

Patient Portal

Patient Portal

Facilitates Communication between a practice and its patients in order to improve the quality of care. Patient Portal is a secure, web-Based, self service portal that provides online interaction between patients and the practice.

Benefits to Patients

Improved Healthcare with improved and efficient communication.

Submit request for referrals, refills, and more.

Submit messages to a general mailbox, view medical records, receive educational material relevant to their condition.

Benefits to Practice

Communicate more frequently and effectively with patients

Manage a streamlined, bi-directional communication conduit. This reduces the time spent on phone calls, call routing, and call-backs, thereby maximizing the efficiency of the patient care process

Increasing clinical efficiency, allowing providers to see more patients.

Improving appointment compliance and reducing “no-shows”

Web-Enabling from the Patient Hub

Path: Patient Look-up > Primary Search Window (search patient name Last name, first name), click patient name > navigate to Patient Hub.

Click Info from the Patient Hub

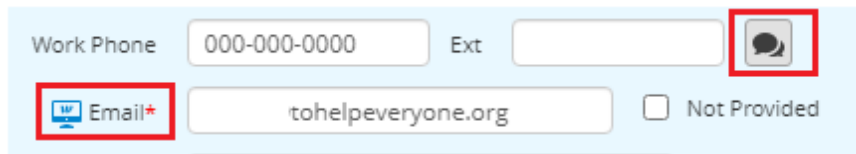
The screenshot displays the Patient Hub interface for a patient named Anita Test. The header bar shows the patient's name, date of birth (Jan 1, 1976), age (46 yo F), and account number (9706). Below the header, there is a sidebar with icons for Labs, DI, Procedure, and Imm/T.Inj. The main content area shows a photo of a group of people, followed by patient details: Test, Anita 46Y, F, with an 'INFO' button highlighted in red. Below this, the address is listed as 5000 Palmyra Rd., Los Angeles, CA-90008, and the phone number is 000-000-0000. The date of birth is 01/01/1976. The account number is 9706, and the messenger status is 'Enabled: Yes'. The 'Web Enabled' status is highlighted in red as 'Yes', and the 'healow Tracker Data' is 'Yes'.

Note: If the Patient has been Web-enabled already, there will be a “Yes” indicator from the Patient Hub web Enabled section.

Patient Portal

Web-Enabling from the Patient Information Window

Enter Patients email to begin the Web-enabling process in eCW > Click the text bubble

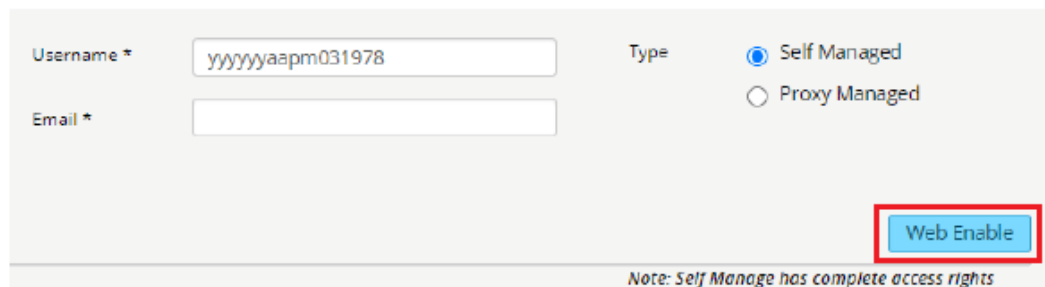


Work Phone 000-000-0000 Ext 

 Email* ☐ Not Provided

Email will populate in the username field, updated according to Patient,
Create the user name and Password.
Patient in 18+ so "Self Managed" will default.

