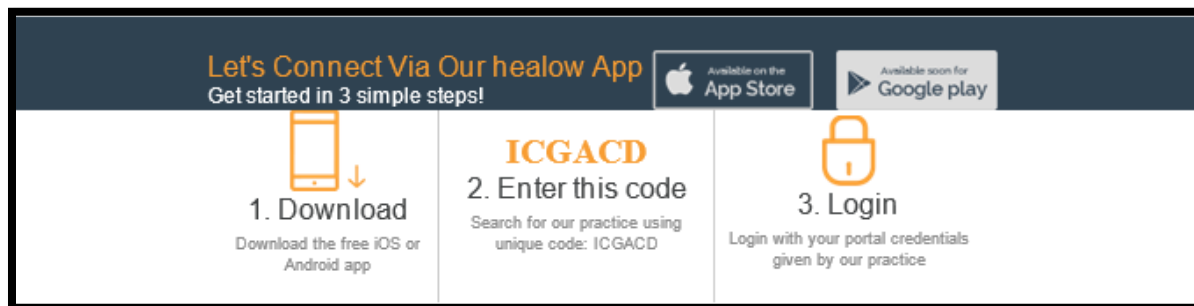
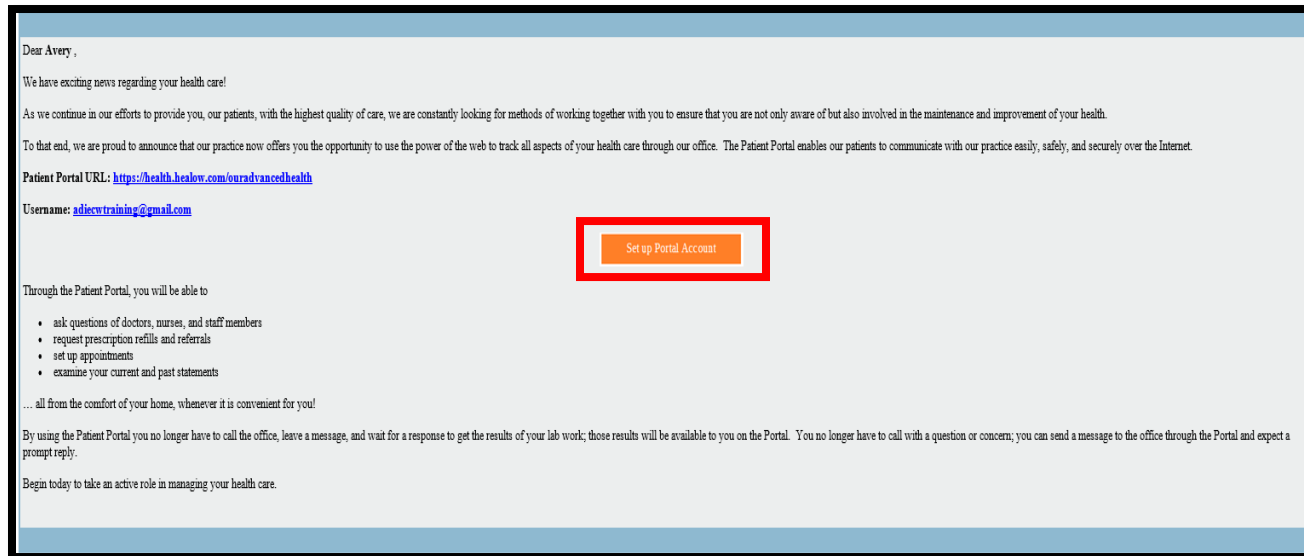




## Online Patient Portal User Guide

Once your Patient Portal account has been activated by your Physician Services staff member, you will receive an email with your User Id and Temporary Password. This email will also include the link to our Patient Portal.


1. Click the **Orange Set Up Portal Account** button.



CONFIDENTIAL – Contains proprietary information and not intended for distribution outside AdvancedHEALTH



## 2. Complete the User Validation Process

Login

**1** User Validation

Welcome Avery

Please select the phone number and the verification code will be sent to the selected number.

