

## Onpatient Portal

In an effort to streamline communication and insurance issues, I have 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.

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**.
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](http://www.onpatient.com) Click "login" on top right

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.

### Features we use:

- APPOINTMENT Tab: Lists upcoming and past appointments (do not check in, we do that for you in office).
- MESSAGES: You can send any messages to us (with attachments, if needed), and can see any messages you've had with the office.
- Please use this for: to request refills, to report side effects/ clinical concerns, to report insurance/ pharmacy/ address changes, to cancel appointments. If you would like to schedule/ reschedule and your schedule is flexible, please give us some days/ times that are best for you and we'll do our best to schedule you at that time and get back to you promptly. If you have specific times you're looking for, it's usually quicker to call the office to schedule.
- DOCUMENTS: As needed, the office will upload documents here, i.e. labs, 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.

MISC: If you elected for email reminders, you can cancel an appointment right from the reminder. Let us know if you'd like "one of each" reminders (one email, one text) to make cancelling appts easier for you.

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