

## Heritage Health Center's Patient Portal

### Instructions for Registration and Portal Navigation

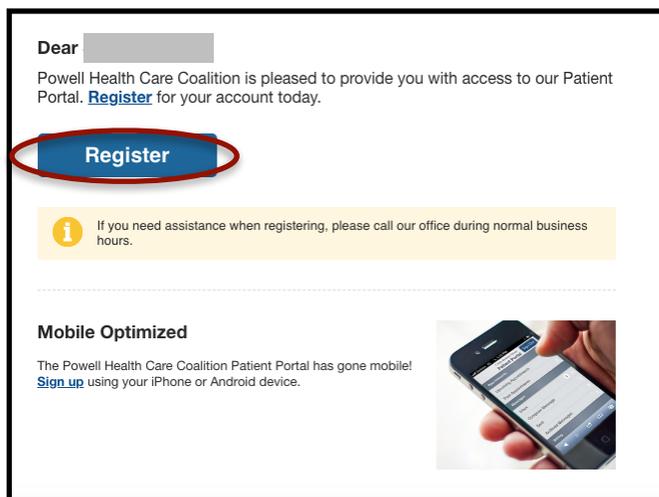
*\*Please note that though we are "Heritage Health Center," the Portal uses "Powell Health Care Coalition." These two entities are the same thing.*

#### Register a Portal Account:

Choose one of two ways

#### A. Register through an invite from Heritage Health Center:

1. Provide email to Heritage Health Center in-person or call (307) 764-4107.
2. Request the Front Desk to send a Portal invite be emailed to you.
3. When you receive the invite, click "Register" to complete the registration process.



4. Enter the required information in the next window:
  - First name
  - Last name
  - Date of Birth
  - Gender
  - a working Email
  - Phone number and type of number

5. Make sure you complete the Captcha Window certifying you are not a computer before you click "Continue."



- You will be asked to Verify your Identity to make sure no one else is using your information to create an account.

Choose to be texted or called and click the “Send Code” button to receive a temporary passcode.

Account Registration

**Verify Your Identity**

To protect your personal health information, we will send a temporary passcode to your phone.

How would you like us to send the temporary passcode?

Call (xxx) xxx-4567  
 Text (xxx) xxx-4567

**Send Code**

[Return to Sign In](#)

- Enter the Temporary Passcode into the window to activate your account.

Account Registration

**Enter Temporary Passcode**

We will text you a temporary passcode in the next 90 seconds. Please enter those six numbers below.

159609

**Back** **Continue**

[Return to Sign In](#)

- You will be asked to create your password and enter it twice.

Check the box for “I have read and accepted the Terms and Conditions and Privacy Policy.”

Click “Continue.”

Account Registration

Please create a password for your account.

**Password \***

\*\*\*\*\*

**Confirm password \***

\*\*\*\*\*

Remember this computer to save time resetting your password.  
 I have read and accepted the [Terms and Conditions](#) and [Privacy Policy](#).

**Continue**

Your password must include:

- ✓ Between 8 and 20 characters
- ✓ At least one uppercase letter
- ✓ At least one lowercase letter
- ✓ At least one number or symbol

powered by **athenahealth**

[FAQ](#) [Privacy Practice](#) [Website Privacy](#)

[Return to Sign In](#)

- Now you are ready to Log-in to your Portal Account!

**OR**

**B. Register directly through the Portal website:**

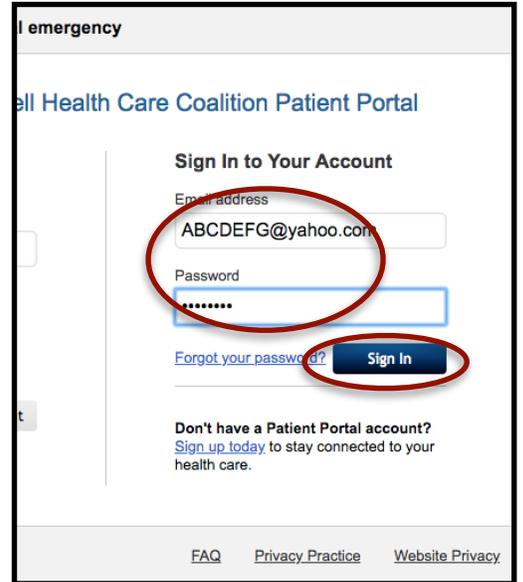
- Go to the AthenaHealth Portal Registration website at: <https://11747.portal.athenahealth.com/>
- Click on the blue “Sign up today” link in the Registration window.
- Follow Steps 3 through 7 in the above directions for Option A.



## How to Access Portal Account

*\*Please note that though we are “Heritage Health Center,” the Portal uses “Powell Health Care Coalition.” These two entities are the same thing.*

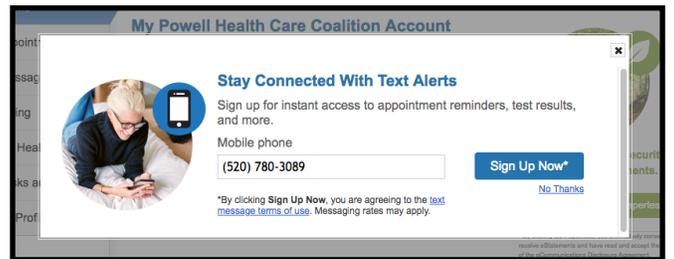
1. Go to <https://11747.portal.athenahealth.com/>, and sign-in to your account by entering your email and password.