Phone Number  
 \*\*\* - \*\*\* - 5555  \*\*\* - \*\*\* - 5555

How would you like to receive a unique code?


Voice  Text

If the number(s) or email above are not correct, please call our offices to update your account information and re-initiate the process.

Cancel Send Code

Authentication, Reset Password and Consent

Help us to serve you better! Please submit few details about you.

Login

**2** Verification Code

Please enter the validation code you received on the phone number provided.

Resend Code

Code is valid for 5 minutes or 6 attempts

Cancel Verify

Authentication, Reset Password and Consent

Help us to serve you better! Please submit few details about you.

CONFIDENTIAL – Contains proprietary information and not intended for distribution outside AdvancedHEALTH



[Login](#)

### Authentication, Reset Password and Consent

Help us to serve you better! Please submit few details about you.

### 3 Reset Password

Please Select your new Password. Refer [Password Guidelines](#) to create secure passwords.

New Password

Confirm New Password

[Cancel](#) [Next](#)

[Login](#)

### Authentication, Reset Password and Consent

Help us to serve you better! Please submit few details about you.

### 4 Consent Form

Please acknowledge reading and accepting conditions in consent form.

[eClinicalworks...](#) [Practice Consent Form](#)

**Risks of Using Online Communication** All medical communication carries some level of risk. While the likelihood of risks associated with the use of online communication, particularly in a secure environment, is substantially reduced, the risks are nonetheless real and very important to understand. It is very important that you consider these risks each time you plan to communicate with your physician, and communicate in such a fashion as to mitigate the potential for any of these risks. These risks include, but are not limited to: Online communication may travel much further than you planned. It is easier for online communication to be forwarded, intercepted, or even changed without your knowledge. Online communication is easier to falsify than handwritten or signed hard copies. A dishonest person could attempt to impersonate you to try to get your medical records. It is harder to get rid of an online communication. Backup copies may exist on a computer or in cyberspace, even after you have deleted your copies. Online communication is not private simply because it relates to your own medical information. Employers and online services have a right to inspect and keep online communication transmitted through their systems. Online communication is also admissible as evidence in court. Online communication may disrupt or damage your computer if a computer virus is attached. Patient Acknowledgement and Agreement I acknowledge that I have read and fully understand this consent form. I understand the risks associated with online communication between my physician and me, and consent to the conditions outlined herein. In addition, I agree to follow the instructions set forth herein, as well as any other instructions that my physician may impose to communicate with patients via online communication. I have had a chance to ask any questions that I had and to receive answers. I have been proactive about asking questions related to this consent agreement. All of my questions have been answered and I understand and concur with the information provided in the answers.

I have read the consent form and the above information.

[Decline](#) [Agree & Next](#)

CONFIDENTIAL – Contains proprietary information and not intended for distribution outside AdvancedHEALTH



## Welcome to your Patient Portal

Congratulations, you have successfully activated your patient portal!!!

From the left chart panel you can view your upcoming appointments, messages, medical records, current medications and lab results.

