

INTRODUCTION TO THE PORTAL

You can also send a message by going directly to the Ninth Street Internal Medicine website and clicking on Patient Portal Login



www.nsimonline.com

What you need to know

- ◆ **Questions to healthcare providers will be answered within two business days.**
- ◆ **All messages are reviewed by NSIM employees and then forwarded to the appropriate personnel.**
- ◆ **Your provider does not receive the message directly.**

The Patient Portal is not for emergencies or urgent medical care. In the event of a true emergency please call 911.

GETTING STARTED

1. When you decide you want to use the patient portal and have completed all necessary forms you will be web enabled.
2. You will receive an email with a
 - ◆ username and
 - ◆ temporary password and
 - ◆ the portal login link
3. Please add the following link to your address book to avoid messages going to your spam folder

Once you receive your temporary password you must log in for the first time within 48 hours. You can then click “reset password” to select a password of your own choosing.

<http://nsimonline.com/patient-portal/index.php>

Click on Sign In

It is Important to remember For your login:

- **Your user name and temporary password are case sensitive with no spaces**

When logging in for the first time you will come to the

Patient Portal User Validation.

This is used as an added security measure. You will need to select **one** question to authenticate yourself.

WHEN YOU RECEIVE A MESSAGE

You will receive a message in your email when there is a posting to the portal for you.

There is a secure message waiting for you in the NSIM Web Portal
“Reminders @eclinicalmail.com”

Access the portal here:
<http://www.nsimonline.com>
You user name is JaneDoe1776

THROUGH THE PORTAL YOU CAN

- ◆ Request a non-urgent appointment
- ◆ See upcoming appointments
- ◆ Request prescription refills
- ◆ Request lab tests or referrals
- ◆ View an outline of your medical history
- ◆ View most laboratory results
- ◆ View current and past statements
- ◆ Send a secure message to your health care provider through our assigned staff
- ◆ Send messages to clinical staff
- ◆ Receive preventive healthcare reminders

This can all be accomplished from the comfort of your home.

YOU CAN NOT...

- ◆ Attach letters, pictures or reports to your message
- ◆ Communicate directly with your provider. The message goes through an NSIM employee prior being delivered to your provider
- ◆ Messages are not threaded (a number of emails back and forth on the same subject)
- ◆ View documents which are scanned in from labs, specialists, or hospitals

WHAT YOU WILL SEE

Questions/Concerns

 [Ask Doctor](#)

Messages

 [Inbox](#)

 [Sent Messages](#)

 [Deleted Messages](#)

Account Information

 [Personal Information](#)

 [Additional Information](#)

 [Reset Password](#)

Click here to
reset password

Review

 [Lab / Diagnostic Reports](#)

 [Patient Education](#)

 [Current Statement](#)

 [Past Statement](#)

 [Referrals](#)

 [PHR-Complete Report](#)

View Labs Here

 [PHR-View](#)

 [Visit Summary](#)

Appointments

 [New Appointment](#)

 [Current Appointment](#)

 [Historical Appointments](#)

Requests

 [New Appointment](#)

 [Current Appointment](#)

 [Historical Appointments](#)

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IMPORTANT PLEASE READ



CAREFULLY

FOR AN URGENT PROBLEM
OR AN URGENT OFFICE VISIT
PLEASE CALL THE OFFICE DIRECTLY
FOR
AN APPOINTMENT

We only see messages when the
electronic medical record is open.

Messages will not be addressed in the
evening, weekends or holidays.

The contact tab on the website is
not for emergencies or medical
issues please contact the office by
phone so we may better serve you.



THE FUTURE
HAS ARRIVED

WELCOME TO THE Ninth Street Internal Medicine PATIENT PORTAL



www.nsimonline.com

**NINTH STREET INTERNAL
MEDICINE**

**805 Locust Street
Philadelphia, PA 19107**