2. Click “Sign In” when done.

3. On the next window, you may receive a “Pop-up” Notice to that looks like this:

You can sign-up to receive text notices from Athena regarding certain patient information by entering the phone where you would like to texts to be sent.

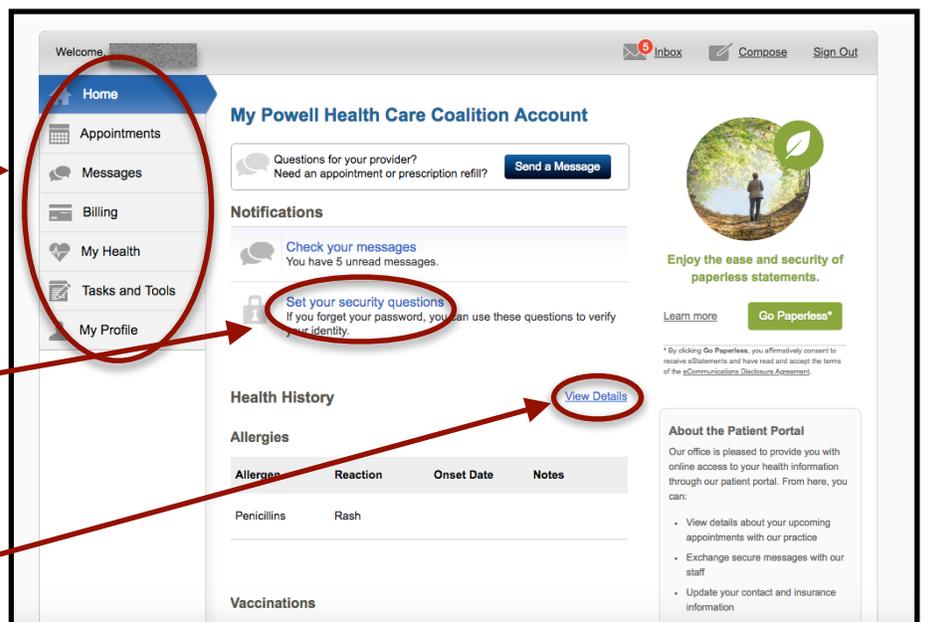


4. After the Pop-Up Window, your Home Page of your Portal will look like this.

You can choose from the menu options listed on the left side: Appointments, Messages, Billing, My Health Tasks and Tools, or update My Profile Page.

You can also set-up your security questions as an extra security measure for your account access.

Or you can “View Details” on your Health History.



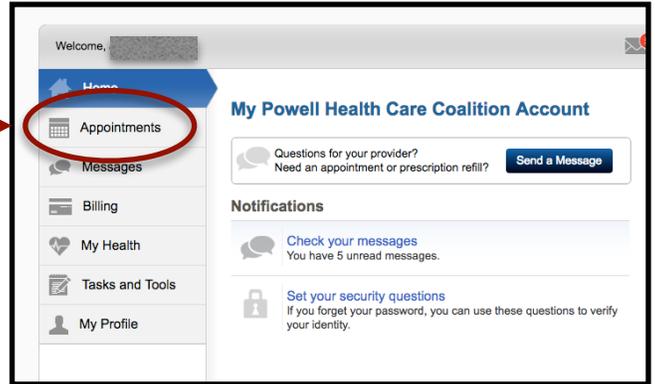
Allergies	Reaction	Onset Date	Notes
Penicillins	Rash		

## How to Schedule Appointments through the Portal

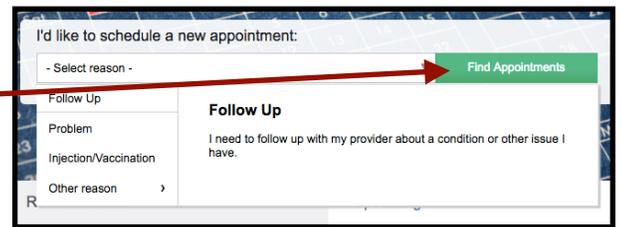
*\*Please note that though we are “Heritage Health Center,” the Portal uses “Powell Health Care Coalition.” These two entities are the same thing.*

1. Log-In to your Patient Portal Account through <https://11747.portal.athenahealth.com/>.

2. Click “Appointments” on the menu on the left of your screen.



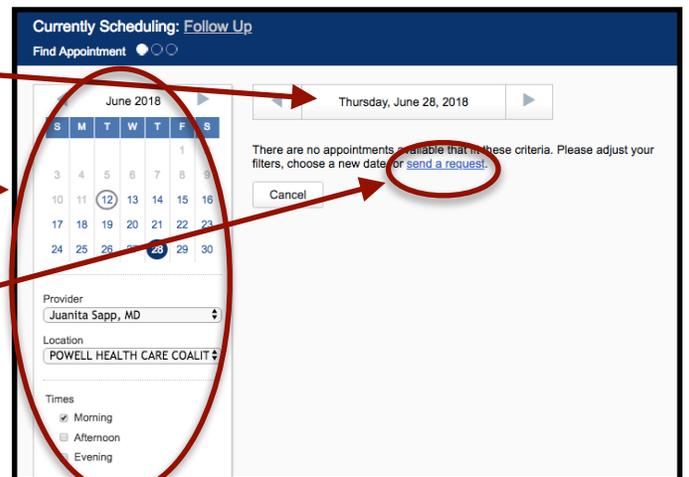
3. Select a reason for the appointment and then click “Find Appointments.”



