

Noran Patient Portal User Manual for Patients



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1. Introduction

Portal functionality includes:

- Secure email with your care team
- Appointment requests and appointment history
- Prescription refill requests
- Medications, allergies and health summary
- Test results
- Medical record requests
- Online bill pay

2. Patient Portal Enrollment and Login

You must be an existing patient in order to enroll for the Patient Portal. You can self-enroll using the Sign-Up action button, enroll over the phone with Noran Clinic staff, or enroll in-person at any one of our clinic locations. **Please note that any patients under the age of 18 must be enrolled by Noran's staff and will need a Caregiver assigned to access their account.**

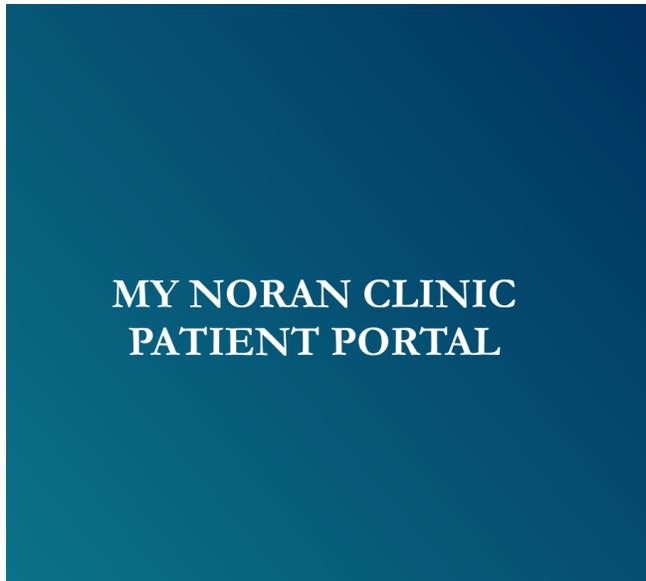
2.1. Self-Enrollment

You can self-enroll for the Noran Patient Portal.

From the Noran Clinic Website www.noranclinic.com , click on My Noran Clinic.

[My Noran Clinic](#)

You will be directed to the patient portal landing page. Click on Sign-Up.



NORAN
NEUROLOGICAL
CLINIC

Username *

Password *

Login

Recover Password Recover Username

Sign Up

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Terms and Conditions Privacy Policy

Enter your profile information. Create your username and password.

Your profile information (legal first name, legal last name, date of birth, email) must match the information as documented in Noran Clinic's Medical Record system.

Click Register when complete.

**NORAN
NEUROLOGICAL
CLINIC**

First Name *	Last Name *	
Date of Birth *	Email *	
Username *	Password *	Confirm Password *

[Register](#)

[Back to Login](#)

1.2.1 You have a cell phone number on file.

If the system identifies you as an existing Noran patient, you will receive a prompt to complete the verification process of the enrollment. Select your cell phone number and click Send.

Check Identity

Please select the cell phone number you would like us to send your verification code to

XXX-XXX-1689

My cell phone number is not listed

[CANCEL](#) [SEND](#)

A text message will be sent to your cell phone number to complete the verification process. Enter the verification code and click Verify Code.

Verify Code

The code was sent to your mobile phone.

Code

[CANCEL](#) [VERIFY CODE](#)

Verification is complete and you now have access to log in using your username and password created through the Sign Up process.

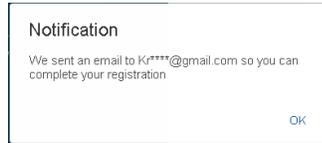
Notification

Thank you for Registering. Please Enter your Username and Password to login.

[OK](#)

1.2.2 You do not have a cell phone number on file

If you do not have a cell phone number on file, by selecting My cell phone number is not listed, an email will be sent to complete the verification process.



1.2.3 Your profile information does not match a patient record at Noran.

If the system is unable to locate a complete match, you will receive the following notification. Contact Noran Clinic to complete your enrollment.

Notification

We were not able to match your demographic information in order to create a portal account. Please contact us at 612-879-1500

OK

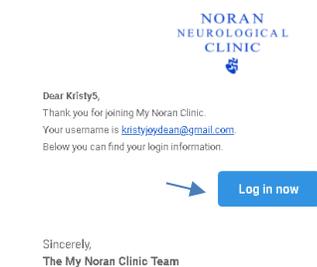
2.2. In-Office Enrollment

Noran Clinic staff at our clinic locations can enroll you for a Portal account in-person or via phone call. Once they have completed the initial Enrollment Process, you will need to verify your enrollment.

2.2.1 From your personal email account

Open the Noran Clinic Welcome Email.

Complete the verification process of enrollment by clicking Log in now.



Questions? Call 612-879-1500

Verify your Date of Birth and enter a New Password.
Click Reset Password when complete.

NORAN
NEUROLOGICAL
CLINIC

Now you can create your new password:

Date of Birth * 

New Password *

Confirm New Password *

 [Reset Password](#)

[Back to Login](#)

You will receive notification that your password is updated.

Notification

The password was changed successfully.

[OK](#)

You can now log in using the username provided in your Welcome Email, and your newly created password

NORAN
NEUROLOGICAL
CLINIC

Username * 

Password *  

[Login](#)

[Recover Password](#) [Recover Username](#)

[Sign Up](#)

If you would like to create an account for a child who is 18 or younger, Noran staff will enroll the child in the Patient Portal, and then add the Caregiver to the account. All Caregiver accounts are disabled when the child reaches the age of 18.

2.3. Forgot Username or Password

The Recover Password/ Recover Username link can be used to send a code to the email on file allowing you to reset/recover your information.

NORAN
NEUROLOGICAL
CLINIC

Username *

Password *

Login

Recover Password Recover Username

Sign Up

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If you are unable to complete the process through the above workflow, you can call Noran Clinic for assistance.

3. Landing Screen

Once you have successfully logged into the Patient Portal you will be routed to the Home screen. The Home screen will give you a dashboard view of your Portal account.