Click Web Enable

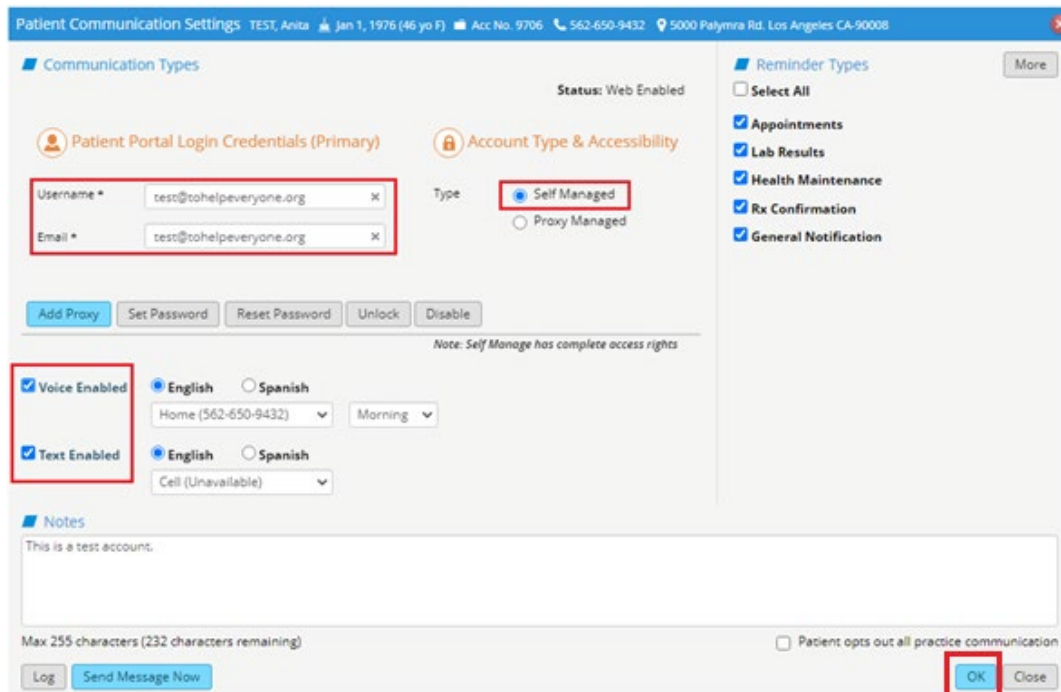


Username * Type ☒ Self Managed
Email *

☒ Proxy Managed

Web Enable

Note: Self Manage has complete access rights



Patient Communication Settings: TEST, Anita Jan 1, 1976 (46 yo F) Acc No. 9706 562-650-9432 5000 Palmyra Rd. Los Angeles CA-90008

Communication Types Status: Web Enabled

Patient Portal Login Credentials (Primary)

Username * X
Email * X

Account Type & Accessibility

Type ☒ Self Managed ☐ Proxy Managed

Add Proxy Set Password Reset Password Unlock Disable

Note: Self Manage has complete access rights

Voice Enabled ☒ **Text Enabled** ☒

English Spanish
Home (562-650-9432) Morning
English Spanish
Cell (Unavailable)

Reminder Types More

Select All

☒ Appointments
☒ Lab Results
☒ Health Maintenance
☒ Rx Confirmation
☒ General Notification

Notes

This is a test account.

Max 255 characters (232 characters remaining)

Log Send Message Now

☐ Patient opts out all practice communication

OK Close

Patient Portal

Click **OK** to accept all updates.

The following table describes the buttons that display in the Web Enabled section once the patient is Web-Enabled:

Buttons	Description
Add Proxy	Click <i>Add Proxy</i> to add a proxy to the patient's account. For more information, refer to the section Adding a Proxy to a Patient Account .
Set Password	Click <i>Set Password</i> to type a new password that can easily be provided to the patient/proxy.
Reset Password	Click <i>Reset Password</i> to auto-generate the password for the patient.
Unlock	After a patient is Web-enabled, you may need to unlock that patient's account for various reasons. For example, if the patient enters their password incorrectly three times, the system will automatically prevent the patient from accessing the Portal until their account is unlocked. Click this button to unlock the Patient Portal account, if the account has been locked.
Disable	Click this button to disable the patient's account. The system prohibits the selected patient from accessing the Patient Portal.

Patient Portal

Send link to Patient Phone

Patient Hub > Messenger > Send Message

Deselect *Emessage* and select Voice or Text/SMS or Text/SMS

Note: This option will be dependent on the Modality the Patient signed up for.

Send Message - TEST, Anita Jan 1, 1976 (46 yo F) Acc No. 9706 562-650-9432 5000 Palmyra Rd. Los Angeles, CA 90008 gpitre@tohelpeveryone.org

Patient Preferences on Modality

Choose Modality

☐ eMessage ☐ Voice ☐ Text/SMS ☒ Voice Or Text/SMS

Choose Template

Provider/ Staff

Message Type

Template	Msg Type
patient portal link	General

No. of Result Page 1 of 5

Preview Message

Voice Text/SMS

Keywords English

SMS

T.H.E. has the Patient Portal. This means that you can have immediate access to your electronic health record. Click the following link to access the Patient Portal.

<https://www.tohelpeveryone.org/>

Total Patients : 1

Note: Verify message was sent by checking Messenger Log and select modality.