4. Select your preferred appointment day.

Select your Preferences for the Provider, Location, and Times.

If the search yields no options the “Send a Request” to the clinic for an appointment.

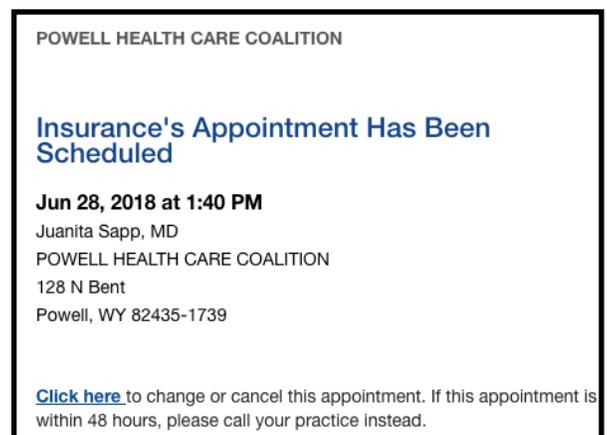


- To "Send a Request," select a Provider preference if you have one, a location and preference for time.

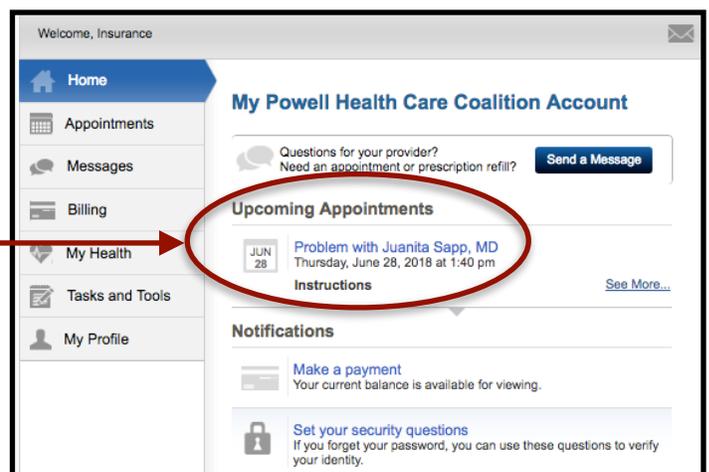
If you have a particular day when you would

like it, please enter that into the Comment Box area, and any other information that will help staff reschedule the appointment.

- Once an appointment has been scheduled for you, you will receive a confirmation of that appointment through your email that is attached to your Portal Account.



- The Appointment will also be listed on your Portal Home page under "Upcoming Appointments."



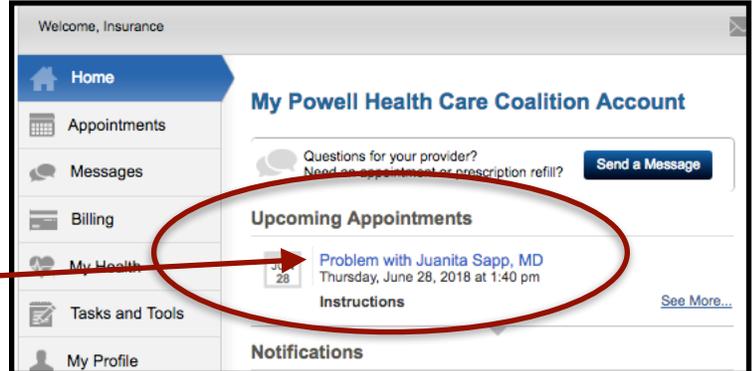
## How to Reschedule an Existing Appointment through the Portal

*\*Please note that though we are “Heritage Health Center,” the Portal uses “Powell Health Care Coalition.” These two entities are the same thing.*

**Regardless of how you originally scheduled an appointment, patients may use their Portal account to request an appointment to be rescheduled by their Provider.**

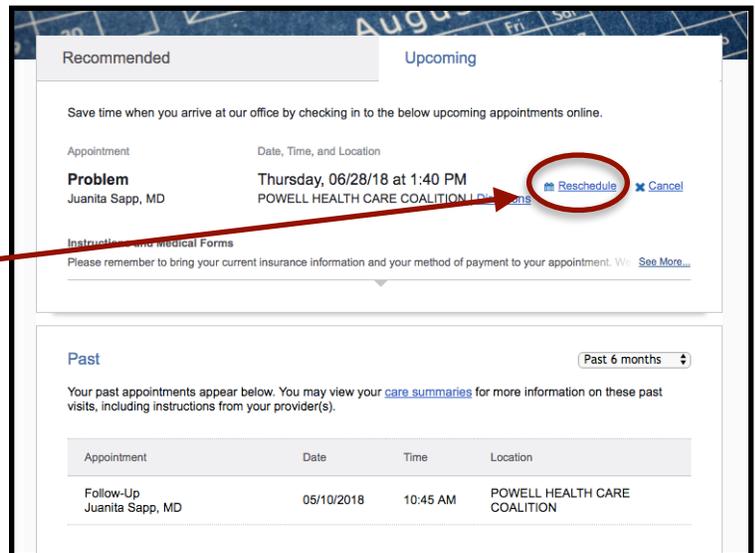
1. Log-In to Portal Account.

