



Using MedTunnel – For Patients

WHAT IS MEDTUNNEL?

- MedTunnel is a free web & mobile based app developed by an orthopaedic surgeon, physicians, and programmers
- MedTunnel acts as a secure conduit and is a HIPAA-secure method of sending protected health information (PHI) electronically
- Desai Medical Center will use MedTunnel to send PHI documents to patients so that their information is sent in a secure manner

HOW WILL MY DOCUMENTS BE SENT TO ME?

1. The patient will receive two emails:
 - One from the practice (drdesai@desaimedicalcenter.com)
 - This email will include the PW that the patient needs to access the MedTunnel message
 - One from MedTunnel (server@medtunnel.com)
 - This email will have a PW-protected link that will direct the patient to their document attachment(s)
2. Use the PW provided by the practice to access the MedTunnel message
3. Download the attachments in order to keep a copy for the patient's records
 - MedTunnel will auto-delete communications after 14 days, regardless if the communications have been read or not

Please review the next 3 slides for a detailed walkthrough of how to open your MedTunnel message

Step 1 – Opening the MedTunnel Email

In your email inbox

- Open the email from server@medtunnel.com and click the **here** button
 - Subject: New MedTunnel Message from DesaiMedicalCenter-MedTunnel
 - Body:

Desai MedicalCenter (MedTunnelID: DesaiMedicalCenter) has sent you a secure MedTunnel message. Click [here](#) to enter your password and view your message.

If you don't know the password to open the message, please DO NOT reply to this email, please contact the sender.

MedTunnel is a simple, secure, and free service that allows users to send medical documents to each other. MedTunnel works like email or texting, but in a completely secure and encrypted fashion that is HIPAA compliant.

For more information about MedTunnel go to our [website](#).



Free Secure Communication for Healthcare
www.MedTunnel.com

Step 2 – Entering the Password

On the Password Page

- Enter the password from the practice's email
- Enter the CAPTCHA code
- Click **View Message**



passwords?

Having your own MedTunnel account means that you no longer have to enter a password every time you receive a message.

Sign up for your FREE account

Learn More

Enter password to view your secure message from Desai MedicalCenter.

Enter your password

Don't know the password? Please contact the sender of this message.

Type the characters you see in the picture to the right



Generate New Image

View Message >

Step 3 – Viewing the Message

On the Message Page

- If the practice included a message, it will show under

Message

- If the practice included any attachments, it will show under **This Message**

Has X Attachment(s)

- To view-only, click **View in Message Viewer**

- To save the file, click **Download**

FROM: Desai MedicalCenter (DesaiMedicalCenter@MedTunnel) - MedTunnel
DATE: 11/29/2018 9:47 AM

MESSAGE

THIS MESSAGE HAS 1 ATTACHMENT(S)

TEST CHART.pdf [download](#)

[View in Message Viewer](#)

BECOMING A MEDTUNNEL USER

Can I sign up for MedTunnel as a patient?

Yes! MedTunnel is a free service for patients and providers

To register, visit <https://server.medtunnel.com/SignUp.aspx#form1>

- Once you register, send us a message in MedTunnel so we can save your MedTunnel ID

What is the difference between being a registered and non-registered MedTunnel User?

A registered MedTunnel User

- Does not need a PW to view their MedTunnel message
- Can send and receive MedTunnel messages

A non-registered MedTunnel User

- Needs a PW in order to view their MedTunnel message
- Can only receive MedTunnel messages – they cannot send MedTunnel messages

For more FAQs, please visit <http://www.medtunnel.com/faqs#form1>