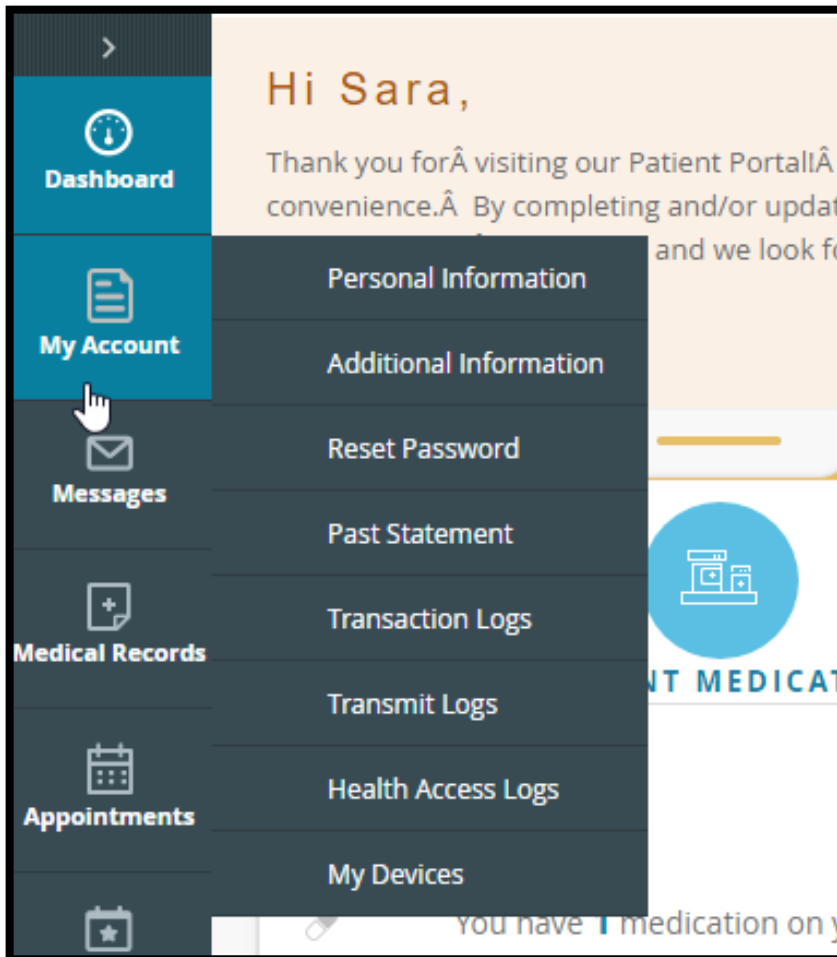
The screenshot displays the patient portal interface. On the left is a dark navigation menu with icons for Dashboard, My Account, Messages, Medical Records, Appointments, Questionnaires, and Trackers. The main content area has a light orange header with a 'Hi' greeting and a welcome message. Below the header are three white panels:

- APPOINTMENTS:** Shows 1 appointment for 'Provider AATest' at 'Advanced Orthopedics & Sports Medicine' on '04/01/2022' at '12:00 PM CDT'. Includes a 'View All' link.
- MESSAGES:** Shows 5 unread messages, all are reminders for upcoming appointments on 'Sun, Dec 12'. Includes a 'View All' link.
- CURRENT MEDICATION:** Shows 13 medications: Metformin HCl, 500 MG; Fluticasone Propionate, 93 MCG/A...; and Ibuprofen, 200 MG. Includes a 'View All' link.

CONFIDENTIAL – Contains proprietary information and not intended for distribution outside AdvancedHEALTH



