



AVALA Patient Portal Guide

Your patient portal provides you with timely online access to your health care information.

Your portal may include the following features, depending on your organization:

- Viewing lab results
- Viewing medications list, allergies, immunizations, problems, and procedures
- Viewing, scheduling, requesting, canceling, or rescheduling appointments
- Sending and receiving secure messages to your health care team
- Requesting prescription renewals or medication refills
- Viewing clinical summaries of your visits
- Viewing radiology, pathology, and microbiology reports
- Requesting edits to your medical record via clipboard forms
- Completing previsit or e-Visit questionnaires
- Participating in a video visit with your care team

Additionally, your patient portal provides you with the following key benefits:

- Providing access to personal health information 24 hours a day, 7 days a week
- Empowering you to engage more with your own care
- Providing you with timely access to your results
- Enabling electronic access to discharge information

The browsers below are recommended for viewing and using your patient portal to ensure the best possible experience. Your patient portal typically supports the current release of each browser and its most recent, previous release.

- Apple Safari and Apple Mobile Safari
- Google Chrome
- Microsoft Edge
- Mozilla Firefox

Contact your health care organization to learn more about the features and benefits provided by your patient portal.

Accessing the Patient Portal

Registering an Account

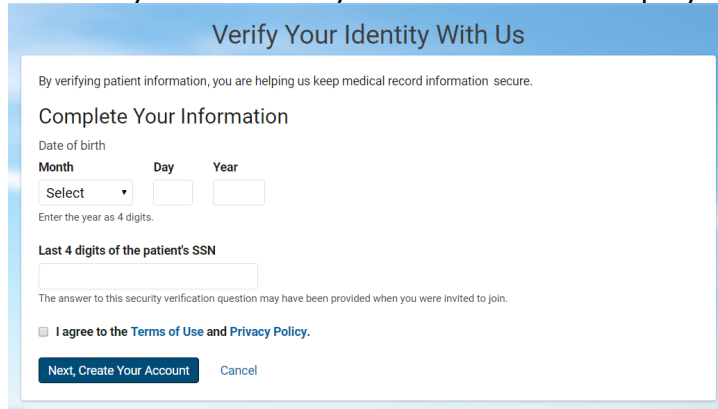
Your health care organization will ask you to [self-enroll](#) or will help you begin the registration process. When your health care organization assists you with the registration process, they help you select a security key and send an invitation to your personal email address. The invitation includes instructions on how to claim your account as well as details about the patient portal.

Tip: If you are interested in seeing your electronic health record (EHR) and you have not received an invitation to the patient portal, ask your provider or healthcare team about joining the portal during your next visit. Your provider will help you select a security key and send you an invitation.

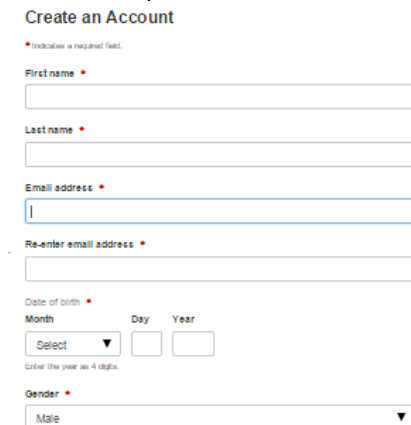
Note: The steps below are used by organizations that use using best practice recommendations. Your steps may be different.

After you receive a registration invitation email, complete the following steps to create an account:

1. From the email, click the link to create an account.
2. The Verify Your Identity With Us form is displayed.



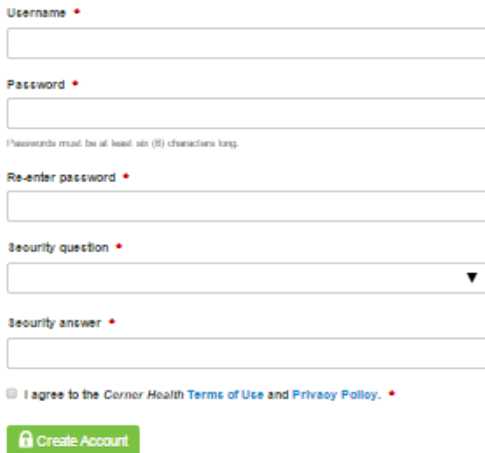
3. Enter your date of birth if it is not automatically entered for you.
4. Answer the challenge question. The challenge question and answer depends on when you initially asked your provider or registration staff member for an invitation. (If you don't remember the answer to your security question and answer, you will need to ask your provider or registration staff member to select a different one.)
5. Select the check box to agree to the Terms of Use and Privacy Policy. (Click the links to view these policies.)
6. Click Next, Create Your Account. An account creation page is displayed.



7. Enter your first name and last name if they are not automatically entered for you.
8. Enter your email address.

9. Enter your date of birth and gender if they are not automatically entered for you.

10. Create your username and password.



The screenshot shows a form with the following fields and elements:

- Username**: A text input field with a red asterisk.
- Password**: A text input field with a red asterisk. Below it is a note: "Passwords must be at least six (6) characters long."
- Re-enter password**: A text input field with a red asterisk.
- Security question**: A dropdown menu with a red asterisk.
- Security answer**: A text input field with a red asterisk.
- I agree to the [Corner Health Terms of Use](#) and [Privacy Policy](#).
- Create Account**: A green button with a lock icon.

