

# Patient Portal Instructions

## **Use of the Patient Portal**

Flynn Family Medicine is pleased to be able to provide our patients with access to our Electronic Record System so that they can access documents directly and make urgent care appointments without having to call our office.

Access to documents requires an invitation to be sent from the practice. See below for instructions on how to create your account and register your device for secure viewing of documents.

Patients can see their current appointments as well as make new appointments for short visits with the medical providers.

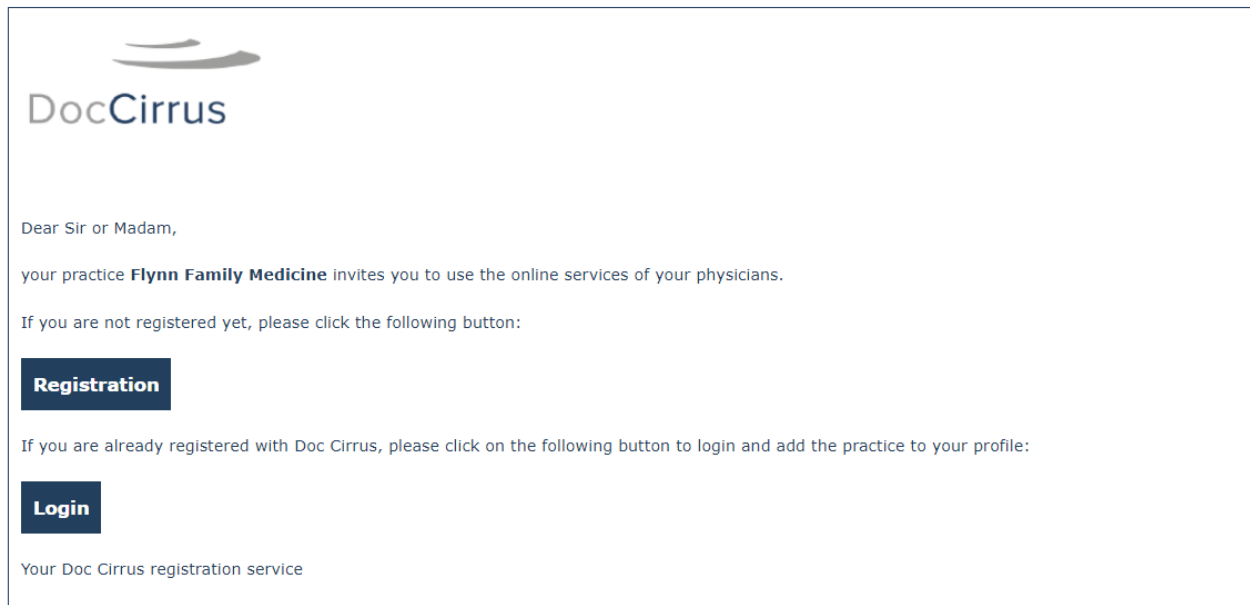
# Using the Patient Portal

## Step 1: Registering from an Email Invitation

Upon request, the practice will send you an invitation to register for online document access. If you do not receive the document, be sure to check your spam folder!

Mail Service

Registration in the health portal - Dear Sir or Madam, your practice Flynn Family Medicine invites you to use the online services



Dear Sir or Madam,

your practice **Flynn Family Medicine** invites you to use the online services of your physicians.

If you are not registered yet, please click the following button:

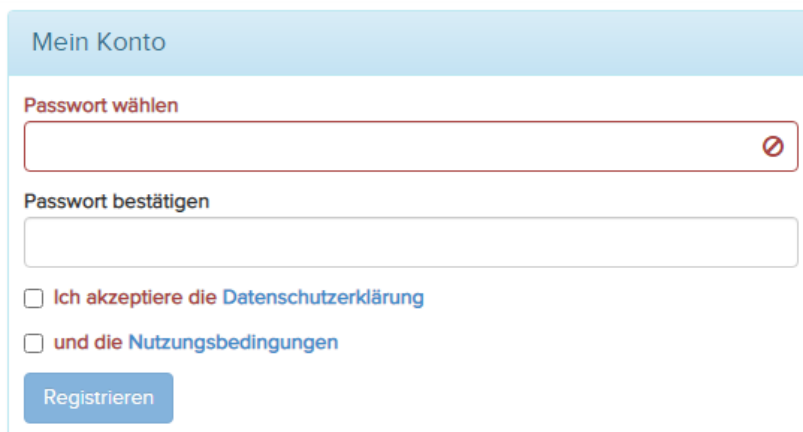
**Registration**

If you are already registered with Doc Cirrus, please click on the following button to login and add the practice to your profile:

**Login**

Your Doc Cirrus registration service

Click on Registration to get initially set up for document exchange.