## My Account



**Personal Information** – Update your demographic information

**Additional Information** – Enter/Update your preferred pharmacy, additional address information and emergency contacts

**Reset Password** - Reset your password

**Past Statement** – View statements and pay balance online.

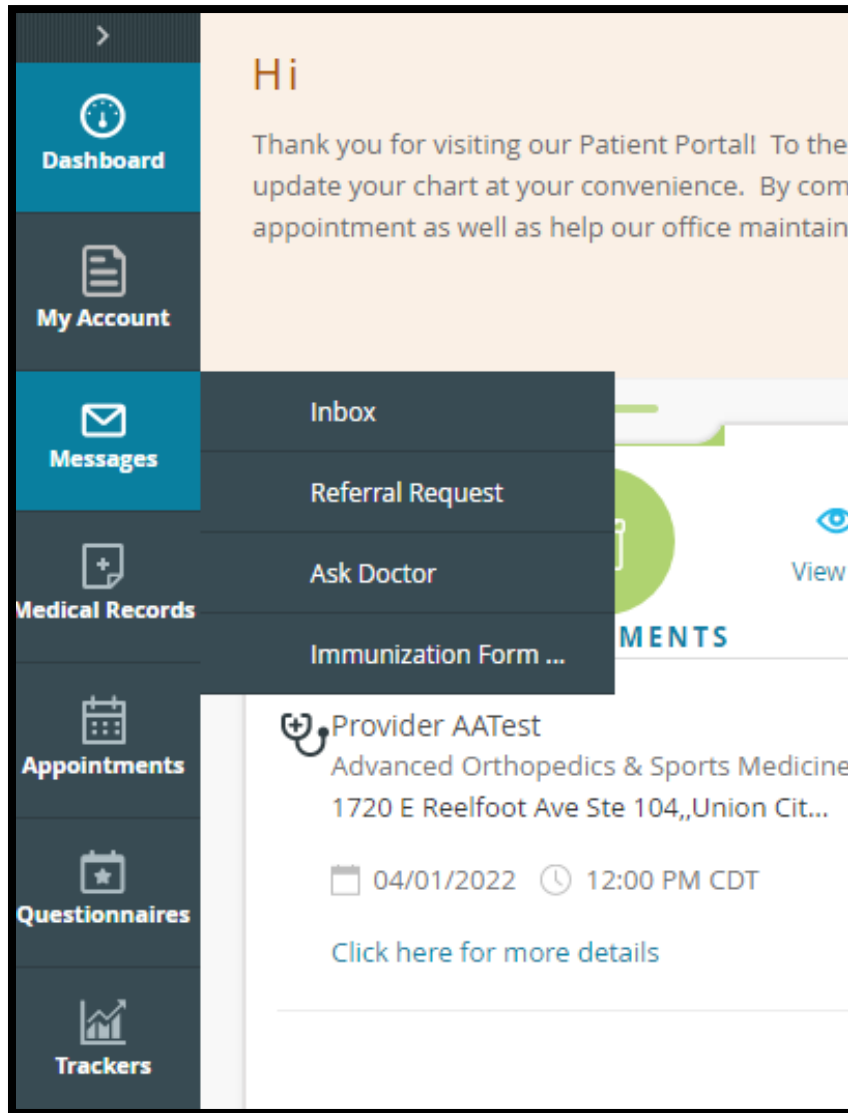
**Transmit Log** – View history/status of Personal Health Records you have sent

**Health Access Logs** – Viewing history of your Patient Portal

**My Devices** – If you use Healow, click here to show what devices it is installed on and retrieve your PIN.



## Messages



**Inbox** – Messages the practice has sent

**Referral Request** – Request a referral

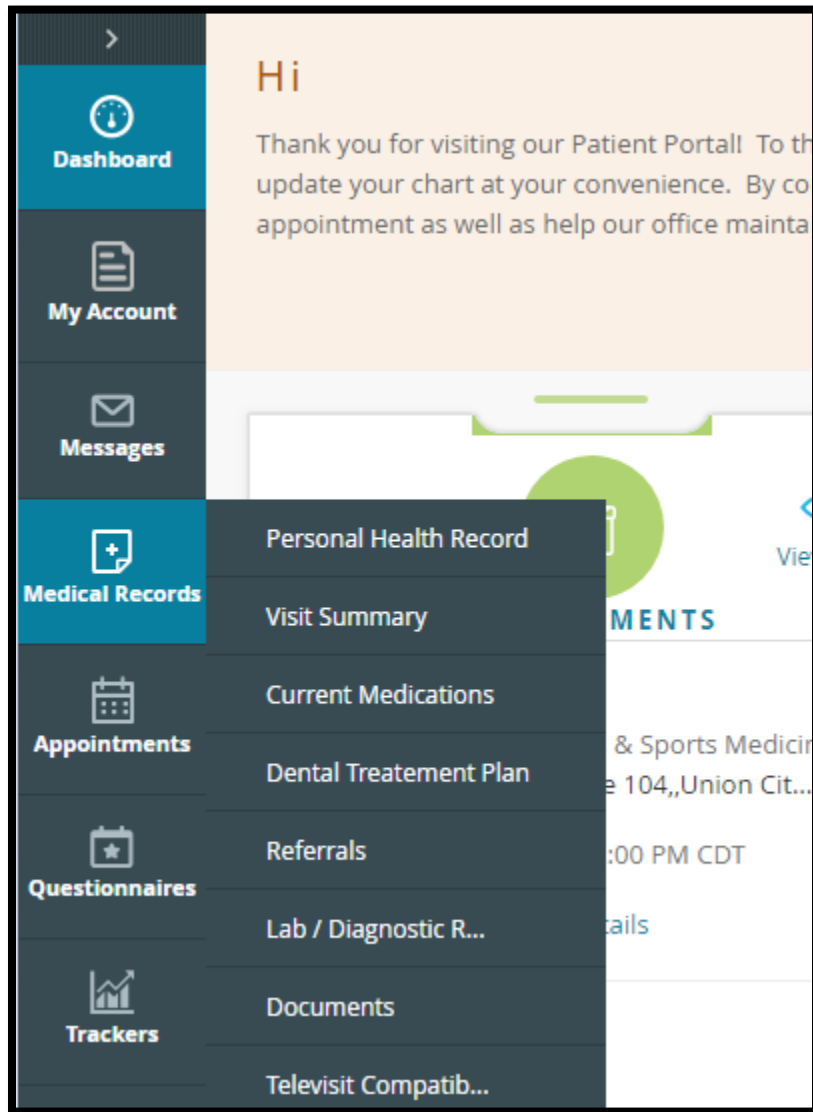
**Ask Doctor** - Same as composing a message from your inbox

