

# AMHNE.YourCareCommunity.com

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## What is AMHNE.YourCareCommunity.Com?

The **AMHNE.YourCareCommunity.Com** website makes accessing your personal health information easy, secure, and convenient. With AMHNE.YourCareCommunity.Com, you can view your health records any time of day and from any location with an Internet connection.

## How do I get started?

Once you receive an e-mail, click the link to be directed to the **Sign in** page. If you haven't done so already, you will be prompted to verify demographic information, set a password, and select a security question.

### Signing in:

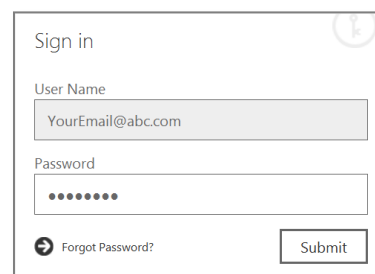
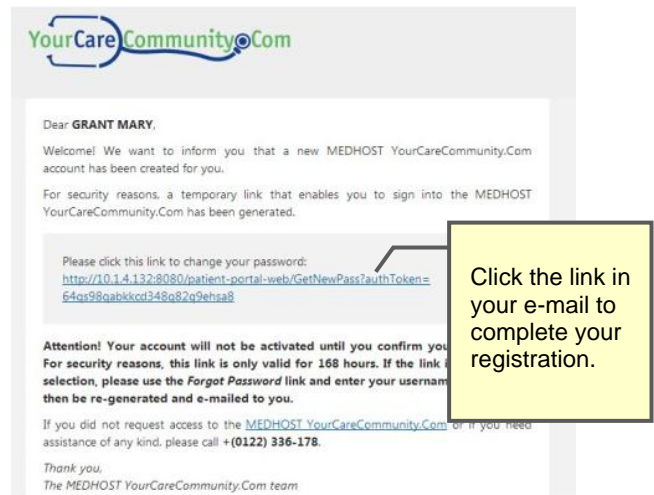
1. Go to the website address given to you.
2. Type your **User Name**, which is your e-mail address.
3. Type your **Password**. (Passwords are case-sensitive.)
4. Click **Submit**. The **Home** page (shown below) will display.

### My Information:

User Name	Password
<input type="text"/>	<input type="text"/>

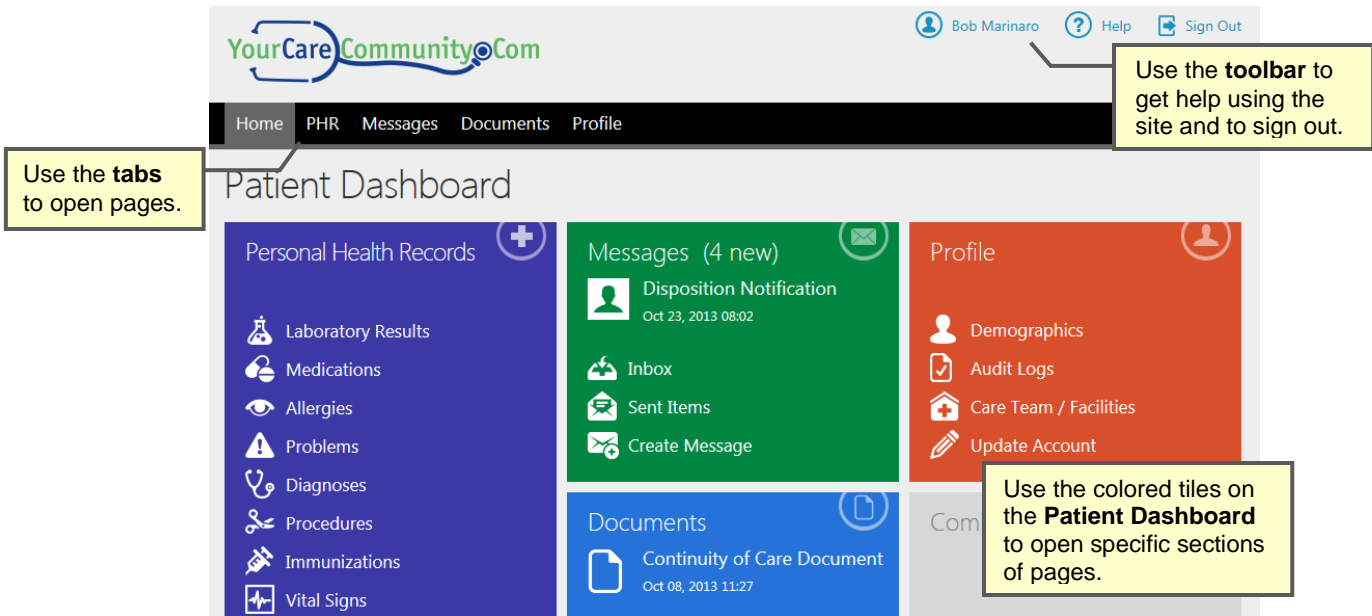
### If you forget your password:

