Patient Portal
User Guide

Version 1: May 2020

Contact Information

Hours: Monday-Friday
9:00am-5:00pm

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Overview
The Health Promotion and Wellness (HPW) Patient Portal allows students to self-schedule appointments, answer screening questions, and submit required documents. This guide will walk students through the different modules of the HPW Patient Portal. If you require additional assistance, please contact the department at 478-578-6394 or by emailing wellctr@kennesaw.edu.

- **Appointment**: Search, schedule, and/or cancel appointments with the Health Promotion and Wellness department.
- **Forms**: Forms that are required based on your appointment. Students under the age of 18 will find parental consent forms here.
- **Messages**: Send secure messages to the dietitian.
- **Education**: Information and notes provided by the HPW Department.
- **Upload**: Upload required documents or miscellaneous items.

Health Promotion and Wellness Patient Portal
You can access the HPW Patient Portal by visiting [https://ksu.medicatconnect.com/](https://ksu.medicatconnect.com/)

Login using your Kennesaw State University organizational account.

[Netid]@students.kennesaw.edu

Net ID Password.

Use your preferred method of two-step authentication to finish logging into the HPW Patient Portal and arrive on the Home screen.
Appointment
To schedule or manage upcoming appointments, visit the Appointment tab in the top menu.

Scheduling a New Appointment: Use the filters in the Search section to view available appointments.

Available appointments will be listed in the Reason category. After you have filled in all the drop-down boxes click Search.
A pop-up will appear to remind students to fill out the necessary Forms associated with the appointment reason. Click OK to acknowledge.

The Self-Scheduling option will open and show the available appointments on the right-hand column. The next available appointment date will be listed in this section. Select the date or use the calendar on the left-hand column to select the date.
After a date with available appointment slot is selected, open appointment times will be displayed in the right-hand column. Select the appointment time you would like to schedule. **Selecting a green time will automatically schedule the appointment.**

After selecting a time, students will receive an autogenerated email with their appointment time and special instructions regarding Forms that need to be filled out prior to the appointment.

**Forms**
There are screening forms, waivers, and no-show agreements required by Health Promotion and Wellness. The Forms section holds any required forms based on appointment type (Nutrition, Cooking Demos, MicroFit, etc.).
Students Under 18

Students under the age of 18 are required to download, print, and obtain a parent/guardian signature and upload the document in the Uploads section of the Patient Portal. Forms for Minors are labelled in the Forms section.

![Patient Portal Interface]

**Wellness**

**EVENT WAIVER AND RELEASE FORM**
Students participating in a cooking demonstration class or completing a MicroFit assessment are required to have this form completed prior to participating. This waiver is valid for one year from completion date.

**Event Waiver and Release Form for Minors**
Students participating in a cooking demonstration class or completing a MicroFit assessment are required to have this form completed prior to participating. This waiver is valid for one year from completion date. If you are a student under of the age of 18, please print, complete, obtain parental/guardian signature, and submit via Uploads.

**No Show Agreement for Minors**
If you are a student under of the age of 18, please print, complete, obtain parental/guardian signature, and submit via Uploads prior to your scheduled appointment.

**Nutrition Questionnaire for Minors**
If you are a student under of the age of 18, please print, complete, obtain parental/guardian signature, and submit via Uploads.

**Nutrition Screening for Minors**
If you are a student under of the age of 18, please print, complete, obtain parental/guardian signature, and submit via Uploads.
When a student has an Upcoming Appointment, Forms associated with the appointment appear in the To Do List.

Selecting the Green Forms button or by visiting the Forms tab at the top of the page will take students to the required forms.
**Nutrition Screening Appointments:** fill out the **Nutrition Screening Form** 24-hours prior to your scheduled appointment. Please leave the questions labeled **Staff Use Only** blank.