“Upcoming Appointments” will be listed on this first screen.

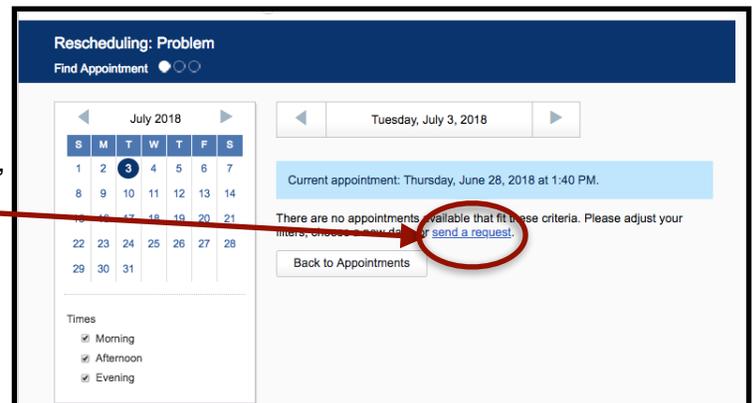


2. Click on an existing appointment you want to reschedule.

3. On the next window, select “Reschedule Appointment”



4. In the next window, either enter your day and time of day preference for the new appointment, OR you can “Send a Request” to the clinic.



- To "Send a Request," select a Provider preference if you have one, a location and preference for time.

If you have a particular day when you would like it, please enter that into the Comment Box area, and any other information that will help staff reschedule the appointment.

- Click "Send" when you are finished.

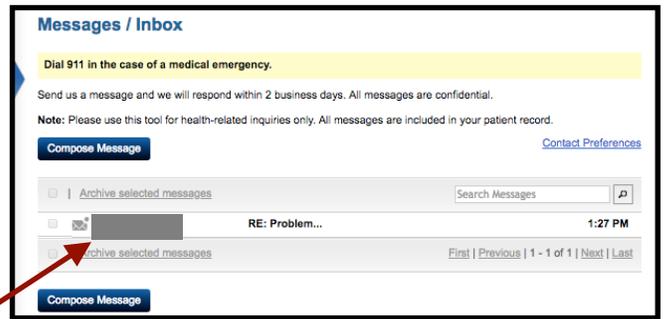
This message will be sent to clinic scheduling staff and they will communicate with you on your new appointment time.

- You will receive a confirmation that your message was sent.

- All of the messages you send through the Portal, including Requests to Reschedule Appointments, will appear in your "Sent Messages" Box.

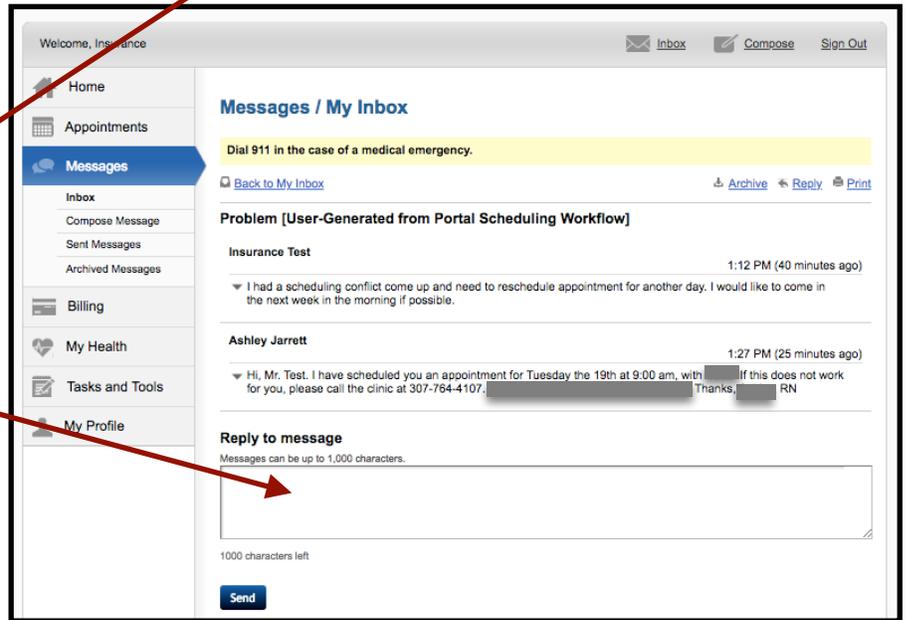
- When the clinic replies you will have a new message in your Inbox and it will look like this.

You should also receive an email notification that the clinic contacted you through the Patient Portal.



- Click on the message to open it to read the clinic's response.

