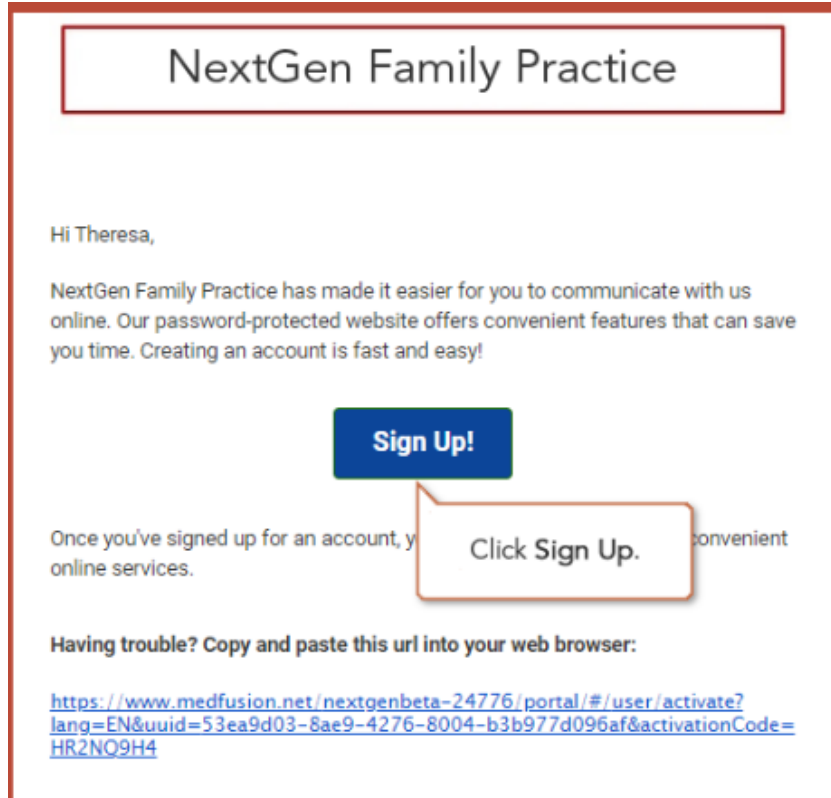
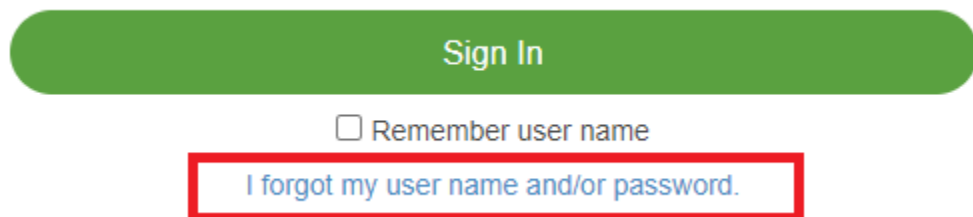


## How to Sign up for the Patient Portal

1. Patient will receive email to sign up for portal. Patient will need to click 'Sign Up' button on the email to create account.
  - a. If you do not receive an email to sign up for the portal, please call DVCH front desk to request it.



- b. If you already signed up for the portal but forgotten your username/password, please click on 'I forgot my username and/or password' on the login screen.



2. Patient will need to verify their information to create their account. They are required to enter in their zip code and their DOB. Click 'Continue' to proceed to the next step.

## Please Verify Some Information

Please enter your date of birth and zip code so that we can verify you.

ZIP code

Date of birth

Month	▼	Day	Year
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Cancel

Continue

3. Once the information is verified, they will land on the 'Welcome! Create Security Details' page to create their account. They will need to enter the following;
  - a. Username
  - b. Password
  - c. Primary location
  - d. Security Question and Answer
    - i. Would be used for password reset.
  - e. Phone Number

## Welcome! Create Security Details

Thank you for joining the portal. Please create a password and answer a secret question.

User name

Secret Question

Password

Your password must contain 8-32 characters, include no common words, and fulfill three of the following:

- one capital letter
- one lower case letter
- one number
- one symbol (&%#@!?)

Answer

Phone

<input type="text"/>	<input type="text"/>	<input type="text"/>	Type	Mobile	▼
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Primary Location

By creating an account, I accept my health care provider's [Notice of Privacy Policy](#) and the [Terms of Service](#).

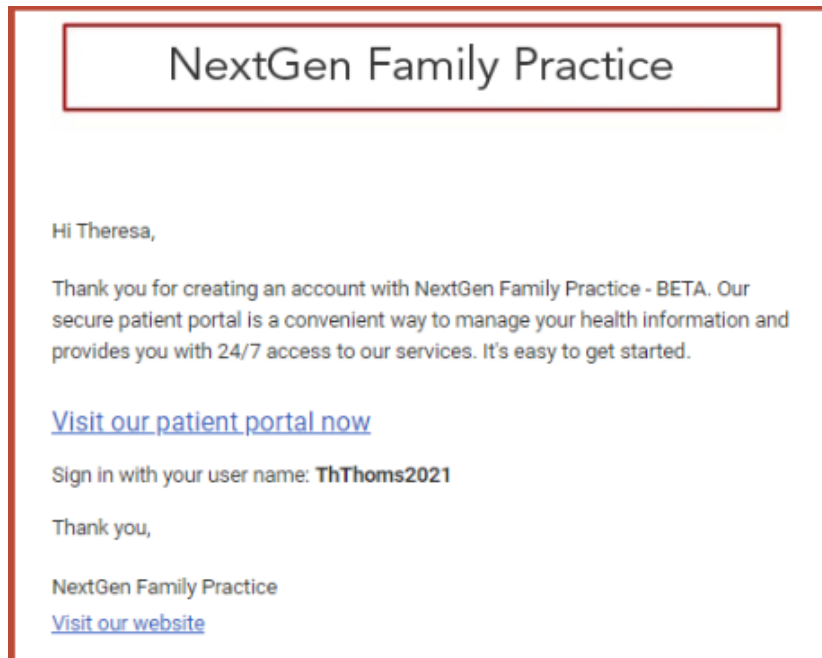
Enter Portal

- Please note that patients can also review their Notice of Privacy Practices on the bottom.

