accidentally inadvertently clicks the Red Phone button and end the call, you can click the Green Camera icon to rejoin their visit with the provider.

Note that you can only rejoin up to 60 minutes after the scheduled time for the visit.



**Northwestern
Medical Center**

Contact Us

For help, call NMC's Health Information Team at 802-524-1060, or your healthcare provider.