

Marsh Point Health – User Task List

1. Public-Facing Site Tasks (Before Login)

Navigation & Information

- View homepage information
- Read about providers
- View available services
- View providers/insurance acceptance

Office & Access Details

- Locate office information
- View accepted insurance information
- Download new patient forms

Patient Resources

- Access educational links and health resources
- Submit a general inquiry form
- Navigate to the login page

2. Patient Portal Tasks (After Login)

Dashboard & Appointments

- View dashboard overview
- Schedule a new appointment
- View or cancel existing appointments

Communication

- Send a message to provider
- Read messages from care team
- Chat with a virtual AI assistant for navigation

Prescriptions & Labs

- Request prescription refill
- View active medications
- Review lab results
- Download visit summaries or documents

Billing & Profile

- View and pay bills
- Update profile information
- Change password or settings
- Log out securely
- Set up payment plan

3. Administrative / Support Tasks (Optional / Future Features)

Reminders & Accessibility

- Receive appointment reminders
- Switch site language
- Use accessibility tools
- FAQs
- View system updates
- Submit a ticket for technical support