11. Choose a security question to help you recover your account if you ever need to reset your password.

12. Answer the security question.

13. Select the check box to agree to the Terms of Use and Privacy Policy. (Click the links to view these policies.)

14. Click Create Account. You now have successfully created your account. Remember your username and password, as you will need to use them each time you log in to the patient portal.

Self-Enrolling an Account

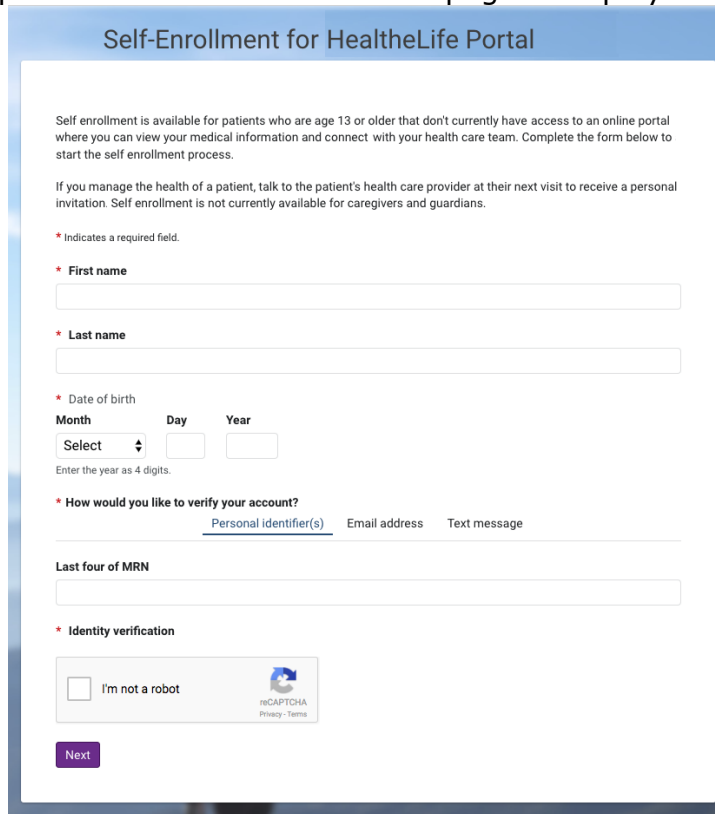
If your health care organization allows you to self-enroll, you can use their self-enrollment page to create a new patient portal account. Alternatively, your organization may send you an invitation to [register an account](#).

Notes

- If you manage the health of someone else, talk to that person's health care provider or registration staff members at their next visit to receive a personal invitation to the patient portal. Self-enrollment is not available for caregivers or guardians.
- The required age for self-enrollment varies by organization.

Complete the following steps to self-enroll for a patient portal account:

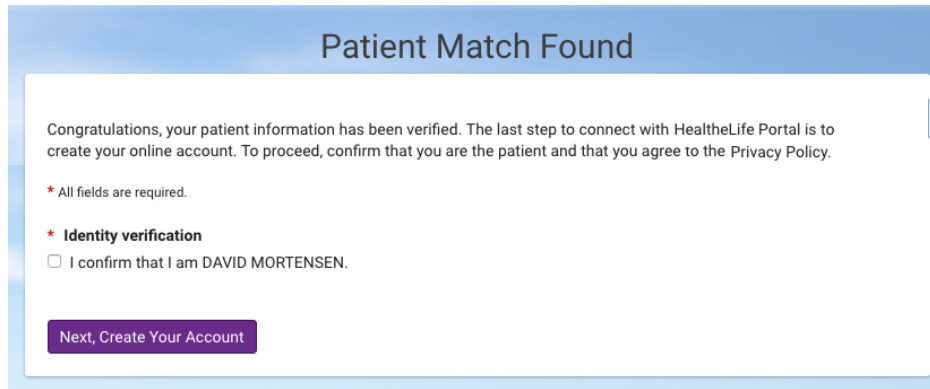
1. Access the link for your organization's self-enrollment website, as indicated by your provider. The Self-Enrollment page is displayed.



The screenshot shows a web form titled "Self-Enrollment for HealthLife Portal". The form includes the following sections:

- Introduction:** A paragraph explaining that self-enrollment is available for patients aged 13 or older who do not currently have access to an online portal.
- Disclaimer:** A note stating that self-enrollment is not currently available for caregivers and guardians.
- Required Fields:**
 - * First name:** A text input field.
 - * Last name:** A text input field.
 - * Date of birth:** Three input fields for Month (a dropdown menu with "Select" as the current value), Day, and Year. A note below says "Enter the year as 4 digits."
- Verification Method:** A section titled "How would you like to verify your account?" with three radio button options: "Personal Identifier(s)", "Email address", and "Text message".
- MRN Field:** A text input field labeled "Last four of MRN".
- Identity Verification:** A section containing a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with "Privacy - Terms" link.
- Next Button:** A purple button labeled "Next" at the bottom left of the form.

