

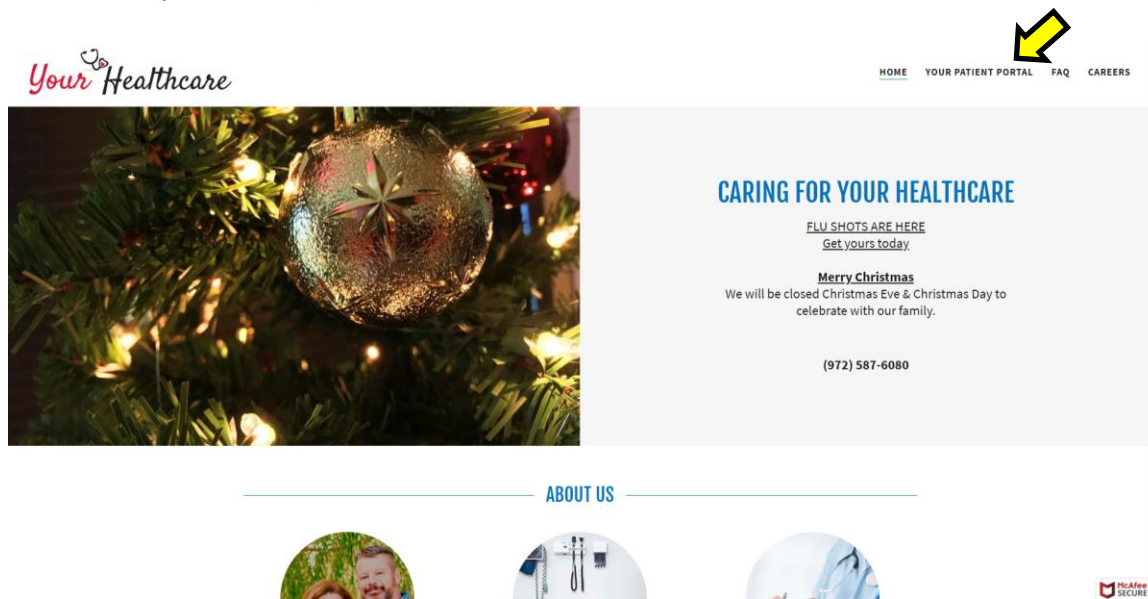
Your Health Care At Your Fingertips



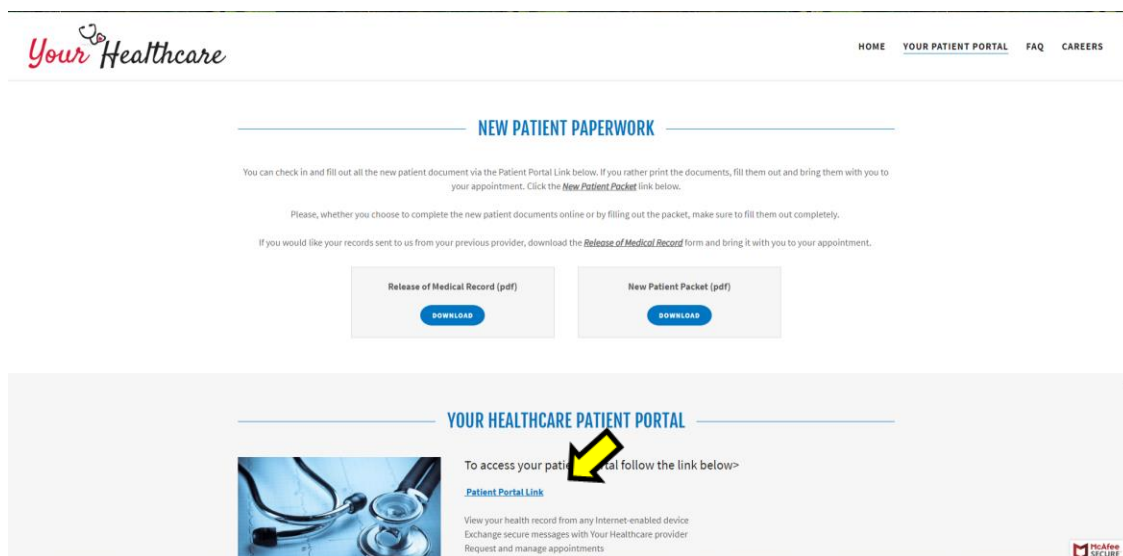
To Create Your Patient Portal Account

You must have an email account in order to utilize this service. You will also need to know the email address and primary phone number we have on file for you.

1. Open your internet browser (Microsoft Internet Explorer works best with this program) and type in the navigation bar www.yourhealthcareanna.com. Click on the "Your Patient Portal" tab on the left (yellow arrow).