Communication Logs TEST, Anita Jan 1, 1976 (46 yo F) Acc No. 9706

Messenger Log

From Message Status 0 Selected

To Message Type All

Sent By Resource All Resources

Provider Facility All

	TO NAME	TO PHONE	STATUS	SENT DATE	SENT TIME	MSG TYPE	STATUS/ERROR MSG	MSG TEXT	REPLY	SENT BY
☐	Anita Test	5626509432	Completed	08/18/2022	09:59:20	General	Ok			Gilbert, Pitre

Message Text

Sent Template

T.H.E. has the Patient Portal. This means that you can have immediate access to your electronic health record. Click the following link to access the Patient Portal. <https://www.tohelpeveryone.org/>

Actual Template

T.H.E. has the Patient Portal. This means that you can have immediate access to your electronic health record. Click the following link to access the Patient Portal. <https://www.tohelpeveryone.org/>

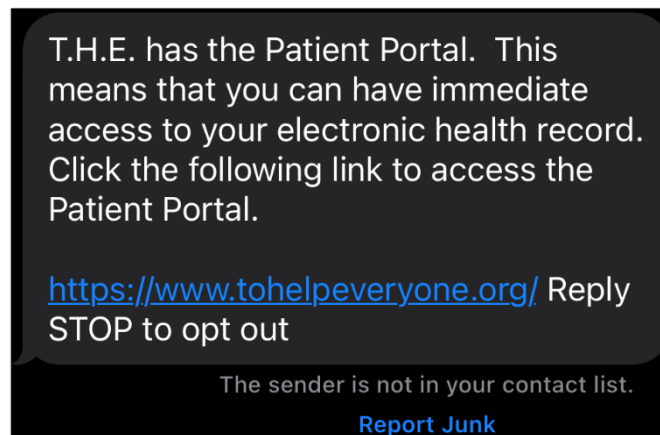
Patient Portal

Patient View

Patients can access the Patient Portal application from their home computer once they have been Web-enabled by the practice. When the patient has been Web-Enabled send them their Patient Portal link via Messenger from the Patient Hub.

Patient Mobile Device process via LINK

Patient will click the link provided By T.H.E Health & Wellness clinic

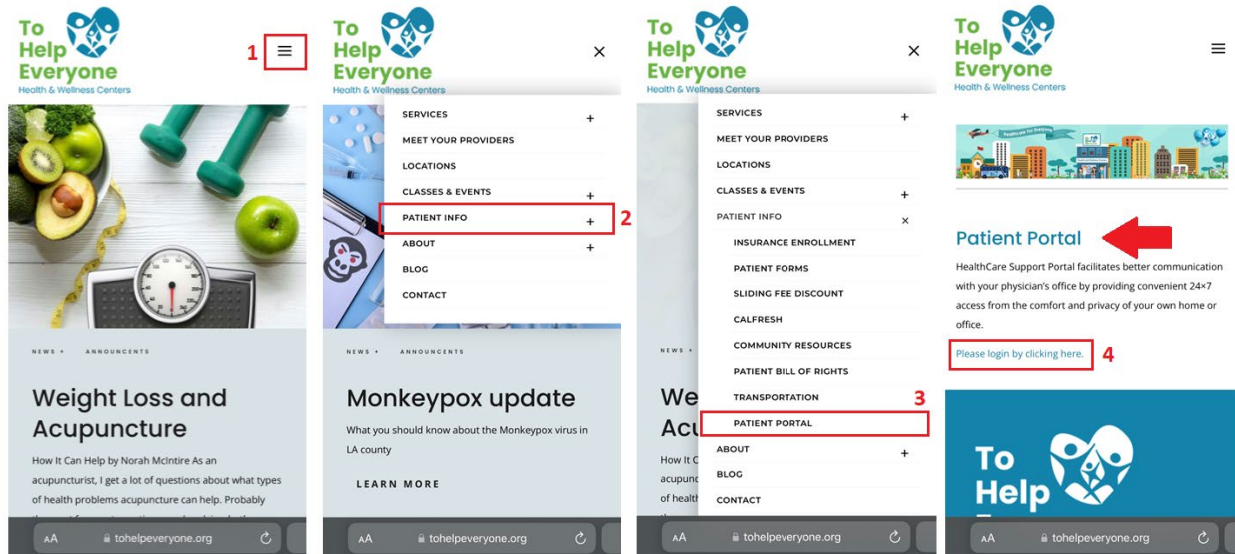


Note: Remind Patient not to click "Report Junk" to prevent interruption to any future communications to Patient.