**Immunization Form Request** – Send a message requesting your Immunization record

CONFIDENTIAL – Contains proprietary information and not intended for distribution outside AdvancedHEALTH



## Medical Records



**Personal Health Record** – Generate and share your health records which include Problem List, Medications, Demographics, Immunizations, etc.

**Visit Summary** – View and/or Share the visit summary from current and past visits

**Current Medication List** – View a list of your current medications

**Referrals** – View your past referrals or request a new referral from your provider

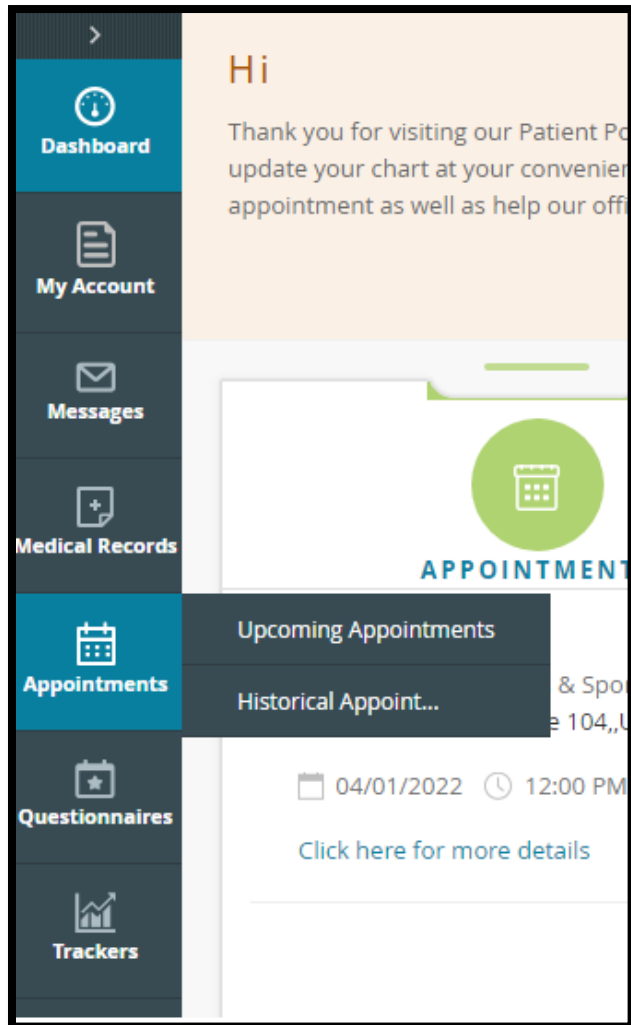
**Lab/Diagnostic Reports** – View past lab and imaging results that have been released to the portal by your physician. (Note: Not all lab and imaging results are available on the portal)

**Documents** – View documents that have been released to the patient portal by clinical staff

**Televisit Compatibility** – Allow you to run a system compatibility check at any time to test your system for TeleVisit appointments. You can also find TeleVisit Support FAQ's.



