



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.
 - a. You will get a **two step authentication**
 - ONE TO YOUR PHONE NUMBER ON FILE
 - ONE TO THE EMAIL ON FILE
 3. Once you have your account set up
 - a. **Go back to the REGISTRATION EMAIL THAT IS SENT AND CLICK IT AGAIN**
 - **The patient ally will reopen on your phone or computer**
 - **Scroll down to sign on**
 - **Then LINK PROVIDER**
- This has to be done in order to access documents or your file**
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. 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.
6. 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.
7. When ever you want to go to your Patient Ally account, go to www.patientally.com

If you need help with Patient Ally, please call our office 850-424-5210 or customerservice@masinomentalheath.com . For additional technical support, please call **Patient Ally** at: **888-747-4255** or email for help at info@patientally.com.