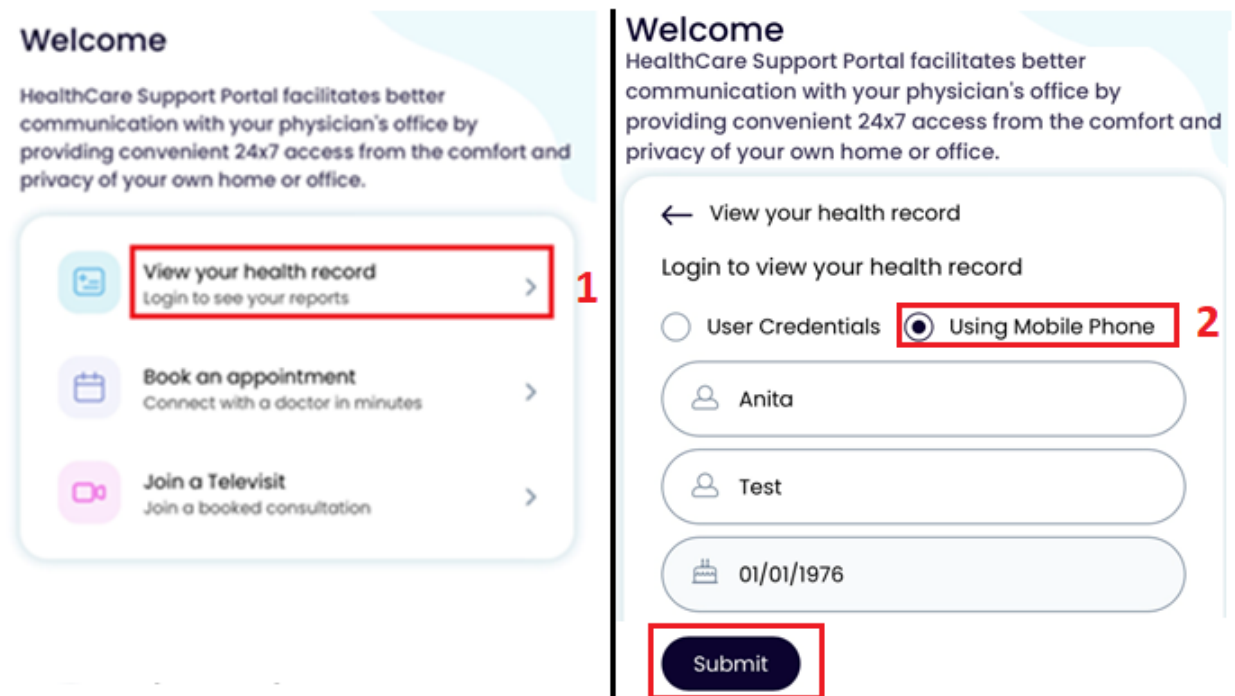
After clicking the link, it will direct you to www.tohelpeveryone.org

1. Patient will click the (3-Lines) in the Upper Right corner of the screen.
2. Click PATIENT INFORMATION
3. Click PATIENT PORTAL,
4. Click *Please login by click here* link from the Patient Portal Web-Page

Patient Portal



1. Click **View your health record** selection.
2. Select **Using Mobile Phone** > enter first name, last name and Date of Birth > click **Submit**



3. Patient will enter Captcha > click **Submit**
4. Security code will be send to the provide number on file (last 4 numbers will be displayed)

Patient Portal

Welcome

HealthCare Support Portal facilitates better communication with your physician's office by providing convenient 24x7 access from the comfort and privacy of your own home or office.

← View your health record

Login Using Mobile Phone

Please enter captcha



73571

Submit

[Return to Login Page](#)



Welcome

HealthCare Support Portal facilitates better communication with your physician's office by providing convenient 24x7 access from the comfort and privacy of your own home or office.

← View your health record

Login Using Mobile Phone

We will send verification code to confirm access to below number.

Standard text messaging rates apply

☒ *** - *** - 9432

☐ *** - *** - 9432

Send Code

[Return to Login Page](#)

4

Using Username and Password

1. Enter the username and password given to you by your health center. Enter them exactly as they appear to login. Click Login.
2. You will be asked to confirm your identity through the phone number you have shared with your health center to input a unique code, Click Send Code
3. Input the code you receive via text into the Verification Code field. Click on Verify.



Welcome

HealthCare Support Portal facilitates better communication with your physician's office by providing convenient 24x7 access from the comfort and privacy of your own home or office.

← View your health record

Login to view your health record

1 ☒ User Credentials ☐ Using Mobile Phone

User Name

Password

Login

[Trouble logging in?](#)

Authentication, Reset Password and Consent

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

1 User Validation

Welcome Anita

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

Phone Number

☒ *** - *** - 9432

☐ *** - *** - 9432

OR

Email

☐ gpi**e@tohelpeveryone.org

How would you like to receive a unique code?

☐ Voice

☒ Text

2

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.

2 Verification Code

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

Enter code

Resend Code 3

Code is valid for 5 minutes or 6 attempts

[Cancel](#)

Verify

Patient Portal

4. Create your unique password and keep it confidential to patient, click NEXT
5. Congratulations the Patient is now logged into the Patient Portal

Authentication, Reset Password and Consent

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

1

User Validation

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

New Password

4

Confirm New Password

Cancel

Next

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Hi Anita, 5

Welcome to T.H.E. Health and Wellness Center's Patient Portal!
Our practice is proud to present you the opportunity to improve your management of your own health care through efficient and secure electronic communication with our clinic and staff.

5 unread



View All

MESSAGES

Reminder for your upcoming appointment
Sun, Jul 10

Reminder for your upcoming appointment
Tue, Jun 14