

Patient Portal Instructions

We have established an internet-based Patient Portal to help effectively and securely manage your healthcare information. The content in this document will guide you through the secure portal's most frequently required functions. Should you have other questions about using the portal, please contact our office at 406-532-8060.

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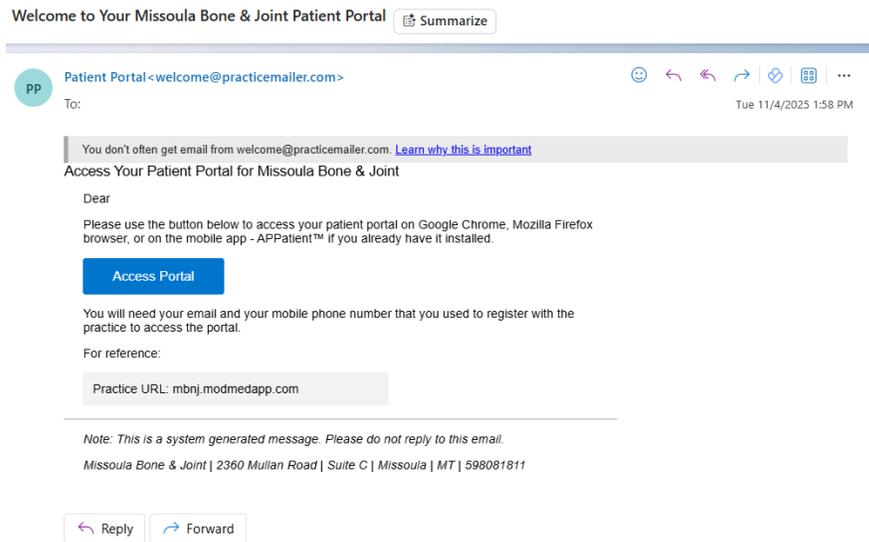
Patient Portal Instructions

Access the Patient Portal

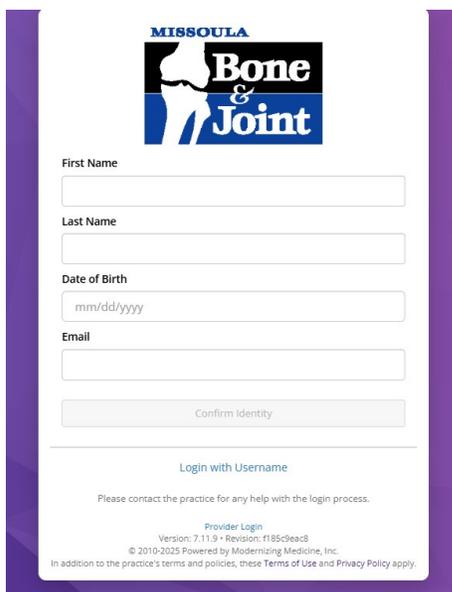
Activate Your Patient Portal Account

An account must be created before you can use or access your data on the Patient Portal. Providing us with your email address will allow us to send you an email from the office that includes a link to activate your Patient Portal account.

1. Open the email from us with the subject, “Welcome to Your Missoula Bone and Joint Patient Portal”.
2. The email will include the link to access the portal using Google Chrome, Mozilla Firefox browser, or on the mobile app - APPatient™ if you already have it installed. To install, go through your App Store.
3. Select, **Access Portal**.

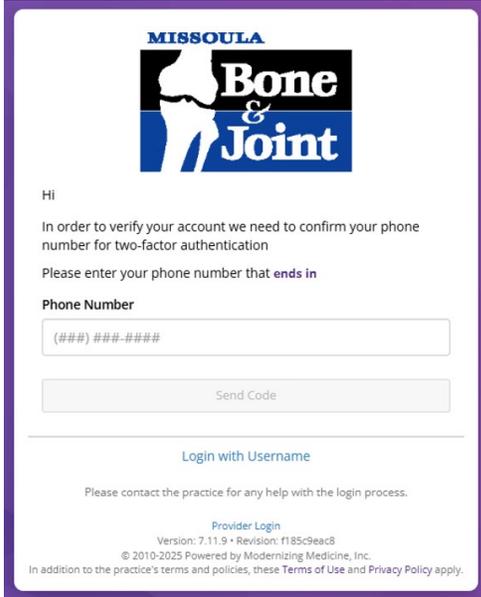


4. You will be directed to the portal website, where you will be prompted to verify your identity by entering your *First Name, Last Name, Date of Birth and email*. Once entered, select **Confirm Identity**.