2. Enter your first name, last name, and date of birth in the appropriate boxes.
3. Depending on your organization, you may also have additional elements for personal identification (MRN, CMRN, SSN), email address, or text message (phone number).
4. Select the check box in the Identity Verification section and follow the Google re-CAPTCHA process.
5. Click Next. The system searches to validate your identity.
 - o If a match is not found, a message similar to the following one is displayed: You don't qualify for self-enrollment. To request an invitation, talk with your health care organization during your next visit for an invitation. If this message is displayed, you must talk to your health care organization to request an invitation and use the registration process.
 - o If a match is found, a verification code is sent to you in an email or text message, depending on the identifier you entered in the previous step. Additionally, a page is displayed that allows you to enter the verification code.
6. Enter the verification code sent to you. When entered correctly, the Patient Match Found page is displayed, and you can continue to self-enroll and claim your account.



7. On the Patient Match Found page, in the Identity Verification section, select the check box to confirm that you are the patient identified.
8. Click Next, Create Your Account.
9. Create your username and password.
10. Click Create Account. You now have successfully created your account. Remember your username and password, as you will need to use them each time you log in to the patient portal.

After completing the self-enrollment process, depending on your organization, a self-enrollment confirmation email may be sent to your organization.

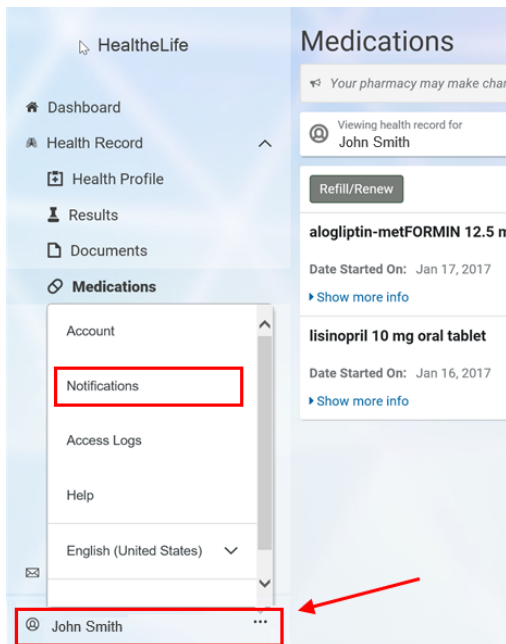
Tasks

Updating Notification Settings

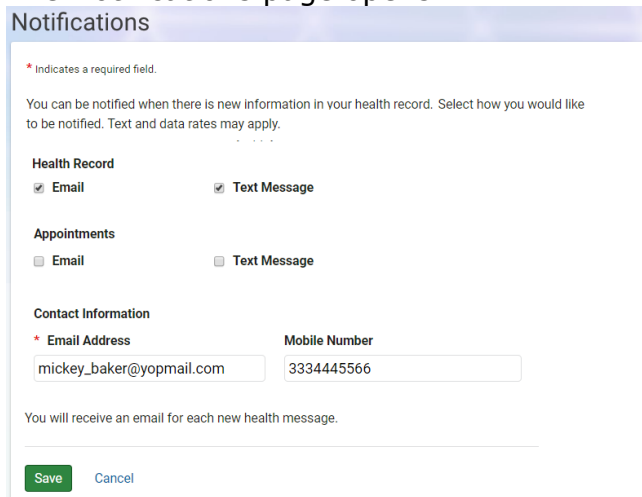
Notification settings allow you to receive a notification each time your provider or health care organization sends a message to you or updates your health care record. After logging in, you may be initially asked to verify your email address and update your notification settings. After this initial set-up, you can use the steps below to update your notification settings any time.

Complete the steps below to access and update notification options.

1. Log in to the patient portal.
2. Optionally select the appropriate person from the Change Person list. If you manage the health care of another person, that person's name is available to select.
3. Access the notification settings by selecting your name at the bottom of the left navigation pane and selecting Notifications.



The Notifications page opens.



4. Select the check boxes for the notification methods you want for each section of the patient portal. The sections on the page vary depending on your organization.

The patient portal uses the selected methods to contact you when you have notifications. The following options vary depending on your organization:

- Email: The patient portal sends notifications to the email address you entered above.
- Text: The patient portal sends short message service (SMS) text notifications to the phone number you entered above.
- Mobile Push: Your mobile app displays mobile push notifications on your mobile device.

5. Review your email address and phone number. Optionally update your email address and add or update your mobile phone number.



Notes

- If your Notifications page includes a Preferences link, select Preferences to open a separate page where you can update your email address and add or update your phone number.
 - Make sure your contact information is correct because messages might contain sensitive information.
 - Email address is required regardless of whether you want to receive notifications. Phone numbers are optional.
6. Select Save. to save your changes. A confirmation message is displayed.
 7. Select OK. Your notification options are updated.