

# User's guide

# Patient's Portal



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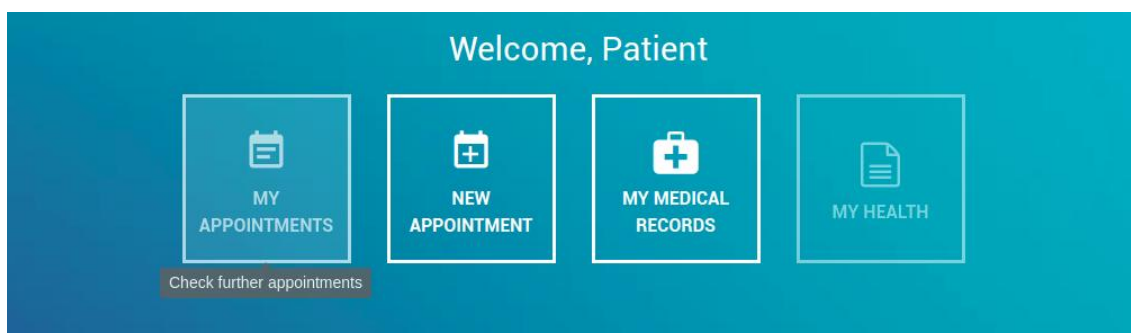
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## 1. What does Patient's Portal offer?

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Patient Portal is a web solution that Hospital Clínica Benidorm offers its patients so they can manage their appointments, access their clinical history and reports related to their assistance activity in the hospital.

The main objective of the Portal is to ensure that every patient has access to their clinical data, anywhere, 24 hours a day and every day of the year. This query process relies on the maximum guarantees of security and confidentiality of the data processed.



Through Patient's Portal, users can access:

- **MY APPOINTMENTS.** Check further appointments.
- **NEW APPOINTMENTS.** Request new appointments.
- **MY MEDICAL RECORDS.** Check your medical records and your medical tests.
- **MY HEALTH.** Check invoices, assistance proof and personalized health advice.

## 2. What do I need to do to access my Patient Portal? Just sign up

To access my Patient Portal it is only necessary to fill in the registration form:



<b>NAME *</b> Write your name	<b>FIRST SURNAME *</b> Write your first surname	<b>SECOND SURNAME</b> Write your second surname
<b>DATE OF BIRTH *</b> dd/mm/yyyy	<b>GENDER *</b> Male	
<b>IDENTITY DOCUMENT *</b> Identity number	<b>IDENTITY DOCUMENT *</b> Write your document	
<b>TELEPHONE *</b> Write a telephone number	<b>EMAIL *</b> Write your email	

I have read and accept the [Privacy Policy](#) and the [Legal Notice](#) and I give my consent to the usage of my data by the patient portal  
 I give consent to the usage of my email to receive information and promos of HCB

**Duty of information**

*The personal details that you have provided us with will be handled by Centro Médico Salus Baleares, SL with the purpose of receiving information regarding prevention campaigns and health promotions, on the basis of your consent. Your details will be stored indefinitely unless you request the cancellation of the distribution list or exercise your rights of suppression, opposition or revocation of the consent.*

*Additionally, you can exercise your rights of access, rectification, suppression and portability of information, from the opposition and limitation of the treatment, and to not be included as an object of automatic individualised decisions, revoking the consent given for treatment, providing a written document together with a photocopy of your ID and directed to Avd. Alfonso Puchades, 8 – 03501 Benidorm(Alicante) or by email to [infohcb@clinicabenidorm.com](mailto:infohcb@clinicabenidorm.com).*

*We hereby inform you that to consult with our Delegate of Data Protection, you can send an e-mail to [virtual.dpd@gruposothis.com](mailto:virtual.dpd@gruposothis.com) or by writing to Ronda Auguste y Louis Lumière, 23, 46980 Paterna, València.*

<b>Details of the insurer</b>	
<b>INSURER *</b> Select an insurer	<b>CONTRACT</b> Select a contract