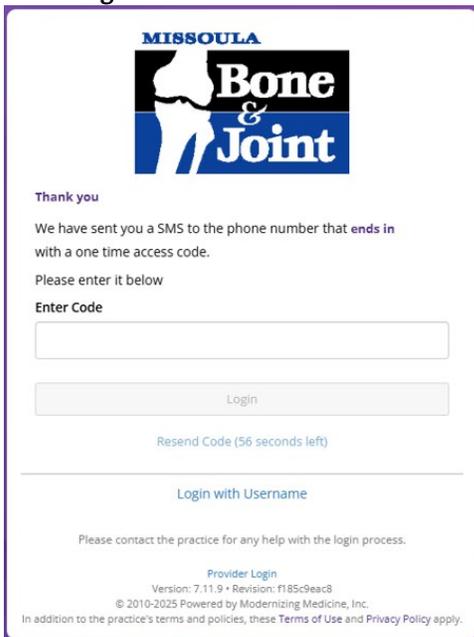
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- To verify your account, you will be prompted to enter your *phone number* for two-factor authentication. Enter your cell phone number, select **Send Code**.



The screenshot shows the Missoula Bone & Joint patient portal verification screen. At the top is the logo with the text "MISSOULA Bone & Joint". Below the logo, it says "Hi" and "In order to verify your account we need to confirm your phone number for two-factor authentication". It then asks the user to "Please enter your phone number that ends in" and provides a text input field with a placeholder "(###) ###-####". Below the input field is a "Send Code" button. At the bottom, there is a "Login with Username" link, a note to contact the practice for help, and footer text including "Provider Login", "Version: 7.11.9 • Revision: f185c9eac8", and "© 2010-2025 Powered by Modernizing Medicine, Inc."

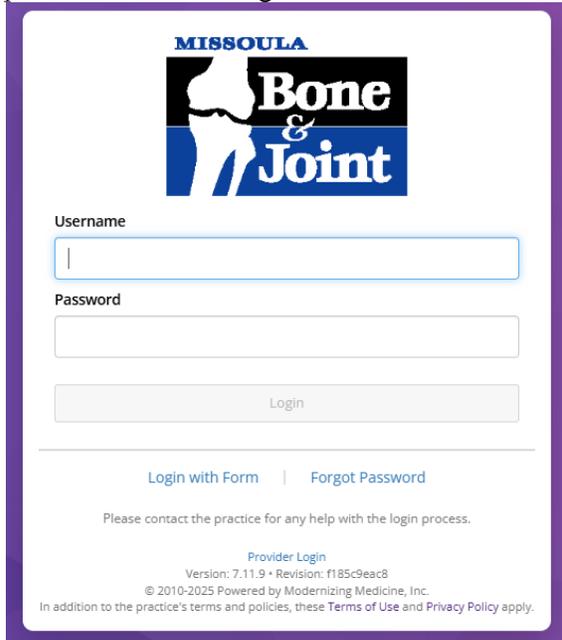
- You will receive a one-time access code via text. It should state “Your Missoula Bone & Joint Patient Login SMS one time code is ##### and is valid for 5 minutes. Do not share this code with anyone.” Enter that code and select **Login**.



The screenshot shows the Missoula Bone & Joint patient portal login screen. At the top is the logo with the text "MISSOULA Bone & Joint". Below the logo, it says "Thank you" and "We have sent you a SMS to the phone number that ends in with a one time access code." It then asks the user to "Please enter it below" and provides a text input field with a placeholder "Enter Code". Below the input field is a "Login" button. At the bottom, there is a "Resend Code (56 seconds left)" link, a "Login with Username" link, a note to contact the practice for help, and footer text including "Provider Login", "Version: 7.11.9 • Revision: f185c9eac8", and "© 2010-2025 Powered by Modernizing Medicine, Inc."

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7. To skip the two factor authentication with a mobile number, select Login with Username option below the Send Code button. You will be directed to login with your username and password. Enter your *username and password* and select **Login**.



MISSOULA
Bone & Joint

Username

Password

Login

[Login with Form](#) | [Forgot Password](#)

Please contact the practice for any help with the login process.

[Provider Login](#)
Version: 7.11.9 • Revision: f185c9eac8
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In addition to the practice's terms and policies, these [Terms of Use](#) and [Privacy Policy](#) apply.

If you do not know your username, contact our office at 406-532-8060. If you do not have a password, or if you can't remember your password follow the instructions below.

Forgot Password

Follow these instructions if you forgot your password and need to create a new one.

Note: These instructions will only work successfully if your Patient Portal account is already created and the information entered is correct according to our records. If you have any trouble receiving your password reset link, please contact our office.

1. From the Patient Portal login screen, select **Forgot Password**.

Patient Portal Instructions

MISSOULA
Bone & Joint

Username

Password

Login

[Login with Form](#) | [Forgot Password](#)

Please contact the practice for any help with the login process.

[Provider Login](#)
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In addition to the practice's terms and policies, these [Terms of Use](#) and [Privacy Policy](#) apply.