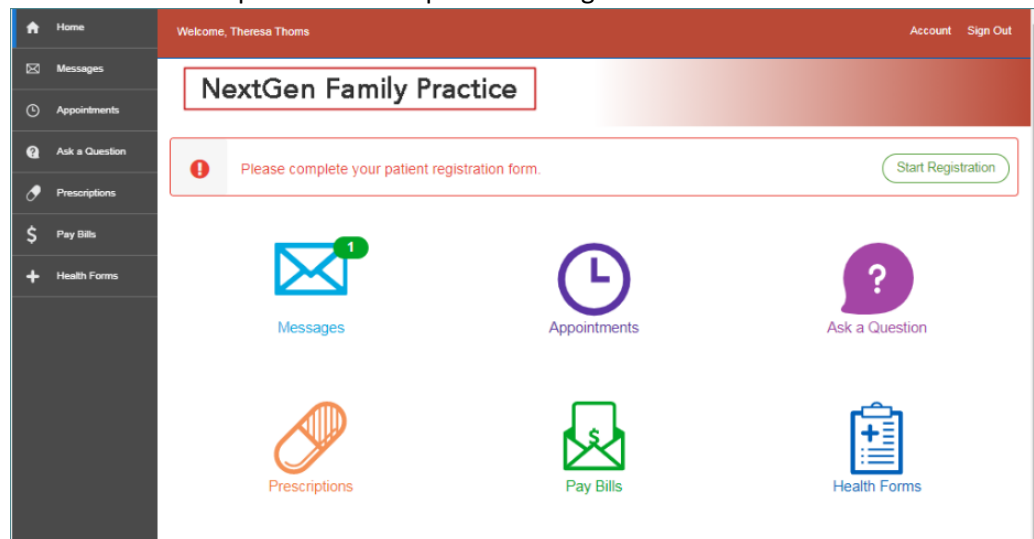
By creating an account, I accept my health care provider's [Notice of Privacy Policy](#) and the [Terms of Service](#).

Enter Portal

- Click 'Enter Portal' once finished. Once patient has created account, an email will be sent out, confirming the patient an account has been made.

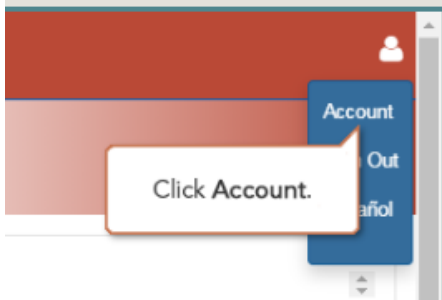


4. Once patient clicked 'Enter Portal', this will bring them to the home page of the portal.
  - a. There will be an alert for patients to complete their registration form.



- i. Messages: Users can see if they have new messages, messages they have sent, or the option to ask a staff member.

- ii. Schedule an appointment:
    1. Patient can utilize the 'Appointments' icon to schedule their appointment.
  - iii. Ask a Question: Users can ask staff member a question
    1. Appointment questions
    2. Ask a Medical Question
    3. Ask a Staff Member
    4. Billing Questions
  - iv. Medications: Users can submit prescription renewals, as well as view any active/inactive medications they currently have.
  - v. Health Record: The portal will automatically generate a health record summary from the most recent encounter.
    1. Patients will also have the option to request a specific date range for their medical records. They will receive a message once their requested health records are fulfilled.
5. To review their account details, they can go to the top right and click on the person icon and click 'Account'.



- Click Edit to access the Account Page

## Account

My Account

 Theresa Thoms

[Edit](#)

Linked Account(s)

Trusted Representatives

[Invite New](#)

- a. Patient will have the option to make updates to;
  - i. Their Online Portal Profiles

**T My Account**

Profile Security Preferences Account Activity

First name: Theresa

Last name: Thoms

Date of birth: February 21 1941

Race: Black or African American

Ethnicity: Not Hispanic or Latino

1. Profile: This will make changes only to their online profile on Medfusion. Note that this does NOT carry over to NextGen.
- ii. Changes to their Security Settings

## My Account

Profile Security Preferences Account Activity

### Change your security settings

Email address TThoms2021@gmail.com	<a href="#">Change</a>
Password *****	<a href="#">Change</a>
User name ThThoms2021	<a href="#">Change</a>
Security question What was the name of your first pet?	<a href="#">Change</a>

1. Patient can change their email address, login credentials and security question.
- iii. Preferences

# My Account

[Profile](#) [Security](#) [Preferences](#) [Account Activity](#)

Primary Location	Statement preference
<input type="text" value="Family Practice Location"/>	<input type="text" value="Electronically"/>
Preferred language	Preferred provider
<input type="text" value="English"/>	<input type="text" value="Enter Provider"/>

1. Can make changes to their Primary location, Statement Preference, Preferred Language and Preferred Provider.
  - a. These changes do not sync over to Nextgen. These preferences are only for her online portal account.

## iv. Account Activity

[Profile](#) [Security](#) [Preferences](#) [Account Activity](#)

View information about the latest activity for this patient account.

Access Type	User	Date/Time
Health information viewed.	Theresa Thoms	02/12/2021 4:08 PM
Health information viewed.	Theresa Thoms	02/12/2021 12:12 PM

1. Patients can see when they viewed their health information