



How to Complete a Patient Portal Clipboard:

A Patient Portal Clipboard is a form that can be completed and submitted electronically.

1. You will receive an email from ChristianaCare as shown below:

From: ChristianaCare <noreply@iqhealth.com>
Date: October 28, 2020 at 9:41:51 AM EDT
To: [REDACTED]
Subject: ChristianaCare Message Alert for [REDACTED]

Dear [REDACTED],

There is a new message waiting for you at ChristianaCare. To view your message, please log into ChristianaCare at <https://christianacare.consumerportal.healthintenc.com/pages/messaging/inbox>.

If you have trouble logging in or accessing this link, please contact our technical support team, available 24 hours a day, 7 days a week, at 1 (877) 621-8014.

Sincerely,

ChristianaCare Support

Please do not reply to this message, which was sent from an unmonitored e-mail address. E-mails sent to this address cannot be answered.

2. Click on the link from the email to log-in to the Patient Portal. There you will find a message showing that you have a form to complete, in this case, the Adult Proxy Authorization form, as well as a "Clipboard" in orange text as shown below. Click on the orange text to open the Clipboard to be completed:

The screenshot shows the ChristianaCare Patient Portal home page. The navigation bar includes Home, Health Record, Health Library, Messages, and Appointments. Below the navigation bar is a row of icons for various services: Schedule Appointment, Messages, Health Record, COVID-19 Results, Medications/Refill, Health Library, Bill Pay, Portal Help, and GoHealth Portal. A red box highlights a notification in the Messages section that reads: "2 Clipboards to complete. You have an assigned Clipboard to complete in preparation for an upcoming appointment or as part of transferring information to your health providers." Below the notification, there are sections for Allergies (listing Cat Dander), Latest Results (listing Chemistrv Pt Portal), and a promotional banner for a Free, Online Bone Health Risk Assessment.

3. On the Clipboard page that opens, select "Take Now" to fill out the Clipboard:

The screenshot shows the ChristianaCare Patient Portal Clipboard page. The navigation bar includes Home, Health Record, Health Library, Messages, and Appointments. The page title is "Clipboards". Below the title, there is a section for "Viewing health record for HAISSY CERTBRIDGE". There are two tabs: "Available" (selected) and "Completed". Below the tabs, there is a section for "Assigned Clipboards". One clipboard is listed: "Patient Portal Proxy Authorization - Adult to Adult" with a "Date received: Jan 19, 2021" and a "Take Now" button with an exclamation mark icon.



4. Read the text on the Overview page for the form you are going to fill out and click [Begin](#):

Overview

Back to Clipboard List Page

For HAISY CERTBRIDGE

Patient Portal Proxy Authorization

This is the short description for the patient portal proxy adult auth form. This can be updated in the Mange Clipboards section of the portal admin tool

[Begin](#)

5. Complete each field of the Clipboard form:

Patient Portal Proxy Authorization - ADULT TO ADULT

Part 1 of 2

* Proxy's Legal First Name

Proxy's Legal Middle Name

* Proxy's Legal Last Name

* Proxy's Gender

6. At the end of the form, review the detailed information and enter your full name in the space provided then, click on ["Next"](#):

I agree to allow the above named person to have access to my online medical record information through the ChristianaCare Patient Portal, including information about future medical care and treatment. I understand that I may revoke this access at any time by either: • Emailing MyHealth@Christianacare.org or • Sending a message from the patient portal to Patient Portal Help. I understand that removal of Patient Portal access for my proxy may take up to 72 hours to process. I understand the Patient Portal does not contain the complete medical record. To obtain a complete copy of my medical record, I will need to request a copy through the ChristianaCare HIMMS Department (detailed instructions available here: <https://christianacare.org/patients/medical-records/>).

* By entering my full name below, I acknowledge the above statement and approve proxy access.

[Previous](#) [Next](#)



7. On the next screen, you can go back and [Edit](#) the form or click on [Submit Answers](#) if you are ready to submit the form:

ChristianaCare Home Health Record Health Library Messages Appointments

Review and Submit

Part 2 of 2

For [REDACTED]

[Submit Answers](#)

Review Answers

[Patient Portal Proxy Authorization - ADULT TO ADULT](#) [Edit](#)

[Submit Answers](#)

8. You will see a confirmation page once your submission is sent:

Overview

[Back to Clipboard List Page](#)

✔ Your forms have been submitted! Your provider will review the information you provided during your visit. Changes will not be reflected in your Health Record until reviewed by your provider.

For [REDACTED]

Patient Portal Proxy Authorization - Adult to Adult (Completed on Nov 02, 2020)

This form will be used to collect information from you so that we can set up access to your medical record information for a proxy.

9. Once your Clipboard is submitted, the ChristianaCare staff who sent the Clipboard to you will receive an automatic alert that you have returned the Clipboard.

Thank you for the LOVE of HEALTH!