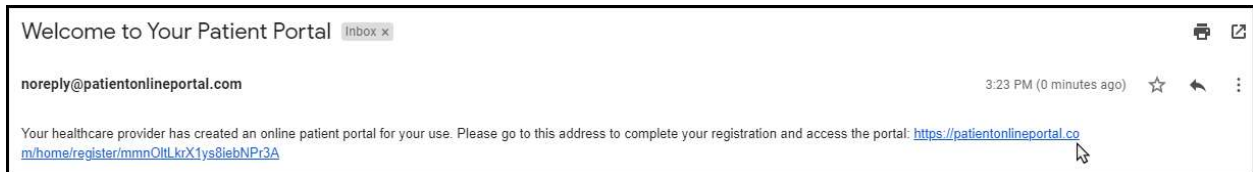


Patient Portal Instructions

1. Click the link in your email invitation.



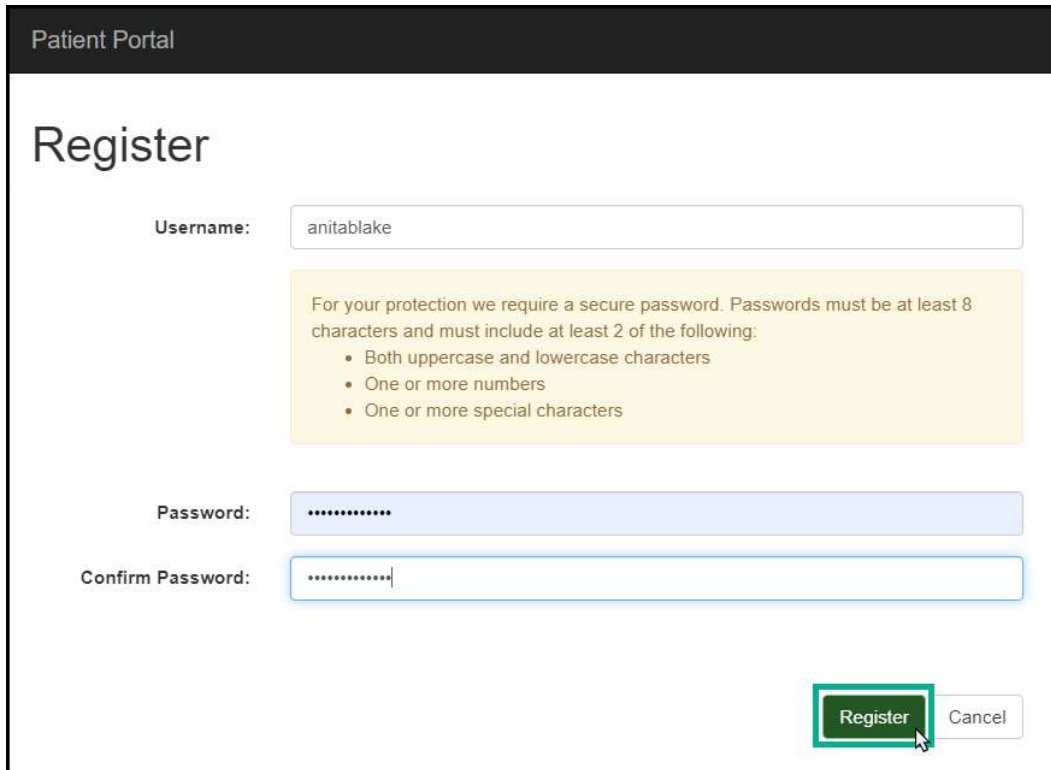
2. Click the 'Register' button.

The 'Patient Portal' Register page. It features a 'Login' button and a 'Register' button. A light blue box contains the text: 'You have been invited to access the Patient Portal. If you are already registered, please log in with your existing username and password.' Another light blue box below it says: 'Otherwise, please register by clicking the button below.'

3. Fill out the registration form. Note that your password must be a minimum of 8 characters and have at least two of the following: numeric, uppercase, special characters.