NORAN
NEUROLOGICAL
CLINIC

Test, Kristy4

Home

Appointments

Billing

Messages

Medical Records

Prescriptions

Results

Support

MESSAGES New

Dwan, Kristy
Subject a day ago

APPOINTMENTS Request appointment

Test, Kristy4
06-05-2020 11:30 am
Noran Neurological Clinic, PA Scheduled

Test, Kristy4
Blaine Pending

Test, Kristy4
06-02-2020 02:30 pm
Noran Neurological Clinic, PA Scheduled

Test, Kristy4
Blaine Pending

PRESCRIPTIONS Request

Dr. MD, Geoffrey
ADVL (EUPROFEN CAPS) CAPS
COSTCO PHARMACY #1272

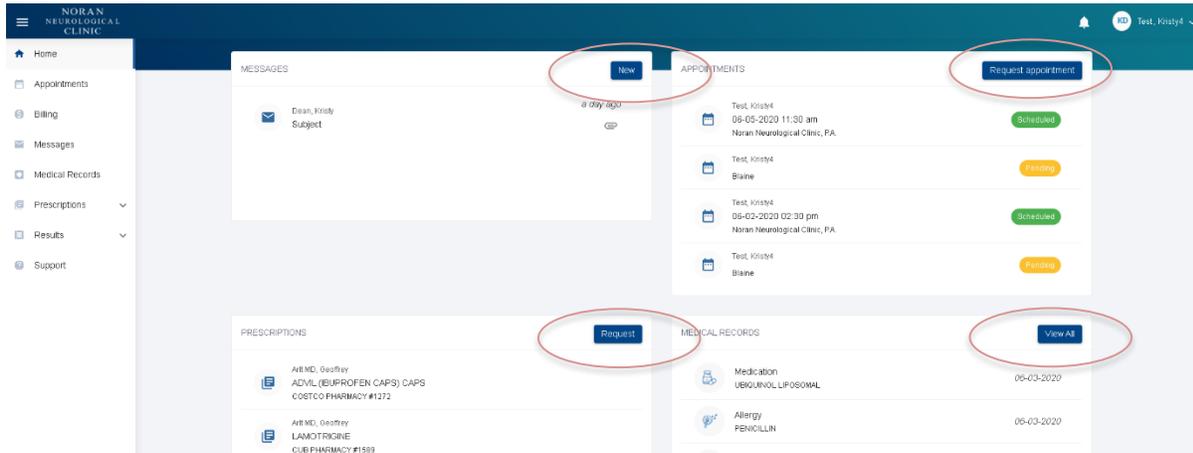
Dr. MD, Geoffrey
LAMOTRIGINE
CUB PHARMACY #1589

MEDICAL RECORDS View All

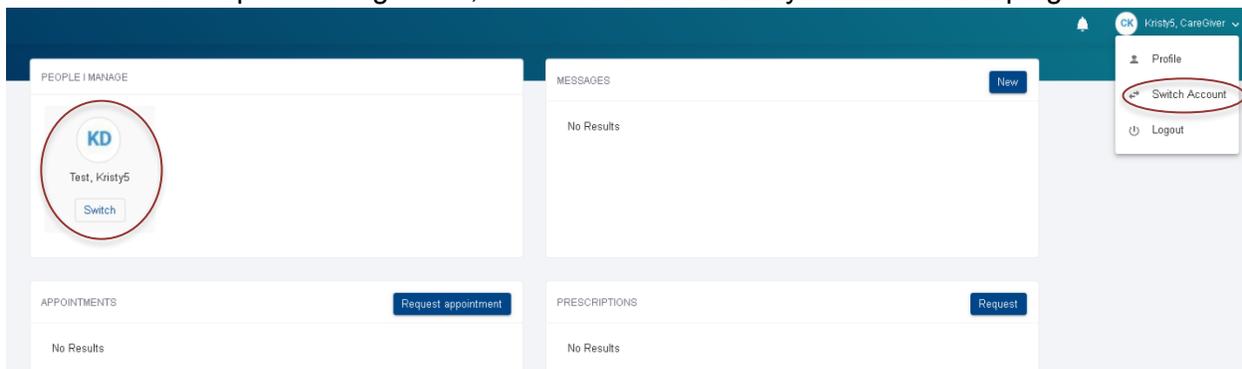
Medication
UBIQUINOL LIPOSOMAL 06-03-2020

Allergy
PENICILLIN 06-03-2020

From this screen you can view and compose messages, view and request appointments, request refills, and access your medical records.



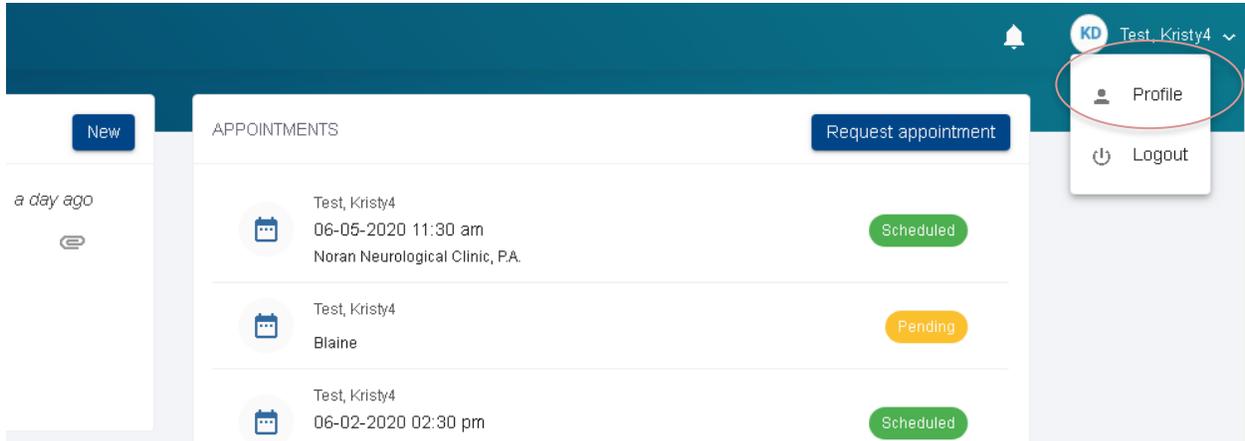
If you are a Caregiver, you can access your dependents' account by clicking on the "Switch" button in the "People I manage" box, or "Switch account" on your account's top right menu.



4. Profile

4.1. View or Edit Profiles

To access your profile, click on your name in the top right corner. Next, select "Profile".