2. When you click on "Your Patient Portal" this is the page that will appear. Click on "Patient Portal Link"



Your Patient Portal Account

3. Click on "Sign up today" (as shown in the yellow circle) to begin your account registration.

A screenshot of the "Your Healthcare Patient Portal" home page. At the top, it says "Dial 911 in the case of a medical emergency". Below that is a "Welcome to the Your Healthcare Patient Portal" message. The page is divided into two main sections: "Make a One-Time Payment" on the left and "Sign In to Your Account" on the right. The "Sign In" section includes fields for "Email address" and "Password", a "Sign In" button, and a link for "Forgot your password?". A yellow circle highlights the "Sign up today" link located below the "Sign In" section. At the bottom, there is a footer with the "athenahealth" logo and links for "FAQ", "Privacy Practice", and "Website Privacy".

4. Fill in *all* of the fields, including the section for "I'm not a robot" as shown in the photo below

A screenshot of the "Create Account" registration form. The form is titled "Create Account" and has three steps: "1 Enter information", "2 Verify identity", and "3 Set password". A note states: "Only current patients and family members can create a portal account." Below the note, there is a question "Who will use this account?" with two radio button options: "Patient" and "Patient's family member". The "Patient Information" section includes fields for "First name", "Last name", "Date of birth" (with dropdowns for month, day, and year), "Gender" (with radio buttons for Male and Female), "Email", and "Phone" (with a dropdown for area code and a field for the number). There is also a checkbox for "Is this a mobile phone?". Below the phone field, there is a checkbox for "I'm not a robot" and a CAPTCHA image. A large yellow arrow points from the top of the form down to the "I'm not a robot" checkbox. At the bottom, there is a "Continue" button and a footer with the "athenahealth" logo and links for "FAQ", "Privacy Practice", and "Website Privacy".

Your Patient Portal Account

5. Choose how you would like to verify your identity. After you click "Send Code", you will receive an automated email, phone call, or text with a six-digit temporary passcode.

Return to Sign In

Create Account

1 Enter information 2 **Verify identity** 3 Set password

Verify Your Identity

To protect your personal health information, we will send a temporary passcode to your phone.

How would you like us to send the temporary passcode?

Email apinacho82@gmail.com

Call (xxx) xxx-8137

Text (xxx) xxx-8137

[Show SMS Terms and Conditions](#)

Enter Temporary Passcode

We will a temporary passcode in the next 90 seconds. Please enter those six numbers below.

powered by **athenahealth**

[FAQ](#) [Privacy Practice](#) [Website Privacy](#)

6. Enter the six-digit passcode on the next screen and click "Continue."

7. Create a password, confirm the password, accept the Terms and Conditions, and click "Continue."

Password *

Confirm password *

Your password must include:

- Between 8 and 20 characters
- At least one uppercase letter
- At least one lowercase letter
- At least one number or symbol

Remember this computer to save time resetting your password.

I have read and accepted the [Terms and Conditions](#) and [Privacy Policy](#)

8. YOU'RE DONE! Now you can:
 - a. Send/receive secure messages to/from your provider and the office staff via internet.
 - b. **Fill out forms prior to your visit**, request medications, and view personal health information.
 - c. View your balance, print statements, and make a payment.
 - d. View and request appointments.
 - e. Browse health facts and information.

The Patient Portal is accessible 24 hours a day, 7 days a week from the comfort and privacy of your home, office, or mobile device. If you have any questions about Your Patient Portal, please ask our staff at **Your Healthcare** or call 972-587-6080.

Your Patient Portal Account

These images below is to show you what the patient portal looks like.

Welcome, Judy

Inbox Compose Out

Home Appointments Messages Billing My Health Vitals Test Results Medications Care Summaries Medical History Learning Materials My Profile Health & Wellness Search Health Topics Symptom Checker

My Health / Medical History

Your health information is shown below.

Questions for your provider? Need to update your medical history? [Send a message](#)

[Print All](#)

Allergies

Allergy	Reaction	Onset	Notes
Codeine	Nausea (mild To Moderate)	None	

[Print](#)

Vaccinations

[Print](#) [Show Vaccine Details](#)

Vaccine	Type	Administered
Pneumococcal	Tdap	07/23/2012
Pneumococcal	Pneumococcal Polysaccharide Ppv23	03/29/2014
Influenza	Influenza, Seasonal, Injectable, Preservative Free	04/22/2015
Haemophilus Influenzae Type B	Hib, Unspecified Formulation	05/18/2015

Problems

[Print](#)

Onset Date	Problem	Provider
10/09/2014	Urinary tract infectious disease	
11/27/2013	Sign or symptom of the urinary system	

Home Appointments Messages Compose Message Sent Messages Archived Messages Billing My Health My Profile Health & Wellness Search Health Topics Symptom Checker

Messages / Compose Message

Dial 911 in the case of a medical emergency.

Send us a message and we will respond within 2 business days. All messages are confidential.

Note: Please use this tool for health-related inquiries only. All messages are included in your patient record.

[Back to My Inbox](#)

Compose New Message

* = Required

Message type* Select -
Medical question
Appointments and scheduling
Prescriptions and refills
Billing and payments
My profile
Insurance
Other

Provider*

Location*

Subject*

Message*

This information will help us route your message to the correct department and respond faster.

2000 characters left

Your Patient Portal Account

More images....