1. Click **Forgot Password**.
2. Type your **User Name**, which is your e-mail address.
3. Click **Get New Password**. A new page will display and direct you to your e-mail for further directions.



## How do I navigate AMHNE.YourCareCommunity.Com?

After you sign in, the **Home** page (shown below) will display. To move around the site and find the information you need, you can use the colored tiles on the **Patient Dashboard** or the tabs across the top of the page.



Information is grouped into different pages, which are then divided into multiple sections:

### Personal Health Records:

- View a wide variety of key information from your health record, such as test results, prescribed medications, vital signs, diagnoses, discharge instructions, and more.

### Profile:

- View and change information related to you and your account, such as name, marital status, address and phone numbers, AMHNE.YourCareCommunity.Com password, and more.
- Manage notifications.
- Add and manage patient representatives.

### Documents:

- Download and upload a variety of health-related documents.
- Find documents sent by your care providers.

### Messages:

- Receive and send private messages to your healthcare providers.

### To open a page:

There are 2 ways to open a page:

- Click a tab.
- Click the title of a tile from the **Home** page. (The **Personal Health Records** (PHR) page is shown below.)

### To open another section of a page:

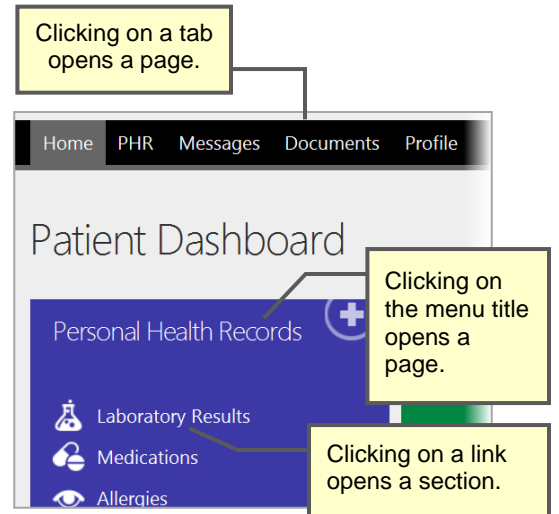
There are 2 ways to open a section of a page:

- Click a link within a tile from the Home page.
- From an open page, click **More** and then click the section you want to see. (The **Medications** section of the **PHR** page is shown on the next page.)