2. Enter the requested information, then select **Request Email**.

MISSOULA
Bone & Joint

Reset Password

Username

Date of Birth | mm/dd/yyyy

Last Name

I'm not a robot 
reCAPTCHA
Privacy • Terms

[Request Email](#)

[Back to Login](#)

EMA® Electronic Medical Assistant®
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3. Open your email and look for the message with the subject *Password Reset from Your Electronic Health Record*. The email will include your *Username* and *Practice* information, as well as a link to reset your Password. Select the link to continue.

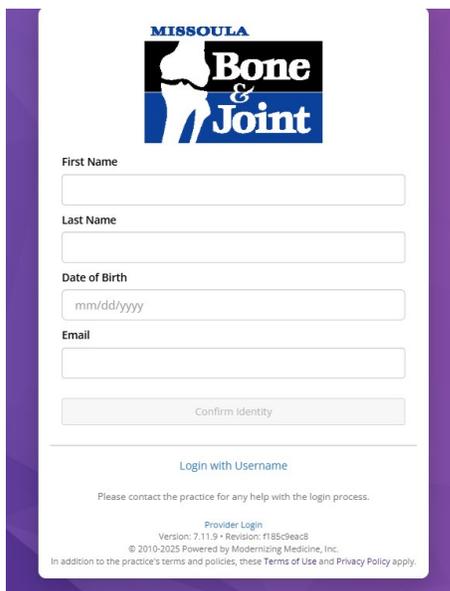
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Patient Portal

For your convenience, we offer a safe and simple way to access your medical information, pay your bill online, and more. If you have an account click below. If you need to activate an account please either CALL Medical Records at (406)532-8060 or TEXT us at our secure and HIPAA compliant line (406) 637-7205 from your cell phone. Read the [Patient Portal Instructions](#) [Click Here](#)

2. Make sure you have **Patient Login** selected.
3. Enter your *First Name, Last Name, Date of Birth and email*. Once entered, select **Confirm Identity**. You will be prompted to enter your *phone number* for two-factor authentication. Once entered, select **Send Code**. If you prefer to login with your username and password, select Login with Username. Reference instructions above for more details.



MISSOULA
Bone & Joint

First Name

Last Name

Date of Birth

Email

[Login with Username](#)

Please contact the practice for any help with the login process.

[Provider Login](#)
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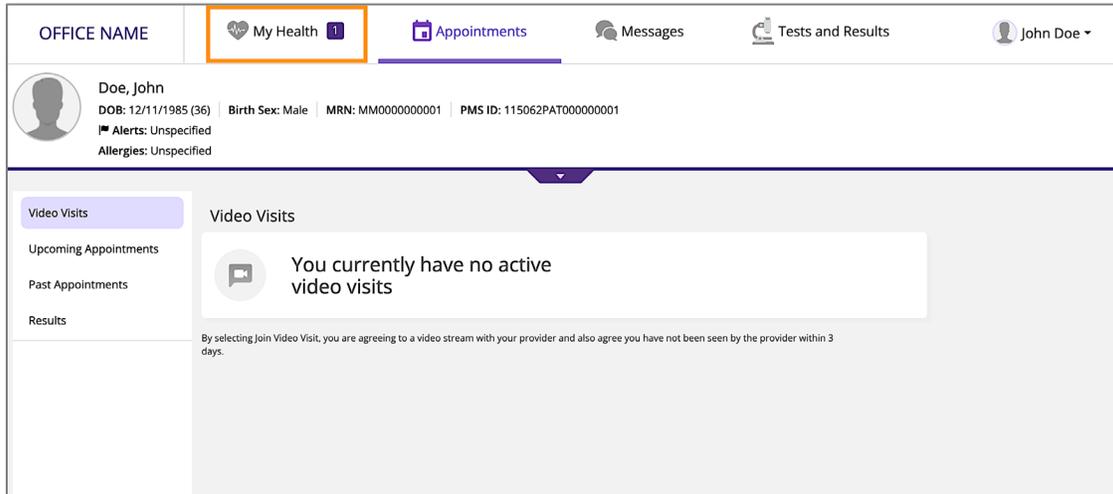
Prepare for Your Visit

Complete Forms on the Patient Portal

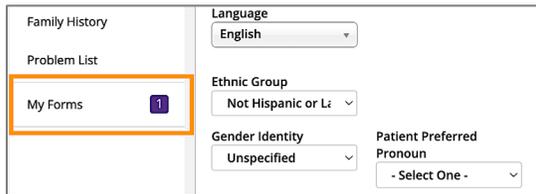
Once you have activated your account, you may use the Patient Portal to complete visit forms and view your health information.

