

In this document you will learn how a patient can use the Patient Portal to send and receive messages, access documents and health information, and pay their bill online.

#### Log into the Patient Portal

• Once registered, the *Update Clinical Information* screen displays. Complete all sections, select the location in the **Send my update to** field, and click **Submit.** 

UPDATE CLINICAL INFORMATION	
○ Update Clinical Information	Send my update to \$ Submit Cancel
	EXPAND ALL COLLAPSE ALL
Email:	

### Log into the Patient Portal

The patient may log into the portal after receiving an email from the practice indicating new activity on the account.

1. Click the link provided in the email.

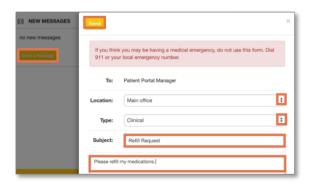


2. Enter the username and password on the portal home page and click **Sign In**.

## Patient Portal Home Page

Once the patient logins to the portal website, the *Home Page* appears.

- New Messages: Any new messages sent by the practice are displayed on the home page.
  - To send a message to the practice, click Send a message.
  - Choose the Location and Type from the dropdown arrows, then free-text the Subject and Message.
  - Click Send.

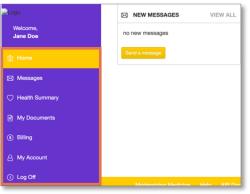


- Update your information: Click to update demographic information and medical history.
- **Request an appointment:** Opens a portal message that is defaulted to an "appointment" type message.
  - Select the Location and Message type by clicking on the drop-down arrows, then free text in the Subject and Message fields.
  - Click Send.
- Pay your bill: Click to access Online Bill Pay. \*gPM only

♡ Update your information	>
T Request an appointment	>
	>

### Portal Navigation Panel

On the left-hand side of the *Home Page*, seven icons are displayed:



• Home: Displays alerts for New Messages, Upcoming Appointments and New Documents.



• Messages: Displays Inbox Messages, Sent Messages and Deleted Messages.



# Patient Portal Basic Navigation



• Health Summary: Click to view the Health Summary. Click Download to save the document.

Logó	O My Health Sum	mary	Down	load Pending P	
Welcome, Jane Doe	Table of contents				
館 Home	<ul> <li>Personal Info</li> </ul>	<ul> <li>Allergies</li> </ul>	<ul> <li>Medications including Vitamins &amp; Herbal Supplements</li> </ul>	<ul> <li>Problems</li> <li>Conditions</li> <li>Diagnostic studies</li> </ul>	8
🖾 Messages	Procedures     Immunizations     Health Concerns	<ul> <li>Implantable Devices</li> <li>Vital Signs</li> <li>Assessment</li> </ul>	<ul> <li>Family history</li> <li>Plan of treatment</li> <li>Goals</li> </ul>	<ul> <li>Social history</li> <li>Results</li> </ul>	
				EXPAND ALL	COLLAPSE AL
My Documents	My Personal Information				0
<li>Billing</li>	Name: Jane D	loe			

 My Documents: Click to view all documents sent by the practice. Unread documents have a *New* icon appearing immediately after the document title. An email is sent to the patient with the subject line: "[Practice Name]: New patient portal activity." when documents are published to their portal account.

Logo	My Documents	to
Welcome,		Download Send
Jane Doe	SELECT ALL CLEAR SELECTION	
渝 Home	Letter to Patient on 2/10/2020 =	
🖾 Messages		
C Health Summary		
My Documents		

- Billing: Click to access Online Bill Pay. \*gPM Only
- My Account: Click to change the portal username, password, grant access to a family member or caregiver, or view the history of the portal account.
- Log Off: Click to log out of the patient portal session and return to the login page.

## Forgot Username

- 1. Access the Patient Portal login page.
- 2. Click Forgot Username?

Username
Password
Sign in
Signin
Forgot Username? Forgot Password?

3. Enter your First Name, Last Name, Date of Birth, and Email into the provided fields and click Next.

RECOVER USERNAME
First name
Last name
02/10/2020
Email
Email address must be the one you used to register on Patient Portal.
Cancel Next>>

4. Enter the answer to your security question and click **Submit**.

Security que What is the na	s <b>tion</b> ame of your first p	pet?	
DOG			
	Cancel	Submit	