

# OpenDr FAQ

## 1) Have you ever been to Radiology Regional for imaging?

### 1. New Patients:

- Make sure you are using the Sign Up section of the login screen to create an account!

The screenshot shows the 'Patient Portal and Appointment Dashboard' login screen. It is divided into two main sections: 'Log In' on the left and 'Sign Up' on the right, separated by a vertical line with an 'OR' button in the center. The 'Log In' section includes fields for 'E-mail' and 'Password', a 'Forgot password?' link, and a 'Log In' button. The 'Sign Up' section is highlighted with a red border and includes fields for 'First Name', 'Last Name', 'Date of Birth (MM/DD/YYYY)', and 'Mobile Number', along with a 'Continue' button. The 'Sign Up' section also contains the text: 'Create an appointment dashboard account. If you have been to our practice before, the information below will be used to look up your existing information for your appointment.'

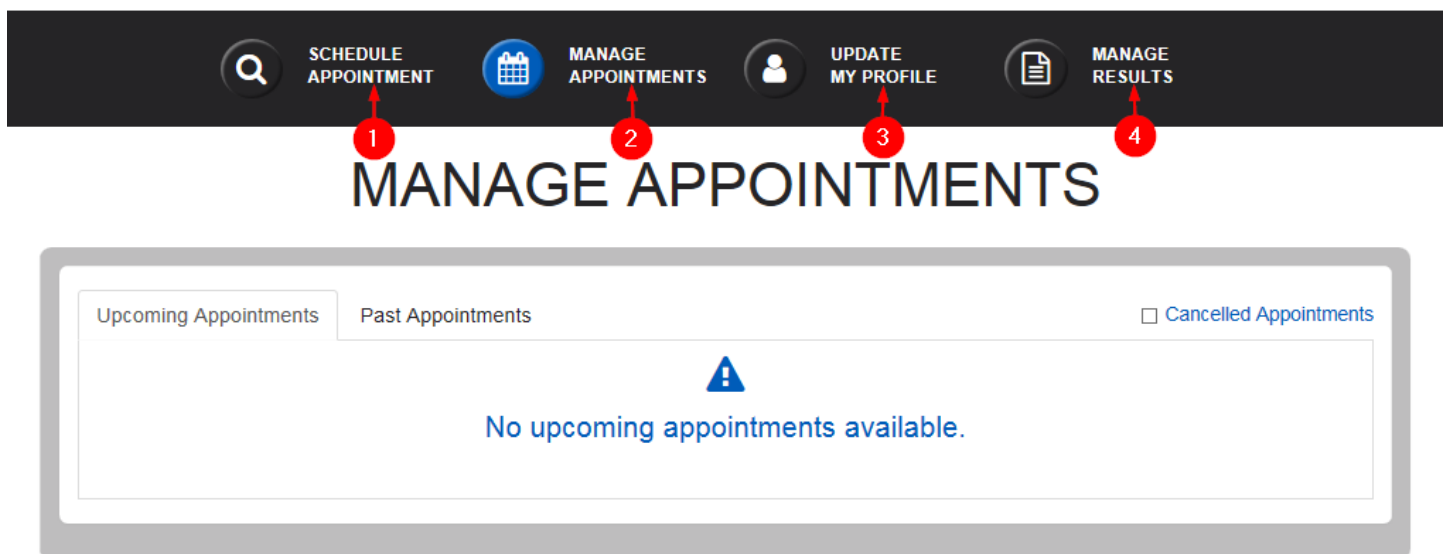
### 2. Existing patients:

- If you have logged into our new portal before:
  - Just use the email and password you used to create your account!

The screenshot shows the 'Patient Portal and Appointment Dashboard' login screen. It is divided into two main sections: 'Log In' on the left and 'Sign Up' on the right, separated by a vertical line with an 'OR' button in the center. The 'Log In' section is highlighted with a red border and includes fields for 'E-mail' and 'Password', a 'Forgot password?' link, and a 'Log In' button. The 'Sign Up' section includes fields for 'First Name', 'Last Name', 'Date of Birth (MM/DD/YYYY)', and 'Mobile Number', along with a 'Continue' button. The 'Sign Up' section also contains the text: 'Create an appointment dashboard account. If you have been to our practice before, the information below will be used to look up your existing information for your appointment.'

- If you are an existing patient with Radiology Regional but have not used our new portal before:
  - You will need to use the Sign Up section (as shown above for *New Patients*) to create a new account within our new portal.

## 2) What can you access in your Patient Portal?



### 1. Schedule Appointment

- You can schedule most exams on the Patient Portal such as CatScan (CT), MRI, Ultrasounds (non breast), X-Rays, Screening Mammograms and DEXA scans.

### 2. Manage Appointments

- You will be able to access your Upcoming and Past appointments.
- Reschedule or Cancel appointments up to 24 hours prior to your appointment date.
- View your prep for your upcoming appointment.
- Can fill out your paperwork prior to coming in for your appointment.
- Upload your ID, insurance card and exam(s) order.

### 3. Update My Profile

- Update(s)/change(s) to:
  - Name
  - Home address
  - Home/Mobile number
  - E-mail address
  - Emergency contact
  - Preferred language
  - Change your password
  - Select how you want to receive your notifications of your upcoming appointments via e-mail, text message or phone call (you may select more than one).
  - Edit Family Members that you manage
    - (a) *This feature only allows you to receive notifications of upcoming appointments. You are not able to view reports or manage their appointments. They will need to create their own account to view reports or manage appointments.*

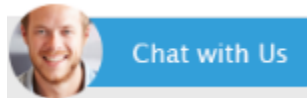
### 4. Manage Results

- You can view/save/print the last 3 years of exam reports.

### 3) Troubleshooting

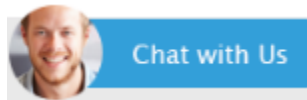
#### 1. Having trouble creating an account?

- Verify the spelling of information.
- First and last name are in the correct fields.
- Try all last names you may have/had.
- Only submit your Mobile number, not Home number.
- You cannot use the same e-mail or mobile number as another patient such as your spouse, children or parents. You must have your own individual e-mail or mobile number. If not possible, please contact one of our Patient Portal representatives using the chat feature at the bottom right of your screen.



#### 2. Having trouble logging into your existing Patient Portal?

- If you are getting the message that your username and/or password are incorrect, use the chat feature at the bottom right of your screen. One of our representatives will be able to reset your password or help you with your any other login troubles.



- #### 3. If you are unable to utilize the chat feature, please call us at 239-931-8370 and one of our representatives will help assist and give you resolution to your issue.