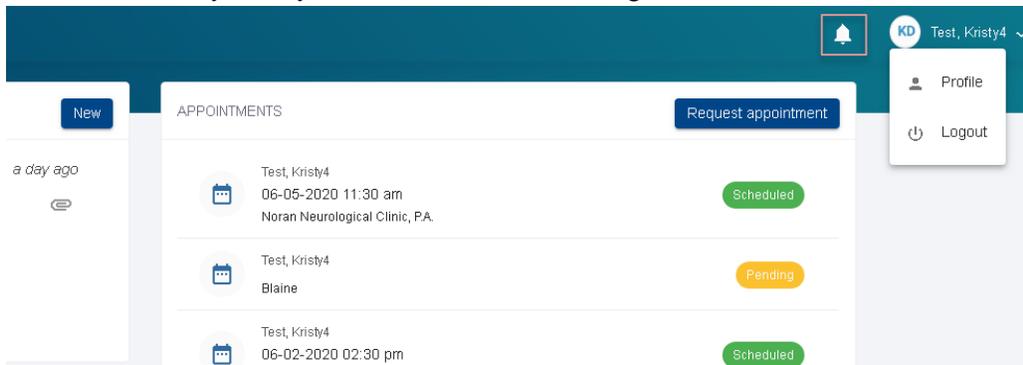
Within profile, you'll be able to view your Patient Profile. Information that you will see includes:

- General Information
- Phone Numbers
- Addresses
- Emergency Contact
- Guarantor
- Insurance – currently unavailable
- Settings
- Password

If you need to edit your patient profile information, please contact our office. Username and Password can be edited within the portal

5. Notifications

To view your notifications, click on the bell on the top right menu. As a patient you will get a notification every time you receive a new message.



If you want to change how you receive notifications, go to your profile and click on the yes/no switches under the “Settings” section to accommodate your preferences.

General Information

Phone Numbers

Addresses

Emergency Contacts

Insurance

Settings

Username *
kristyd4

Time Zone *
Central Standard Time (CST)

Language Interface *
English

Should this user receive email notifications that may contain patient portal account updates or appointment information?
No Yes

Should this user receive text message (SMS) notifications that may contain patient portal account updates or appointment information? Carrier charges may be incurred.
No Yes

Should this user receive mobile app notifications that may contain patient portal account updates or appointment information?
No Yes

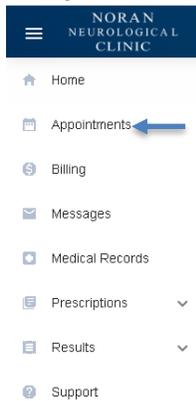
Save

Password

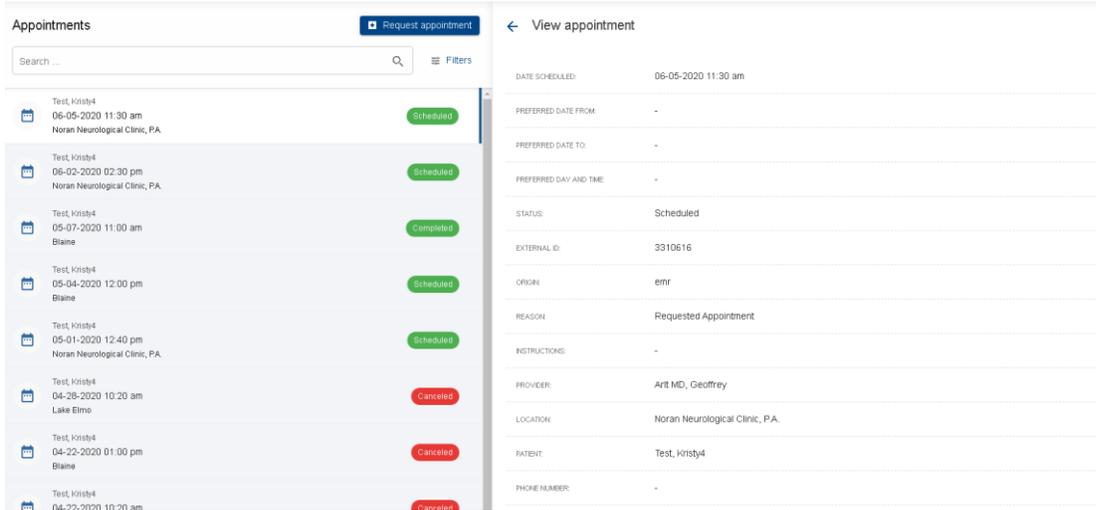
6. Appointments

6.1. View appointments

To view your upcoming and appointment history, access the Appointments Module on the left navigation bar.



Your appointment details will display including the appointment date and time, status, and provider. You can click into the appointment for further details.

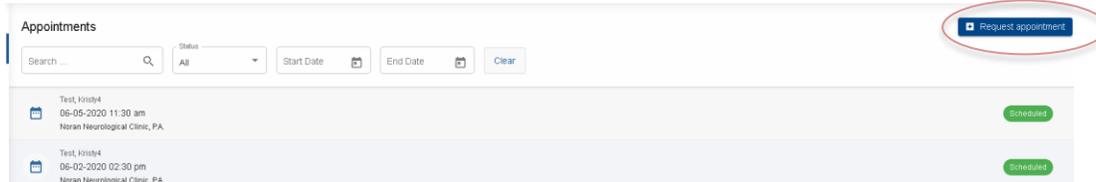


The screenshot shows the 'Appointments' section with a search bar and a 'Request appointment' button. Below is a list of appointments with their dates, times, and statuses (Scheduled or Canceled). To the right, the 'View appointment' page displays details for a specific appointment, including the date scheduled, preferred date from/to, status, external ID, origin, reason, instructions, provider, location, patient name, and phone number.

You can also perform this action from the Appointments section of the Dashboard.