1. Once logged in to the Patient Portal, select **My Health** from the main navigation bar.

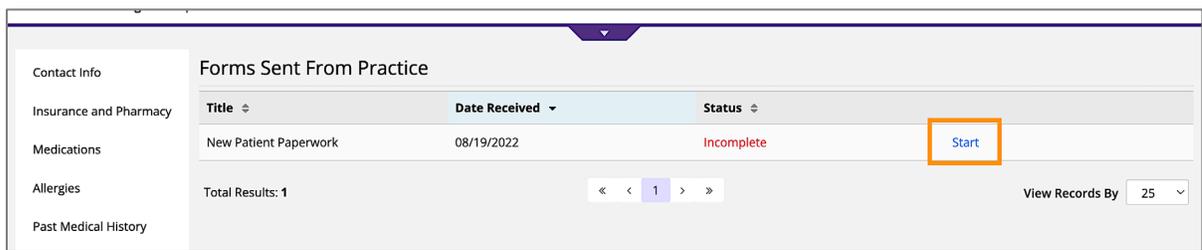
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2. From the *My Health* page, select **My Forms**.



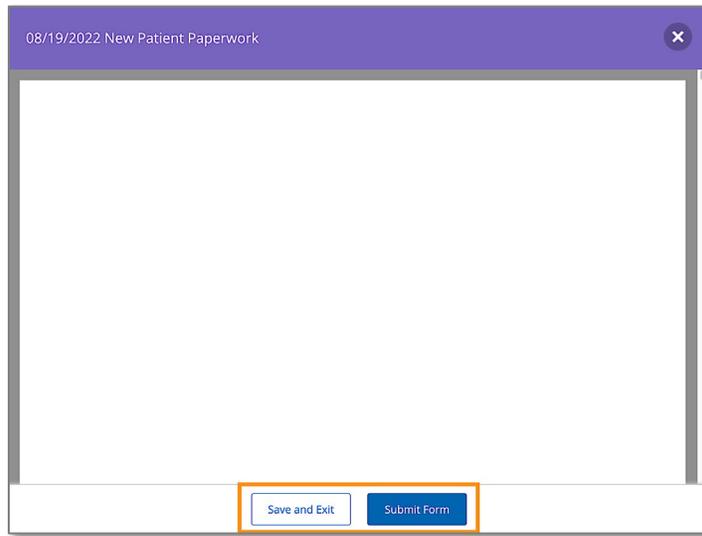
3. Any forms that have been assigned to you will be available to review and edit. Select **Start** to begin reviewing the forms and making applicable changes.



4. A pop-up window will appear with the specified form. You can place your cursor in the appropriate fields and enter the applicable information. You have the option to *Save and Exit* or *Submit Form*.

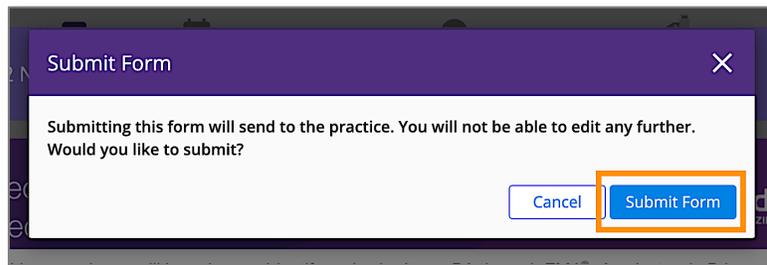
- **Save and Exit** - Marks the form In Progress and allows you to continue to edit.
- **Submit Form** – Closes the form and submits it to the office.

Patient Portal Instructions



5. Once complete, select **Submit Form**.

You will receive a pop-up alerting you that you are submitting the form to the office and you will not be able to edit any further. When ready, select **Submit Form**.



Add or Update Medical Information

In this section, you will learn how you can verify your contact and insurance information, update your medical history, and add your preferred pharmacy.

1. Once logged in to the Patient Portal, select **My Health** and navigate through the sections to enter and/or update your *Medications*, *Allergies* and Past Medical History.

Patient Portal Instructions

OFFICE NAME → My Health Appointments Mes

Doe, John
DOB: 12/11/1985 (36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PAT000000001
Alerts: Unspecified
Allergies: Unspecified

Contact Info
Insurance and Pharmacy
Medications
Allergies
Past Medical History

My Contact

Patient Data

Patient Information

Prefix Last Name * First Name * Middle
Doe John

Marital Status Previous Name
Unspecified

- **Contact Info** – View basic contact and demographic information.
- **Insurance and Pharmacy** – View insurance information and add or edit pharmacies. See below for additional instructions.
- **Medications** - Add or edit your medications list.
- **Allergies** - Add or edit your allergies.
- **History** – Add or update Past Medical History, Specialty-Specific History, Social History and Family History.
- **Tests & Results** - View any result that your medical provider has posted.

Add Your Preferred Pharmacy

In this section, you will learn how to add your preferred pharmacy to your patient chart. Adding your pharmacy will assist our office with sending electronic prescriptions and medication refills.