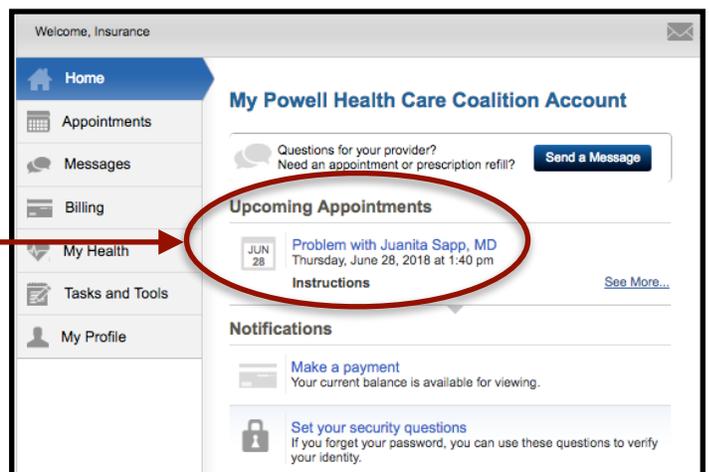
If the clinic needs additional information you can reply back using the "Reply to Message" Window, OR you can call the clinic at (307) 764-4107.



- Once an appointment has been scheduled, you will receive a confirmation of that appointment through your email that is attached to your Portal Account.



- The Appointment will also be listed on your Portal Home page under "Upcoming Appointments."



## How to Complete Appointment Check-In through the Portal

\*Please note that though we are “Heritage Health Center,” the Portal uses “Powell Health Care Coalition.” These two entities are the same thing.

1. Log-In to your Patient Portal Account through <https://11747.portal.athenahealth.com/>.

2. Click the “Check In” button on the appointment for which you would like to check-in.



### Please review your information.

If you need to make changes, update the information below.

#### Contact Information

Home phone

Mobile phone

Would you like to receive text alerts?  Yes  No [?](#)

By selecting yes, you are indicating that you have read and agree to the [Text Message Terms of Use](#).

Email address

Address

City, State

ZIP code

3. On the next screen (page 1 of 3), review and update your personal information.

This is information HHC is required by law to have in every patient’s records and it helps the clinic maintain good communication with patients.

#### Personal Information [Why are you asking this?](#)

Marital Status

Language

Race

Ethnicity

Click “Continue” when finished.

#### Saved Pharmacies

Add up to 5 pharmacies to save with Juanita Sapp, MD’s office. If you add multiple, select one as your primary pharmacy.

[Add Pharmacy](#)

[Continue](#)

- Page 2 of 3 shows outstanding balances on the patient's account. Patients will be asked if they would like to make a payment.

They may choose to pay with a credit card, to Pay in-person at the clinic or submit a question to the Billing Department about charges.

2 of 3 Billing

You have an outstanding balance.

Select your payment amount:

Service Date	Provider	Amount Due	Payment
Past Visits			
06/06/2018	D. Anders, PA	\$80.00	\$ 80.00
		Total	\$80.00

How would you like to pay?

- Pay with a credit card
- Pay at our office
- I have questions about my balance

Back Continue

Patients may view the details of account charges.

Click "Continue" when complete.

- Page 3 of 3 is the Patient's Health History.

Update your Medications and Allergies lists. The more accurate this information is, the better care our Providers can provide.

3 of 3 Health History Form

Has your health changed since your last visit?  
Updates you make will not be seen by Juanita Sapp, MD until the time of your appointment.

**Medications**  
Needs review

Current Medications  
You do not have any current medications.  
Select Update to add medications.

**Allergies**  
Needs review

Existing Allergies  
You do not have any existing allergies.  
Select Update to add allergies.

Back

### Deleting Listed Medications/Allergies:

- Click "Remove" to delete medications/allergies that you are no longer taking or no longer apply.

3 of 3 Health History Form

Has your health changed since your last visit?  
Updates you make will not be seen by Juanita Sapp, MD until the time of your appointment.

**Medications**  
Add a medication below.

Add a Medication

What medication are you taking?  
[Text Input Field]

Add medication Remove

### Adding Medications:

- Click "Add Medication" to list new medications.
- Type the name of the medication you wish to add and press "Enter."

3 of 3 Health History Form

Has your health changed since your last visit?  
Updates you make will not be seen by Juanita Sapp, MD until the time of your appointment.

**Medications**  
Add a medication below.

Add a Medication

What medication are you taking?  
[Text Input Field]

Add medication Remove

- Answer additional questions about the medication you entered:

- How do you take it? →
- What form do you take? →
- Enter/Choose the strength →
- Enter the Date you started taking the medication OR choose "I don't know."

**Medications**  
Add a medication below.

Add a Medication

What medication are you taking?  
Synthroid

How do you take it?  
 intravenous  
 oral  
 I don't know

What form do you take?  
 Tablet  
 I don't know

What strength are you taking?  
 100MCG  
 112MCG  
 125MCG

- Enter how much you are taking and how often →

When did you start taking this medication?  
  
 I don't know

How much are you taking, and how often are you taking it?  
 I take

Cancel

- Select usage -  
 every day  
 twice a day  
 3 times a day  
 4 times a day  
 5 times a day  
 6 times a day  
 every other day

### Adding Allergies:

- Click "Add Allergy"
- Start typing the name in the window and a list will appear.
- Choose your allergy from the list

3 of 3 Health History Form

Has your health changed since your last visit?  
 Last updated 06/14/2018. Updates you make will not be seen by Juanita Sapp, MD until the time of your appointment.

