nwnaturopathicmedicine

athenahealth

GETTING READY FOR YOUR APPOINTMENT

Up to 7 Days Prior to your appointment

Log on to the Patient Portal

1. Log on to the Patient Portal.
   Your upcoming appointment appears on your home page and on the Appointments page.

2. Click Check In.
   The Patient Information step appears.

Confirm or update demographic information and (optional) add pharmacies

1. Confirm or update your contact and personal information.

2. **Would you like to receive text alerts?** — This prompt appears only if you have not yet agreed to accept text message notifications from the practice. Select **Yes** to receive text messages from the practice.

3. To add a pharmacy to your patient record:

   a. Scroll to the bottom of the page and click Add Pharmacy. In the Select a Pharmacy window, search for and select the pharmacy.

   b. Click Save.
      Note: You can store up to five pharmacies in your patient record, but only one can be designated as your primary pharmacy.

4. Click Continue.

If you have an outstanding account balance, a copay, or both, the Billing step appears.

Pay your copay or outstanding balance

1. Select the charges to pay.
   Note: For outstanding balances, you can enter an amount smaller than the charge in the Payment box.

2. Select your payment method.
   If you select **Pay at the front desk** or **I have questions about my balance**, you can pay your balance at the time of your appointment.

3. Click Continue.

4. If you selected **Pay with a credit card**, a payment window appears.

   a. Enter your credit card information, check the **I'm not a robot** box, and click Review Payment.

   b. Verify your credit card information and then click Submit Payment.
      A message confirms that your payment was received.

   c. Click Continue.

   If the practice has any consent forms for you to sign, the Consent and Privacy step appears.

Sign consent forms

1. Review each form in the list and either sign it or click Sign at the front desk to continue to the next step.
   To sign a form, enter your full name in the signature box at the bottom of the window and click Sign.

2. After you review all the forms, click Continue.

   The Health History Form step appears.

Complete the health history form

1. Review each section (Medications, Allergies, and so on) of your health history form.

2. For each section, click `Update` to add, edit, or remove items, or click `No Changes`.

3. When you finish reviewing the health history, click Complete. A message thanks you for completing online check-in.

Send a secure message to the provider (optional)

1. After you check in for the appointment, the final window displays a prompt to enter a question for your provider. (For more information, see Questions for providers created during pre-appointment self check-in.)

   a. Click Send a secure message. A message box opens.

   b. Enter your question (up to 500 characters) and then click Send. Practice staff will not see the question until the time of your visit.