8. From the *My Health* section of the portal, select **Insurance and Pharmacy**.

OFFICE NAME My Health Appointments Mes

Doe, John
DOB: 12/11/1985 (36) Birth Sex: Male MRN: MM0000000001 PMS ID: 115062PAT000000001
Alerts: Unspecified
Allergies: Penicillins

Contact Info
Insurance and Pharmacy
Medications
Allergies

My Contact

Patient Data

Patient Information

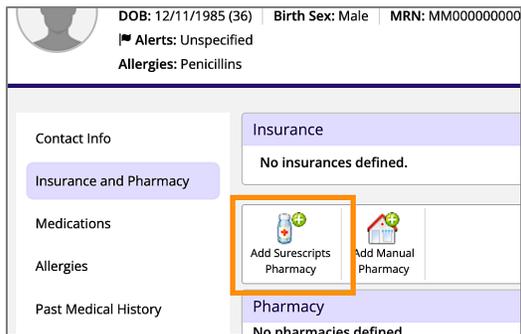
Prefix Last Name * First Name * Middle
Doe John

9. There are two options to enter your pharmacy information, *Add Surescripts Pharmacy* and *Add Manual Pharmacy*.

Patient Portal Instructions

- **Add Surescripts Pharmacy** (*try this option first*) – Allows you to search for registered pharmacies that are capable of sending and receiving electronic prescription requests.
- **Add Manual Pharmacy** – If you were not able to find your preferred pharmacy through the Surescripts option, you can use Add Manual Pharmacy to manually enter pharmacy information to your chart. It is recommended that you first attempt to add a Surescripts pharmacy before using this method.

10. Select Add Surescripts Pharmacy.



11. Use the *Filter* options to find your preferred pharmacy. Then, select **Search**.

Tip: Not all fields are required. Use any combination of the criteria to locate your pharmacy. Common search methods include *Phone* number only, or *Name* and *Zip Code*.

The screenshot shows the 'Add ePrescribing Pharmacy' form. It has a 'Filter' section with the following fields: Name (text input), City (text input), Phone (text input with value 5852392059), State (dropdown menu with 'Select One'), Fax (text input), Zip Code (text input), Refill enabled (radio buttons for Yes, No, Any, with 'Any' selected), and Type (radio buttons for Retail, Mail, Any, with 'Retail' selected). The 'Search' button is highlighted with an orange box. Below the form is a table with columns for Store Name, Phone, Fax, Address, and City.

12. Locate the pharmacy in the list of results by verifying the name and address. Once found, select the blue *Store Name* to add the pharmacy.

The screenshot shows the search results table. The first row is highlighted with an orange box. The table has columns for Store Name, Phone, and Fax. The data is as follows:

Store Name	Phone	Fax
#003 Eastway NY Test UAT	5852392059	5852392044
#008 Mt Laurel NJ Test UAT	5852392059	5852392044
#016 Fairfax VA Test UAT	5852392059	5852392044
#040 Woodmore MD Test UAT	5852392059	5852392044

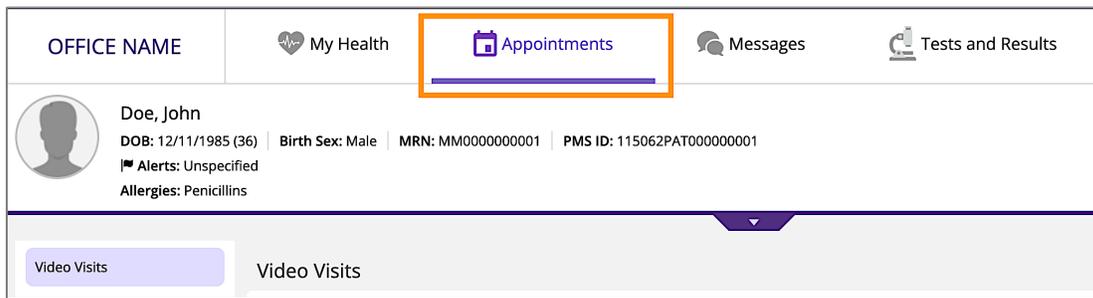
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Access Your Medical Records

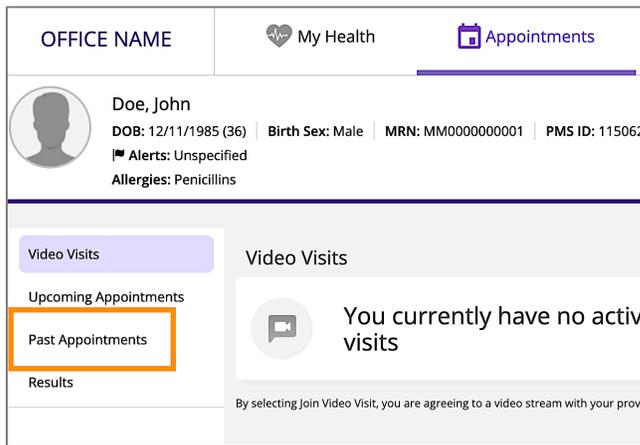
View, Download, and Print Your Visit Notes

The Patient Portal allows you to access your medical records, including completed visit documentation from your doctor or other qualified healthcare provider. The following instructions will guide you through how to locate these records within the portal.

