



Patient Ally is your FREE internet-based Personal Health Record management system ENROLL TODAY

Patient Ally Features and Benefits:

- Request appointments with your provider online
- Securely pay your invoice online with a credit or debit card
 - Fill out and sign your Intake documents online
 - Please see the back for instructions

*Sign up with your email and a phone number when we send you a link from Office Ally. Create your account with your own password. **Only you will be able to access your Patient Ally account.** If you have any questions, please feel free to call Christian Psychological Associates/John R Day & Associates at 309-692-7755.*

Patient Ally is secure and is approved by the following accrediting organizations



The Health Insurance Portability
and Accountability Act



A CAQH Initiative

CAQH CORE Certification



ONC-ACB 2014 Certified



Electronic Healthcare Network
Accreditation Commission

Patient Ally Guide

1. We send you the link to enroll in Patient Ally to your email that our Intake team collects from you. The link is from Patient Ally.
2. Click on the link in your email and create an account with Patient Ally.
3. When ever you want to go to your Patient Ally account, go to www.patientally.com
4. Fill out your documents online
 - a. Login to your Patient Ally account.
 - b. Select Documents on the left-hand side list.
 - c. Select the Intake Documents tab.
 - d. Select each form you have to fill out. The documents will open up in another tab on your browser that is called Intake Pro. Once you select "I Agree" at the bottom and click OK, it will take you back to your account for you to fill out the rest of the Intake Paperwork. Please fill out and sign all of the required forms. We will receive confirmation when you have filled them out. **You cannot be seen without signing all the financial documents.**
 - e. Make sure you sign the Release of Information if you selected "Yes" that you approve your therapist communicating with your physician or psychiatrist.
 - f. The completed forms will no longer be in bold and will move down the list.
5. Request appointments
 - a. You can request appointments by selecting Appointments on the left.
 - b. Here you can see the appointments you have made on Patient Ally when you select a date range.
 - c. Select the calendar on the right. Select the office you would like to make an appointment. Select the time. And Confirm the Details.
 - d. Requesting does not mean that you have that appointment.
 - e. You must wait until the office approves that appointment. We will check to see if that slot is still open and will confirm or deny the appointment. You will get a notification either way.
 - f. If the time is filled by the time we see it, we will call you to give you another time that is convenient for you.
6. See your appointments
 - a. Select Appointments in Patient Ally.
 - b. Select a date range.
 - c. Click on any appointment you have to see more details
 - d. NOTE: you will only be able to see the appointments you made on Patient Ally in Patient Ally. If you made an appointment at the office, you will not be able to see them here.
7. To pay your bill online, select Bill Pay.
 - a. If you see a balance, you may pay it with your credit/debit card securely.
 - b. The payment will be applied directly to your account.
 - c. You will also be able to see your history of payments you made on Patient Ally.

If you need help with Patient Ally, please call our office 309-692-7755. For additional technical support, please call **Patient Ally** at: **888-747-4255** or email for help at info@patientally.com.