Mein Konto

Passwort wählen

Passwort bestätigen

Ich akzeptiere die Datenschutzerklärung

und die Nutzungsbedingungen

Registrieren

Enter your desired password twice, click on the boxes to acknowledge the data protection policies, and click 'Registrieren.' You will then be taken to the login page where you can login with your new password.

## Step 2: Accessing the Patient Portal

Once you have logged in, you will have access to the entire patient portal. The menu is in German. Important tabs are:

- Termine: Appointments, shows your scheduled appointments
- Einrichtungen: Allows you to make appointments directly online
- Documents: Document exchange system (requires registering each browser, see below.)
- Hilfe: help page
- Konto: Account information
- Running guy: this is the logout button

Ihr Gesundheitsportal Wartezeit Termine Einrichtungen Dokumente Hilfe Konto

Flynn Family Medicine

Standort Flynn Family Medicine Dres. Marisa and Adam Flynn

Schulstrasse 2, 66877 Ramstein-Miesenbach  
+49 6371 9527070

Öffnungszeiten:

Mo	Di	Mi	Do	Fr	Sa	So
07:30 - 12:00 13:00 - 17:30	07:30 - 12:00 13:00 - 17:30	07:30 - 12:00 13:00 - 15:00	07:30 - 12:00 13:00 - 17:30	07:30 - 12:00	-	-

Kalender:

Anfahrt

enden

Map Satellite Ramstein AB Cor

Ramstein-Miesenbach

L356 L356 L356

Keyboard shortcuts Map Data Terms of Use Report a map error

## Step 3: Registering the Browser for Document Exchange

Ihr Gesundheitsportal Wartezeit Termine Einrichtungen Dokumente Hilfe Konto

Meine Dokumente

Flynn Family Medicine

*Ihr Browser ist noch nicht für diese Praxis registriert.*

For security reasons, each individual browser (desktop or mobile) must be registered in order to see documents. Click on 'Registrieren' to start the registration process.

You will receive an email with a confirmation PIN. Enter this in the window to complete registration for the current browser.

## Registrierung Ihres Browsers



Für maximalen Datenschutz und End-to-End Verschlüsselung muss jeder Browser, mit dem Sie diesen Dienst nutzen wollen, einmalig je Praxis registriert werden. Sie erhalten dazu nun einen PIN-Code per automatischer E-Mail oder SMS (dies entscheidet jede Praxis selbst). Bitte geben Sie diese PIN hier ein.

Abbrechen

Bestätigen



Good day,



To register your browser to secure access to your data in our practice Flynn Family Medicine, please enter the following PIN 0952F.

Note:

If you also want to access other end devices or browsers, you must also perform this process. An individual PIN that can be used only once is created.









Your Doc Cirrus registration service

## Step 4: Viewing Documents

Ihr Gesundheitsportal  Wartezeit Termine Einrichtungen **Dokumente** Hilfe Konto 

Meine Dokumente

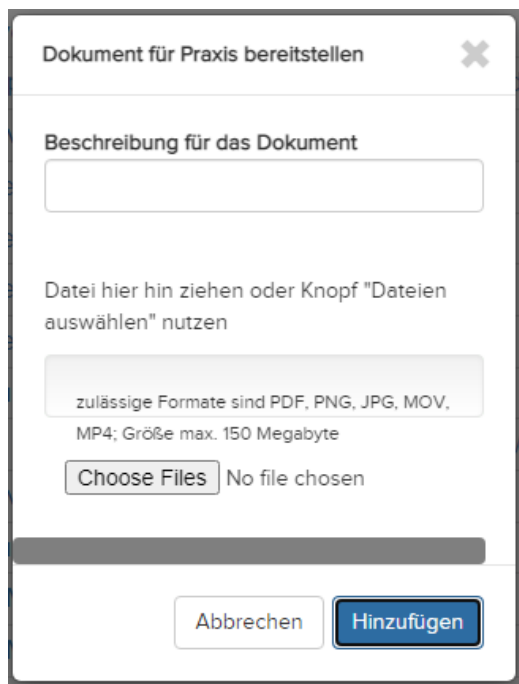
Flynn Family Medicine Dres. Marisa and Adam Flynn

