

Important Information about OUR new Patient Portal

Our Practice is excited to inform you that we've recently implemented a Patient Portal within our Practice which will allow us to provide you electronic Clinical Summaries of your Office Visits (if requested) and also send you secure Message if and as the need arises.

Conversely, our Patients will be able to use this same Patient Portal to send us Secure Message when unsecure email (Google, Yahoo etc) and/or our normal lines of communication aren't sufficient.

General Questions most Patients have:

1. How will I be notified that I have a Portal Account?

Answer:

The FIRST time the Practice sends information into your Portal Account (Clinical Summary or a Secure Message) you'll receive an email notification that contains the following:

- A direct link to your Portal account.
- The Web address of our Patient Portal
- Your INITIAL USERNAME and PASSWORD (which can be changed once you login)

The image shows a screenshot of an email notification titled "Important message from moca". The sender is "moca <donotreply@updox.com>" and it was sent on Thursday, 10/2/2014 at 11:11 AM to Dorel Radivoj. The main heading is "New moca portal account". The message states that moca has created a website for secure communication and provides a link: <https://myupdox.com/portal/AcomChiroCenter/html/newaccount-260dfa8a-4853-45aa-90a8-ae2f8fbd06e.html>. It also provides an alternative way to access the account using the website <http://AcomChiroCenter.myupdox.com> and the initial login information: initial username: 1499323060 and initial password: buckeye4. A verification code is mentioned as necessary after sign-in. At the bottom, it states: "This is an automated message. Please do not respond to this email, replies will not be".

Callout boxes with red borders and lines pointing to specific parts of the email:

