



Welcome to the Southwest Skin Specialists Patient Portal! The Patient Portal is a free, secure website where you can access and view your medical records, medical information and send messages to your providers from your personal computer or mobile device.

Navigating the Patient Portal

Let's begin!

Open your internet browser (Mozilla Firefox or Google Chrome are preferred browsers) and type in www.swskin.net. On the upper right hand corner of the page on our website, click on the button marked **Patient Portal**. When you see the log-in section on the screen, you will enter the username and temporary password given to you from the office staff and then click the **Login** button to open the portal. If you have any trouble logging in, please call us at 602-494-1817. Once you have logged into your Patient Portal successfully, you will see three folder tabs on the upper left hand of the page:

- 1. Patient Info:** This section is for Patient Information such as contact information, insurance information, medications used, allergies, past medical history, preferred pharmacy information, etc. *Please Note:* There are some limitations patient's can make in the following areas. Some changes made may require a member of our administration and/or clinic staff to review and authorize before changes are made.
 - **Contact Info:** You can view the contact information we have for you on file here. However, you CANNOT make any changes in this section from your portal. Please contact us to inform us of any changes and we will update the information for you.
 - **Insurance and Pharmacy:** You can view the insurance information we have on file for you here. However, you cannot make any changes from your portal. If you have a change in insurance please contact us by phone or fax or bring the new card or information to your next visit. You CAN add or change your preferred pharmacy information from the patient portal. Select the button **Add Surescripts Pharmacy** and fill in the appropriate information to find and select your *preferred pharmacy. You can also add your own pharmacy if not listed by selecting the **Add Manual Pharmacy** button. *Please note:* Most prescriptions are sent electronically by your Provider so, accurate preferred pharmacy information assures no delays in receiving your prescribed medication. Printed prescriptions are provided upon request at the time of visit or by calling us at 602-494-1817.
 - **Medications:** You CAN add or delete medications you are currently taking. To add a medication, begin typing the medication in the **Drug Name** field. Select the medication when it populates below. Then, you will choose the appropriate dose. To delete a medication, select Delete to the right of the medication.
 - **Allergies:** You CAN add or delete your current allergies. To add an allergy, begin typing the allergy in the **Allergy** field. Select the appropriate allergy when it populates below. If there are no allergies, select **Mark NKDA (No Known Drug Allergies)**.
 - **Past Medical History:** You CAN add or delete past medical or surgical histories. To add a condition, select the checkbox next to that condition.
 - **Skin Disease History:** You CAN add or delete your skin disease history. To add a condition, select the checkbox next to that condition.

For Technical Support, please call the Medical Records Department at 602-494-1817



- **Social History**: You CAN add or delete your social history. Fill in the appropriate information.
- **Family History**: You CAN add or delete your family history. To add a condition, begin typing in the **Family History** field. Select the appropriate condition when it populates below. Then choose the family member. To delete a condition, select Delete to the right of the condition.
- **Problem List**: You CAN view a list of your diagnoses, as well as, an information sheet on each of those diagnoses. *No changes can be made to this tab. To view more information on a condition, select the blue information bubble next to the condition.

Please Note: The *Quality Measures* tab in this section is for internal Provider use only.

- 2. Visit Info>My Health**: This section is where you will be able to view, download and print office visit notes and educational handouts.
- To view the records, select the date in blue.
 - To view the education Handout of that visit, select the Patient Education link.
 - Pathology (Biopsy), Lab and other reports do not automatically populate to your portal. Reports will be manually uploaded to your Patient Portal upon request. You can request a copy of your report when your test results are discussed with Clinic Staff and/or by calling the Medical Records Department. (Please see the Contact Us section below for more information on viewing reports.)

*Please note: Only electronic (EMA) visit notes from June 2014 to the Present will be available in this section.

Visit Info>Test and Results: This section on the portal has not been activated. To view or print pathology or laboratory results, please refer to the note in the **Contact Us** section below for instructions.

- 3. Contact Us**: This section is for sending to and receiving emails from your Provider and/or their staff, as well as, to the Medical Records Department and to the Medical Secretaries.

Please note: This is also where you will find an Intramail message and attachments for any documents that have been uploaded to your portal on request by the medical records department. You will receive the requested path or lab results reports in this section in the form of a blue clickable link. Click the link to view, print or download your report(s) to your computer.