13. Once logged in to the portal, select **Appointments** from the main navigation bar.

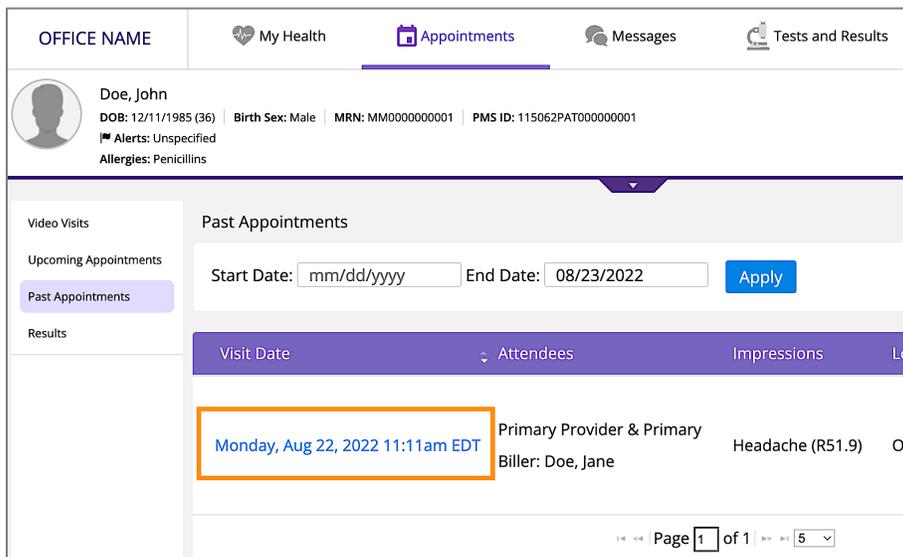


14. Select Past Appointments.



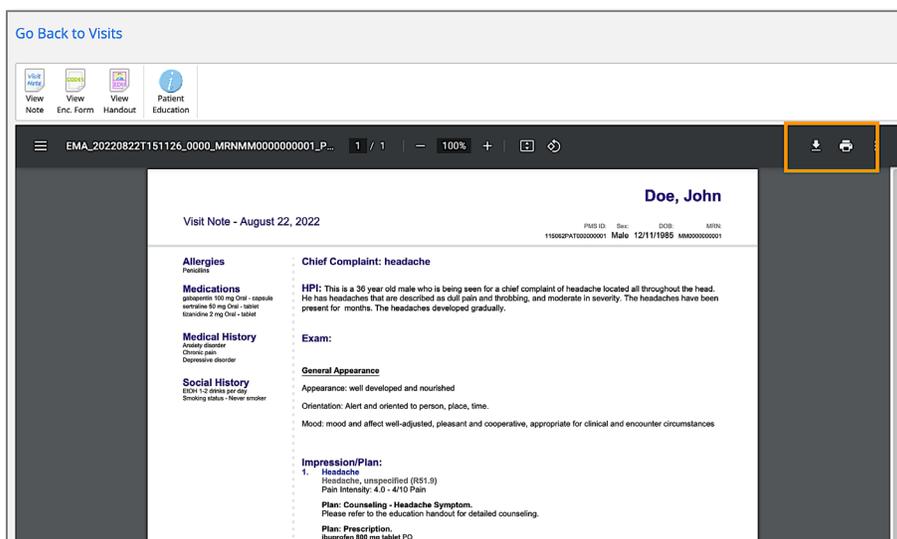
15. From the *Visit Date* column, select the blue hyperlink for the visit documentation you would like to view.

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Note: If the visit link is in plain black font, this means the visit is not ready to be viewed. Check back later, or contact our office.

16. Your internet browser's PDF viewer should open the document for you to view. You should also have options to download or print the document.



Note: We currently do not use the Test and Results tab. If you had surgery or other testing done (MRI, CT, EMG, labs, etc.) and would like those results, reach out to our office either by phone or through a message within the portal (instructions below), and we can send them to you. You will be alerted to a new message, and the record will be attached as a PDF within the message. X-ray interpretations are within the visit note, found under past appointments (instructions above). Imaging is not available on the portal. Contact our imaging department for the options to receive the images, P# 406-721-4436 ext. 7116. Instructions for the billing section will be added after upcoming changes go into effect.

