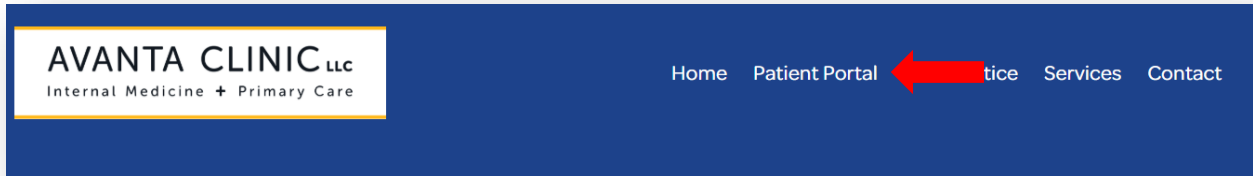


This document provides step-by-step instructions on how to send a secure message to the practice using the Patient Portal

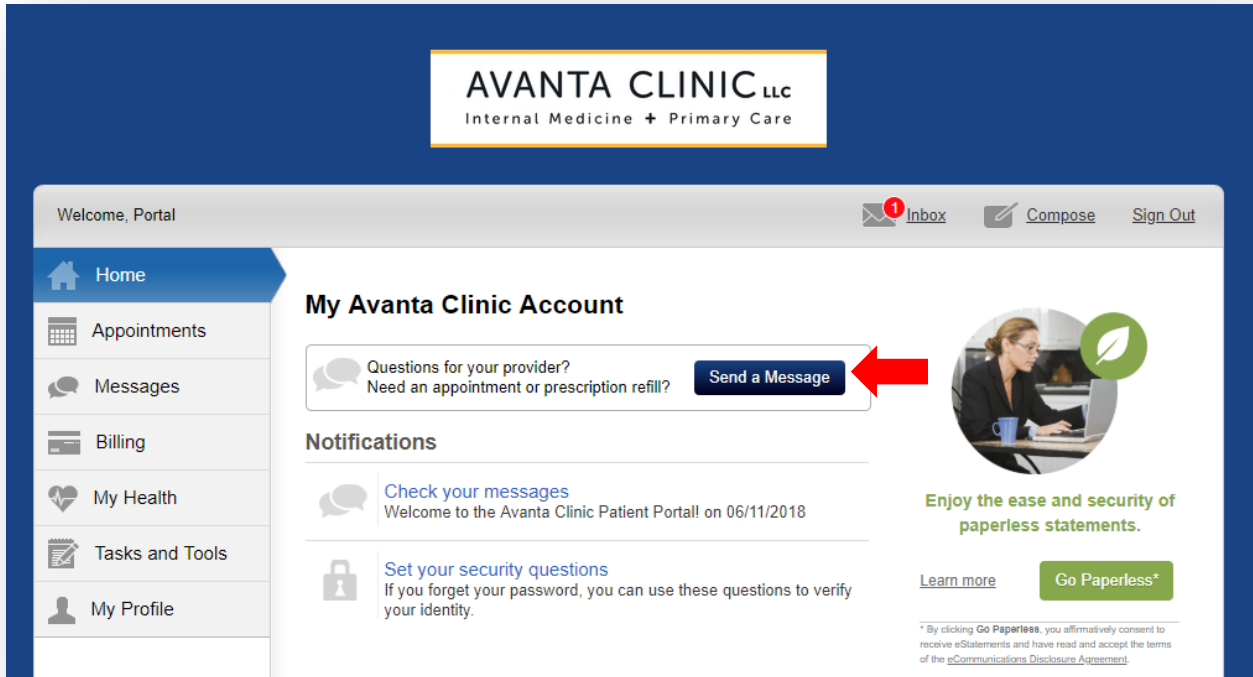
STEP 1: Navigate to the Avanta Clinic website and click Patient Portal

- www.avantaclinic.com



STEP 2: Enter your email address and password, then click "Sign In"

STEP 3: From the Patient Portal Home Screen, click the **“Send a Message”** button.



STEP 4: A window will appear asking you to enter further information. The **Provider** and **Location** fields should auto-populate but can be changed if necessary. The **Type** field will default to **Medical Question**, but you can change this field to one of the following options that best describes the type of question you have:

- **Medical Question**
- **Appointments and Scheduling**
- **Prescriptions and Refills**

Once you have selected the **Provider**, **Location**, and **Type**, you can enter the message you would like to have delivered electronically to the practice. (**NOTE: The message field has a 1,000-character limit**)

After you have entered your message, click **“Send”**

The screenshot displays the Avanta Clinic Patient Portal interface. At the top, the Avanta Clinic logo and tagline are visible. Below the header, a navigation menu on the left includes options like Home, Appointments, Messages, Billing, My Health, Tasks and Tools, and My Profile. The main content area is titled 'My Avanta Clinic Account' and features a message composition form. The form includes a header with the text 'Questions for your provider? Need an appointment or prescription refill?' and a yellow warning box that says 'Dial 911 in the case of a medical emergency.' The form fields are: Provider (Sudeep Bansal, MD [Inter]), Location (Avanta Clinic), Type (Medical question), and Message (a large text area with a '1000 characters left' indicator). A red arrow points to the Type dropdown menu, another red arrow points to the Message text area, and a third red arrow points to the Send button. The form also includes a Cancel link and a Go Paperless button. A sidebar on the right contains a circular profile picture, a message about paperless statements, and an 'About the Patient Portal' section.

STEP 5: You will receive confirmation that your message was sent.

Thank you, we have received your message and will reply within two business days. All messages are confidential.

STEP 6: Once the practice has reviewed the message, you will either receive a response via **phone call** directly from the practice, or an **electronic message** through **the patient portal**. If you receive an **electronic response**, an **email** will be sent notifying you that there is a new message available on the patient portal. You can click “View message” to be directed to the patient portal login screen.

Avanta Clinic

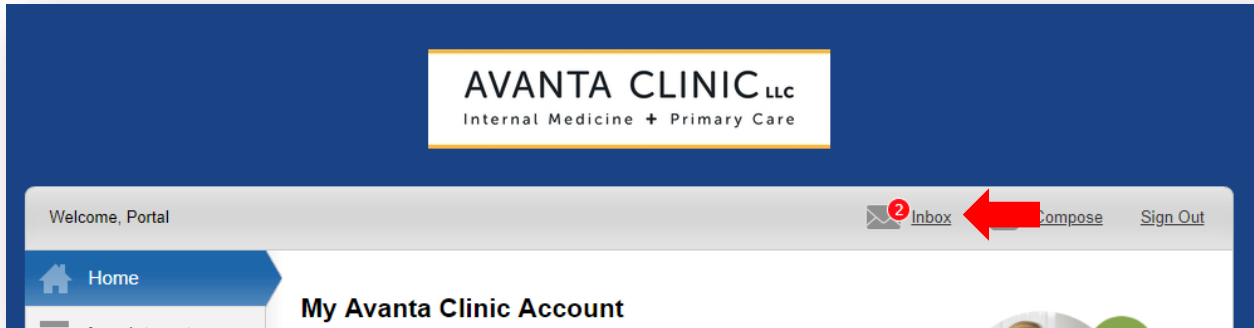
Portal,

Sudeep Bansal, MD has sent you a secure message in your patient portal. This message may include information about your care plan, test results, medicines or other important information.

[View message](#)



STEP 7: Once you have logged into the patient portal, you will see where new items are available for you to view in your **inbox**.



STEP 8: Click the **Inbox** icon and then select the **new message** to view the response.



STEP 9: If necessary, you can respond back to the practice directly by entering another message in the “Reply to message” field. Once the response has been entered, click “Send”

