

Patient Portal Tutorial

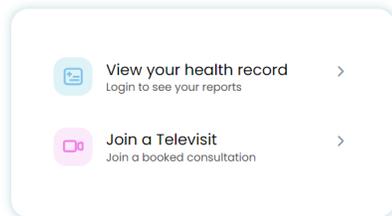
Patient Portal

Begin on our website: avancecare.com, then click “Patient Portal” in the top right corner

- 1 Click “View Your Health Record”
- 2 Input your Username and Password
 - To log in with your mobile phone, select “Using Mobile Phone” and input the code sent to your mobile number
 - If you do not have a password given to you by the clinic, put in a random password and follow the prompts to reset it

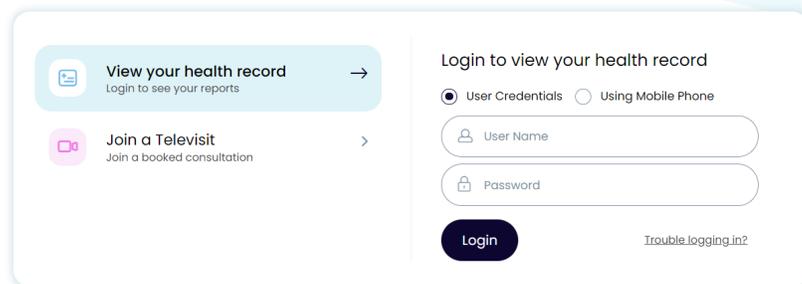
Welcome to Avance Care

Visit AvanceCare.com for online appointments. To find our practice on the healow phone app, use the code CACEAA.



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LOGIN FAILED

Invalid user name/password

Important: Your portal account will be locked after 6 more unsuccessful attempts. Log in again or [click here](#) if you need help with resetting your password.

3 When you enter your username and password, you will be prompted to verify your account with a code sent via text or email

- Choose text or email, then click “Send Code” at the bottom of the screen
- Enter the verification code you received, then click “Verify”

4 Enter a new password that will override the one you received from the clinic initially

1 **User Validation**

Welcome Portal

Please select the phone number and the verification code will be sent to the selected number.

Phone Number

*** - *** - 1283 *** - *** - 1283

OR

Email

nck****e@gmail.com

How would you like to receive a unique code?

Voice Text

If the number(s) or email above are not correct, please call our offices to update your account information and re-initiate the process.

[Cancel](#) **Send Code**

2 **Verification Code**

Please enter the validation code you received on the phone number provided.

[Resend Code](#)

Code is valid for 5 minutes or 6 attempts

[Cancel](#) **Verify**

3 **Reset Password**

Please Select your new Password. Refer [Password GuideLines](#) to create secure passwords.

New Password

Confirm New Password

[Cancel](#) **Next**

- 5 Read the Practice Consent Form, click the “I have read” box, and then click “Agree & Next”
- 6 Read the eClinicalworks Consent Form, click the “I have read” box , and then click “Agree & Next”

4 Consent Form

Please acknowledge reading and accepting conditions in consent form.

eClinicalworks... Practice Consent Form

ONLINE COMMUNICATION INFORMED CONSENT Instructions for Using Online Communication You agree to take steps to keep your online communication to and from your physician confidential, including the following: Do not store messages on your employer-provided computer; otherwise personal information could be accessed or owned by your employer. Use a screen saver or close your messages instead of leaving your messages on the screen for passersby to read and keep your password safe and private. Do not allow other individuals or other third parties access to the computer(s) in which you store medical communications. Do not use email for medical communications. Standard e-mail lacks security and privacy features and may expose medical communications to employers or other unintended third parties. Withdrawal of this Informed Consent must be done by a written online communication or in writing to your physician's office. Conditions of Using Online Communication The following agreements and procedures relate to online communication: Your physician's office may keep a copy of any online communication from you in your medical record. eClinicalWorks will keep a copy of all medically important online communication in your medical record in an encrypted format. You should print or store (on a computer or storage device owned and controlled by you) a copy of any online communication that is important to you. Neither eClinicalWorks nor your physician's office will forward any online communication from you to third parties except as authorized or required by law. Online communication, including through eClinicalWorks, should be used with caution. eClinicalWorks cannot be used for emergencies or other urgent or time-sensitive matters. Any emergency communication or urgent requests must occur by telephone or through other existing emergency communication tools. If there is other, non-urgent information that you do not want transmitted via online communication, you must contact your physician's practice by phone or fax. eClinicalWorks is not liable for improper disclosure of confidential information. Follow-up is solely your responsibility. You are responsible for scheduling any necessary appointments and for determining if an unrecruited online communication was not received. You are

I have read the consent form and the above information.

Decline

Agree & Next

YOU DID IT!

Feel free to click on any of the options to familiarize yourself with the Portal.
Please see the following tips for additional information.

TIPS

- 1 SEND MESSAGES:**
To send messages to your provider to an Avance Care location, click “View All” in the messages tab on the dashboard or “Messages” on the left navigation bar. You can then compose a new message and select a facility and provider to contact.

Type out your subject and message, and click “Send”

- At this time, we are not able to send/receive pictures through the portal. To send a photo, click on “Upload Documents” from the main page at avancecare.com

- 2 VIEW LAB RESULTS:**
To view your latest lab reports on file, click “View All” in the Latest Results tab on the dashboard or by clicking “Lab/Diagnostic Results” in the Medical Records tab on the left navigation bar.

- 3 REQUEST REFILLS:**
To request refills on your medications, click the “Refill Requests” tab through the “Messages” on the left navigation bar. You will see a list of current medications and an option to request a refill for one or more of them, if applicable.

