

Patient Portal Instruction Sheet

1. Complete the patient portal form, using your current email address. Make sure to sign and date this form.
2. You will receive an email from Portal Registrar (noreply@healthportalsite.com) which will provide a link to the patient portal.
3. Your first visit to the patient portal will require you to set up an account: you will need the patients last name, date of birth and gender to verify who the patient is.
4. After verifying the patients info (above), you will create a username and password
5. After the account has been created, it will take you to the home screen, which has multiple shortcuts to different services: messages, refill medications, results, appointments, health record, print immunizations, my account, health reminders, and providers.
 - Messages: create, send and reply to messages to and from providers
 - Refill medications: request refills of the patient's medications without having to call the office
 - Results: get results that are documented in the chart (ex: lab results)
 - Appointments: schedule appointments (that are not well child checks) without having to call, view past visit summaries, and cancel appointments you will not be able to make
 - Health Record: see any medications, allergies, surgeries, and/or referrals the patient has had. You can also view the patient's vitals, care team, and medical history.
 - Print Immunizations: view and print the patients shot record
 - My account: change your password, add patient representatives, add/edit personal information, add/edit contact information, view insurance information, view census information and audit the portal to see who has logged on to the patient's portal account
 - Health Reminders: see patient recommendations given by the provider
 - Providers: See a list of our providers, and which location they are currently at
6. In the instance that you forget your password to the patient portal, you can call our office to have your account reset. It will send your email on file another link and require you to set up a new password.

If you have any questions, please feel free to ask a staff member!

Thank you,
Livingston/Cleveland Pediatrics