

# Patient Portal Login

## Logging in to the Patient Portal: Initial Login

Click on the **Set up Portal Account** link from the welcome email.

Dear Amy,

Welcome to VIPcare! We have exciting news regarding your health care!

As we continue in our efforts to provide you, our patients, with the highest quality of care, we are constantly looking for methods of working together with you to ensure that you are not only aware of but also involved in the maintenance and improvement of your health.

To that end, we are proud to announce that our practice now offers you the opportunity to use the power of the web to track all aspects of your health care through our office. The Patient Portal enables our patients to communicate with our practice easily, safely, and securely over the Internet.

Patient Portal URL: <https://health.healow.com/vipcaresaludvip>

Username: [redacted]@gmail.com

[Set up Portal Account](#)

Through the Patient Portal, you will be able to

- ask questions of doctors, nurses, and staff members
- request prescription refills and referrals
- request appointments or appointment changes
- examine your current and past statements

... all from the comfort of your home, whenever it is convenient for you!

By using the Patient Portal you no longer have to call the office, leave a message, and wait for a response to get the results of your lab work; those results will be available to you on the Portal.

Begin today to take an active role in managing your health care.

# 1 Use the phone number on file to verify the patient's identity

**vipcare**  
**saludvip**

**Authentication, Reset Password and Consent**

Help us to serve you better! Please submit few details about you.

**1 User Validation**

**Welcome Amy**

Please select the phone number and the verification code will be sent to the selected number.

Phone Number  
● \*\*\* - \*\*\* - 7563

How would you like to receive a unique code?

Voice  Text

If the number(s) or email above are not correct, please call our offices to update your account information and re-initiate the process.

[Cancel](#) **Send Code**

# 2 Enter the verification code

**vipcare**  
**saludvip**

**Authentication, Reset Password and Consent**

Help us to serve you better! Please submit few details about you.

**2 Verification Code**

Please enter the verification code you received.

[Resend Code](#)

Code is valid for 5 minutes or 6 attempts

[Cancel](#) **Verify**


### 3 Create a password

The screenshot shows the 'Reset Password' step of the user registration process. On the left, there is a sidebar with the VIPcare SaludVIP logo and a section titled 'Authentication, Reset Password and Consent'. Below this title, it says 'Help us to serve you better! Please submit few details about you.' and includes an icon of a smartphone with a question mark. The main content area is titled '3 Reset Password' and contains the instruction: 'Please Select your new Password. Refer [Password Guidelines](#) to create secure passwords.' There are two input fields: 'New Password' and 'Confirm New Password', both with eye icons to toggle visibility. At the bottom right, there are 'Cancel' and 'Next' buttons.

### 4 Accept eClinicalWorks consent


The screenshot shows the 'Consent Form' step of the user registration process. On the left, there is a sidebar with the VIPcare SaludVIP logo and a section titled 'Authentication, Reset Password and Consent'. Below this title, it says 'Help us to serve you better! Please submit few details about you.' and includes an icon of a smartphone with a question mark. The main content area is titled '4 Consent Form' and contains the instruction: 'Please acknowledge reading and accepting conditions in consent form.' Below this, there is a tab labeled 'eClinicalworks...' and a sub-tab 'Practice Consent Form'. A large text box contains the following text: 'ONLINE COMMUNICATION INFORMED CONSENT Instructions for Using Online Communication You agree to take steps to keep your online communication to and from your physician confidential, including the following: Do not store messages on your employer-provided computer; otherwise personal information could be accessed or owned by your employer. Use a screen saver or close your messages instead of leaving your messages on the screen for passersby to read and keep your password safe and private. Do not allow other individuals or other third parties access to the computer(s) in which you store medical communications. Do not use email for medical communications. Standard e-mail lacks security and privacy features and may expose medical communications to employers or other unintended third parties. Withdrawal of this Informed Consent must be done by a written online communication or in writing to your physician's office. Conditions of Using Online Communication The following agreements and procedures relate to online communication: Your physician's office may keep a copy of any online communication from you in your medical record. eClinicalWorks will keep a copy of all medically important online communication in your medical record in an encrypted format. You should print or store (on a computer or storage device owned and controlled by you) a copy of any online communication that is important to you. Neither eClinicalWorks nor your physician's office will forward any online communication from you to third parties except as authorized or required by law. Online communication, including through eClinicalWorks, should be used with caution. eClinicalWorks cannot be used for emergencies or other urgent or time-sensitive matters. Any emergency communication or urgent requests must occur by telephone or through other existing emergency communication tools. If there is other, non-urgent information that you do not want transmitted via online communication, you must contact your physician's practice by phone or fax. eClinicalWorks is not liable for improper disclosure of confidential information. Follow-up is solely your responsibility. You are responsible for scheduling any necessary'. Below the text box, there is a checked checkbox and the text 'I have read the consent form and the above information.' At the bottom right, there are 'Decline' and 'Agree & Next' buttons.

## 5 Accept Practice consent



### Authentication, Reset Password and Consent

Help us to serve you better! Please submit few details about you.