## Appointments



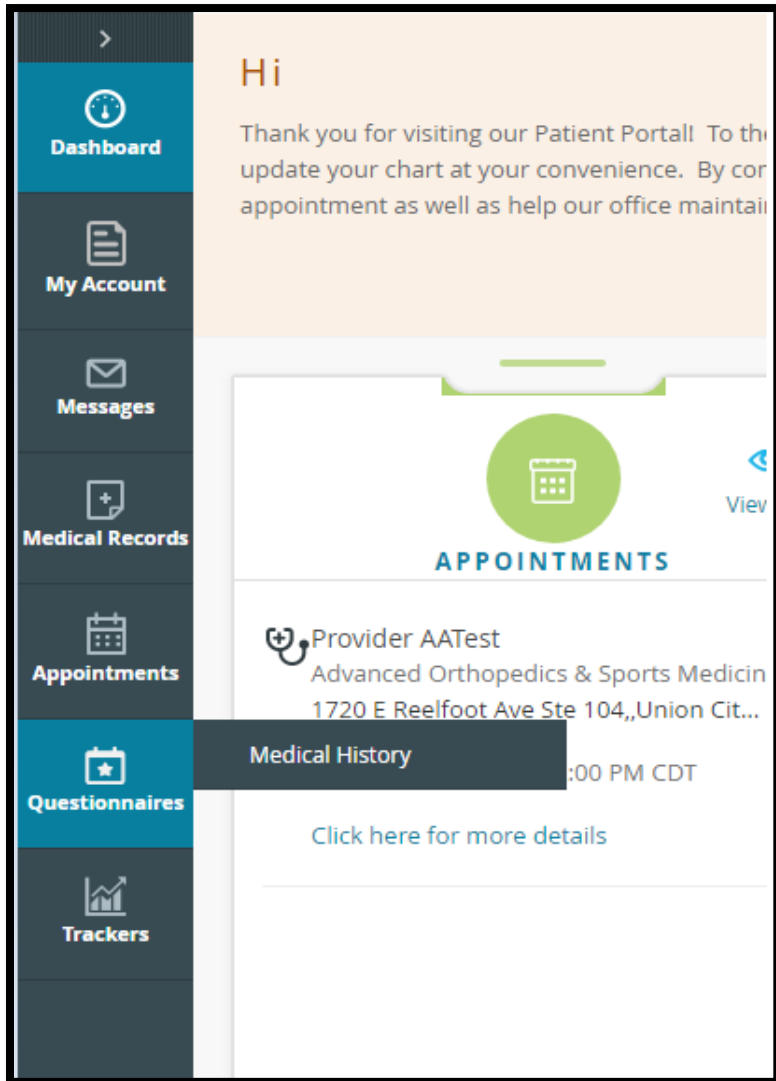
**Upcoming Appointments** – View all current appointments you have scheduled

