Talk With Your Doc Patient/Provider Portal

How long is the provider activation email valid?

- 10 days.

What happens if a user does not log out of the portal?

- Patients and providers must click the "Sign out" button when finished using the portal. Simply closing the web browser does not log the user out. In the patient portal, the "Sign out" button is located in the menu that appears when clicking the initials or profile photo in the upper-right corner. In the provider portal, it is located in the lower-left corner of the screen.

- The system does log users out of the patient and provider portals automatically after 20 minutes of inactivity. If this happens while a patient or provider still has the web browser open to the portal page, the patient or provider will need to sign in again. This behavior matches the behavior of CPSI's MyCareCorner patient portal.

Is there a preferred or recommended web browser?

- The recommended browser is the most current version of Chrome. The most current versions of Firefox and Microsoft Edge can also be used. Several users have reported issues with Internet Explorer 11 (IE 11). We do not support running TWYD on IE 11.

Is an Apple/Android app available for patients?

- An app is currently available for iOS (Apple) devices. An Android version is awaiting approval.

Is an Apple/Android app available for providers?

- No.

What patient devices are supported?

- Talk With Your Doc (TWYD) supports devices from the following platforms: Fitbit, Garmin Connect, iHealth, Omron, and Withings.

Can providers accidentally create duplicate patients if the same patient is invited multiple times (e.g., once from the invite screen and once from the patient home screen)?

- If the patient accepts the new invitation by logging into their existing TWYD or MyCareCorner (MCC) account, duplicate patients will NOT be created. If the patient creates two different logins, then yes, it is possible.

- The TWYD/MCC login needs to be unique. If a patient tries to create a new login for an email address that is already in the system, a message will appear saying an account already exists for that address.

Does the patient have to register in the TWYD portal in order to join a video appointment?

- No, the patient and provider may join the video appointment using a link in the email invitation 15 minutes prior to the appointment time.

Can the provider share their desktop with the patient during a video appointment?

- No, there is no method to share screens.

Can appointments be sent to patients via text message?

- Not at this time. We are looking into the possibility of adding this functionality in the future.

What is the default appointment length?

- All appointments start five minutes before the scheduled time and end an hour after the scheduled start time, meaning the total length of each appointment is 65 minutes.

If an appointment does not occur, when does it fall off the appointment list?

- Appointments will appear for one hour after the scheduled time. After that, they disappear and can't be seen by the provider or patient.

Do profile changes made by the patient affect what a provider sees?

- Yes, if a patient updates their name, DOB, or profile picture, the provider will see those changes. For example, if a patient's legal name is Robert and an appointment is made using that name, the patient can update their profile name to "Bob," and the provider will see that change.

How can I get the coronavirus questionnaire into the EMR/patient's chart?

- You can print the questionnaire to a PDF file and then upload the file into your EMR.

Can facilities add their own questionnaire and other documents for the patient to complete, or add custom documents for patients to sign?

- Not at this time. We are looking into providing this capability in the future.

Is there any integration back to the EMR?

- There is no integration back to the EMR at this time. We are looking into adding this functionality to our Centriq and Thrive EMR solutions in the future.

What should our facility do if a provider leaves the facility or retires?

- Please contact support for assistance disabling the provider. In the future, a tool will be available to allow facilities to manage their own providers.

MyCareCorner and Talk With Your Doc

Is data shared between MCC and TWYD?

- If your facility is also using CPSI's MyCareCorner (MCC) patient portal, then yes, most data in MCC is visible in TWYD and vice versa, assuming the account has accepted invitations from both.

Does logging into TWYD refresh/update the MCC data from the external organization (e.g., a Centriq hospital)?

- No, the data pull is initiated only when a patient logs into the MyCareCorner portal. Logging into TWYD will display the existing MCC information, but will not pull any new data.

If a facility is creating appointments within Centriq Scheduling, will the patient see two appointments in MCC?

- Appointments created in TWYD display in MCC appointments.

- Assuming no restrictions are set, appointments created in Centriq Scheduling will also display in MCC; therefore, yes, it is possible that the same appointment will be seen twice.

- To avoid confusion, new appointment types for telehealth visits can be created in the Centriq Scheduling application, and these can be set to "Restricted from Portal" to avoid the duplicates.