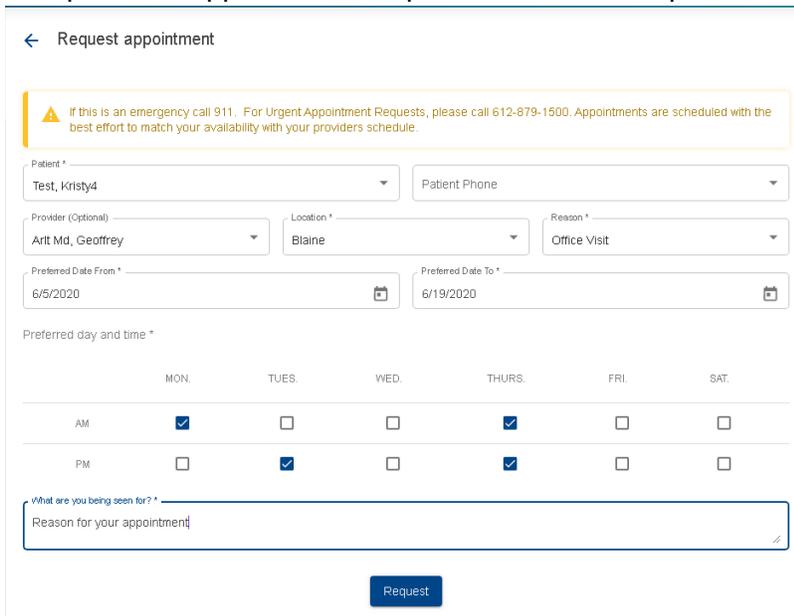
6.2. Request an Appointment

To request an appointment, from the Appointments Module, Click Request appointment.



This screenshot shows the 'Appointments' section with a search bar, filters for status, start date, and end date, and a 'Request appointment' button circled in red.

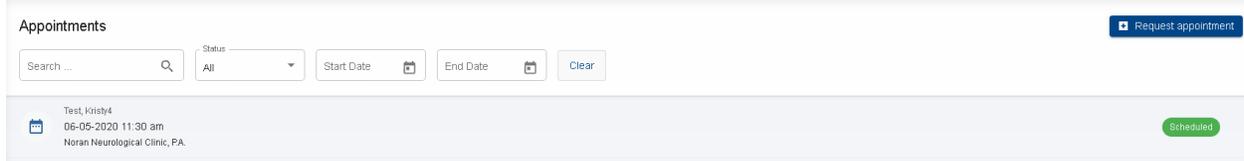
Complete the Appointment Request form. Click Request



The 'Request appointment' form includes a warning message: "If this is an emergency call 911. For Urgent Appointment Requests, please call 612-879-1500. Appointments are scheduled with the best effort to match your availability with your providers schedule." The form fields are: Patient (Test, Kristy4), Patient Phone, Provider (Optional) (Art Md, Geoffrey), Location (Blaine), Reason (Office Visit), Preferred Date From (6/5/2020), Preferred Date To (6/19/2020), Preferred day and time (AM and PM options), and a text area for 'What are you being seen for?' (Reason for your appointment). A 'Request' button is at the bottom.

Noran Clinic staff will complete your appointment request using their best effort to meet your preferences along with our providers schedule availability.

Once an appointment is scheduled by Noran Clinic staff, you will receive a notification by email or text, and the scheduled appointment will appear in your portal Appointment Module.

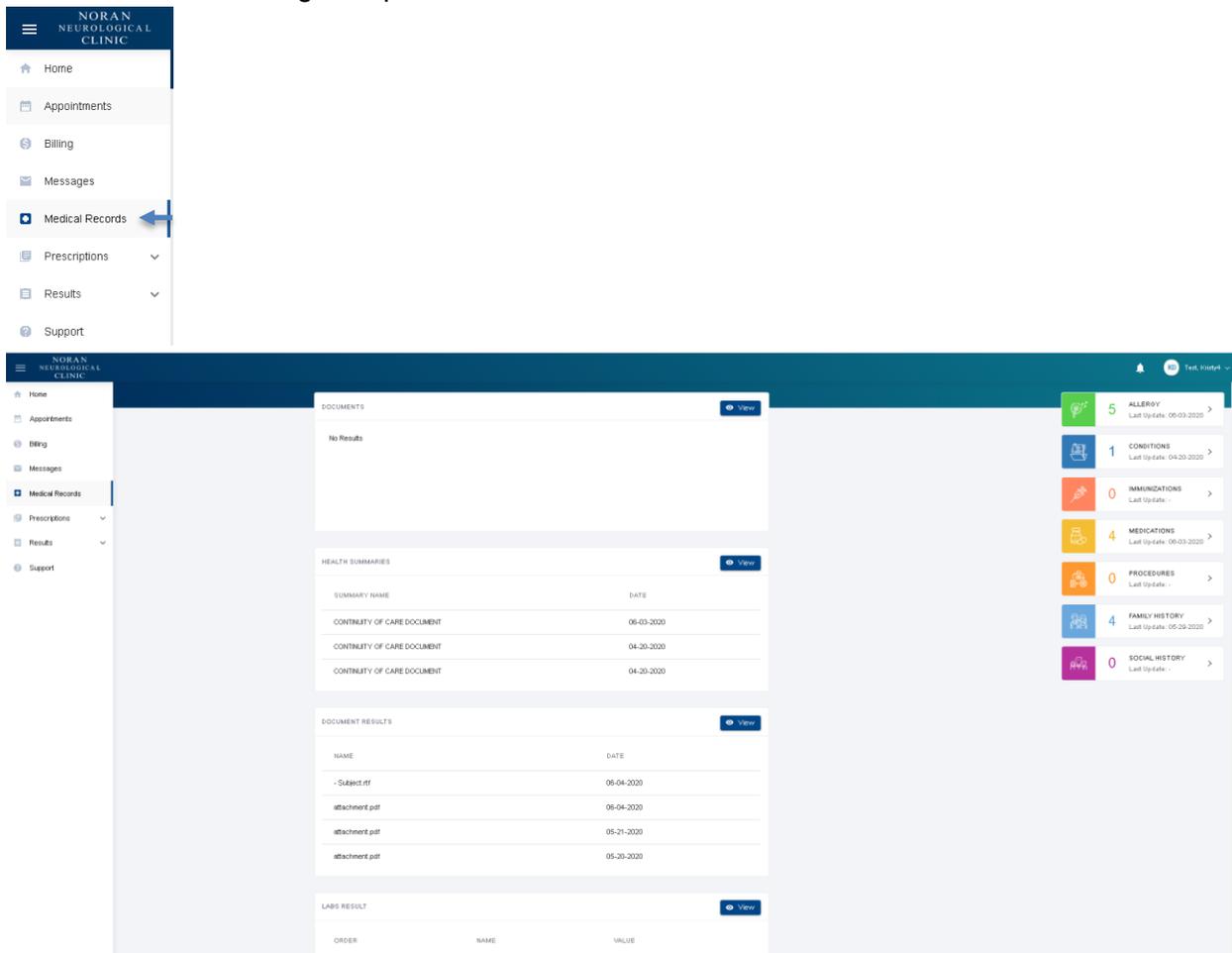


To cancel a future appointment, please call our office.