**Historical Appointments** – View previous appointment scheduled with the practice





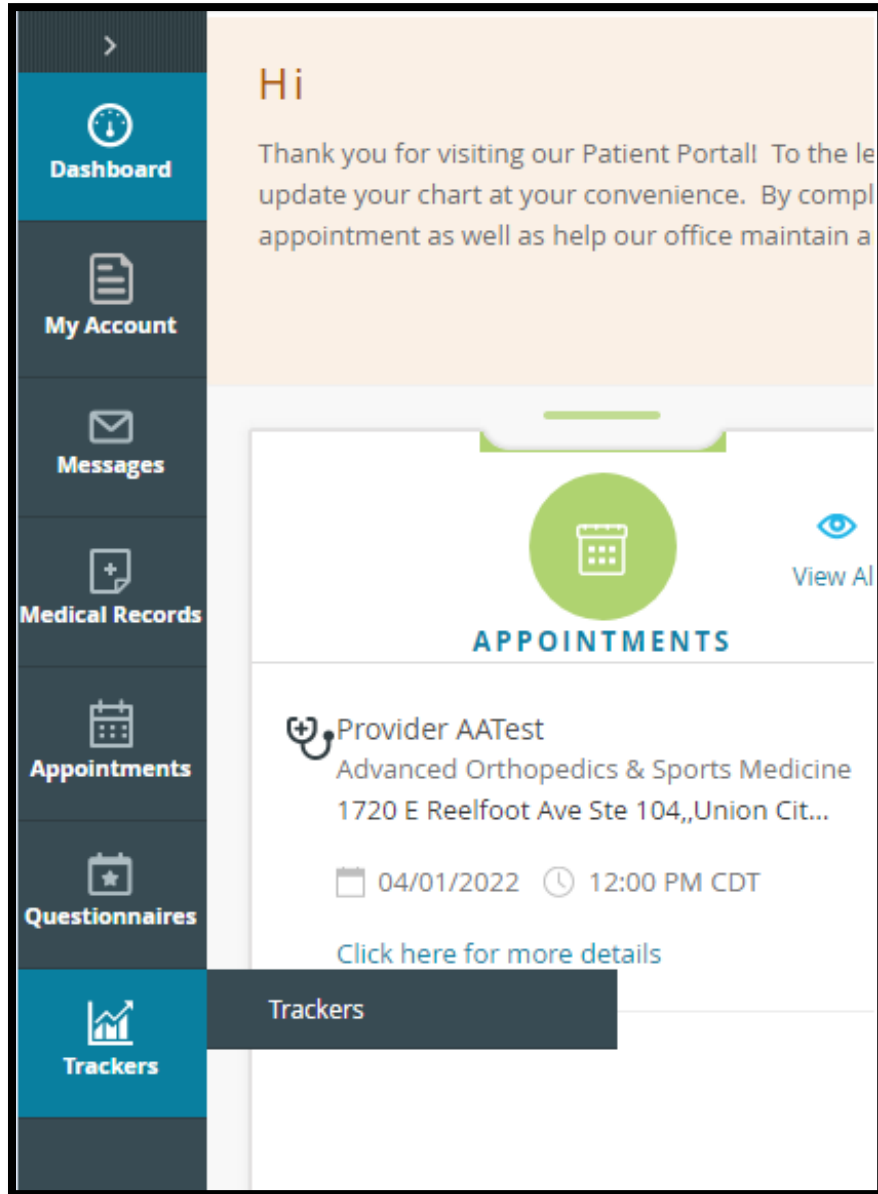
## Questionnaires



**Medical History** – Update your Family, Medical and Social History



## Trackers

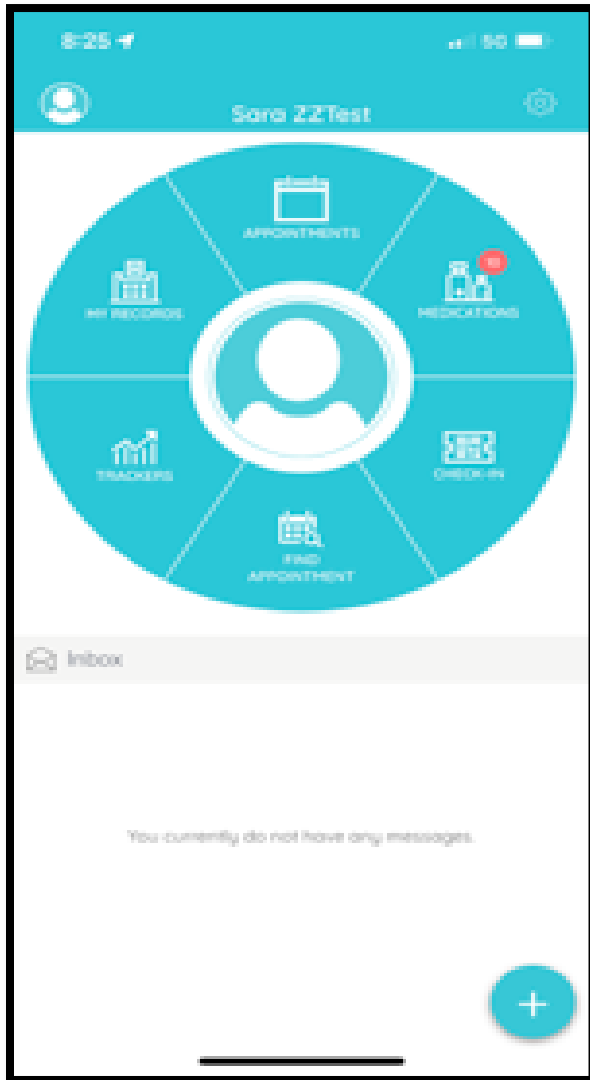


**Trackers** – Allows you to capture, calculate and display your vitals manually or in conjunction with fitness technology, i.e. fit