Sending Secure Messages Using Patient Portal

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

• <u>www.avantaclinic.com</u>

AVANTA CLINIC LLC Internal Medicine + Primary Care	Home Patie	ient Portal	Services Contact
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STEP 2: Enter your email address and password, the click "Sign In"

Dial 911 in the case of a medical emergency	
Dial 311 In the case of a mouldar emergen	Cy
Welcome to the Avan	ta Clinic Patient Portal
Make a One-Time Payment	Sign In to Your Account
QuickPay Code, Statement ID, or Access Code	Email address
	Password
Where can I find my code? By clicking Make a Payment, you	
represent that you are authorized to address the patient's billing matters.	Forgot your password? Sign In
Make a Payment	Don't have a Patient Portal account? Sign up today to stay connected to your health care.

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

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	AVANTA CLINIC LLC Internal Medicine + Primary Care	
Welcome, Portal		Lompose Sign Out
Home		
Appointments	My Avanta Clinic Account	
Messages	Questions for your provider? Need an appointment or prescription refill?	
Billing	Notifications	
My Health	Check your messages Welcome to the Avanta Clinic Patient Portal! on 06/11/2018	Enjoy the ease and security of paperless statements.
Tasks and Tools	Set your security questions	
My Profile	If you forget your password, you can use these questions to verify your identity.	* By clicking Go Paperless, you affirmatively consent to receive eStatements and have read and accopt the terms of the eCommunications Disclosure Agreement.

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

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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"

	AVANTA CLINIC LLC Internal Medicine + Primary Care	
Welcome, Portal		Inbox 🗹 Compose Sign Out
Home	Mu Avente Clinic Assessme	
Appointments		
Messages	Questions for your provider? Need an appointment or prescription refill?	
Billing	Dial 911 in the case of a medical emergency.	
My Health	Provider* Sudeep Bansal, MD [Inter - Location* Avanta Clinic -	Enjoy the ease and security of paperless statements.
Tasks and Tools	Type* Medical question	Learn more Go Paperless*
My Profile	Message	* By clicking GO Paperless, you affirmatively consent to receive eStatements and have read and accept the terms of the <u>eCommunications Disclosure Agreement</u> .
	1000 characters left	About the Patient Portal Our office is pleased to provide you with
	Cancel Send	online access to your health information

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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.



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**.

	AVANTA CLINIC LLC Internal Medicine + Primary Care	
Welcome, Portal		Inbox Compose Sign Out
Home	My Avanta Clinic Account	

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

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/elcome, Portal			Compose Sign Out
Home			
Appointments	Messages / Inbox		
Messages	Dial 911 in the case of a medica	Il emergency.	
Inbox	Note: Please use this tool for healt	h-related inquiries only. All messages are included in your pa	atient record.
Compose Message	Composo Mossago	······································	Contact Preferences
Archived Messages	Compose message		
, Tenired Messages	Archive selected message	25 Search	Messages p
Billing		RE: Question about my health	12:37 PM
, in the second s		Welcome to the Avanta	6/11/2018
My Health	Avanta Clinic		
My Health Tasks and Tools	Avanta Clinic	es <u>First</u> Pre	evious 1 - 2 of 2 <u>Next</u> <u>Last</u>

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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"**

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Sign Out
Messages / My Inbox
Dial 911 in the case of a medical emergency.
Back to My Inbox Archive Achive Achive Achive
Overflow should not be the
Question about my health
42.22 DH (0 - 1- 4
Halla
This is a test message. Thank you.
Response from 12:37 PM (4 minutes ago)
Test Response
Reply to message
Nessages can de up to 1,000 characters.
1000 characters left
Sond