Onpatient Portal

   In an effort to streamline communication and insurance issues, I use an online patient portal called ONPATIENT. If you haven't already, please take a few minutes to enable your access to the system. If I treat several of your children, there needs to be a separate log-in email for each, unfortunately. You can also message re: a child using the sibling's portal if you wish.

To enable access:

1. The office will send an invitation to your email address. Please click on it within a day or two- to prevent unauthorized access, the link expires after a few days.
2. Complete the requested info: **patient's date of birth**, **main phone number** on file (the one text reminders are sent to), and **make and confirm a password**. Sometimes, it asks for patient's first and last name instead.
3. That's it! Please let us know if you are having difficulty; we want to make the process as easy for you as possible.

To access after you've signed up: www.onpatient.com   Click "login" on top right

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It's easier to access the system through the **Onpatient app**. Download from your app store (the icon is pink with a stick head and heart), then enter your user id (which is your email) and the password you made. If you allow notifications to the app, you'll be alerted when we send a message/ upload information, etc.

Features we use:

- APPOINTMENT Tab: Lists upcoming and past appointments (do not check in, we do that for you in office), and whether we are expecting you telehealth or in office.

- MESSAGES: You can send any messages to us and can see any messages you've had with the office.
  Please use this for almost all communication. If you need to schedule an appt and your schedule is not flexible, then it might be best to just call the office at 480-775-4240 to avoid the back and forth messages. If you are sending documents, email often works better: dputrownp@hushmail.com (the email is HIPAA compliant).   Otherwise, please use the portal; we check it very frequently.

- DOCUMENTS: As needed, the office will upload documents here, i.e. labs, med sheets, paperwork, etc.   Ignore the "labs" section; local labs don't participate. Documents can only be accessed through a browser window, not the app.

- HEALTH PROFILE: You can download a listing of medications that have been prescribed.

- SCHEDULING: I have disabled the online scheduling because it wasn't working properly.

(10/22)