The screenshot shows the 'Billing / Recent Charges' page. On the left is a navigation menu with options: Home, Appointments, Messages, Billing (selected), Recent Charges, Payment History, Payment Methods, Statements, Closed Charges, My Health, My Profile, and Health & Wellness. The main content area is titled 'Billing / Recent Charges' and includes a 'Print' icon. It contains a note about statement production for balances under \$20 and another note about overdue balances being sent to a collection agency. Below this is a table of 'Recent Charges Payable Online' with columns for Date, Amount Due, and Status. A total amount of \$150.00 is displayed with a 'Make a Payment' button. At the bottom, there is a link to 'Send a message to Primary Care'.

Billing / Recent Charges

Please find below details on your account balance, payment history, and past statements. [Print](#)

Note: Statements will not be produced for balances under \$20

Note: Balances that are more than 94 days overdue may be sent to a collection agency.

Recent Charges Payable Online

Date	Amount Due	Status
05/13/2015	\$104.00	View detail Payment due upon receipt
05/15/2015	\$46.00	View detail Payment due upon receipt

Total \$ 150.00

[Make a Payment](#)

Have a question about your bill?
[Send a message](#) to Primary Care

The screenshot shows the 'Schedule an Appointment' page for user Sally Roberts. The left navigation menu includes: Home, Appointments (selected), Upcoming, Recommended, Schedule New, Past, Medical Forms, Messages, Billing, My Health, Tasks and Tools, My Profile, and Health & Wellness. The main content area has a three-step process: Step 1 (Specify reason), Step 2 (Select appointment), and Step 3 (Review and schedule). A yellow banner reads 'Dial 911 in the case of a medical emergency.' Below that, it states the reason for the appointment is 'Follow Up' with a '(Change)' link. The 'Appointment Details' section shows the provider as 'ADAM ERICKER MD [General Practice]' and the location as 'Rome Office 1234' (501 Broad St. Rome, GA 30161-3096). The 'Available Appointments' section shows a grid of times for Tuesday (3/25/14), Wednesday (3/26/14), Thursday (3/27/14), and Friday (3/28/14). The 11:00 AM slot on Wednesday is highlighted in yellow.

Schedule an Appointment

You are viewing Sally Roberts

Step 1: Specify reason | Step 2: Select appointment | Step 3: Review and schedule

Dial 911 in the case of a medical emergency.

You are scheduling an appointment for the following reason: Follow Up. [\(Change\)](#)

Appointment Details

Provider:

Location:
501 Broad St. Rome, GA 30161-3096

Available Appointments

Select one of the available appointments below.

	Tue 3/25/14	Wed 3/26/14	Thu 3/27/14	Fri 3/28/14	Sat 3/29/14
10:30 AM		10:30 AM	10:30 AM	10:30 AM	
10:45 AM		10:45 AM	10:45 AM	10:45 AM	
11:00 AM		11:00 AM	11:00 AM	11:00 AM	
11:15 AM		11:15 AM	11:15 AM	11:15 AM	
3:00 PM		3:00 PM	3:00 PM	3:00 PM	
3:15 PM		3:15 PM	3:15 PM	3:15 PM	
3:30 PM		3:30 PM	3:30 PM	3:30 PM	

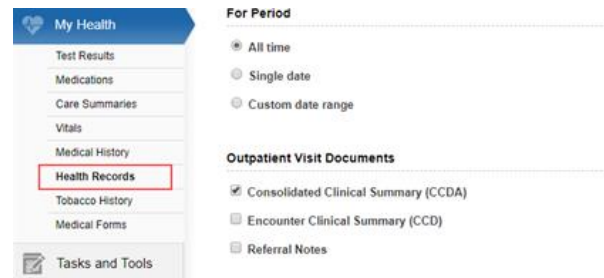
Your Patient Portal Account

view, download, and send your health records using your Patient Portal

After a recent enhancement to the Patient Portal, all patients using our Patient Portal are now able to view, download, and send health records to providers when accessing the Patient Portal from a desktop computer.

To get started...

1. Log into your Patient Portal.
2. On the left-hand side under My Health, select Health Records.
3. Select the time frame and the type of document you want to access.



To download and view...

1. On the bottom of the Health Records page, click Download.
2. A ZIP file will then be sent to the computer you're using.
3. You can also select Show Preview, for certain document types, to view the information on your screen without downloading it.

2. Choose what you'd like to do with your information

You have selected a ZIP file containing your outpatient documents

[Show Preview](#)

Download	Send via Direct Address	Send via Email
<input type="button" value="Download"/>		
Warning: Do not download this file if you are using a public computer.		

To send...

1. On the bottom of the Health Records page, choose the method you'd like to use to send your information to your provider (Send via Direct Address or Send via Email).
2. Make sure to insert the correct information and click Send.

Download	Send via Direct Address	Send via Email	
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Direct Messaging is a simple form of health information exchange that meets stringent security and privacy standards for sending sensitive health information to healthcare professionals.

You can send a direct message to any provider who has a direct address. Enter the provider's Direct Address below.

Direct Address	<input type="button" value="Send"/>
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A Direct Address must contain "@direct" in the address. Don't know a provider's direct address? Please contact their practice during normal business hours.