**Allergies**  
Add an allergy below.

Add an Allergy

What is your allergy?  
 [Remove](#)

What is your allergy?  
 [Remove](#)

- Type-in or choose an option from the drop-down lists to answer questions for each allergy you entered:

- Date you been reacting to the allergy

- What type of reaction you have

- How severe the reaction is

**Allergies**  
Add an allergy below.

Add an Allergy

What is your allergy?  
STRAWBERRY

Since when have you had this allergy?  
12/21/2003  
 I don't remember when this allergy started

What reactions do you experience?  
Facial swelling Moderate  
[Add another reaction](#)  
 I don't know

What is your allergy?  
PEANUT

Since when have you had this allergy?  
MM/DD/YYYY  
 I don't remember when this allergy started

- Severity -  
Mild  
Mild to moderate  
✓ Moderate  
Moderate to severe  
Severe  
Fatal

6. Once you've updated your Medications and Allergies, click "Save" at the bottom of the screen.



7. You will return to the "Health History Form" screen and it should show any changes to your Medications and Allergy Lists.

8. Click "Complete" when done updating the lists.

3 of 3 Health History Form

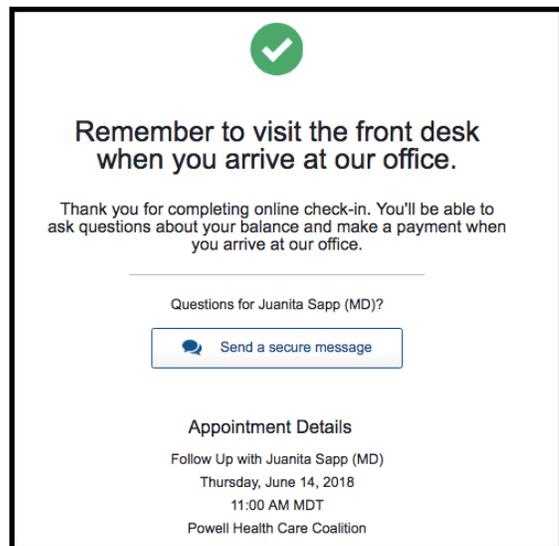
Has your health changed since your last visit?  
Last updated 06/14/2018. Updates you make will not be seen by Juanita Sapp, MD until the time of your appointment.

**Medications**  
Updated  
Current Medications  
Synthroid 100 mcg Tablet  
Start date: 04/24/2018

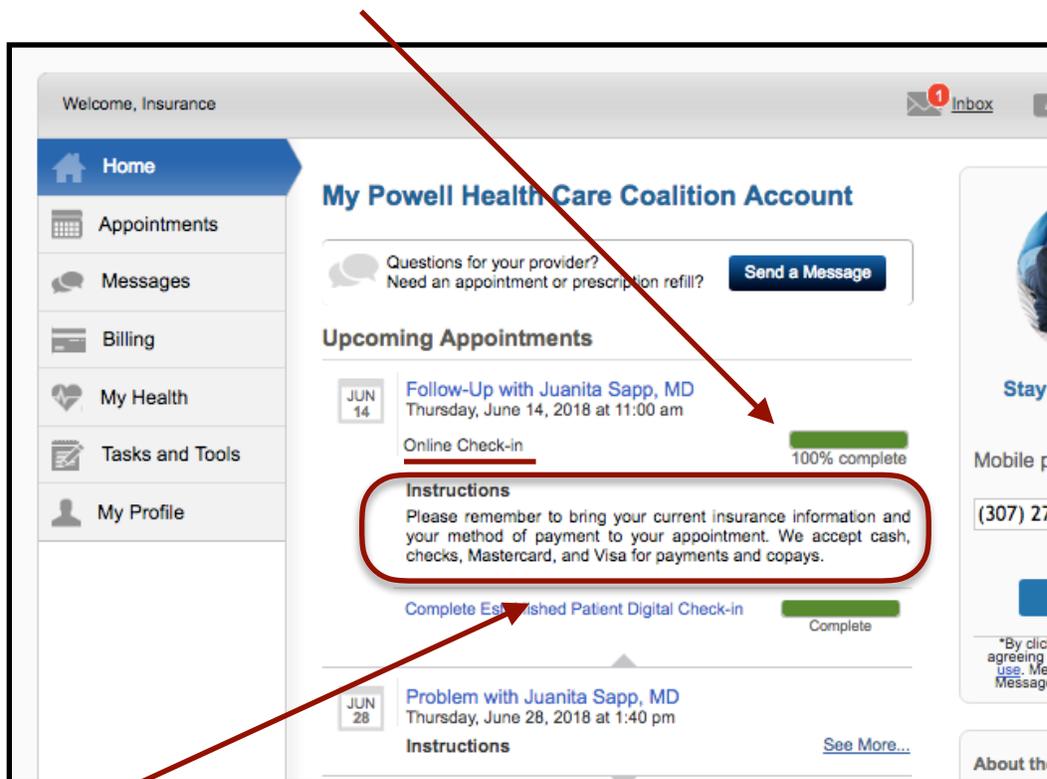
**Allergies**  
Updated  
Existing Allergies  
Peanut  
Strawberry  
Onset date: 12/21/2003  
Reaction: Facial swelling - Moderate

Back Complete

9. When your check-in is complete, you will receive a confirmation pop-up that looks like this:



And it should show that you've completed the check-in process 100% for your upcoming appointment on your Home Page Screen:



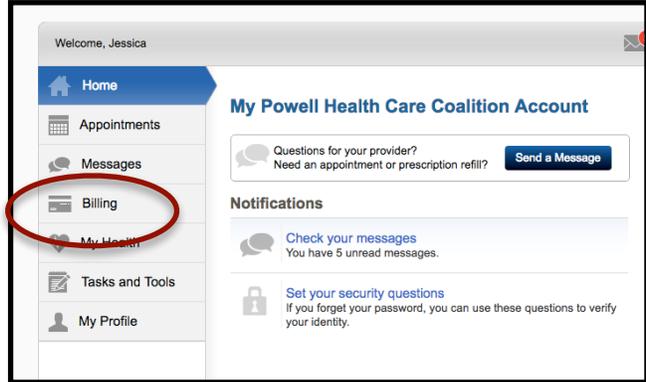
10. **Reminder:** Though you completed the online check-in process, please arrive a few minutes early to sign your Consent to Treat form, make payments and to provide any other necessary documents for your visit at the Registration window.

