

## GETTING TO KNOW

# Your New Patient Portal

The online Patient Portal is a central place to manage your health anytime, anywhere. Request appointments, send messages or refill requests, access your medical record, and view your test results online.

## Features of the Patient Portal



### Online Appointment Scheduling

Request an appointment online 24/7. You can also view details of upcoming appointments that you've already scheduled.



### Refill Requests

Request prescription refills online without having to take time out of your day.



### Private Messaging

Communicate privately with your provider and our care team any time of the day or night with secure messaging.



### Test Results

See your lab results and health history instantly without scheduling an appointment.



### Medical Record Access

Easily access and view your medical record online.

## How do I get connected?

There are several different ways to get connected to the portal:

- **Sign up at your Health Center.**
- **Sign up at home** by submitting a New Portal Login Request Form online [here](#).

# Patient Portal Instructions for Online Scheduling

Here are step by step instructions to help you navigate the portal with ease to schedule appointments.

## Ways to gain access to the Patient Portal

- 1** Existing portal users should see a message directing you to the new portal URL link in your portal.
- 2** At your next visit to the Health Center, set up your portal account with the help of a care team member.
- 3** Sign up at home by submitting a New Portal Login request form online [here](#).

## Account Creation and Logging In

Follow the link provided in your existing Athena Portal or a link sent to you by the Health Center. Enter your email address for your username and create a password. You will receive an email notification once you have created an account.

## Home Screen Navigation

**Toolbar:** On any page, you will see the following toolbar on the left-hand side of the page:

- **Home:** At any point clicking on Home will bring you back to this initial starting page.
- **Messages:** Privately and securely communicate with your care team.
- **Appointments:** Schedule follow up, sick, annual physical, and lab work appointments.
- **Prescriptions:** Submit refill requests and view current prescription status.
- **Profile:** View your personal profile and update your information.
- **Medical:** View your medical history and documents.
- **Settings:** Change or update certain portal account information.
- **Help:** Support for your Patient Portal.
- **Logout:** Clicking “Logout” will sign you out of the Portal.

## Scheduling Appointments Online

On the toolbar on the left-hand side of any page, if you select Appointments, it will lead you to an Appointment Creator page where you can request one of four types of appointments.

You are able to create an appointment 24 hours out from the time of appointment creation. **If you need to get into the Health Center sooner than 24 hours, please call the Health Center at the number listed at the top of any page in your Portal.**

- **Annual Physical**
  - **Follow Up:** This appointment type is used for follow up from a prior Lab Work or Referral Appointment.
  - **Lab Work:** This appointment type is used when you need to have blood drawn.
  - **Sick Visit:** This appointment type is used when you want to see a Provider when you are feeling sick and if you want to be tested for a particular illness.
- 1** To create an appointment, you will fill out all 4 criteria listed and select Search.
  - 2** After you click Search, the available appointments will be listed on the right. You will select the Provider and time slot that works for you.
  - 3** Once you select your appointment time and click Submit & Continue, it will direct you to the final page to fill out the reason of your appointment request in the description box. It will also require a contact phone number and email address.