### Nutrition Screening Appointment

**Reason for Visit:**

**Current medical or psychological/psychiatric condition(s):** (type "none" if no current conditions)

**Food Allergies or Intolerances:**

**Typical daily intake and/or 24-hour dietary recall**

Do you ever make yourself sick because you feel uncomfortably full?  
- [ ] No Answer  - [ ] No  - [ ] Yes

Do you ever use exercise to compensate for calories/food you have eaten?  
- [ ] No Answer  - [ ] No  - [ ] Yes

Do you worry that you have lost control over how much you eat?  
- [ ] No Answer  - [ ] No  - [ ] Yes

Do you believe yourself to be fat when others say you are too thin?  
- [ ] No Answer  - [ ] No  - [ ] Yes

Would you say that food dominates your life?  
- [ ] No Answer  - [ ] No  - [ ] Yes

Have you lost more than 14 pounds in 3 months?  
- [ ] No Answer  - [ ] No  - [ ] Yes

**Nutrition Services Recommendation (Staff Use Only):**
- [ ] Nutrition Counseling
- [ ] Nutrition Workshop
- [ ] Cooking Demo
Nutrition Initial Appointments: For students that have an appointment scheduled by the KSU Registered Dietitian, two Forms are required before your appointment.

Fill out the Nutrition Questionnaire Form at least 24-hours prior to your scheduled appointment.
No-Show/ Cancellation Agreement

All students scheduling a nutrition appointment with the KSU Registered Dietitian will be required to sign the No-Show/Cancellation Fee Agreement Form. This form authorizes Health Promotion and Wellness to initiate a $25 charge per missed appointment. If unpaid, this fee may result in withholding of grades, transcripts, future registration, and the forfeiture of continued participation in nutrition counseling for the remainder of the semester.

To avoid a $25 no show fee, please cancel or reschedule at least 24 hours prior to your scheduled appointment.

No-Show/Cancellation Agreement Form HPW

I, the undersigned, understand and authorize KSU Health Promotion and Wellness to initiate a charge of $25.00 per appointment on my student account, which may result in withholding of grades, transcripts, future registration and the forfeiture of continued participation in nutrition counseling for the remainder of the semester, if I fail to show for my appointment (considered a “no-show”) or fail to cancel more than 24 hours before my scheduled appointment.

I, the undersigned, understand if I call to cancel or reschedule my appointment and must leave a voicemail, the time I leave the voicemail will be considered the time I notified KSU Health Promotion and Wellness about the cancellation/need to reschedule. I also understand that it is advisable that I confirm my call with an email, if at all possible. (For example, if I call Monday evening at 6:30PM to cancel my 9AM appointment on Wednesday, I will have given 35 hours and 30 minutes notice of needing to cancel my appointment and will not be penalized).

I, the undersigned, understand if I am 15 minutes or less late, my nutrition counseling appointment will only last until the end of the scheduled time. I understand if I am more than 15 minutes late to my nutrition counseling appointment I will be considered a “no-show” and the Dietitian will be under no obligation to provide nutrition services.

I, the undersigned, understand I can call the front desk of KSU Health Promotion and Wellness at 470-578-6394 to confirm my appointment date/time.

I, the undersigned, understand I am only eligible to reschedule only if I have called or left a message more than 24 hours prior my appointment.

KSU ID:

KSU Email Address:
**Messages**

The Patient Portal offers a secure messaging area for students to communicate with the KSU Registered Dietitian.

View Messages by selecting **Inbox**. To view Sent messages click the **Sent** button.

**Compose New** will open a new message. Select the Dietitian in the **To** drop-down menu. Compose your message and click **Submit** when finished.

**Education**

Documents and resources that the KSU Registered Dietitian provides will appear in this section.

Any education ordered by a provider during a visit will display here.

**My Documents** Documents the clinic provided me
**Upload**

Forms that cannot be submitted digitally, such as Forms for Minors that require a parent/guardian signature or Miscellaneous Nutrition items like lab results, notes from your counselor, food labels, etc., can be uploaded in this section.

Choose the document you are uploading from the drop-down menu. A list of available Forms also appears on this page.

Make sure your Name and Student ID are on any document you upload into the Patient Portal.

- Images **must** be .gif, .png, .tiff, .jpg, .jpeg. Documents **must** be .txt or .pdf.
- File must be smaller than 4 MB. Scan in black and white, or at a setting of 150 DPI to achieve a smaller file.
- Be sure your file names do not include any special characters.