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Purpose

This document provides instructions for Caregivers on the use of the New Mexico Department of Health, Medical Cannabis Program Online Patient Portal.

System Requirements

The Online Patient Portal may be accessed from a desktop, laptop or mobile device (e.g., smartphone and tablets) using an internet browser (e.g., Chrome, Microsoft Edge, Firefox; Safari is not recommended).

You must have a valid email account as this will serve as your user login.

Health Insurance Portability and Accountability Act of 1996 (HIPAA)

The Online Patient Portal is compliant with the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") as amended by Health Information Technology for Economic and Clinical Health Act of 2009 (the "HITECH Act"), including the Standards of the Privacy of Individually Identifiable Health Information and the Security Standards at 45 CFR Parts 160 and 164.

Caregiver Designation

You must be designated as a Caregiver by:

- A new Patient enrolling in the New Mexico Department of Health, Medical Cannabis Program.
  - For a new or recertifying Patient, the Caregiver will be added to Patient application, so that the Medical Provider and Patient to approve.
- An existing Patient of the New Mexico Department of Health, Medical Cannabis Program.
  - For an existing Patient adding a Caregiver, you will need to visit the Patients Medical Provider to start a Caregiver application. Once the Patient approves you as their Caregiver, you will receive an email notification to complete the application.
Create an Account

1. Go to https://mcp-patient-tracking.nmhealth.org
2. Click the Create an Account button.

3. Complete the Create an Account form by entering all the required information, then click the Submit button.
   a. First Name (as it appears on your card)
   b. Last Name (as it appears on your card)
   c. Date of Birth
   d. I have a card and want access to the Sales and Unit History – check this box if you currently have or have had a New Mexico Cannabis Program Patient Card.
   e. Barcode (as it appears on your card) – if your card is not available, you can skip this step; however, please allow 24-48 business hours for Program Staff to manually link your account.
   f. Email – use your personal email address you gave to your Medical Provider and plan to use for all future applications.
   g. Password – create a unique password that you will use to access the Patient Portal.
   h. Password confirmation – reenter the password.
4. Click the Submit button.
5. Check your email Inbox for account confirmation notification and confirm your email by clicking on the link in the notification.

NOTE: To avoid issues receiving email messages from the Online Patient Portal, please add the email address no-reply@biotrackthc.org to your Safe Senders list.
Login

1. Go to mcp-patient-tracking.nmhealth.org
2. Click the **Login To Your Account** button.
3. Enter email address and password you used when you created your account.

Home Page Navigation

The Home page is the page that is displayed when you first login to the Online Patient Portal. From here you can access different items and resources within the portal.

From left to right:

**Menu Items**

1. **Account** - from here you can:
   a. Change password - update your account password.
   b. My Applications – access your application and see the status of the application throughout the process.
2. **Applications** – from here you can:
   a. Access Information Change Application (e.g., legal name change, address change menu).
**Action Icons**

3. **Sales** – see how many units are available and review prior purchases.

4. **Electronic Card** - access your Caregiver Card when needed to make purchases.

5. **Notifications** – view notifications from the Online Patient Portal; the number designation shows how many notifications there are to view.


**Accessing Your Caregiver Card**

**From a Computer**

1. Go to [https://mcp-patient-tracking.nmhealth.org](https://mcp-patient-tracking.nmhealth.org)

2. Login using the login your created.

3. Once you login, if you look in the upper right-hand corner, you will see three icons. One of the icons looks like a small image of driver’s license.

4. Click this icon, to access your Caregiver Card.

**From a Mobile Device**

1. Go to [https://mcp-patient-tracking.nmhealth.org](https://mcp-patient-tracking.nmhealth.org)

2. Login using the login your created.
3. Click on the menu icon in the upper right-hand corner.

4. Scroll down until you see the icon that looks like a small image of a driver’s license.

5. Click on the image of your card, to see the back side of the card.

Save Card Image
If you prefer, you may save an image of your card so that it is readily available from your mobile device.

Android
Touch and hold the image. Select a save option (e.g., Save attachment, Save to SD card, etc.). Unless otherwise specified, the image is saved to the default picture/video location (e.g., Gallery, Photos, etc.).

Apple/iOS
Touch and hold the attachment, then choose Save Image or Save to Files. If you choose Save Image, you can find it later in the Photos app. If you choose Save to Files, you can find it later in the Files app.
Access Sales History

1. Go to https://mcp-patient-tracking.nmhealth.org
2. Login using the login your created.
3. Click on the Sales icon, to access your Sales History

Submit Caregiver Application

Once you have created a user account in the Online Patient Portal, you can complete the Caregiver application initiated by the Patients Medical Provider.

Caregiver Application

1. Login to your account at https://mcp-patient-tracking.nmhealth.org
2. Your application will be found in the My Application section after login.
3. Click on the Caregiver Application (Patient Information: Patient Name), to open the application.

Patient Information

1. Review the Patient Information

Caregiver Information

1. Verify the information entered by the Patients Medical Provider.
2. **Mailing Address** - enter your Mailing Address if not entered by the Patients Medical Provider
3. **Upload a New Mexico Driver’s License or New Mexico State Issued Identification** – upload the required identification.

Caregiver Signature

1. Review the attestation.
2. Date – enter the date.
3. Signature – add your signature.

Review Application

Once all the required information has been entered into the application, click the **Review** button to verify all the entered information is correct.
NOTE: If the Review button is not present, review the application and enter any missing information.

Submit Application

Click the Submit button.

Your application will be sent to the Medical Cannabis Program for review/approval and issuance of your electronic card.