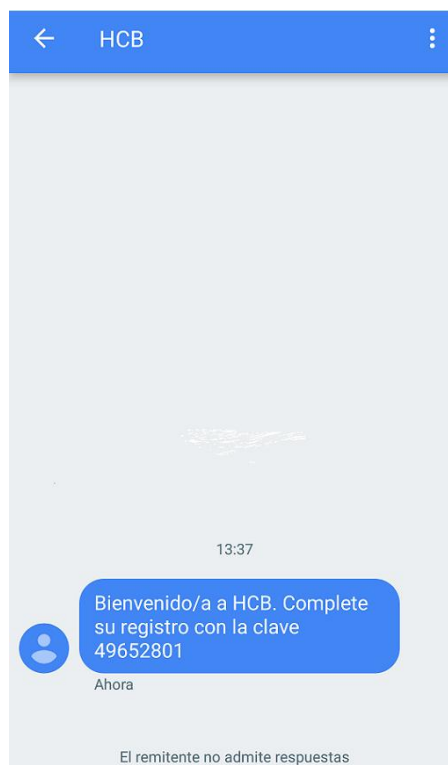
User will receive on its mobile phone an SMS with a verification code:



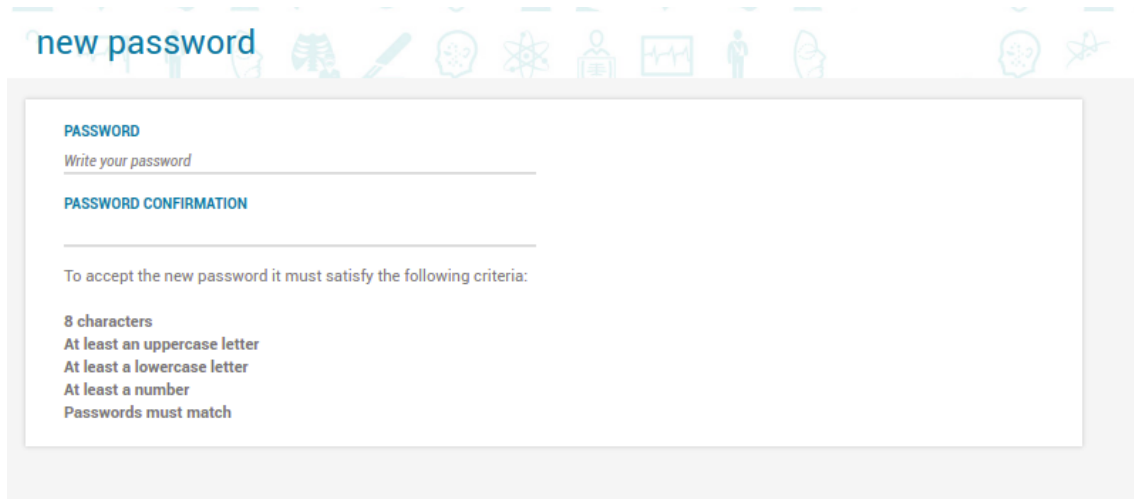
Input access code

SMS with code was sent to phone number ending in: 78

SEND SMS AGAIN CHANGE PHONE NUMBER SEND

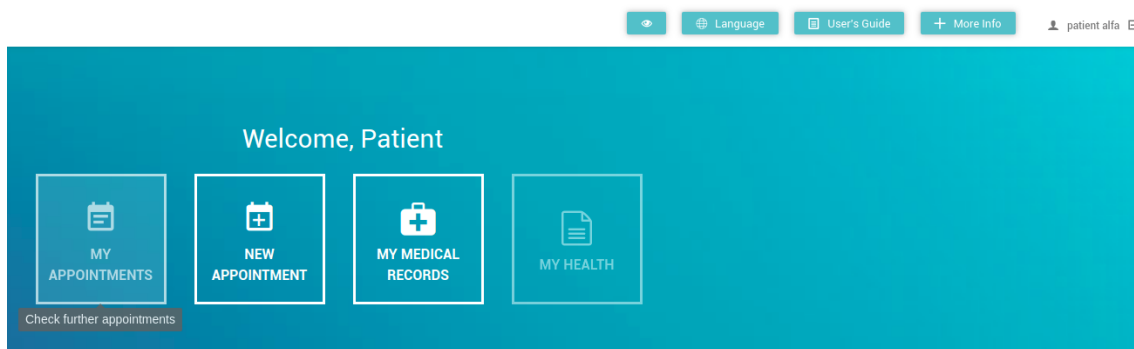


If the introduced access code is valid, the user is permitted to register its own password to access the Portal.



