



# PATIENT PORTAL REGISTRATION – AVALA

Information you will need:

- Valid Email Address
- Patient’s FULL Social Security Number

## Enrolling Patient During Registration

1. During initial patient registration, collect the patients social security number
2. In the HealthLife Enrollment section:
  - a. Enter patients email address
  - b. Change “Access Offered” to YES
  - c. Change “Send Invite” to SEND
  - d. Change “Challenge Question” to LAST FOUR DIGITS OF YOUR SSN
  - e. Enter the last 4 digits of their SSN into the “Challenge Answer” box
3. Let patient know that they will receive an email with a patient portal invite.

The screenshot shows the 'Register Patient' interface. The top section contains personal information fields such as Last Name, First Name, Middle Name, Nickname, Previous Last Name, Previous First Name, Suffix, Pronouns, Pronouns Other, Sex (set to Unknown), Birth Sex, Mother's Maiden Name, Reason For No SSN, Social Security Number (circled with '1.'), Immigration Status, Date of Birth, Age, Medical Record Number, Financial Number, and Self-Pay Balance (\$0.00). Below this is a navigation bar with tabs: Patient Information, Encounter Information, Guarantor Information, Insurance Primary, Insurance Secondary, Insurance Tertiary, MSP, Insurance Summary, Additional Contacts, Registration Alerts, and HealthLife Enrollment (circled with '2.'). The HealthLife Enrollment section includes fields for Invite Status (Sent), Online Identity Link Status, Error Reason, Email Address, Access Offered (set to YES), Send Invite (set to SEND), Challenge Question, and Challenge Answer. There is also an HIE Consent dropdown and an Authorized Representative Organizer table with columns for SSN, MRN, Sex, Birth Date, Last Name, First Name, Street Address (1-4), City, Zipcode, Country, County, State, and Home Phone Number. At the bottom right are 'Complete' and 'Cancel' buttons.



## **Enrolling Current Patients**

1. Open PowerChart
2. Click the PM Conversation down arrow and choose "HealthLife Registration"
3. Locate Patient
4. Click Facility Alias and type FAMC, choosing AVALA Hospital from the results
5. Enter patient information
  - a. Enter patients email address
  - b. Change "Access Offered" to YES
  - c. Change "Send Invite" to SEND
  - d. Change "Challenge Question" to LAST FOUR DIGITS OF YOUR SSN
  - e. Enter the last 4 digits of their SSN into the "Challenge Answer" box
6. Let the patient know that they will receive an email with a patient portal invite.