7. Medical records

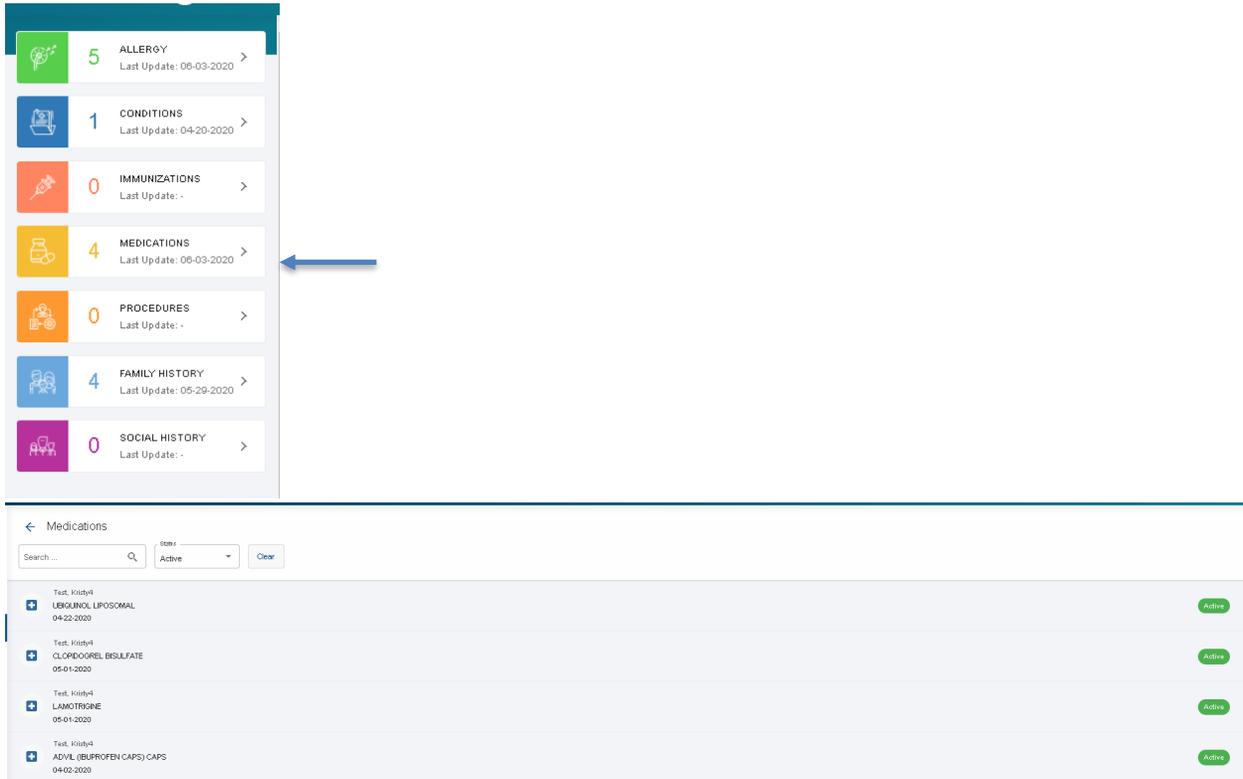
7.1. View medical records

To view the available Medical Records on your portal account, access the Medical Records Module on the left navigation panel.



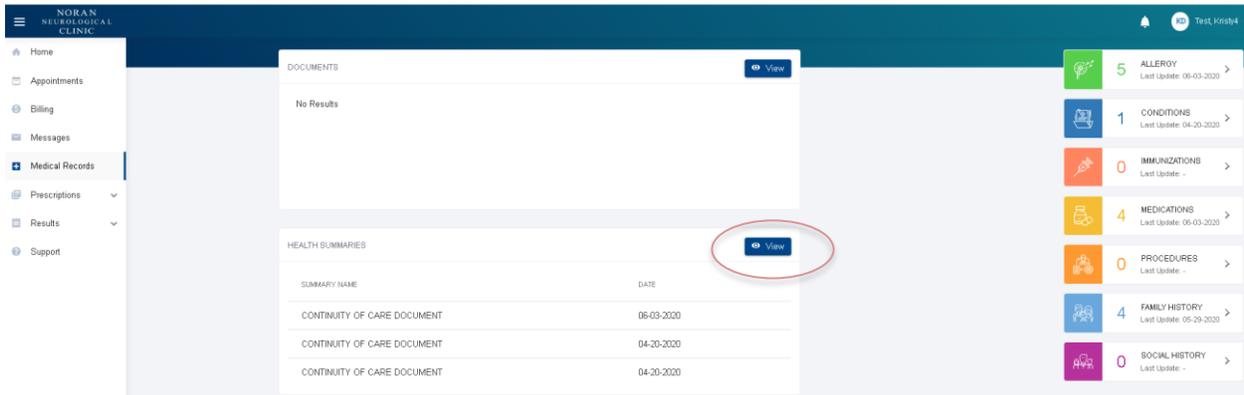
The right-side panel of the Medical Records Module sorts your medical records into the following categories: Allergies, Conditions, Immunizations, Medications, Procedures, Family history and Social history. To view more information and details about any of the items, click on the item and you'll be redirected to the full list.

For example, clicking on Medications opens the Medications component to view additional details.

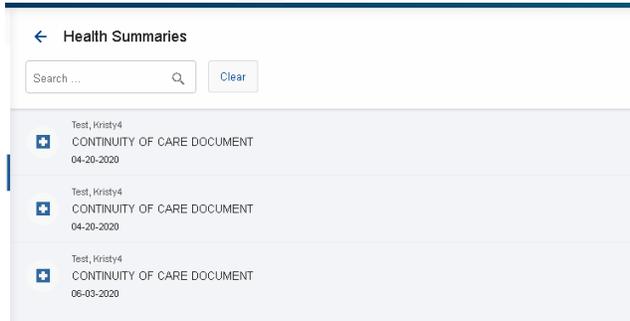


The center panel of the Medical Records Module provides additional medical record documents including: General Documents (not currently available), Health Summaries, Document Results, Lab Results, and Wellness Trackers (not currently available). To view more information and details about any of these items, click on the View button in the top right corner.