Patient Portal Instructions

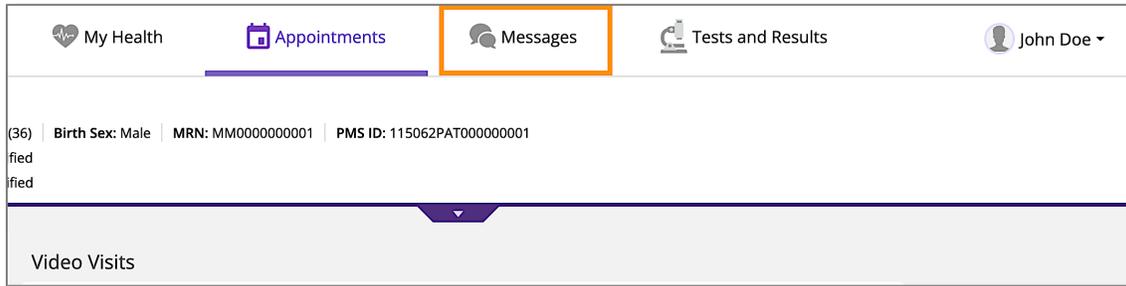
Communicate with Our Office

Send a Portal Message to Our Office

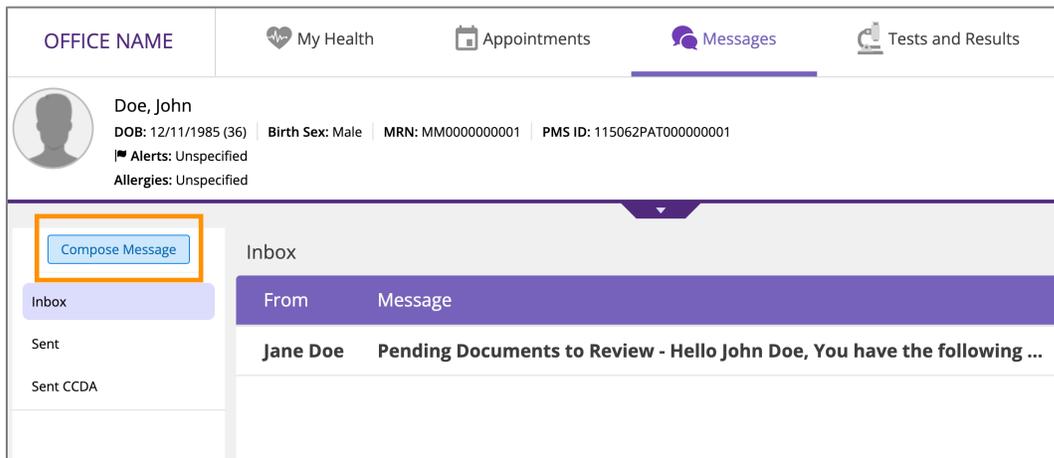
The Patient Portal provides a self-contained method of communicating with our office using secure messaging protocols.

Note: If you are experiencing a medical emergency or need immediate assistance, please call 911.

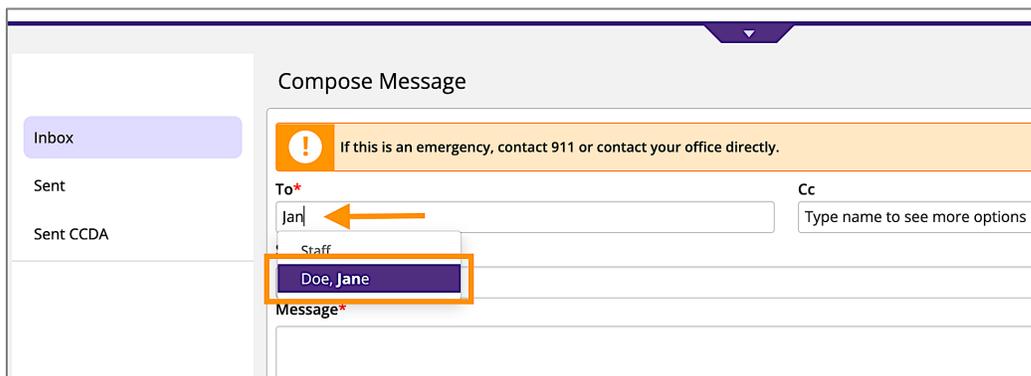
1. Once logged in to the Patient Portal, select **Messages** from the main navigation bar.



