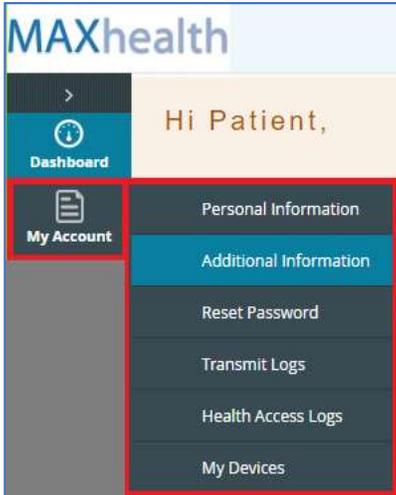




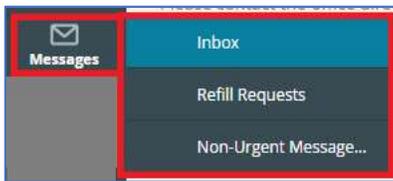
Portal Guide for Patient

Once web enabled, a patient will be able to utilize MAXhealth Patient Portal as follows:



“My Account” – update:

- **Personal information:** name, DOB, marital status, gender, address, phone numbers, email address, PCP, referring provider, select default facility, and emergency contact
- **Additional Information:** pharmacy, street address (if different from mailing address), employer, contact 1 and contact 2 (Optional)
- Reset Password
- Link devices



“Messages” – send:

- Refill Requests
- Non-Urgent Message to care team



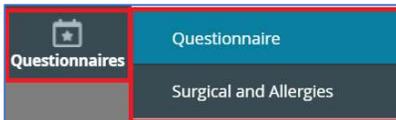
“Medical Records” – view:

- Visit Summary
- Referrals
- Lab/Diagnostic Results (once published to Portal by the Provider)
- Immunization History



“Appointments” – view:

- Upcoming and Past appointments



“Questionnaires”:

- Complete available questionnaires to save time

Patient can utilize trackers to log progress of exercise, caloric intake, heart rate, sleep patterns, blood pressure, and blood glucose, etc. Patient has access to review patient education suggested by the provider and view additional practice details.



Frequently Asked Questions

Q: What do I need to sign up for Patient Portal?

A: *All you need is a valid email account*

Q: How do I sign up for Patient Portal?

A: *Ask the front desk or your clinical assistant to web enable your account*

Q: When can I sign up for portal?

A: *While you are in the office or you can call the office and our knowledgeable team member will be able to assist you*

Q: What are the benefits of having a patient portal account

A: *There are numerous benefits, such as timely communication with staff via secure message; unlimited 24/7 access to your medical records and ability to send a message any time during the day; request a medication refill before running out of medications; send a message asking for an appointment; update your personal information prior to the appointment*

Q: How do I login to Patient Portal?

A: *Once your account has been activated, follow the link through the email notification. Or go to <https://health.healow.com/bhl> website to login*

Q: Can I complete any forms prior to my appointment

A: *Yes, under Questionnaires section, you can complete “Annual Wellness Assessment “Questionnaire. This will save time for you and your clinical team*

Q: Can I cancel my appointment via portal?

A: *Yes, you can send a message asking to cancel and provide your next available date and time to reschedule*

Q: Can I change my address if I move?

A: *Yes, under “My Account”, you can update your Personal Information*

Q: Can I change my address if I move?

A: *Yes, under “My Account”, you can navigate to Personal Information and change your address*

Q: Can I change Pharmacy?

A: *Yes, under “My Account”, you can navigate to Additional Information and change your Primary Pharmacy*