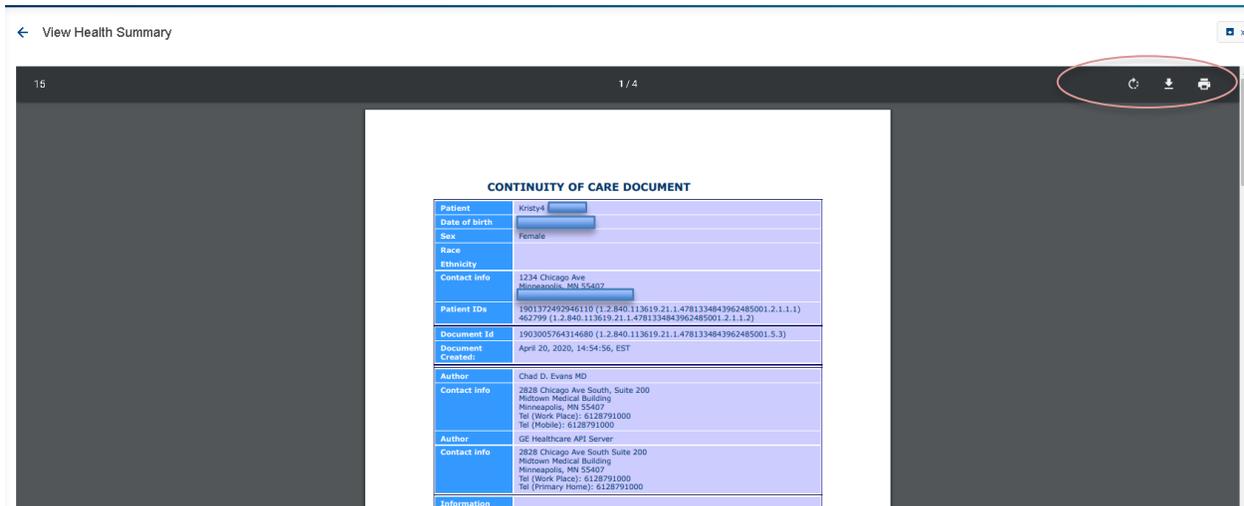
For example, to view a Health Summary document, click on View.



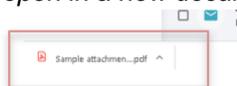
Then Click on the  to expand the preferred Health Summary document.



From the detailed view you can take additional actions such as download or print the associated document.



Documents may open in a new document in the bottom left corner of your screen requiring you to click them to open.

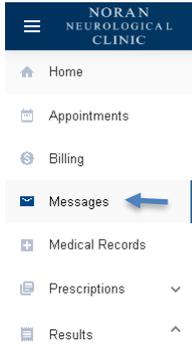


Availability of Medical Records contained within the patient portal is variable. For a complete copy of your Medical Records please complete a Medical Record Request from the Forms Module.

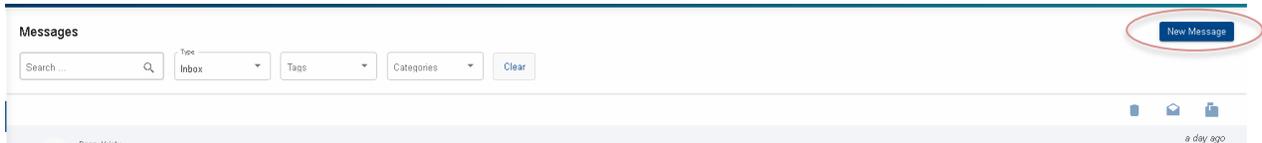
8. Messages

8.1. Sending a Message

Click the Messaging Module on the left navigation panel



Click New Message



Select the appropriate Question Type for your inquiry.

← New Message

From *
Test, Kristy4

Subject *

MESSAGE *

B I U [List Icon] [Text Icon]

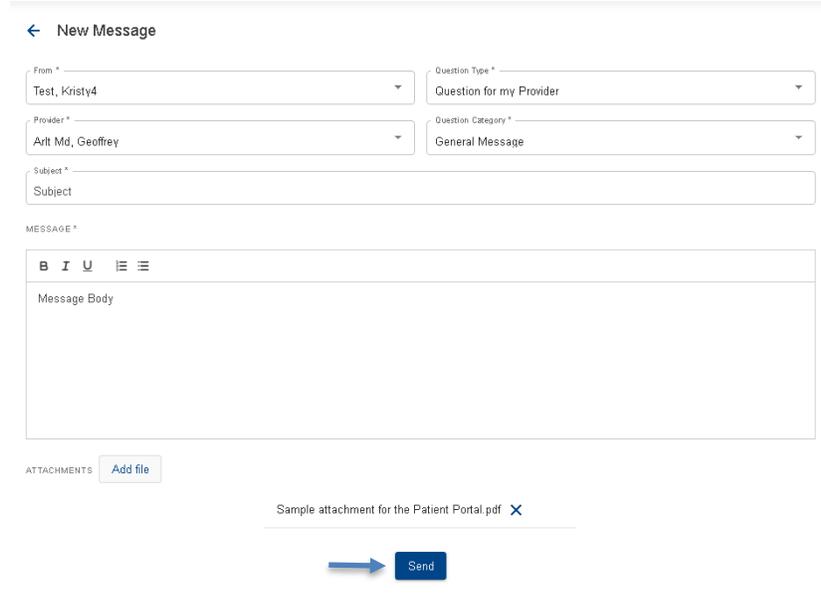
ATTACHMENTS [Add file](#)

[Send](#)

Question Type *
Question for my Provider
Billing Question
Question for Care Management

Depending on the Question Type selected, there may be additional fields to complete.

Complete the required fields and compose your message. If you would like to submit an attachment, click Add file and browse to the location of your attachment. Click Send.



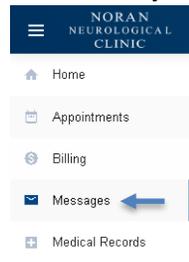
The screenshot shows a 'New Message' form with the following fields and options:

- From ***: Test, Kristy4
- Question Type ***: Question for my Provider
- Provider ***: Arlt Md, Geoffrey
- Question Category ***: General Message
- Subject ***: Subject
- MESSAGE ***: A text area with a rich text editor toolbar (B, I, U, list, link icons) and the label 'Message Body'.
- ATTACHMENTS**: An 'Add file' button.
- Attachments list**: 'Sample attachment for the Patient Portal.pdf' with a close icon (X).
- Send**: A blue button with a right-pointing arrow.

