The Patient Portal is an easy to use online tool for you to access your medical records including medications, past appointments and labs.

The Patient Portal lets you communicate with us with questions about your referrals, upcoming appointments and general questions.
Creating Your Account

Setting up your Patient Portal is easy! Just give us your e-mail address and we will create a User Name and a Password. When your User Name and Password are created, it is time to log into your Patient Portal to make your healthcare experience easy and convenient for you.
Login Window

Log into your Patient Portal from BSFHC.ORG
Dashboard/Medical Records

**Dashboard**-
Clicking on Dashboard takes you back to the Patient Portal Home Screen.

**Medical Records**-
Clicking on Medical Records will give you 5 options to select from:

1. **Lab/Diagnostic Reports**— List of past lab results (except STD, HEP-C HIV).
2. **Visit Summary**— List of past appointments and a summary for each visit.
3. **Personal Health Record**— Summary of your medical history (Allergies, care plans, medications, labs, immunizations).
4. **Referrals**— List of past referrals and the option to request a new referral.
5. **Immunization History**— List of immunizations given to you.
You can also get your Personal Health Record by clicking “Request PHR” or “View Medical Records” from the Medical Records Window and view your lab history from the Latest Lab Results Window; both windows are located on your Patient Portal Dashboard.
My Account

Clicking on **My Account** will give you **6 options** to select from:

1. **Personal Information**— Update your address, marital status, phone number, email and emergency contact.

2. **Additional Information**— Update your pharmacy, add a street address (if different from your mailing address), enter your employer information and add 2 additional personal contacts.

3. **Reset Password**— Reset your current password, change your user name and select a security question.

4. **Transmit Logs**— History of your actions (Request refill, request referral).

5. **Health Access Logs**— History (Time and Date) of what you have viewed on your **Patient Portal**.

6. **My Devices**— Shows devices (Smart phone, tablet) where you downloaded the **Healow Application**.
Messages

Clicking on **Messages** will give you **4 options** to select from:

1. **Inbox**— Messages and alerts received from **Bedford Stuyvesant Family Health Center** or **Broadway Family Health Center**.

2. **Refill Request**— List of your current medications and the option to request refills.

3. **Referral Request**— List of your past referrals and the option to request a new referral.

4. **Ask The Provider**— Send a general (Non-Emergency) message to the **Bedford Stuyvesant Family Health Center** or **Broadway Family Health Center** team.
You can also request medication refills by clicking “Request Refill” from the Current Medication Window or request a new referral by clicking “Request New Referral” from the Recent Referrals Window; both windows are located on your Patient Portal Dashboard.
Appointments

Clicking on **Appointments** will give you **3 options** to select from:

1. **Upcoming Appointments**— A list of all your upcoming appointments.
2. **New Appointment**— Request a new appointment with **Bedford Stuyvesant Family Health Center** or **Broadway Family Health Center**.
3. **Historical Appointments**— A list of all your past appointments including Date, time and doctors name.
Questionnaires

Clicking on Questionnaires will give you 2 options to select from:

1. **Medical History**— Update your medical history (medical conditions), your family history (Mother/Father medical conditions) and your social history (Smoker/Non-Smoker).

2. **Surgical and Allergies**— Update your past surgical history, hospitalization history and any allergies that you have.
Health Tracker/Education

Health Tracker—
Clicking on Health Tracker will give you 2 options to select from:

1. Reminders— Reminds you of vaccines or labs that are due (Flu Vaccine).
2. CDSS Alerts— Reminds you of test or procedures that need to be done or updated (Mammogram, colon cancer screening, labs to measure levels of medication).

Education—
Clicking on Education will give you 1 option to select from:

1. Patient Education— In this section, you can receive information from your provider on medications, health conditions and any other medical educational information you need.
Questions?

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