Instructions – Uploading FMLA/Disability Paperwork through the Patient Portal

How to Upload FMLA/Disability Paperwork through the athenahealth Patient Portal:

Step 1: Log In to Patient Portal at https://94.portal.athenahealth.com/ or by visiting the TSAOG website: https://www.tsaog.com

Step 2: Click on "**Log in with athenahealth**" or "**Create an Account**" button.

Step 3: Start a New Message

- Click **Messages**
- Select **Start New Message**
- Choose **Another Topic**

Step 3: Complete the Message Details

- **Provider / Care Team:**
  Select your provider from the drop-down menu **(Note: Only providers you have previously seen will appear.)**
- **Office Location:**
  Select the office location you visited **(Note: Only locations where you have had an appointment will appear.)**
- **Subject Line:**
  Enter: "FMLA or Disability Paperwork Request"

Step 4: Enter the Required Message Information

In the message body, please include all of the following information:

- **Request Details**
  Clearly describe what you are requesting.
  Example: "I am attaching my FMLA paperwork and am requesting that the provider complete the forms by (MM-DD-YYYY)."
- **Start Date**
  Enter the start date of your FMLA or Disability leave (MM-DD-YYYY)
- **End Date**
  Enter the end date of your FMLA or Disability leave (MM-DD-YYYY)
- **Intermittent Leave** (If Applicable)
  Indicate whether intermittent leave is needed and provide a brief explanation.

Fees for Changes or Corrections: Please ensure all forms are complete and accurate prior to submission. Requests requiring revisions or corrections for reasons other than an internal processing error may result in an additional fee charged to the patient.

- **Name and Contact Phone Number**
  Include your first and last name and a current contact phone number in case additional information is needed.
- **Patient Portion of the Form**
  Your portion of the paperwork must be fully completed before submission for provider review and signature.

Step 5: Attach and Submit Your Paperwork

- Attach the completed paperwork to your message
- Click **Attach**, then **Send**, to submit your request

What Happens Next

The provider's care team will process your request and route the paperwork to the appropriate provider. You will be contacted once the paperwork has been completed and signed.

How to Create an Account in athenahealth

- From the TSAOG website https://www.tsaog.com
- Click on the **PATIENT PORTAL** button
- Click on the **Create an Account** button
- From the "**Hello there: screen**
  - I am the… select either
    - Patient 0 Caregiver or Family Member, Click on the Continue button
- **Your Information**
  - Enter Date of birth (MM-DD-YYYY), click on the Continue button
- **Tell us more about you**
  - Enter **email address** (name@sample.com)
  - Your **relationship** to the patient (select from the drop-down list provided)
  - Your **first name**

- Your **last name**
- Your **phone number**
- Is this a **mobile number**? ( ) **Yes** ( ) **No** , click on the Continue button
- You will see a notification that says… **Check your email**.
- You will receive and email “Complete your portal account setup,” click on the Create My Account button