Datum	Typ	Beschreibung	Nutzer
24.03.2022	PDF Formular (PDF)	<a href="#">Privatrechnung_</a> 	Adam Flynn
24.03.2022	Formular	<a href="#">Privatrechnung_</a>	Adam Flynn
24.03.2022	PDF Formular (PDF)	<a href="#">Invoice for 25€ Paid 5.5 by patient</a> 	Adam Flynn
24.03.2022	Andere (PDF)	<a href="#">Super Man - 24.03.2022 - nejmra2116777.pdf</a> 	Adam Flynn
24.03.2022	Formular	<a href="#">Privatrechnung_</a>	Adam Flynn
15.11.2020	PDF Formular (PDF)	<a href="#">Treatmetn Received Letter</a> 	Marisa Flynn
15.11.2020	Formular	<a href="#">Treatmetn Received Letter</a>	Marisa Flynn
15.11.2020	PDF Formular (PDF)	<a href="#">Treatmetn Received Letter</a> 	Marisa Flynn
15.11.2020	Formular	<a href="#">Treatmetn Received Letter</a>	Adam Flynn
15.11.2020	PDF Formular (PDF)	<a href="#">Flu Shot Letter</a> 	Marisa Flynn
15.11.2020	PDF Formular (PDF)	<a href="#">PT evaluation and treatment for neck pain s/p MVA,</a> 	Marisa Flynn
15.11.2020	Formular	<a href="#">Privatrezept,</a>	Marisa Flynn
14.11.2020	Formular	<a href="#">Flu Shot Letter</a>	Marisa Flynn
12.11.2020	PDF Formular (PDF)	<a href="#">FFM Letterhead</a> 	Adam Flynn
12.11.2020	Formular	<a href="#">FFM Letterhead</a>	Adam Flynn

[Hinzufügen](#)

Approved documents are listed on the grid and can be viewed or downloaded.

## Step 5: Uploading Documents





The screenshot shows a web form for uploading documents. At the top, the title is 'Dokument für Praxis bereitstellen' with a close button (X). Below the title is a text input field labeled 'Beschreibung für das Dokument'. Underneath is a text instruction: 'Datei hier hin ziehen oder Knopf "Dateien auswählen" nutzen'. A light gray box contains the text: 'zulässige Formate sind PDF, PNG, JPG, MOV, MP4; Größe max. 150 Megabyte'. Below this is a file selection button labeled 'Choose Files' with the text 'No file chosen' next to it. At the bottom of the form are two buttons: 'Abbrechen' (Cancel) and 'Hinzufügen' (Add).

Users can also upload documents for the practice to see. These can be outside medical records, images, or other information that the practice may need.

- Please enter a description of what kind of document is being uploaded in the box 'Beschreibung für das Document'
- Select your file
- Click 'Hinzufügen'

## Making an appointment

Click on the 'Einrichtungen' tab

Ihr Gesundheitsportal  Wartezeit Termine **Einrichtungen** Dokumente Hilfe Konto 

### Flynn Family Medicine


Standort Flynn Family Medicine Dres. Marisa and Adam Flynn

Schulstrasse 2, 66877 Ramstein-Miesenbach  
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Kalender:



Select the doctor with whom you need to make an appointment.

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Öffnungszeiten:

Mo	Di	Mi	Do	Fr	Sa	So

Kalender:

**Click here to select a doctor. Only medical providers are available for this service.**



A few things to remember:

- Dr. Wilhelm is available for appointments on most Mondays and Wednesdays. She specializes in Emergency Medicine and is perfect for acute illnesses and new medical problems.
- Dr. Marisa Flynn is available on Mondays, Tuesdays and Thursdays.
- Dr. Adam Flynn is available most Monday afternoons, Tuesdays, Thursdays and Friday mornings.

Termineinstellungen (Flynn Family Medicine Dres. Marisa and Adam Flynn)

**Terminart**

Bitte wählen...

**Termine ab** 10.04.2022

Nur folgendes Zeitfenster  bis

**Search for available appointments after:**

**Date window**

Select appointment type:  
 Urgent Care for acute illness  
 Routine Short for other brief visits

Set the parameters to search for available time slots.

Termineinstellungen (Flynn Family Medicine Dres. Marisa and Adam Flynn)