The screenshot shows a web form titled "new password". It contains two input fields: "PASSWORD" with the placeholder text "Write your password" and "PASSWORD CONFIRMATION". Below the fields, there is a list of password requirements: "8 characters", "At least an uppercase letter", "At least a lowercase letter", "At least a number", and "Passwords must match". The form is set against a background of medical icons.

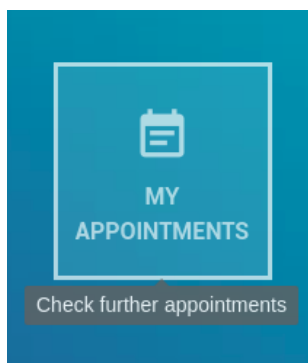
Ending, like this, the registration process, and therefore, the new user is able to access the homepage of Patient Portal and the management of its Portal:



The screenshot displays the Patient Portal homepage. At the top right, there are navigation links for "Language", "User's Guide", "More Info", and a user profile icon labeled "patient alfa". The main content area has a teal background with the heading "Welcome, Patient". Below the heading are four white-bordered buttons with icons and text: "MY APPOINTMENTS" (calendar icon), "NEW APPOINTMENT" (calendar with plus icon), "MY MEDICAL RECORDS" (first aid kit icon), and "MY HEALTH" (document icon). A small red box highlights the text "Check further appointments" located below the "MY APPOINTMENTS" button.

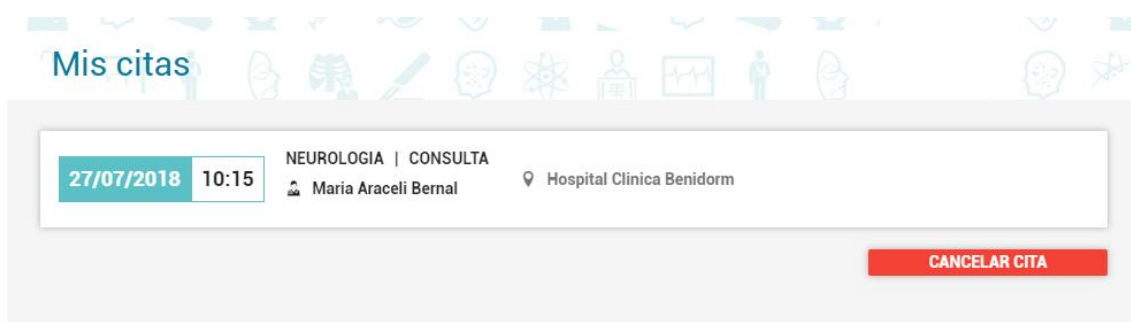
### 3. My appointments

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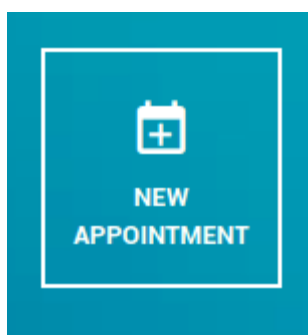
In this section, the user will be able to check the information of its confirmed appointments.

Also there is the possibility to **cancel an appointment** if necessary.



### 4. New appointment

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In this section, the user is able to arrange an appointment easily choosing the clinic, medical services, specialization, doctor and preferred time.

