

## **PATIENT PORTAL GUIDE**

### **ACTIVATE A NEW ACCOUNT:**

1. GO TO [greatvalleyneuro.com](http://greatvalleyneuro.com)
2. SELECT "Patient Portal", RED BUTTON ON TOP RIGHT OF SCREEN
3. SELECT "Activate Account", BLUE BUTTON
  - a. SCROLL DOWN IF THIS BUTTON IS NOT SEEN AT FIRST
4. ENTER ALL INFORMATION
  - a. LAST NAME IS ENTERED FIRST
  - b. CREATE A LOGIN AND PASSWORD
  - c. **\*\*IT IS IMPORTANT TO KEEP YOUR LOGIN AND PASSWORD INFORMATION AS YOU WILL NEED IT TO ACCESS THE PORTAL\*\***
  - d. ACTIVATION CODE
    - i. IF YOU RECEIVED AN EMAIL FROM THE OFFICE, THIS CONTAINS THE ACTIVATION CODE. IF YOU DID NOT, PLEASE CALL THE OFFICE AND THEY WILL PROVIDE CODE.
5. ONCE ALL AREAS HAVE BEEN FILLED OUT, SELECT "Submit"
  - a. IF THERE AN ERROR, ENSURE THE FOLLOWING ARE CORRECT
    - i. NAME (LAST NAME IS FIRST) AND DOB
    - ii. IF THERE IS CONTINUED ERROR, PLEASE CONTACT THE OFFICE
6. YOU MAY BE PROMPTED TO UPDATE YOUR DEMOGRAPHIC INFORMATION
7. ONCE DEMOGRAPHIC INFO UPDATED, YOU ARE SUCCESSFULLY IN THE PORTAL

## **FREQUENTLY ASKED QUESTIONS:**

### **WHAT SHOULD I DO IF I DO NOT KNOW MY LOG IN OR PASSWORD?**

#### **FORGOT LOG IN:**

1. GO TO [greatvalleyneuro.com](http://greatvalleyneuro.com)
2. SELECT "Patient Portal", RED BUTTON ON TOP RIGHT OF SCREEN
3. SELECT "Forgot Login name"
4. ENTER ALL INFORMATION
5. CREATE NEW LOGIN NAME
6. SELECT "Submit"

#### **FORGOT PASSWORD:**

1. GO TO [greatvalleyneuro.com](http://greatvalleyneuro.com)
2. SELECT "Patient Portal", RED BUTTON ON TOP RIGHT OF SCREEN
3. SELECT "Forgot password"
4. ENTER INFORMATION REQUESTED
  - a. INFORMATION REQUESTED WILL BE LOGIN NAME AND EMAIL
    - i. EMAIL USED TO RESET PASSWORD MUST BE THE EMAIL ASSOCIATED WITH ACCOUNT.

- ii. IF YOU NO LONGER HAS ACCESS TO THAT EMAIL, PLEASE CONTACT THE OFFICE
5. ANSWER SECURITY QUESTION
  - a. IF YOU DO NOT KNOW THE ANSWER TO THE SECURITY QUESTION THAT COMES UP, OTHERS WILL APPEAR UPON INCORRECT ANSWER.
  - b. IF YOU DO NOT KNOW THE ANSWER TO ANY OF THE SECURITY QUESTIONS, PLEASE CONTACT THE OFFICE.
6. TEMPORARY PASSWORD WILL BE EMAILED TO YOU
7. GO TO YOUR EMAIL AND COPY DOWN TEMPORARY PASSWORD
  - a. **\*\*IMPORTANT\*\***: DO NOT SAVE THIS TEMPORARY PASSWORD ANYWHERE AS IT WILL NOT BE USED AGAIN
8. GO BACK TO [greatvalleyneuro.com](http://greatvalleyneuro.com)
9. SELECT "Patient Portal", RED BUTTON ON TOP RIGHT OF SCREEN
10. ENTER THE LOGIN NAME AND SELECT "Sign in"
11. ENTER THE TEMPORARY PASSWORD AND SELECT "Sign in"
12. TWO POSSIBLE OUTCOMES
  - a. YOU WILL BE IMMEDIATELY PROMPTED TO CHANGE YOUR PASSWORD.
  - b. YOU WILL NOT BE PROMPTED TO CHANGE YOUR PASSWORD
    - i. THE TEMPORARY PASSWORD WILL LOG YOU INTO THE PORTAL AND THEY WILL SEE THE PORTAL HOME SCREEN
    - ii. LOOK FOR YOUR NAME IN THE TOP RIGHT CORNER
    - iii. SELECT "Edit Profile"
    - iv. SELECT "Change password"
    - v. ENTER TEMPORARY PASSWORD UNDER "Current password"

**WHAT SHOULD I DO IF I ENTERED ALL MY INFO AND ACTIVATION CODE AND THERE IS CONTINUED ERROR?**

Please contact the office for assistance.

**HOW DO I CHANGE MY PASSWORD?**

See Forgot Password.

**HOW DO I CHANGE THE EMAIL ON THE ACCOUNT?**

Once successfully logged into the portal, go to the top right corner and choose "Edit Profile". Then simply select "Change Email".

**CAN MORE THAN ONE ACCOUNT BE MADE FOR THE SAME PATIENT?**

Yes, if there are multiple caregivers for the patient and they would like access to the portal account they will need to be added as an "Authorized Representative". Please contact the office and they will assist you in setting this up.

**THIS PORTAL IS FOR MY FAMILY MEMBER, CAN I STILL USE MY EMAIL?**

In order to achieve the best care for our patients, their family members and caregivers are given their own access to the patient's portal as long as they are already designated on the

patient's HIPPA. Please contact the office if you wish to set up a portal account as a family member or caregiver.

**\*\*The patient must have their own portal account in order to add an Authorized Representative\*\***

### **WHERE DO I FIND MY RECORDS ON THE PORTAL?**

Medical records of any kind do not automatically appear on our portal. If you would like a test result or visit summary sent to the portal, the office will need to manually send this information to the portal. Once sent to the portal, you will be able to access these documents by logging into the portal, selecting "Messages" and "Inbox". When a new document is sent to the portal, it will populate in the "Inbox". You will see a yellow/orange envelope next to black bold letters if the document is newly received. You should select the black bold letters to open the document, simply selecting the envelope will not open the document.

### **HOW DO I SEND A MESSAGE TO MY PROVIDER?**

Log into the portal. Once on the portal home page, go to the top of the screen and select "Create Message" this is a blue button. Then select the provider, type the message and select "Submit". The patient will receive an email when a response has been sent by the office.

### **CAN I PAY MY BILL ON THE PORTAL?**

At this time we do not offer online payment.

### **HOW CAN I UPDATE MY MEDICAL INFORMATION?**

Log into the portal. Once in the portal, along the right side there will be options. Select the option "Account Info" and update the appropriate information.