The 'Patient Portal' Register form. It includes fields for 'Username', 'Password', and 'Confirm Password'. The 'Username' field has a red error message 'Username is required'. The 'Password' field has a red error message '*Does not meet password requirements'. A yellow box highlights the password requirements: 'For your protection we require a secure password. Passwords must be at least 8 characters and must include at least 2 of the following: Both uppercase and lowercase characters, One or more numbers, One or more special characters'. At the bottom are 'Register' and 'Cancel' buttons.

4. Once completed, click the 'Register' button.



The image shows a web form titled "Patient Portal" with a "Register" heading. It contains three input fields: "Username:" with the text "anitablake", "Password:" with masked characters, and "Confirm Password:" with masked characters. A yellow box provides password requirements: at least 8 characters, including uppercase, lowercase, numbers, and special characters. At the bottom right are "Register" and "Cancel" buttons, with a mouse cursor clicking the "Register" button.

Patient Portal

Register

Username:

For your protection we require a secure password. Passwords must be at least 8 characters and must include at least 2 of the following:

- Both uppercase and lowercase characters
- One or more numbers
- One or more special characters

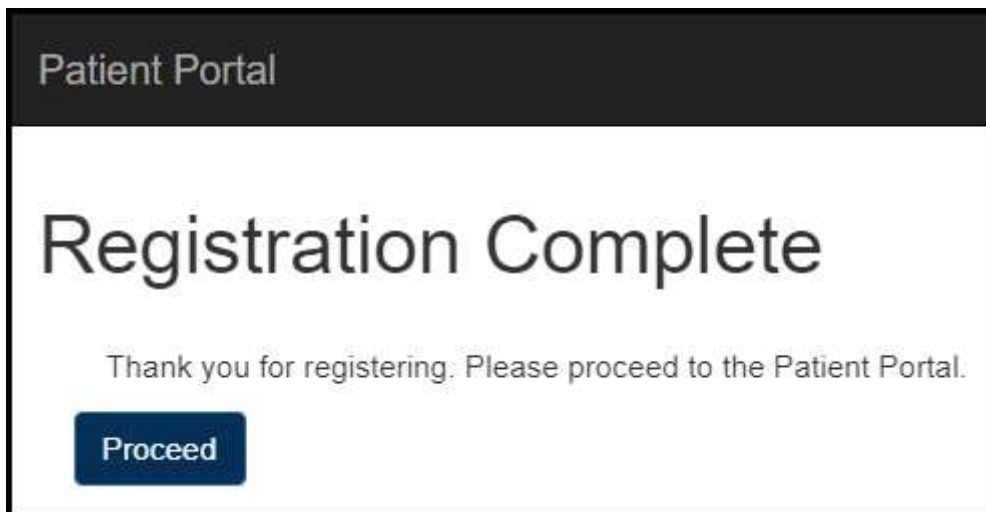
Password:

Confirm Password:

5. This message will appear in the bottom right of the web browser indicating that registration was successful.



6. Click on the 'Proceed' button.



The image shows a web page titled "Patient Portal" with a "Registration Complete" heading. It includes a thank-you message and a "Proceed" button.

Patient Portal

Registration Complete

Thank you for registering. Please proceed to the Patient Portal.

7. You will be brought to this webpage. Type in your Username and Password. Click the 'Sign In' button.

Patient Portal Login

Login

User name

anitablake

Password

.....

[Forgot Password?](#) [Portal Admin Login](#)

☐ Remember me?

Sign In

8. After clicking for the first time, you will be presented with the portal's Terms and Conditions (see screenshot on the following page). Please read this information, click the checkbox to indicate your acceptance, and then click the 'Proceed' button.

Note: If you have forgotten your password, you can reset it by clicking on the [Forgot Password?](#) Link on the Patient Portal login page or you can contact your provider's office. They can also reset your portal password for you.

Terms and Conditions

Do not use the portal in case of an emergency or for urgent problems. Dial 911 or go to the nearest emergency room.

