



## Online Patient Portal - Caregiver Instructions

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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 or laptop device via internet browser (e.g., Chrome, Microsoft Edge, Firefox).

NOTE: The Online Patient Portal is supported on mobile devices (e.g., smartphone and tablets) at this time.

## 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.

A blue rectangular button with the word "Submit" in white text.

5. Check your email Inbox for account confirmation notification and confirm your email by clicking on the link in the notification.

## Login

1. Go to [mcp-patient-tracking.nmhealth.org](https://mcp-patient-tracking.nmhealth.org)
2. Click the **Login To Your Account** button.

A green rectangular button with the text "Login To Your Account" in white.

3. Enter email address and password you used when you created your account.

## Accessing Your Caregiver Card

### From a Computer

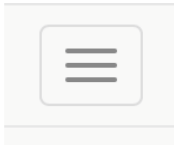
1. Go to <https://mcp-patient-tracking.nmhealth.org>
2. Login using the login you created.
3. Once you login, if you look in the upper right-hand corner, you will see three icons. One of the icons looks like a small image of driver's license.



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

### From a Mobile Device

1. Go to <https://mcp-patient-tracking.nmhealth.org>
2. Login using the login you created.
3. Click on the menu icon in the upper right-hand corner.



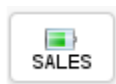
4. Scroll down until you see the icon that looks like a small image of a driver's license.



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

## Access Sales History

1. Go to <https://mcp-patient-tracking.nmhealth.org>
2. Login using the login you 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.