

TROUBLESHOOTING TIPS WITH COMPLETING YOUR SURVEYS

1. Each survey arrives as its own message so you will have multiple
2. You may have multiple **OLD** Messages with the Subject "Patient Survey". Some of these may be from a previous visit that has since past. **IGNORE these messages**. Their surveys will no longer be valid or no longer exist. **Only do the surveys that were sent most recently, within the past week**
3. Forest Hills specific surveys will have a PIN (**see below about unexpected error with PINs**)
 - We recommend you execute these FIRST
4. Some surveys are copyrighted and must be executed via a separate vendor CHADIS
 - These require your email
 - We recommend you do these LAST
5. If you are doing these surveys from a phone, you may need to **press and hold** the link to open the survey (and make note of the PIN) – sorry about the tiny font!
6. After completing a survey, close the browser and delete the corresponding message
7. Error Messages when trying to start a survey
 - **'Unexpected Error Occurred'**
 - You need to MANUALLY type the PIN
 - Copying/Pasting results in errors (avoid extra spaces after the PIN)
8. **Try a different browser** like Google Chrome
 - We are seeing more issues if your default browser is Internet Explorer

TROUBLESHOOTING TIPS ONCE NAVIGATING WITHIN THE NEW PORTAL

1. Similar to the old portal, **always be in the chart of a specific child** if/when looking for information regarding that child
 - The active chart is whichever **teal 'bubble' in upper right** is active
 - For sport or health forms, Well Visit handouts or message attachments you need to be in a specific chart
 - **Forms (sports/daycare)** will appear in 'My Chart' - Documents Tab
 - Scroll to the bottom under 'Encounter Notes'
 - Not a logical location, but we understand these documents may land someplace more logical in the future
 - **Well Visit Handouts** appear in the 'Health Education' section
 - Message attachments are under the Documents Tab as described above
2. Lab results are not working properly and will NOT be seen in the Lab section (Chemistry flask)
 - Our workaround is to send a copy of lab results via a Message Attachment
 - These Lab Results are then retrieved in the Documents Tab
3. Portal says you're IN but you can't see any clinical information
 - A 'triggering' event causes clinical information to populate in the portal
 - Appointment
 - Calls to our Phone Nurses during business hours

TROUBLESHOOTING WHEN CREATING YOUR PORTAL ACCOUNTS

1. You can create an account for yourself and one child but not subsequent children
 - Login into your new portal account via: login.intelichart.com/foresthillspediatrics
 - In upper right corner click 'My Account', and choose 'Add child/dependent'
 - Add your additional children with the PIN from each respective email for each child
 - this PIN must be typed, it cannot be copied/pasted
2. You cannot enter the PIN
 - PIN needs to be manually entered
 - It cannot be copied/pasted
3. You get an error about birthdates not matching
 - Start over with the first child from the original email
 - Instead of clicking 'I'd like to add another child', click the 'Create My Account' button
 - You will then be directed into the portal at which time you can click on 'My account' in upper right and choose 'Add child/dependent'
4. You mistakenly enter your child's name and date of birth as the parent account
 - Log into the portal with your email and chosen password
 - Under the Teal Bubble letter for your child (which really should be you!):
 - Select 'My Chart' from the menu on the left
 - Select 'Summary'
 - In the Demographics section, select the 'Edit' pencil and correct your name and date of birth to your personal information instead of your child's
5. If you create a new account WITHOUT a pin and are not able to access your child's records, call the office and will authenticate your request to access your child's records. We need your permission to authenticate your request if you use a different email address than you previously used with our old portal.
6. Adding young adults (18 years +)
 - We have only sent PINS to you for your minor children as you have full access to their records which expires on their 18th birthday
 - If you would like access to your young adult's records, you can either:
 - Have your young adult gain access to their portal via their preferred email address and then he/she/they can grant you proxy access to his/her/their records
 - Call/email our office if you know that your child has consented to your access and we have that consent on file. If so, we can grant you proxy access. We will need to know your email, your (yes, the parent's) date of birth and cell phone number in order to execute this request
7. Internet Servers/Platforms
 - PHONES:
 - More difficult to register on but can be done
 - You will need to register via internet access on your phone, not via the App
 - Be sure to "Create Account" first, THEN "I'd like to add another child" then you can add subsequent children with the PINs as described above
 - INTERNET BROWSERS:
 - Google Chrome seems to work the best