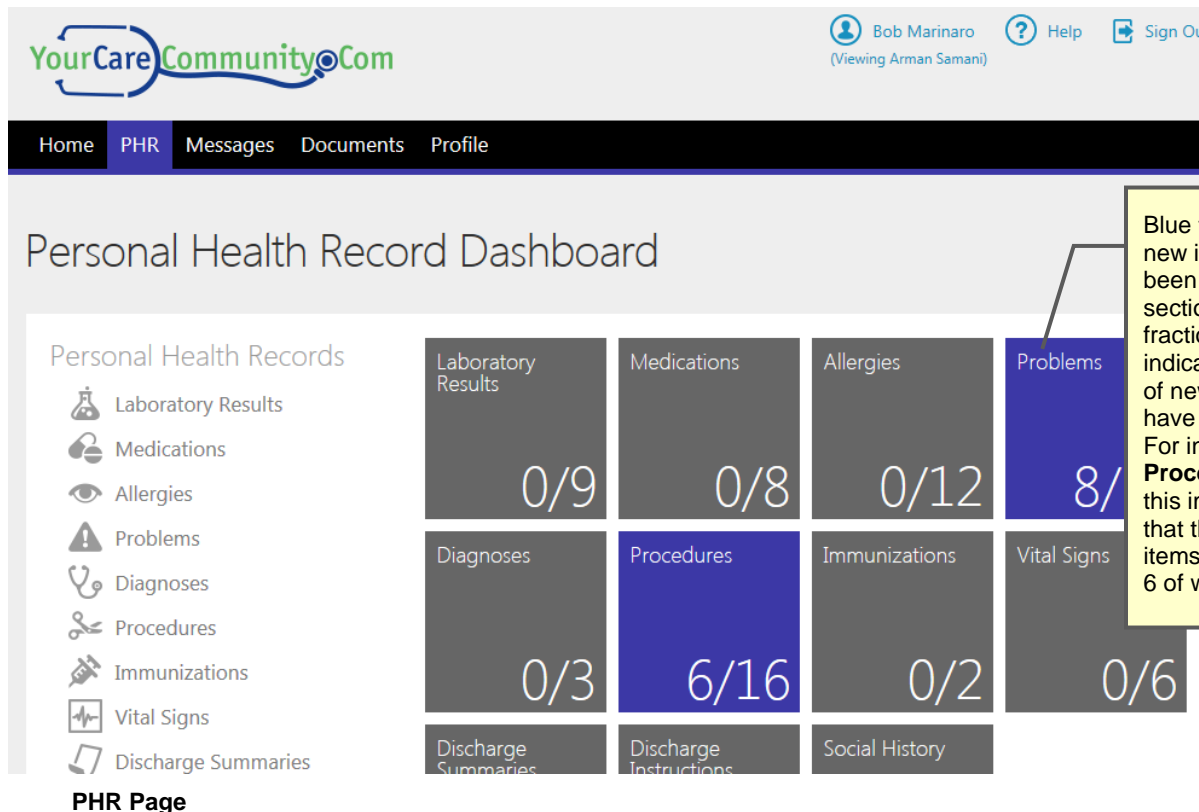
### To view new information:

