Valley Perinatal

User Guide — Patient Portal

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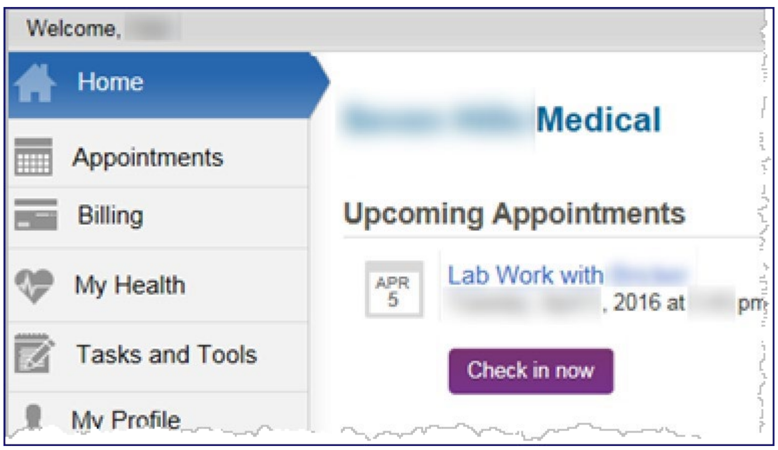
Checking-in to an appointment before arriving to the office

To check-in online from the Patient Portal

You can log in to the Patient Portal and check in for your appointment within 7 days of the appointment date.

Log in to your Patient Portal and find your appointment

1. Log in to your Patient Portal. Your upcoming appointment appears on your home page and on the Appointments page.



2. Click Check in now. The Appointment Details step appears.

Confirm your appointment details and update demographic information

1. Confirm your appointment details (date, time, provider), enter any questions for your provider, and click Continue .

2. Your Patient Information step appears.

3. Confirm or update your contact and personal information.

4. **Would you like to receive text alerts?** — This prompt appears only if you have not yet agreed to accept text message notifications from the practice. Select **Yes** to receive text messages from the practice

5. To add a pharmacy to your patient record:
    a. Scroll to the bottom of the page and click add pharmacy. In the Select a Pharmacy window, search for and select the pharmacy.
    b. Click Save.
    Note: You can store up to five pharmacies in your patient record, but only one can be designated as your primary pharmacy.
6. Click save and continue.

If you have an outstanding account balance, a copay, or both, the Billing step appears.

Pay your copay or outstanding balance

1. Select the charges to pay.
   Note: For outstanding balances, you can enter an amount smaller than the charge in the Payment box.

2. Select your payment method. If you select **Pay at the front desk** or **I have questions about my balance**, you can pay your balance at the time of your appointment.

3. Click continue.

4. If you selected **Pay with a credit card**, a payment window appears.

    a. Enter your credit card information, check the **I'm not a robot** box, and click Review Payment.

    b. Verify your credit card information and then click Submit Payment . A message confirms that your payment was received.

    c. Click Continue.

If there are any consent forms for you to sign, the Consent and Privacy step will appear.

Sign consent forms

1. Click each form listed on the left side of the window to review it.

2. To sign each form, enter your full name in the signature box at the bottom of the window and click Sign. If you prefer to sign the form when you arrive at the practice, click **Sign at the front desk.**

3. Review each form in the list and either sign it or click **Sign at the front desk** to continue to the next step.

4. After you review all the forms, click **Continue**.

The Health History Form step appears.

Complete the health history form

1. Review the summary of your health history form.

2. For each section (Medications, Allergies, and so on), click **Update** to add, edit, or remove items, or click **No Changes**.

3. When you finish reviewing the health history, click **Continue**. A message thanks you for completing online check-in.

To check-in online from a Reminder Call email (patient or family member who are already registered with the Patient Portal)

From a Reminder Call email message, you can confirm your upcoming appointment and check in for the appointment.

Log in to the Patient Portal from the Reminder Call email

1. In the appointment reminder email, click **YES, I'll be there!.**
   A new window indicates that your appointment is confirmed and prompts you to log in to the Patient Portal to check in for the appointment online.

2. Confirm your email address, enter your Patient Portal password, and click **Check In** . The Appointment Details step appears.
   Note: If you can't remember your password, click **Forgot your password?**

Confirm your appointment details and update demographic information

1. Confirm your appointment details (date, time, provider) enter any questions for your provider, and click **Continue**. The patient information step appears.

2. Confirm or update your contact and personal information.

3. To add a pharmacy to your patient record:

   a. Scroll to the bottom of the page and click **Add Pharmacy**. In the select a Pharmacy window, search for and select the pharmacy.

b. Click Save.
Note: You can store up to five pharmacies in your patient record, but only one can be designated as your primary pharmacy.

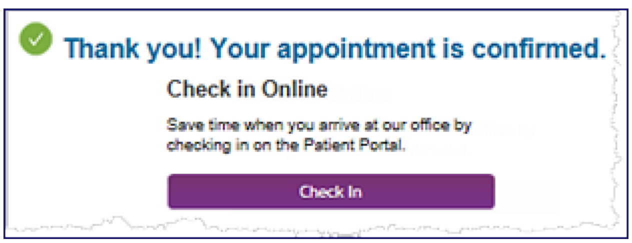
4. Click save and continue.

To check-in online from a Reminder Call email (patients or family members not registered with the Patient Portal.)

From a Reminder Call email message, you can confirm your upcoming appointment, check in for the appointment, and register for the Patient Portal.

Confirm the appointment from the Reminder Call email

1. In the appointment reminder email, click **Confirm Appointment**. A new window indicates that your appointment is confirmed and prompts you to check in for the appointment online.



2. To check in online, click **Check In** . The Verify Identity step appears.

Verify your identity

1. Select how you would like to receive your temporary passcode: Call or Text.

2. Click **Send Code**.

3. When you receive the temporary passcode, enter it in the box, and then click **Continue**. A window prompts you to indicate whether you are the patient or the patient's family member.

4. If you're checking in as the patient, click **I'm [patient name]**.

5. If you're a family member checking in on the patient's behalf, click **I'm [patient name's] Family Member**. The Your Information window appears.

a. Select your relationship to the patient from the menu and enter your contact information.

b. Click **Continue**.

The Appointment Details step appears.

Confirm the appointment details and update demographic information

1. Confirm your appointment details (date, time, provider) enter any questions for your provider, and click **Continue**. The patient information step appears.

2. Confirm or update the patient's contact and personal information.

3. **Would you like to receive text alerts?** — This prompt appears only if you have not yet agreed to accept text message notifications from the practice. Select **Yes** to receive text messages from the practice.

4. Click **Save and Continue.**

The Patient Portal registration step appears. You can still check in for the appointment even if you choose not to create a Patient Portal account.

Register for the Patient Portal (not required)

1. If you do not want to create a Patient Portal account now, click the **No thanks** button.
2. To create a Patient Portal account:

    a. Verify your email in the **Email address** field.

    b. Enter the same password in the **Password** and **Confirm password** fields.

    c. Click **Register Now**.

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2. Select your payment method. If you select **Pay at the front desk** or **I have questions about my balance**, you can pay your balance at the time of your appointment.

3. Click continue.

4. If you selected **Pay with a credit card**, a payment window appears.

    a. Enter your credit card information, check the **I'm not a robot** box, and click Review Payment.

    b. Verify your credit card information and then click Submit Payment . A message confirms that your payment was received.

    c. Click Continue.

If the practice has any consent forms for you to sign, the Consent and Privacy step appears.

Sign consent forms

5. Click each form listed on the left side of the window to review it.

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7. Review each form in the list and either sign it or click **Sign at the front desk** to continue to the next step.

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