## New appointment

1 BASIC DETAILS   2 SELECT AN APPOINTMENT   3 CONFIRMATION

**Choose the centre**

CLINICA ALFATEC   **HOSPITAL CLINICA BENIDORM**

**Which medical service do you need?**

NEUROLOGIA

**Choose the treatment**

CONSULTA  
 REVISION

**Choose a doctor**

Maria Araceli Bernal

**Preferred time**

Any time  
 Morning  
 Afternoon

**FROM THIS DATE ONWARDS**  
21/09/2018

CLEAR   **CONTINUE**

Being able to choose the date and time that suits you better:

### Nueva cita

✓ DATOS BÁSICOS   2 SELECCIÓN DE CITA   3 CONFIRMACIÓN

**Elija una cita**

<b>27 JUL</b> 10:30	NEUROLOGIA   REVISION Maria Araceli Bernal	Hospital Clínica Benidorm	<input checked="" type="radio"/>
<b>27 JUL</b> 10:45	NEUROLOGIA   REVISION Maria Araceli Bernal	Hospital Clínica Benidorm	<input type="radio"/>
<b>27 JUL</b> 11:00	NEUROLOGIA   REVISION Maria Araceli Bernal	Hospital Clínica Benidorm	<input type="radio"/>

**CONTINUAR**

The last step to end the new appointment is to fill in the insurer information, if you are in dispose of one.



**Details of the insurer**

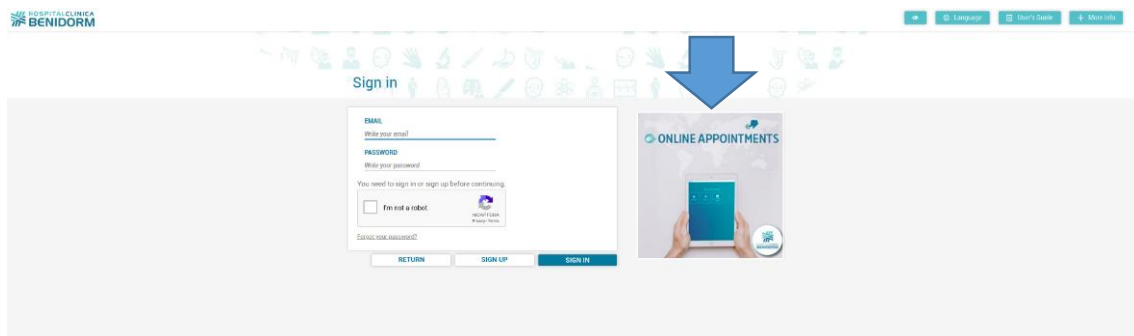
**INSURER \*** **CONTRACT**

Select an insurer ▼ Select a contract ▼

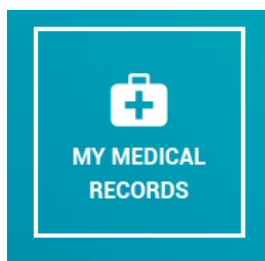
[CANCEL](#) [REGISTER](#)

If your appointment is correctly created, you will receive a confirmation email from the Hospital with all the data.

Either way, it is possible to arrange an appointment from the banner in the Patient's Portal homepage.