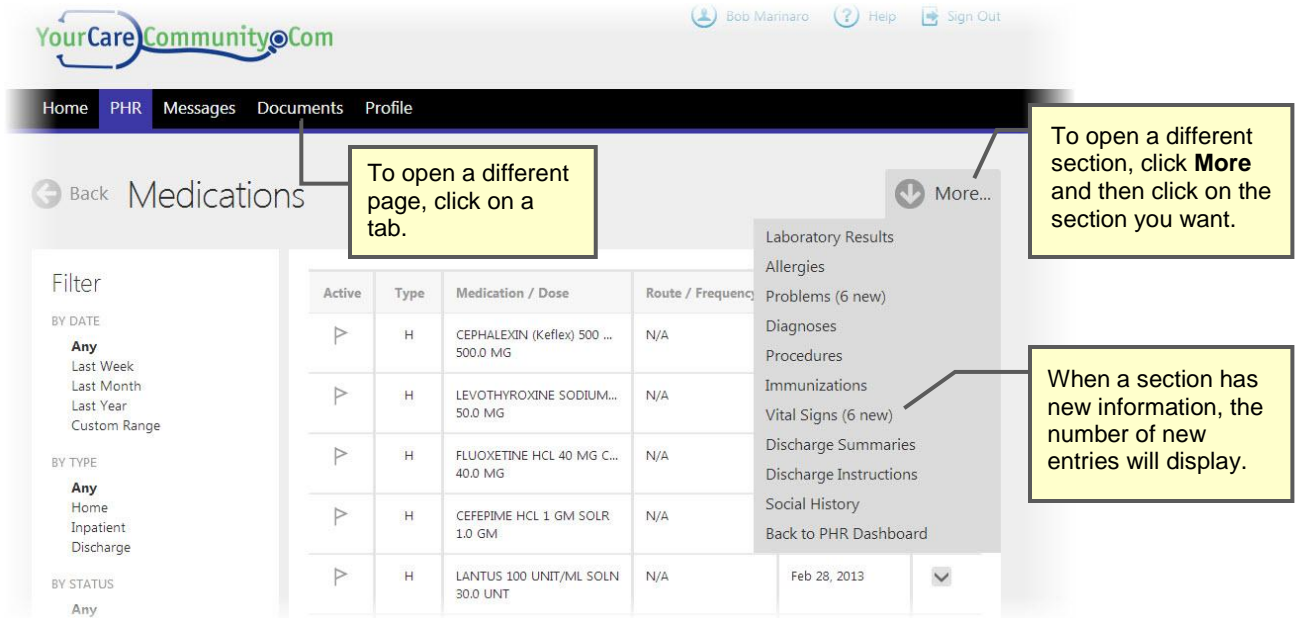
Once you click a page or open a section of a page, you can easily see where new information has been added:

- From a page, blue tiles indicate new updates to a section and the numbers on the tile indicate the number of new updates for the section (for example, 2/4 would indicate 4 updates or items, 2 of which are new).
- From a section of a page, click **More**. Items with new information will show in parenthesis.



Opening a Page or Section from the Dashboard





Medications Section of the PHR Page

## How do I manage representatives?

You can designate representatives to have access to your personal records.

Once you add a representative, a verification e-mail will be sent to the representative and a notification e-mail will be sent to you.

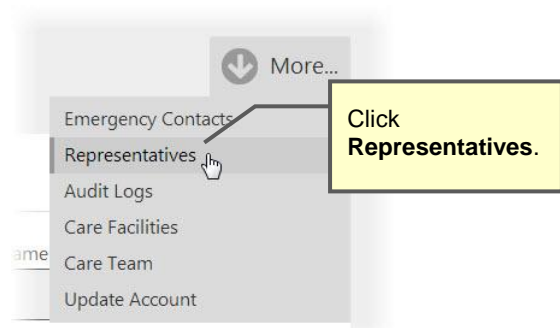
### To access the Representatives section:

1. From the **Patient Dashboard**, click **Profile**.
2. Click **More**.
3. Click **Representatives**.

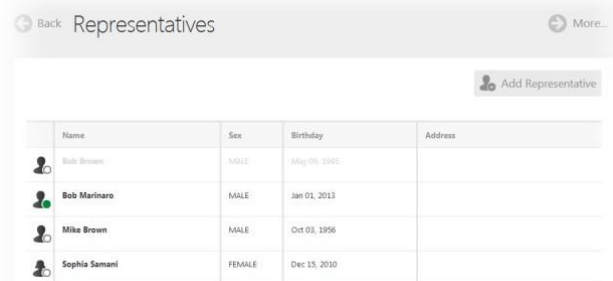
The **Representatives** section will display, allowing you to add or manage representatives.

### To manage representatives:

1. Click the name of the representative that you want to manage.
2. Make appropriate changes.
3. Click **Edit Representative**.