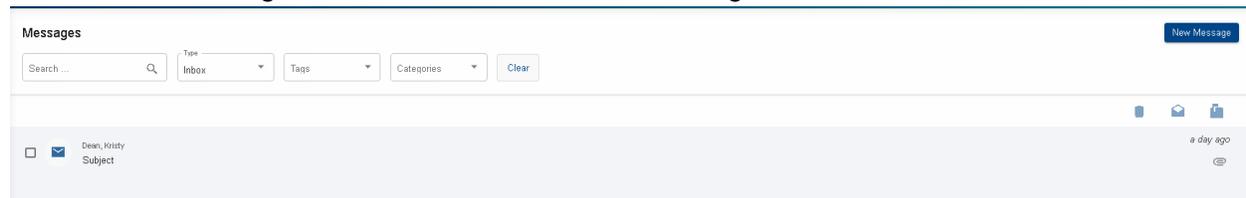
8.2 Accessing your portal Inbox

When a message response is received, you will receive a notification by text or email. Log into your portal account in order to access the message.

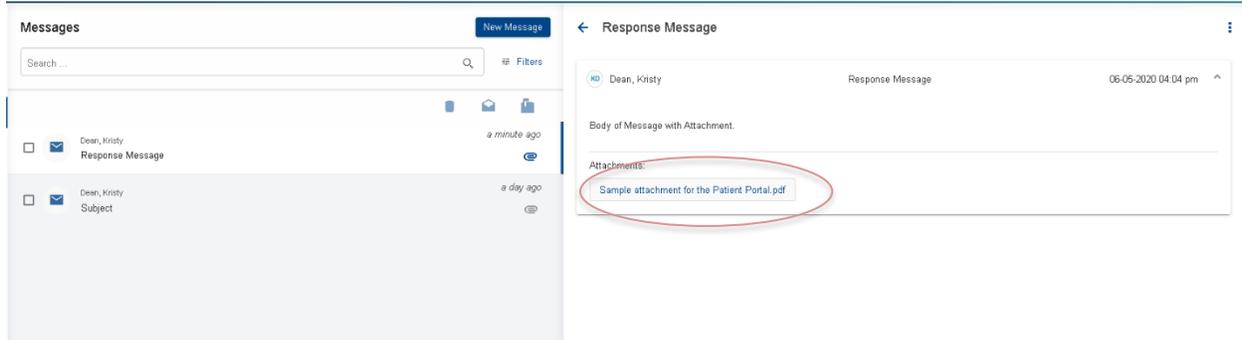
To access your portal Inbox, click the Messages Module on the left navigation panel.



All available messages will be viewable from the Messages Module.



To view the full message (or message thread), click on the message you want to view the details of. Attachments will be located at the bottom of the email message.



Documents may open as a new document in the bottom left corner of your screen requiring you to click them to open.



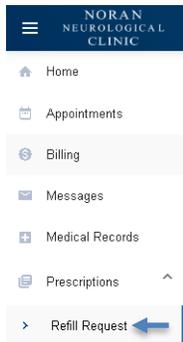
You can also view Messages from the Messages section of the Dashboard.

9 Refill Requests

Prescription refill requests are available for medications prescribed and managed by your Noran providers.

9.1 Request a Refill

Click the Prescription Module on the left-hand navigation panel. Click Refill Request.



Click Request in the top right corner of the Prescription page.



Complete the required fields of the Refill Request form.

Only your prescriptions provided and managed by Noran providers will be available for refill.

← Request Prescription

⚠ Please give Noran Clinic up to 48hrs to fulfill your request.

Patient *	Test, Kristy4	Patient Phone	
Provider *	Arlt Md, Geoffrey	Medication *	ADVIL (IBUPROFEN CAPS) CAPS
Dosage	How often is taken?	Quantity	30
Pharmacy Type *	Local Pharmacy	Zip, Address or Name of Pharmacy *	
Pharmacy			
Comments			

Request

When selecting your pharmacy, searching by zip code provides the best results.

Click Request

← Request Prescription

⚠ Please give Noran Clinic up to 48hrs to fulfill your request.

Patient *	Test, Kristy4	Patient Phone	
Provider *	Arlt Md, Geoffrey	Medication *	ADVIL (IBUPROFEN CAPS) CAPS
Dosage	How often is taken?	Quantity	30
Pharmacy Type *	Local Pharmacy	Zip, Address or Name of Pharmacy *	55125
Pharmacy *	CUB PHARMACY #1589 (7191 10TH STREET, OAKDALE, MN)		
Comments			

→ Request

You will not receive a response to your refill request unless there is a follow-up question or concern. You can contact your pharmacy to verify your refill has been processed.

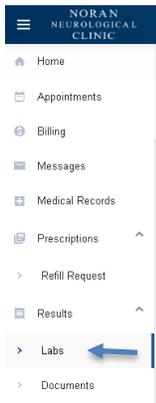
10 Results

Available results documents are located in the Results Module.

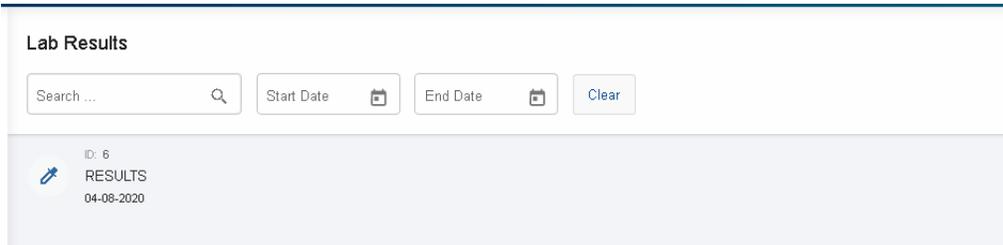
10.1 Labs

Labs completed at a Noran Clinic location will be available for view in the Labs section of the Results Module.

Click on the Labs Section of the Results Module.



Available lab results will display sorted by date.



To view details of the associated labs, click on the lab result.



To see further details specific to the individual labs, click on the lab result on the right side of the screen.