The Patient Portal is intended as a secure online means for you to access your confidential medical record information. Please note that if you share your Patient Portal user name and password with another person, this will allow that person to see your confidential medical record information. Your provider has no responsibility concerning any breach of your confidential medical record information due to your sharing or losing your user name and password.

Patient Portal is protected using industry standard security measures. While the security measures will reasonably protect your information and your use of Patient Portal, if you have any concerns regarding the security of your information or the use of the Internet to access your medical record information through Patient Portal, you should consider not creating a Patient Portal account.

If you use email services such as Yahoo and Google their email will not be encrypted and may not be secure for sending health information over the Internet.

☒ I ACCEPT THESE TERMS AND CONDITIONS

Proceed

Leave

9. After clicking the 'Proceed' button, you will be at the portal's main screen. From here, you can create authorized users, see appointments, medication, access your medical history, or send secure messages to your provider.

West Coast Counseling

Authorized UsersAppointmentsMedicationMy RecordsMessagesProfileFormsRequest RecordAnita Blake

West Coast Counseling

To access your medical record, click on My History in the navigation bar at the top of the screen.

To send a secure message to your provider, or to read a message sent to you by your provider, click on Messages in the top navigation bar.

10. To access your Records for this practice, click 'My Records' in the bar at the top of the screen. You will arrive at this screen:

My Records [View Access Log](#)

Medical Records

From To [Filter](#) [Reset](#)

Full Chart

[View](#) [Download](#) [Transmit](#)

Medical Record generated for April 1st, 2021

[View](#) [Download](#) [Transmit](#)

Medical Record generated for April 14th, 2021

[View](#) [Download](#) [Transmit](#)

Medical Record generated for May 4th, 2021

[View](#) [Download](#) [Transmit](#)

11. To view your medical record, click the 'View' button. A sample medical record is shown on the following page.

If you want to send your medical record to another provider, click the 'Transmit' button and enter the secure email address where you would like to send the information. The email address must be one which uses the Direct protocol for transmission, otherwise your message will not be received by the provider (the email address must have the word "direct" in it after the @ sign)

[Close](#) [Download](#) [Transmit](#)

Summarization of Episode Note

Patient	Anita Blake			
Date of birth	March 20, 1978	Sex	Female	
Race		Ethnicity		
Granular Race		Preferred Language	Information not available	
Contact info	Primary Home: 343 West 5th Street Saint Louis, MO 63101, US Tel: (998)776-5544		Patient IDs	24 2.16.840.1.113883.17.4241.41.1014301
Document Id	Documentation-1041004863944-2017208531 2.16.840.1.113883.17.4241			
Document Created:	April 1, 2021			
Performer	Michelle Docs			
Author	Michelle Docs			
Contact info	5419 Commerce Blvd Bakersfield, CA 93307-5419, US Tel: 4435698778			
Entered by	West Coast Clinic			
Contact info	5419 Commerce Blvd Bakersfield, CA 93307-5419, US Tel: 4435698778			
Document maintained by	West Coast Clinic			
Contact info	Work Place: 5419 Commerce Blvd Bakersfield, CA 93307-5419, US Tel: 4435698778			

Table of Contents

- ALLERGIES AND ADVERSE REACTIONS
- MEDICATIONS
- PROBLEMS
- RESULTS
- SOCIAL HISTORY
- VITAL SIGNS
- ASSESSMENTS
- TREATMENT PLAN

ALLERGIES AND ADVERSE REACTIONS

MEDICATIONS

PROBLEMS

Problem Name	Snomed Code	Start Date	End Date	Status
Anxiety disorder due to known physiological condition, F06.4 (ICD-10)		10/9/2020		Active