## How to Check your Account Balance through the Portal

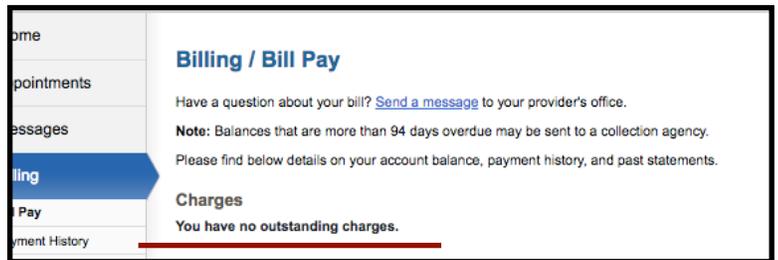
*\*Please note that though we are “Heritage Health Center,” the Portal uses “Powell Health Care Coalition.” These two entities are the same thing.*

1. Log-In to your Patient Portal Account through <https://11747.portal.athenahealth.com/>.

2. Click “Billing” on the menu on the left of your Portal Home page screen.



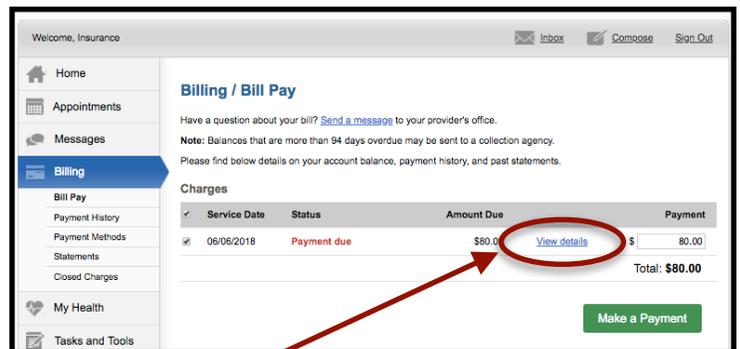
3. If you have no Balance the screen will look like this.



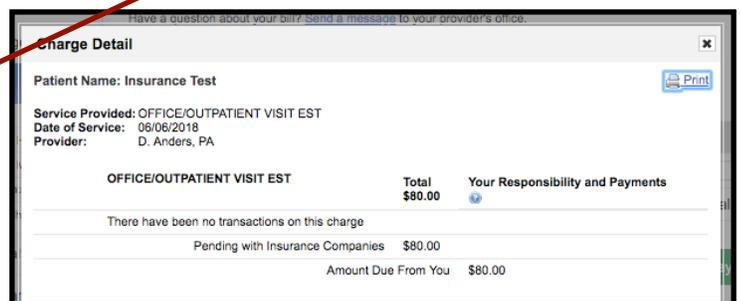
## How to Make a Payment through the Portal

1. Follow Steps 1 & 2 of “How to Check your Account Balance on the Portal”.

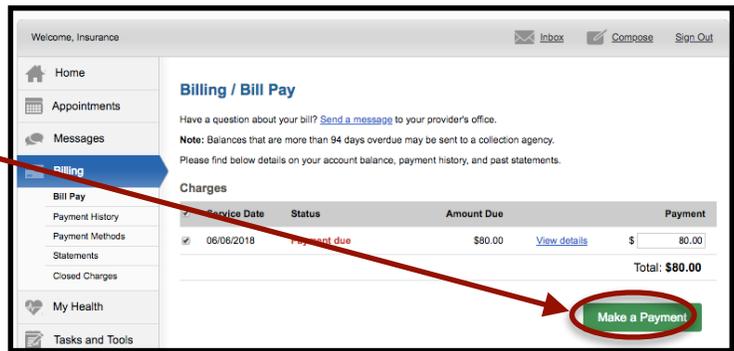
2. If you have a current balance, your charges will be listed in your Billing/Bill Pay Window.



3. Click “View Details” to review or print the details of the charges.



- Click "Make a Payment."



- Enter payment information and click "Review Payment."

### Pay With a Credit Card

Card number\*  
123456789123

Cardholder name\*  
Test Patient

Expiration date\*  
MAY-05 2019

Security code\*  
333

Save this card for future payments.  
 Make this my default payment method.