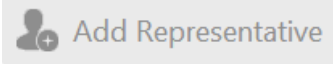
More options from the Profile page



Representatives section

## To add a representative:

1. Click **Add Representative**.



2. Complete the following fields:

- **First Name** (required)
- **Last Name** (required)
- **Middle Name**
- **Birthdate** (required)
- **Sex**
- **Primary Phone Number** (required)
- **Secondary Phone Number**
- **User Name** (required)
- **Address**

3. The **Pin code** field will automatically generate a pin. Make a note of the pin and give it to the representative verbally. The representative will use this code during their login process to gain access.

4. Select the **Allow Full Access** check box.

**NOTE:** Full access will allow the representative to see all medical and vital information contained in this site.

5. Click **Add Representative**.

Required fields are marked \*

Active Profile

First Name\*  Last Name\*

Middle Name

Birthdate\*   Sex

Primary Phone Number\*  Secondary Phone Number

User Name\*  [Check Availability](#) E-mail\*

Pin code

Allow Full Access

Address

Note **Pin code** and provide to representative for the logging in process.

Select **Allow Full Access** to allow the representative view vital information.

### Adding a Representative

## How do I manage notifications?

You can manage which e-mail notifications you receive when there is activity on your account.

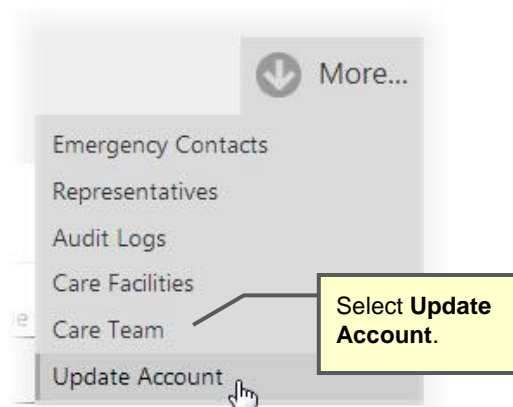
### To manage notifications:

1. From the **Patient Dashboard**, click **Profile**.
2. Click **More**.
3. Click **Update Account**.
4. Scroll down to the bottom of the page.
5. Clear check boxes for notifications that you don't want to receive.

**NOTE:** All notifications will be selected by default.

6. Click **Save Changes**.

Save Changes



### More options from the Profile page

#### Notifications

Receive an email notification if the following events have occurred with your account:

- When new message is received
- When a Representative has been added
- When a Representative has been updated
- When a Representative has been deleted
- When an Emergency Contact has been added
- When an Emergency Contact has been updated
- When an Emergency Contact has been deleted
- When Demographics have been updated

Save Changes

Cancel

### Notifications section on the Update Account page

## How do I manage messages?

The **Messages** panel on the **Patient Dashboard** provides your access point for viewing your inbox and sent items and for creating new messages.

**NOTE:** The number of new or unread messages will be displayed in parentheses on the Messages panel. In the image to the right, “(4 new)” indicates 4 unread messages.

You can view incoming messages and outgoing messages, reply to, forward, or delete existing messages, and create outgoing messages.

### To view an incoming message:

- From the **Patient Dashboard**, do one of the following:
  - Click **Messages**.
  - Click **Inbox**.

The **Inbox** page will display and list all incoming messages.

**NOTE:** Unread messages are indicated by a subject heading in bold text.

- For the message you want to view, click **Show Details** beside the message.

The contents of the message will display.

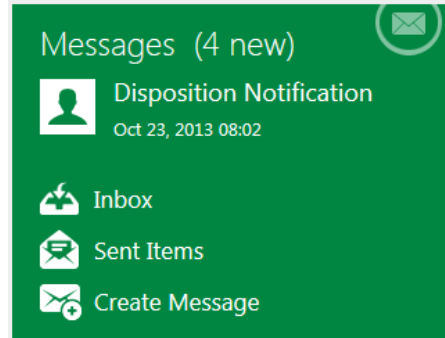
### To view your outgoing messages:

- From the **Patient Dashboard**, click **Sent Items**.