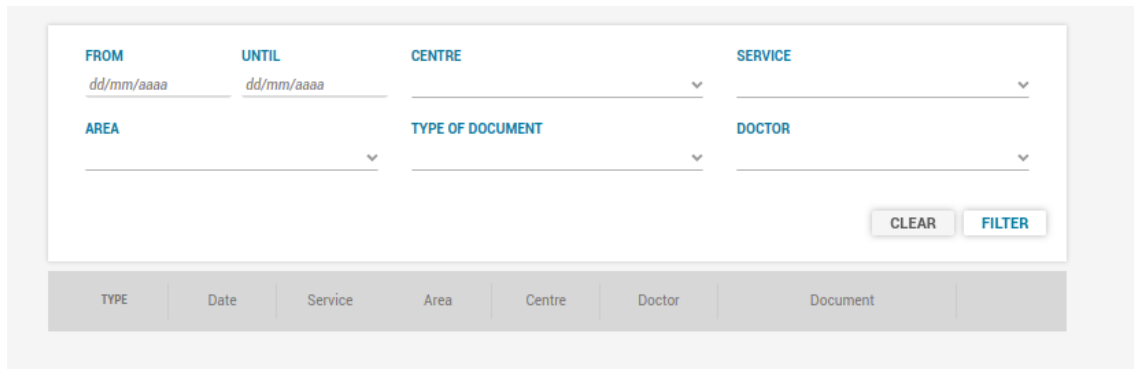


## 5. My medical records



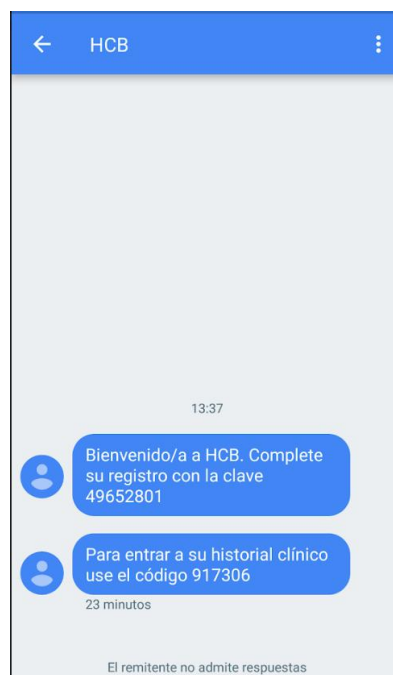
In this section, the patient can access different documentation related to their medical records.

Offering the possibility to apply searching filters to make it easier to recover documentation.



TYPE	Date	Service	Area	Centre	Doctor	Document
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For security reasons, for the patient to access their medical records, they will receive an SMS with an access code.



If the access code is correct, the patient will be able to access all documentation from their medical records.

Identification using this security code will be required just once, only while the session is active in Patient's Portal.

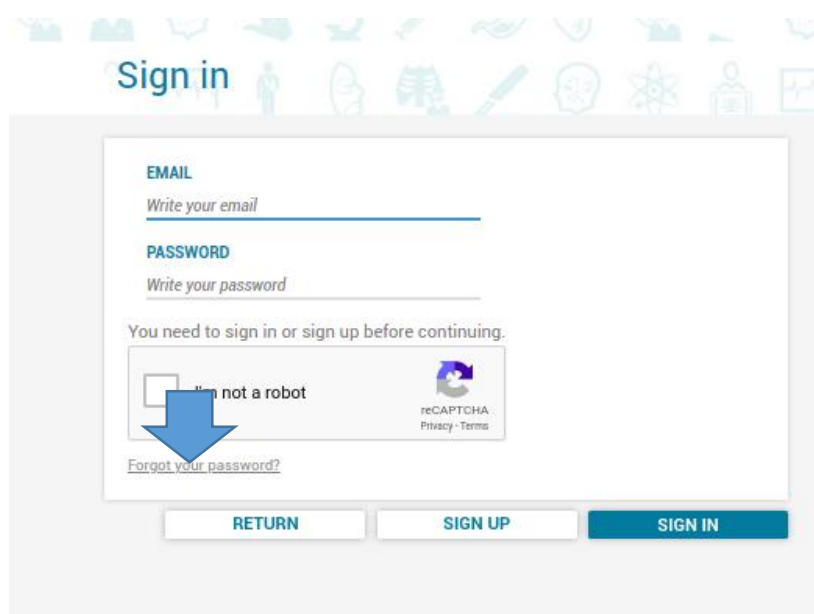
## 6. My health



In this section the patient can check other type of documentation that can associate with their medical records, such as, invoices, personalized health advices or assistance proof.

## 7. What to do if I have lost my access key?

In case the user has lost, or doesn't remember the password that had set up at the end of the registration process, it can always be recovered just by clicking in the **Forgot your password?** link and following the steps.



The image shows a 'Sign in' form with the following elements:

- EMAIL**: Write your email
- PASSWORD**: Write your password
- Message: You need to sign in or sign up before continuing.
- reCAPTCHA: I'm not a robot
- Link: [Forgot your password?](#) (highlighted with a blue arrow)
- Buttons: RETURN, SIGN UP, SIGN IN

For this, it will be necessary to insert the email which you registered with into Patient's Portal.

You will receive an email with instructions to change your password.

If you no longer have access to that email, you will have to redirect to the hospital's support system.