#### 4 Consent Form

Please acknowledge reading and accepting conditions in consent form.

eClinicalworks... Practice Consent Form


**ONLINE COMMUNICATION INFORMED CONSENT** Instructions for Using Online Communication You agree to take steps to keep your online communication to and from your physician confidential, including the following: Do not store messages on your employer-provided computer; otherwise personal information could be accessed or owned by your employer. Use a screen saver or close your messages instead of leaving your messages on the screen for passersby to read and keep your password safe and private. Do not allow other individuals or other third parties access to the computer(s) in which you store medical communications. Do not use email for medical communications. Standard e-mail lacks security and privacy features and may expose medical communications to employers or other unintended third parties. Withdrawal of this Informed Consent must be done by a written online communication or in writing to your physician's office. Conditions of Using Online Communication The following agreements and procedures relate to online communication: Your physician's office may keep a copy of any online communication from you in your medical record. eClinicalWorks will keep a copy of all medically important online communication in your medical record in an encrypted format. You should print or store (on a computer or storage device owned and controlled by you) a copy of any online communication that is important to you. Neither eClinicalWorks nor your physician's office will forward any online communication from you to third parties except as authorized or required by law. Online communication, including through eClinicalWorks, should be used with caution. eClinicalWorks cannot be used for emergencies or other urgent or time-sensitive matters. Any emergency communication or urgent requests must occur by telephone or through other existing emergency communication tools. If there is other, non-urgent information that you do not want transmitted via online communication, you must contact your physician's practice by phone or fax. eClinicalWorks is not liable for improper disclosure of confidential information. Follow-up is solely your responsibility. You are responsible for scheduling any necessary

I have read the consent form and the above information.

[Decline](#) [Agree & Next](#)

## 6 Verify Email

### Email Verification



Verify email address to receive important notifications from your doctor's office.

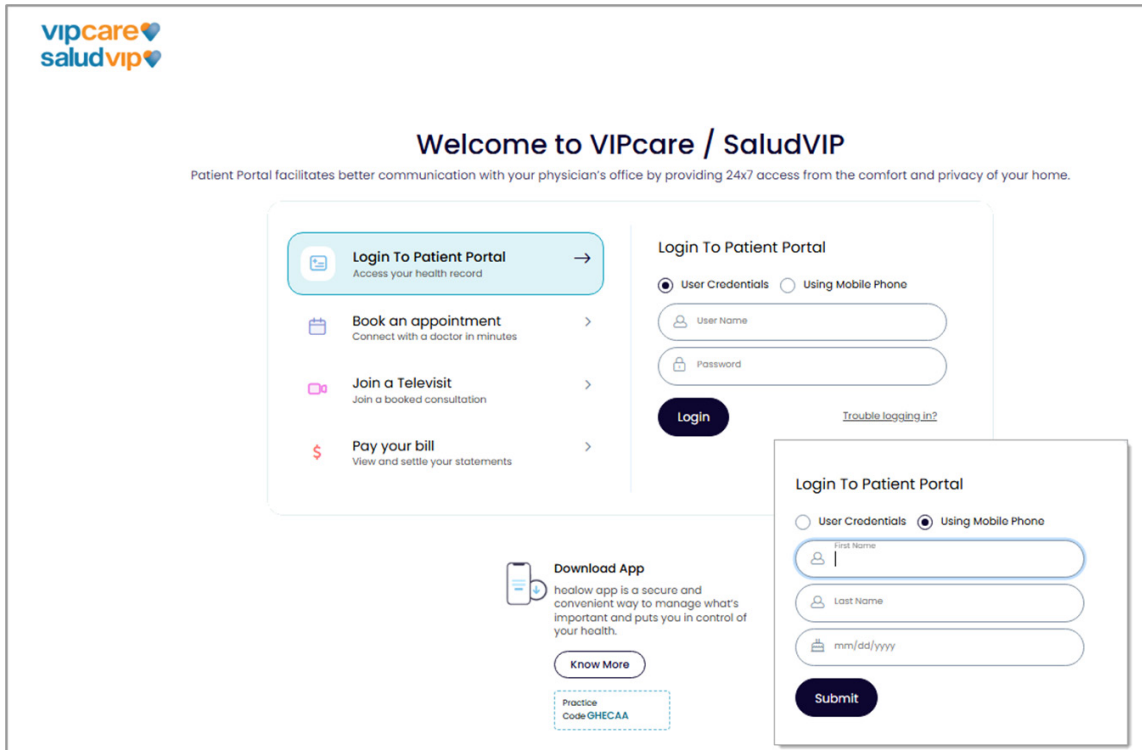
We will send a verification link to confirm your email address.

amy.collins@betterhealthgroup.com

[Not Now](#) [Send Verification Link](#)

After the initial Patient Portal set-up login, patients can choose to use their username (from the initial email) and password (created during set-up), or they can have a verification code sent to the cell phone on file.

To use the Mobile Phone option the patient will enter their first and last name and date of birth for verification, then request the code via Text.



Using the Trouble logging in link will send a reset password link to the patient's email.