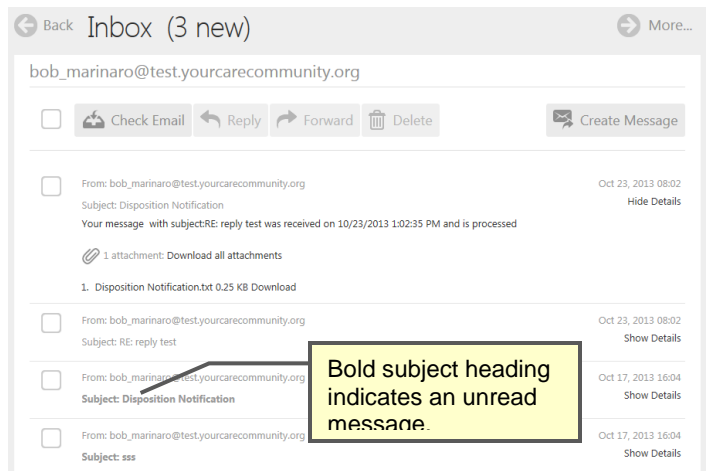
The **Sent Items** page will display and list all outgoing messages.

- For the message you want to view, click **Show Details** beside the message.

The contents of the message will display.



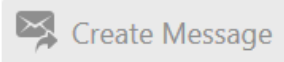
Messages Panel



Inbox Page Showing Details of First Message

## To create a new message:

- From the **Messages** panel of the **Patient Dashboard** or the **Inbox** or **Sent Items** pages, click **Create Message**.



The **Create Messages** page will display.

- Complete the following fields. Required fields are marked with a **red asterisk (\*)**:
  - To\*** – add one or more recipient email address.

To add recipients:

- Click **Add Recipient**.

The **Add Recipients** page will display.

- Search for a recipient by name or email address.

- From the search results click **TO** for each intended recipient.

- Click **Done adding recipients**.

The **Create Message** page will redisplay with the selected recipients showing in the **To** field.

- Cc** – add one or more closed-copy recipient email address. Use the same method described for adding recipients to the **To** field.
- Subject\*** – add text that briefly describes the contents of the message or its purpose.
- Message\*** – add the body of the message.

- (Optional) To add an attachment to the message:

- Click **Add Attachment**.

The **Add Attachments** page will display.

- Select the check boxes to the left of the attachments you want to add.

- Click **Add Attachment**.

The **Create Message** page will redisplay with the selected attachment or attachments added to your message.

- Click **Send**.

The message will be delivered to the recipient and the **Sent Items** page will display.

Back Create Message

Save to Drafts Add Recipient Add Attachment

From  
bob\_marinaro@test.yourcarecommunity.org

To\*

Cc

Subject\*

Message\*

Send Cancel

Create Message Page

Back Add Recipients

Search

Full Name  
Marinaro

E-mail

Search

To:  
Robert Marinaro <robert\_marinaro@test.yourcarecommunity.org>

Done adding recipients

Name	E-mail	Field
Robert Marinaro	robert_marinaro@test.yourcarecommunity.org	TO CC

Add Recipients Page

Back Add Attachments

Filter

BY DATE

- Any
- Last 24 Hours
- Last Week
- Last Month
- Last Year
- Custom Range

FACILITIES

- Any
- HMS

DOCUMENT TYPES

- Any
- Continuity Of Care Document
- Other

SELECT ALL DOCUMENTS

- JDF LP 340 Asheville 6-2-11.pdf - Dec 31, 1969 - Dec 31, 1969  
JDF LP 340 Asheville 6-2-11.pdf: Other Created on Sep 16, 2013 HMS
- Continuity of Care Document - Mar 01, 2013 - Apr 23, 2013  
FH001.76903.4003793.20130301163500.20130912092500.CCD.1.20130912092632.XML: Continuity Of Care Document: Created on Sep 12, 2013 HMS: 4003793