**Terminart**

Urgent Care

**Termine ab** 10.04.2022

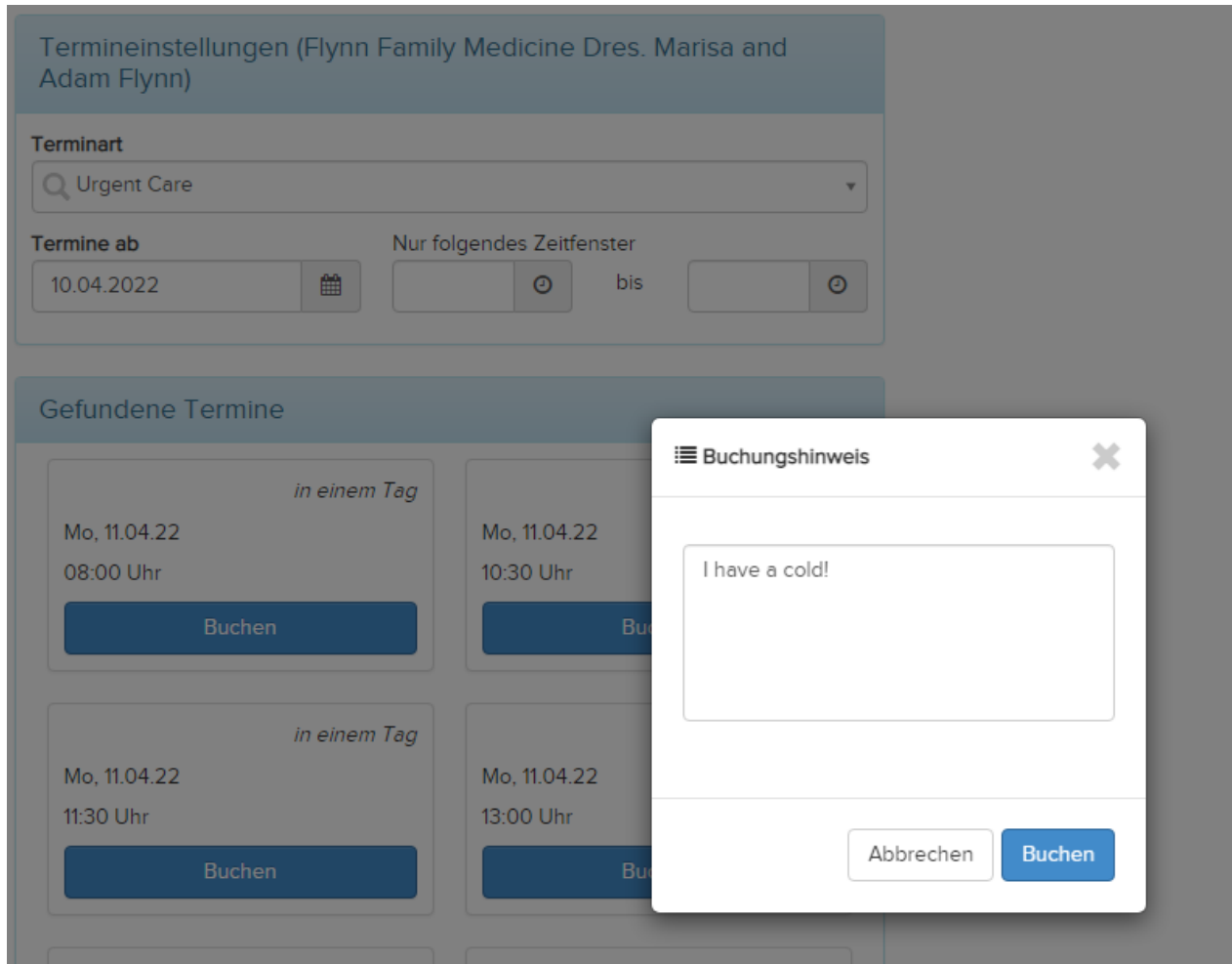
Nur folgendes Zeitfenster  bis

**Gefundene Termine**

<p><i>in einem Tag</i></p> <p>Mo, 11.04.22</p> <p>08:00 Uhr</p> <p><b>Buchen</b></p>	<p><i>in einem Tag</i></p> <p>Mo, 11.04.22</p> <p>10:30 Uhr</p> <p><b>Buchen</b></p>
<p><i>in einem Tag</i></p> <p>Mo, 11.04.22</p> <p>11:30 Uhr</p> <p><b>Buchen</b></p>	<p><i>in einem Tag</i></p> <p>Mo, 11.04.22</p> <p>13:00 Uhr</p> <p><b>Buchen</b></p>
<p><i>in einem Tag</i></p> <p>Mo, 11.04.22</p> <p>15:30 Uhr</p> <p><b>Buchen</b></p>	<p><i>in 3 Tagen</i></p> <p>Mi, 13.04.22</p> <p>08:00 Uhr</p> <p><b>Buchen</b></p>

Available appointments are shown. Click 'Buchen' to select an appointment.





Enter some information about your appointment in the field shown.

NOTE: if you are a parent making an appointment for a dependent who is not independently registered, please give their name here so we can attach the appointment to the correct chart!

Click 'Buchen' to finalize the appointment.

You should receive an email confirmation. Be sure to check your spam folder if you do not get it!

☆ Mail Service

You have a new appointment on Monday, 04/11 at 08:00 am -