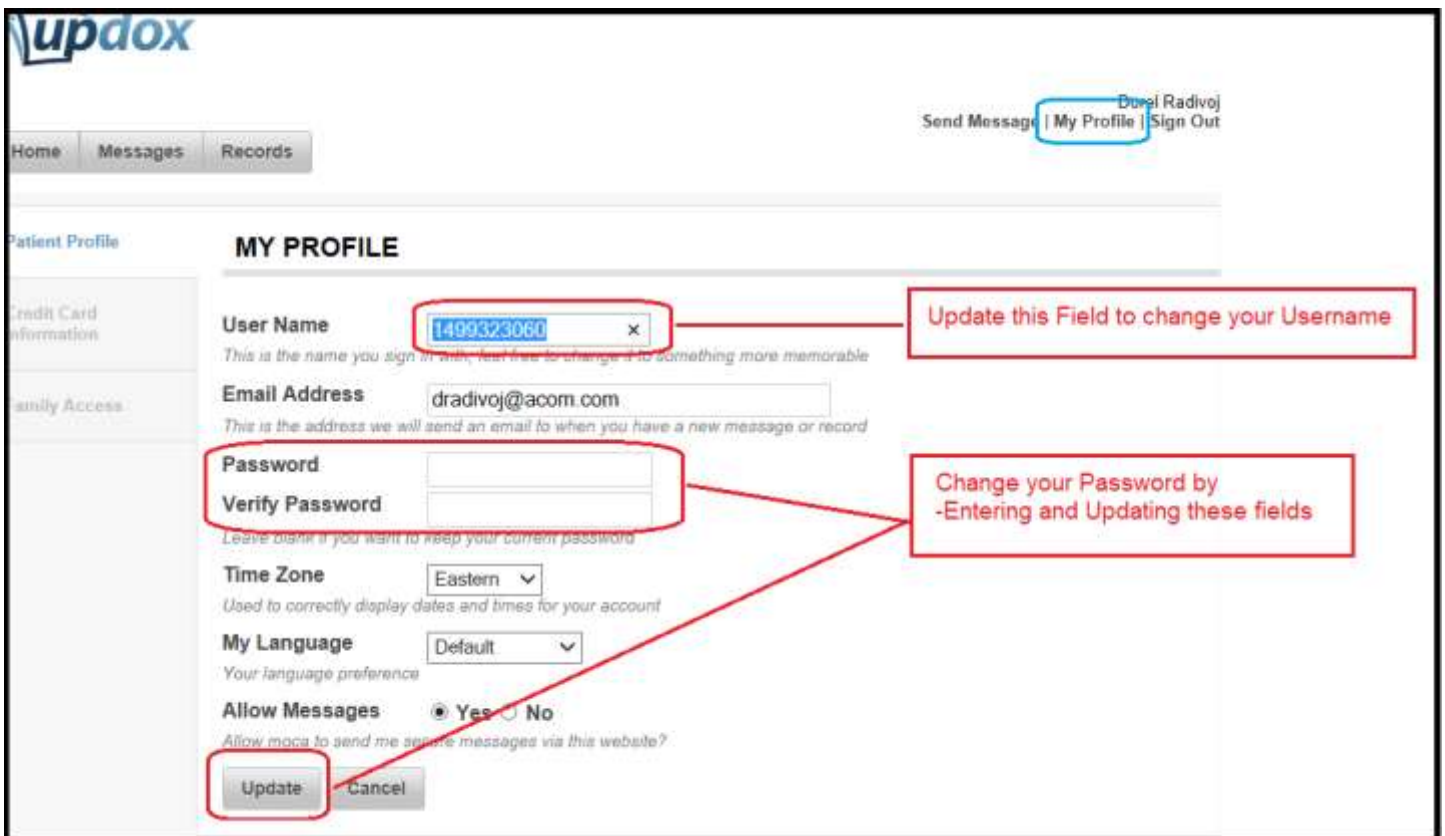
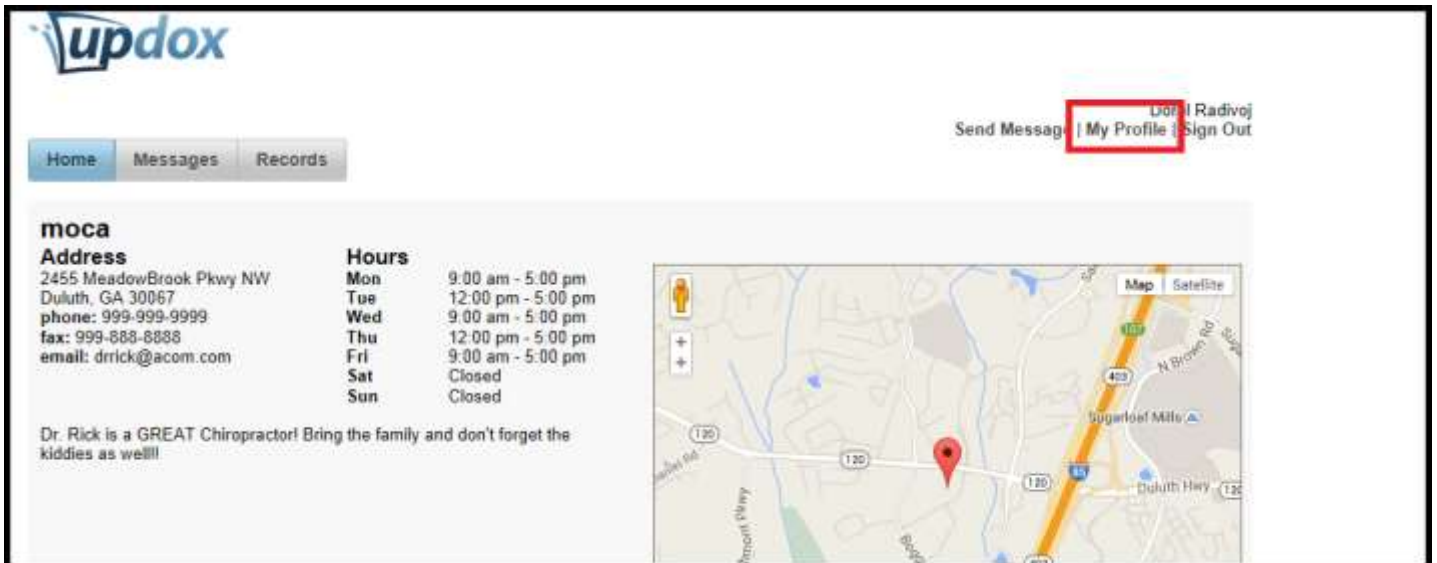
- Click to quickly access your Portal account. (points to the URL link)
- Portal web address. (points to the website URL)
- Your INITIAL Username and Password. Can be changed by you once you've logged into your Portal Account (points to the login information)

PORTAL ACCOUNT NOTIFICATION EMAIL

2. The INITIAL Username and Password is very long and confusing, how do I change it?

Answer:

You can change your Username and Password by clicking on MY PROFILE from within your Portal Account then following the steps outlined below.



3. How will I get notified that new record or a secure message is available for me?

Answer:

Email Notifications will be sent to you from the Portal. Simply click on the Portal link within the email you receive then enter your User Name and Password to access your Portal Account so you can view this new content.



4. What type of email notifications will I receive?

Answer:

Notifications that NEW RECORDS or a SECURE MESSAGE has been sent to your Portal account.