bit, for import into your chart for provider review

Options to Monitor Include: Steps, Distance, Calories, BMI, Sleep, Blood Pressure and Blood Sugar



## Healow APP

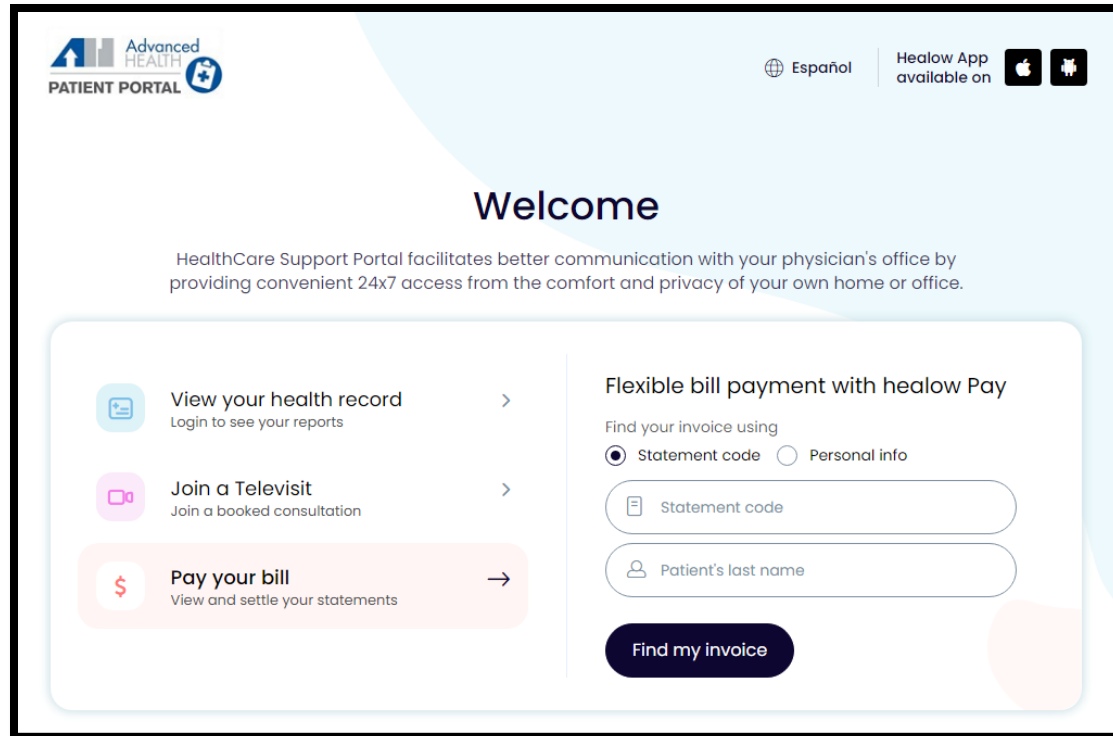


The Healow App can be uploaded to a smart phone and allows access to the Patient Portal.

The Healow App provides access to view and pay statements.



## Healow Pay



View and pay your statement online.