Billing address

Address line 1\*  
123 NICE STREET

Address line 2

City\*  
POWELL

State\*  
WY

ZIP code\*  
82435

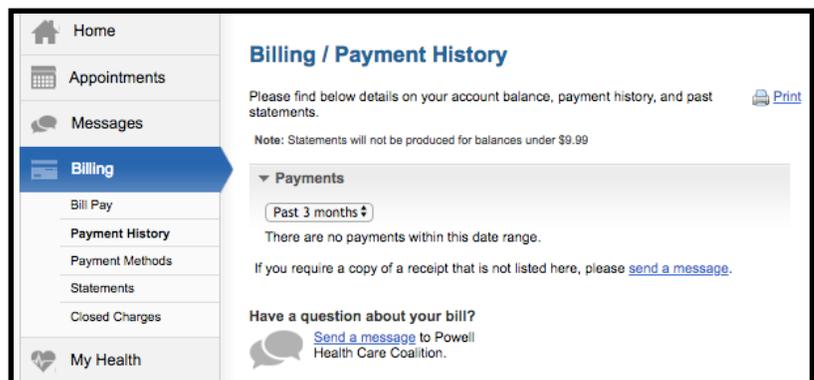
- If all information on the payment screen is correct, click "Review Payment." The next screen will show all details of the transaction and payment information.

- Change any details that are incorrect and click "Submit Payment."

- You should receive a confirmation message that the payment has been accepted.

A confirmation message will also be sent to your email attached to your Portal account.

- All statements and payments attached to your account will appear under the "Billing" section in the Portal.



## How to Message your Provider through the Portal

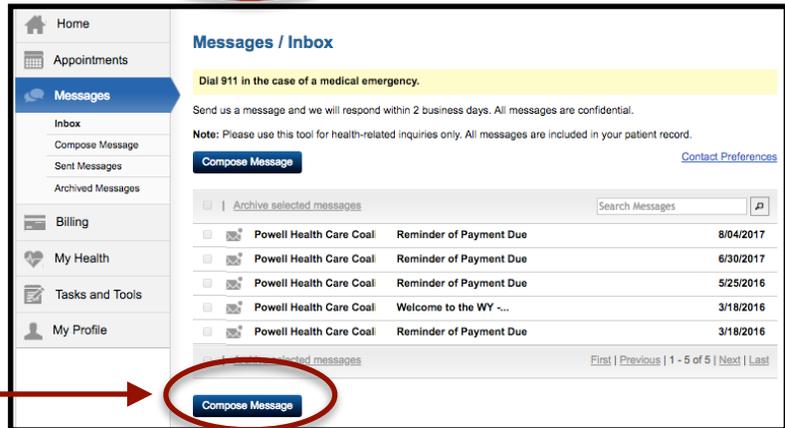
\*Please note that though we are “Heritage Health Center,” the Portal uses “Powell Health Care Coalition.” These two entities are the same thing.

1. Log-In to your Patient Portal Account through <https://11747.portal.athenahealth.com/>.

2. Click on “Messages” in the menu on the left, OR click the “Send a Message” button.

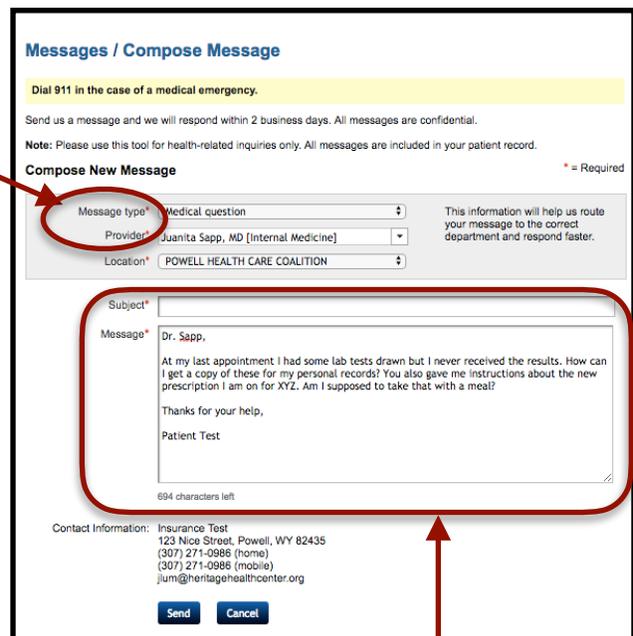
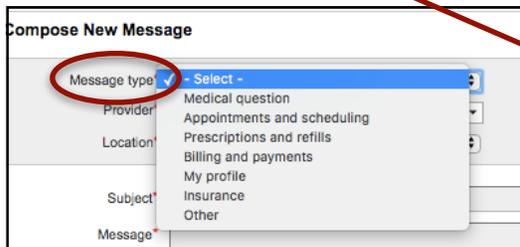


3. Your Message Inbox will open. You can see a list of all notices, messages from your Provider and from the clinic staff sent to you through the Portal.

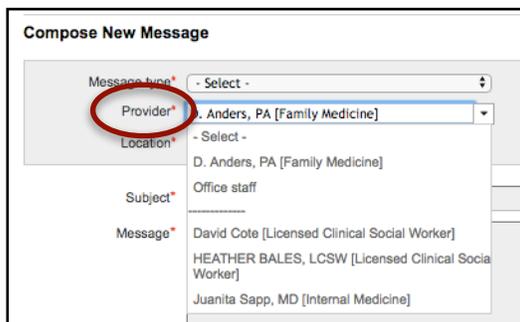


4. Click on “Compose Message.”

5. Select “Message Type” from the drop-down menu.



6. Select the “Provider” you want to contact.



7. Enter the “Subject” and type the “Message” you want to send. Click “Send.”