RESULTS

SOCIAL HISTORY

Social History Observation	Description	Dates Observed
Birth Sex	Female	3/20/1978

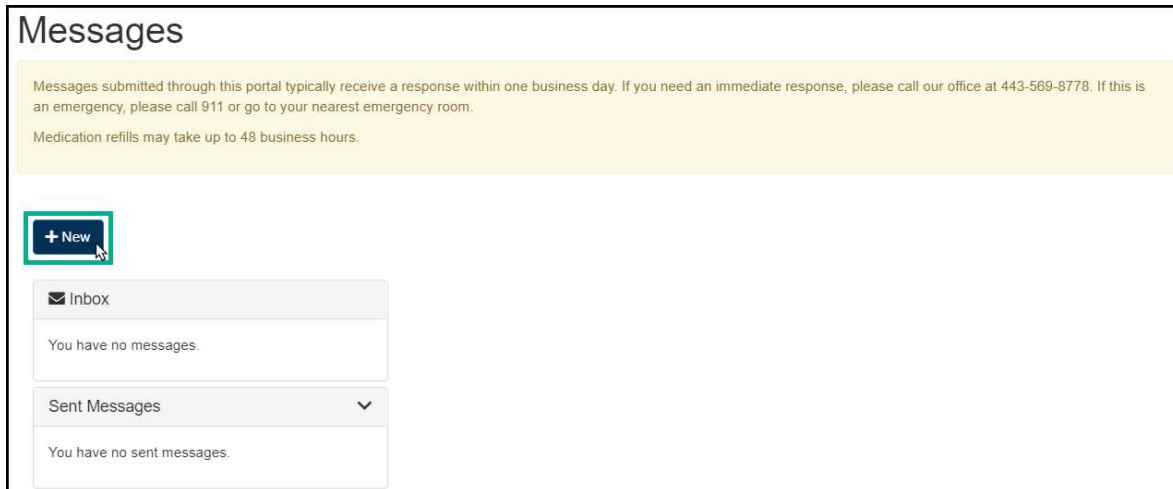
VITAL SIGNS

ASSESSMENTS

TREATMENT PLAN

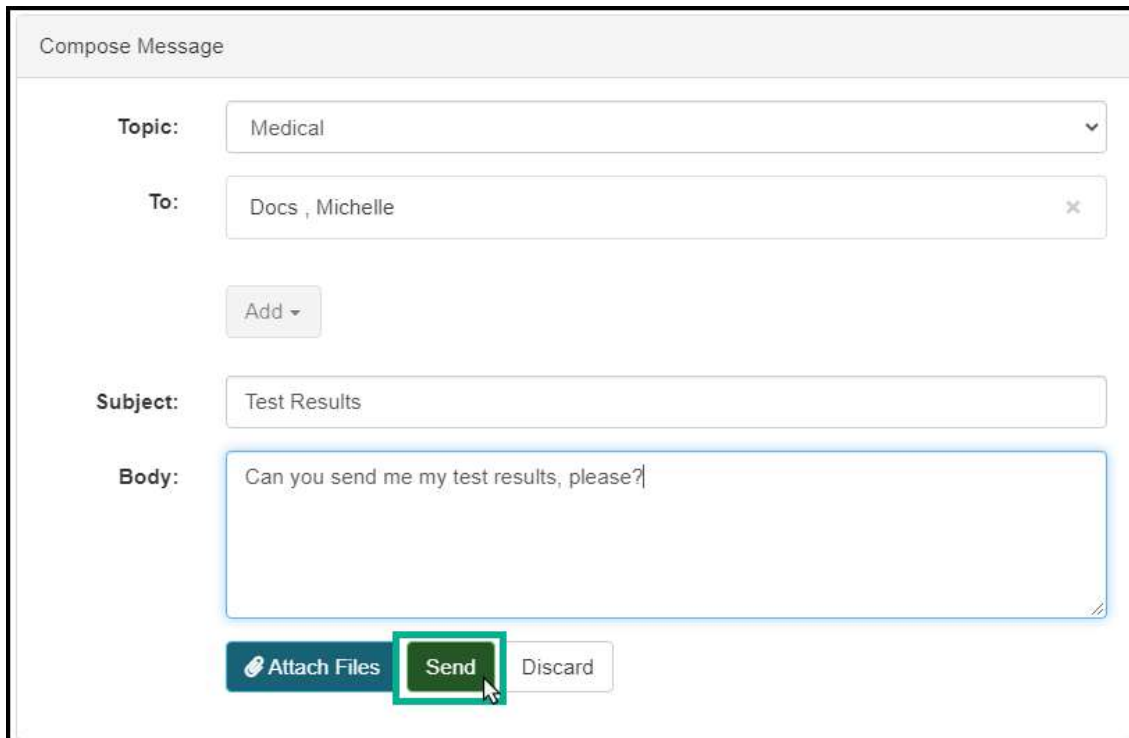
[Back](#)

12. To send a secure message to your provider, click on 'Messages' in the bar at the top of the screen. Then click the 'New' button.



