

This guide will show you where to complete specific tasks on your Patient Portal.



If you want to...	Go to...
Message your provider's team	Hover the mouse over "Mail" (Image 1a), and then click "Compose Message"—or- In the Inbox section of the main portal page, you can click "Compose an Email*" *Please communicate in English
Request a <i>non-urgent</i> <u>medical</u> appointment	Click "Schedule" (Image 1b)
View your Personal Health Information	Click "My Chart" (Image 1c)
Update your Personal Health Information (This includes your lab results)	Hover the mouse over "My Chart" (Image 1c), and then click "Request Health Record". A new window will display, click "Submit". This process takes about 30 minutes. You will receive an e-mail when the update is complete.
Request a medication renewal**	Click "Renew Medications" (Image 1d)
View your upcoming appointments	On the main portal page, see the "Upcoming Appointments" section

**You can find additional how-to guides on our website: [www.kennedychc.org/portal](http://www.kennedychc.org/portal)**

\*\*Please note the difference between prescription **refills** and **renewals**:

When your provider writes a prescription, they will designate the number of *refills* your pharmacy can give you. A prescription *refill* is a new installment of your medication the pharmacy can prepare for you, without contacting your provider. You can contact your pharmacy directly and they will prepare and *refill* for you.

When all of the refills have been used, you will then need a new prescription or prescription *renewal*. You can request a prescription *renewal* from your patient portal by clicking "Renew Medications".

**We help people live healthier lives.**