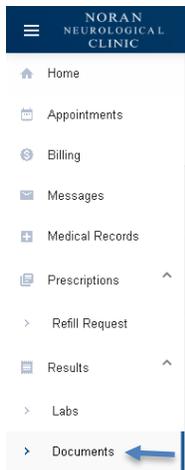
← Lab View	
ORDER:	-
NAME:	BUN
DATE:	04-08-2020
RESULT:	0.2 mg/dL
NORMAL RANGE:	-
DESCRIPTION:	BUN

Labs completed at outside facilities may not be displayed in the Lab Results section. If you have questions about labs you are unable to view, please call the clinic.

10.2 Documents

Other documents sent to you by Noran providers or staff (Office visit notes, Imaging reports, etc.) may be located in the Documents Section of the Results Module.

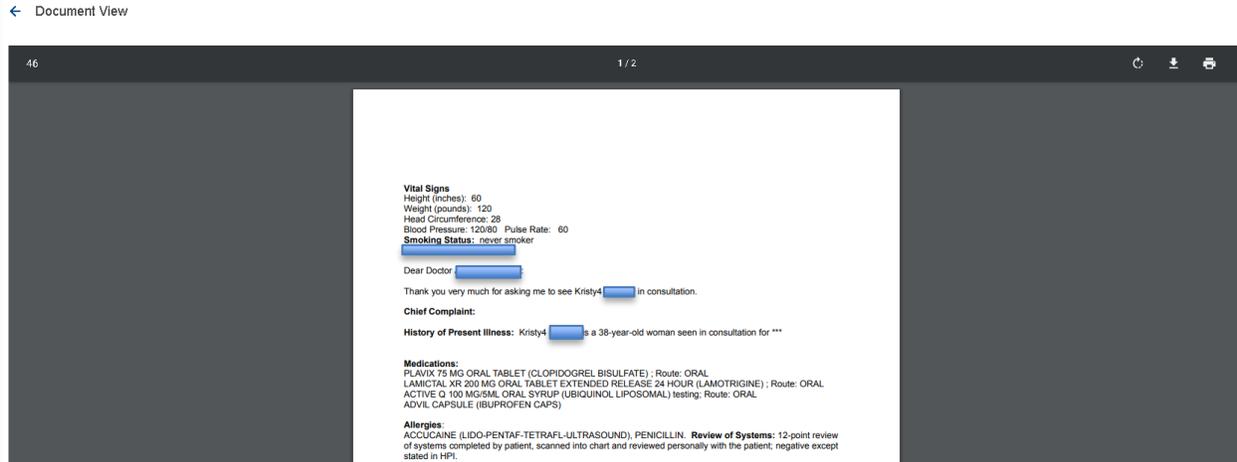
Click on the Documents Section of the Results Module.



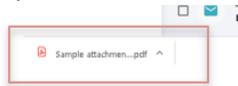
Available documents will display sorted by date.

Document Results	
Search ...	Q Clear
<div style="display: flex; align-items: center;"> + <div> <p>Test, Kristy4</p> <p>- Subject.rtf</p> <p>06-04-2020</p> </div> </div>	
<div style="display: flex; align-items: center;"> + <div> <p>Test, Kristy4</p> <p>Attachment.pdf</p> <p>06-04-2020</p> </div> </div>	
<div style="display: flex; align-items: center;"> + <div> <p>Test, Kristy4</p> <p>Attachment.pdf</p> <p>05-21-2020</p> </div> </div>	

Click the  to open the document.



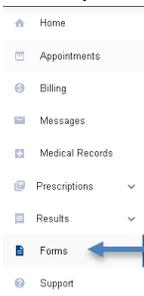
Documents may open as a new document in the bottom left corner of your screen requiring you to click them to open.



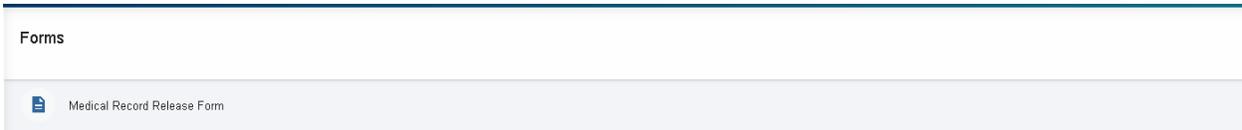
Availability of Documents contained within the patient portal is variable. For a complete copy of your Medical Records please complete a Medical Record Request from the Messaging Module.

11 Medical Record Requests

To request a copy of your Medical Records, access the Forms Module on the left navigation bar



Click on Medical Record Release Form



Select the appropriate Request selection. Fill out the form.

← Medical Record Release Form

Request Type*

Request a copy of my own records Send a copy of my records to another entity

Authorization for Noran to request my records from another entity

Patient Information

Patient Name: Test, Kristy4 Daytime Phone Number: _____

Date of Birth: _____ SSN (last 4 digits): _____

Address: 1234 Chicago Ave City: Minneapolis

State: Minnesota Zip: 55407

Who has the information you would like released

Name*: Noran Neurological Clinic/Minnesota Diagnostic Center Address*: 2626 Chicago Avenue South, Suite 100

City*: Minneapolis State*: Minnesota

Zip*: 55407 Phone: 612.879.1560

Fax: 612.879.0722 Email: _____

Add your Signature. Click Submit.

Please note if you have participated in a research study through Noran Clinic/Minnesota Diagnostic Center, those records regarding you in the study may be included in your Noran Clinic/Minnesota Diagnostic Center chart. To withhold these records from this release, please check this box.

Records related to mental health, HIV, alcohol and /or drug treatment will be released unless a check mark is placed here.

Authorization will be in effect for 12 months unless revoked by me in writing. I may revoke this authorization by filling out a revocation form at the Noran Neurological Clinic/Minnesota Diagnostic Center or by writing a letter to Noran Neurological Clinic/Minnesota Diagnostic Center. This revocation will take effect when the provider receives my notice in writing. I understand that the release of my records that have been previously disclosed.

Continuing care Insurance claims

Litigation

Other: _____

I understand that once Noran Neurological Clinic/Minnesota Diagnostic Center has disclosed health care information I have authorized to be disclosed, Noran Neurological Clinic/Minnesota Diagnostic Center has no control over the information. The person or organization that I authorized to receive the information might re-disclose it. It may no longer be protected by privacy laws. I understand that Noran Neurological Clinic/Minnesota Diagnostic Center will not condition treatment, payment, enrollment or eligibility for benefits on whether I sign this authorization. A photocopy shall be as valid as the original.

SIGNATURE*

12 Support

Patient Portal support is available by calling 612-879-1500.