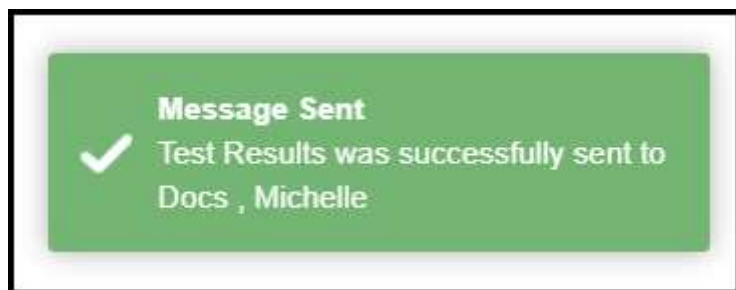
The screenshot shows a web interface titled "Messages". Below the title is a yellow informational banner with text about response times and emergency procedures. Below the banner, there is a "+ New" button highlighted with a green box. Underneath, there are two message folders: "Inbox" and "Sent Messages", both showing "You have no messages.".

13. A window will populate to allow you to compose your message. You must include information in all of the fields. Select your provider from the Add drop down menu. You can attach a file if you would like.

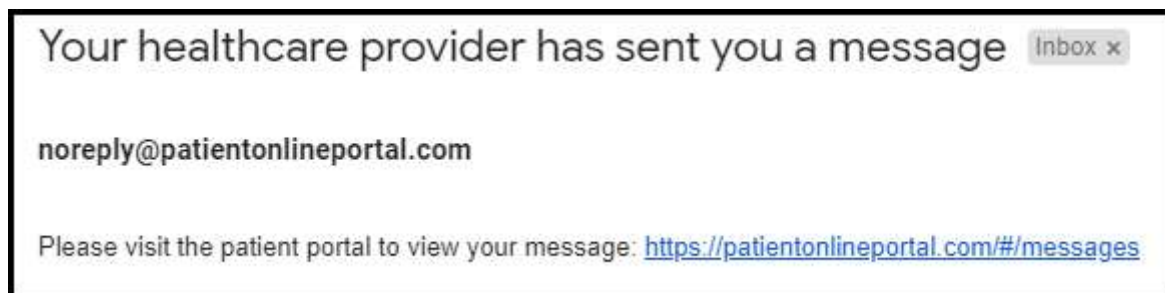


The screenshot shows a "Compose Message" form. It includes fields for "Topic" (set to "Medical"), "To" (set to "Docs , Michelle"), and "Subject" (set to "Test Results"). There is an "Add" button below the "To" field. The "Body" field contains the text "Can you send me my test results, please?". At the bottom, there are three buttons: "Attach Files", "Send" (highlighted with a green box), and "Discard".

14. Once sent, you will receive a message in the bottom right of the webpage.



15. When your provider replies, you will receive an email alert to check the portal for the secure message:



16. Click the link provided and you will see the response in your inbox. Click on the response to read.



17. If you want to authorize someone else to access your portal account, click on "Authorized Users" the bar at the top, then click 'New' to send them an invitation to register.



You are able to set permissions for the Authorized Users on your account.

New Invitation

Permissions	Read	Write
Patient Profile	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Patient History	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Forms	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Appointments	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Medications	<input type="checkbox"/>	<input type="checkbox"/>
Medical History	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Access Log	<input type="checkbox"/>	<input type="checkbox"/>
Messages	<input type="checkbox"/>	<input type="checkbox"/>

Cancel

Send Invitation