2. Select Compose Message.



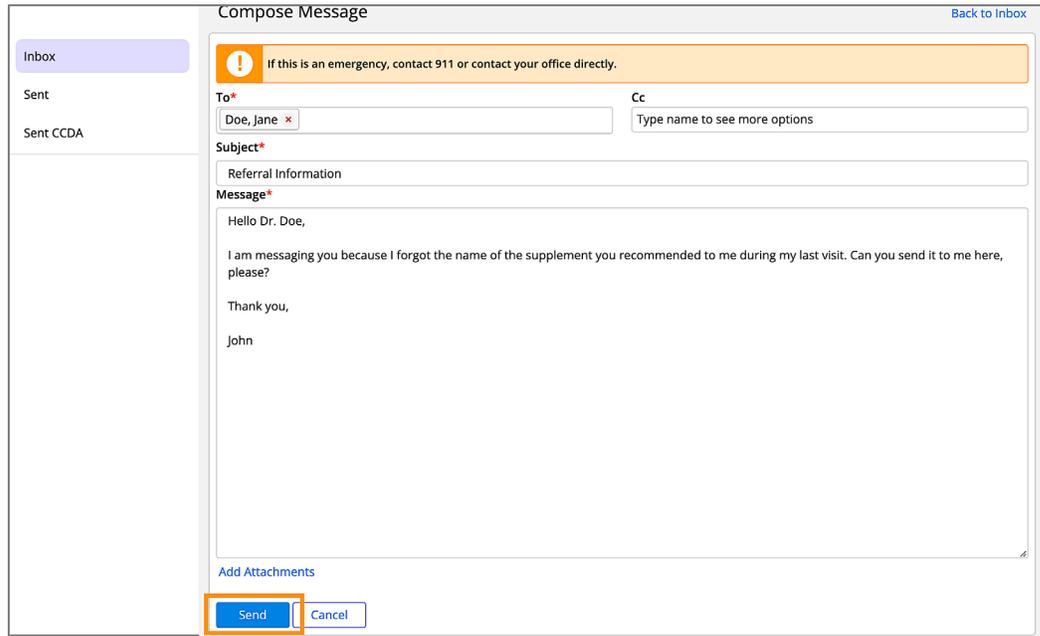
3. Enter the recipient into the *To* field.



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Tip: If you start typing the first few letters of the recipient's name, it will narrow the list and allow you to find them more quickly and easily.

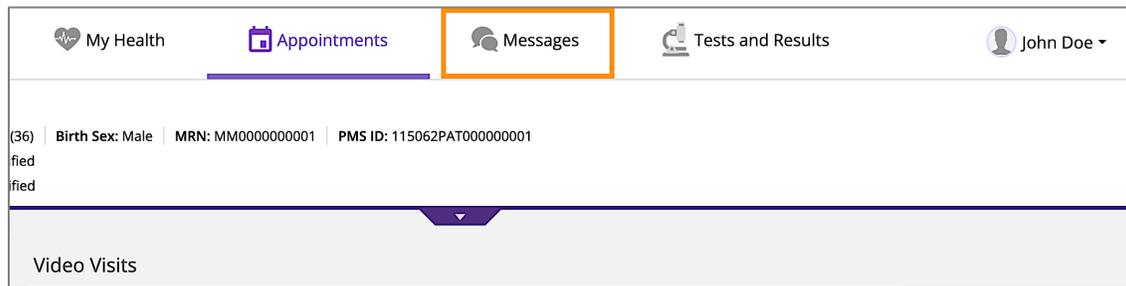
4. Enter the subject of the message into the **Subject** field.
5. Enter your message into the **Message** field.
6. When you are ready to send your message, select **Send**.



Read and Reply to Portal Messages

Our office may send messages to you through the portal. These messages could include documents; such as test results, or just a general message regarding your care. Follow these steps to view and/or reply to a portal message.

17. Log in to the Patient Portal and select **Messages** from the main navigation bar.



18. To read a message, select anywhere in the corresponding line.

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The screenshot shows the patient portal interface for John Doe. At the top, there are navigation tabs: My Health, Appointments, Messages (selected), and Tests and Results. Below the navigation is a header with the patient's name, profile picture, and medical information: DOB: 12/11/1985 (36), Birth Sex: Male, MRN: MM0000000001, PMS ID: 115062PAT000000001, Alerts: Unspecified, and Allergies: Unspecified. The main content area is titled 'Inbox' and contains a table of messages. The first message is highlighted with an orange box:

From	Message	Received On
Jane Doe	LAB RESULTS - Hello John, We received your lab results. Everything ...	08/19/2022 05:02 PM
Jane Doe	Pending Documents to Review - Hello John Doe, You have the following ...	08/19/2022 02:21 PM

19. To reply to a message, select **Reply** or **Reply All**.

The screenshot shows the 'Message Details' page for the selected message. The header is the same as the previous screenshot. The main content area is titled 'Message Details' and contains the following information:

From: Jane Doe
To: John Doe
Cc: Medical Assistant

Subject: LAB RESULTS
August 19, 2022 8:02:49 PM

Attachments:
JohnDoeLabs.pdf (293.0k)

Hello John,

We received your lab results. Everything came back within normal limits.

I've attached the results for reference. We will discuss them in more detail during your follow-up. Until then, continue the medications and call the office if it gets worse.

Dr. Doe

At the bottom of the message content, there are three buttons: **Reply**, **Reply All**, and **Forward**. The **Reply** and **Reply All** buttons are highlighted with an orange box.

20. Enter your response into the *Message* field, then select **Send**.