Add Attachment

Add Attachments Page

Back Inbox (4 new) More...

bob\_marinaro@test.yourcarecommunity.org

Check Email Reply Forward Delete Create Message

- From: bob\_marinaro@test.yourcarecommunity.org Subject: Disposition Notification Oct 23, 2013 08:02 Show Details
- From: bob\_marinaro@test.yourcarecommunity.org Subject: RE: reply test Oct 23, 2013 08:02 Show Details

Inbox Page With Message Check Box Selected



### To reply to or forward a message:

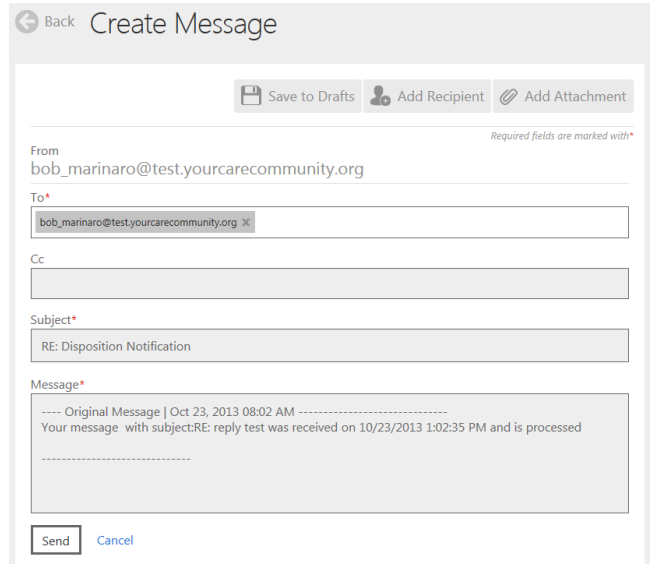
1. From the **Inbox** page, select the check box to the left of the message you want to reply to or forward.
2. Click **Reply** or **Forward**.  
The **Create Message** page will display.
3. Do one of the following:
  - If you are replying to the message:
    - 1 Add your reply to the **Message** section of the page.
    - 2 Click **Send**.
  - If you are forwarding the message:
    - 1 Add a recipient to the **To** section of the page.
    - 2 Click **Send**.

The message will be delivered to the recipient and the **Sent Items** page will display.

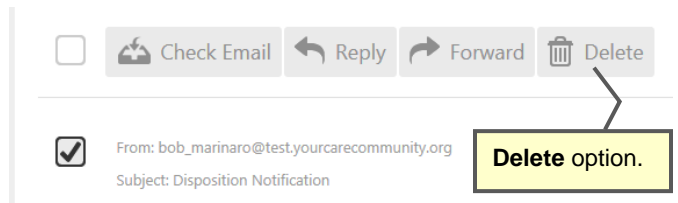
**NOTE:** For instruction on adding recipients or attachments to a message, see *To create a new message*: on page 8.

### To delete a message:

1. From the **Inbox** or **Sent Items** page, select the check box to the left of the message you want to delete.  
**NOTE:** More than one message can be selected.
2. Click **Delete**.  
A window will display showing a message asking if you are sure you want to delete the selected record or records.
3. Click **Yes**.  
The message will be deleted and the **Inbox** or **Sent Items** page will redisplay.



### Create Message Page After Clicking Reply




### Inbox Page With Message Check Box Selected

## How do I get more help?

### Questions on how to use the site?

The help system provides detailed instructions on using the site. To open, click **Help** from the toolbar at the top of the window.



The **Help** page will display showing information related to the current page. To find other help topics, type keywords in the **Search** box and then click the **Search** icon .

### More questions? Contact your provider:

[Type Facility Name]

[Type Mailing Address 1]

[Type Mailing Address 2]

Web: [Type Website URL]

Phone: [Type Phone]