Patient Portal Help

Welcome to your online health record resource!

MacPractice is pleased to offer you access to your Patient Portal on behalf of your healthcare office. Patient Portal allows you to view your health records, request corrections and appointments, and send messages to your healthcare office. For urgent questions regarding your information, contact your healthcare office directly.

Using Patient Portal

When you sign up for Patient Portal, a representative from your healthcare office will print a card with the Patient Portal URL and your Username and Password.

1. Type the URL within your browser's address bar and add your unique Username and Password to those fields.
2. Click the Log In button to log in to your Patient Portal account.

The first time you log in to your Patient Portal account, you may wish to change your automatically generated password to a more memorable, secure password. Instructions for updating your password can be found in the FAQ below.

Accessibility Note: To increase or decrease the size of the text on the Patient Portal, scroll to the bottom of any page and click Increase Text.

Navigation

Most of Patient Portal's features can be navigated within the top navigation bar, including Help. You have three core options in Patient Portal:

- **Summary:** Each time you log in to the Patient Portal, you may wish to view recent updates to your account. The Summary button in the navigation bar will display your recent messages and upcoming appointments for all patients to which your account has access.
- **Patient:** The Patient button contains patient specific features, such as demographics, health records, and registration forms.
- **Messages:** The Messages button displays all messages on your account. Whenever a new Message is available, this button will display a notification badge with the number of new messages.

Frequently Asked Questions

How do I log in to Patient Portal?

When you sign up for Patient Portal access, a representative from your healthcare office will give you a card with our Patient Portal URL and your Username and Password. Type the URL within your browser's address bar, add your unique Username and Password to those fields. Click the Log In button to log in to your Patient Portal account.

How do I change my patient portal account password or information?

The first time you log in to your Patient Portal account, you may wish to change your automatically generated password to a more memorable, secure password. Click the downward arrow next to your account name and select User Settings. Within User Settings, correct any information on the left and click the Update Profile button. To change your password, type your current password on the right, then create and confirm your new password. Click the Change Password button to apply the new password to your account. Please keep a record of this password. If it is ever lost, our office will need to reset the password for you.

How do I select a different patient on my account?

Click the Patient button within the navigation bar, then select the new patient.

How do I change the patient address or other personal demographic information?

Click the Patient button within the navigation bar, then click the Demographics tab to review the patient's current demographic information. Click the Edit Demographics button and correct any of the demographics within each field. Click the Submit Form button to send a correction request to your healthcare office.

How do I send a message to the office?

Click the Messages button in the navigation bar to view all previous messages. Click any message subject to reply to that message, or click the New Message button to send a new message. When sending a new message, the fields for To, Subject, Regarding Patient, and Message are required.

How do I complete patient registration forms online?

Click the Patient button within the navigation bar, then click the Registration tab. A list of forms your provider has sent to your account will display. Click the form link, then complete all of the information on the page. When you are finished, click the Submit Form button.

How do I find the time and date of my upcoming appointment?

Click the Patient button within the navigation bar, then click the Appointments tab. Future appointments are listed in the Upcoming tab, while recent past appoints will display in the Recent tab.

How do I view my clinical information?

A list of clinical documents displays within the Health Records tab. Click the Patient button within the navigation bar, then click the Health Records tab. For any of the records within the list, click the view link to display the full document. Click the Send to Doctor link to send the document to another provider. Click any of the Download links to download the document within that format (HTML, XML, or XSL.)

How do I request a correction to my clinical information?

You may request a correction from the Health Record tab by clicking the Request a Correction link. You may also request a correction in the Corrections tab, which displays a list of each of your past correction requests. When you request a correction, the Subject and Message are required. Explain the correction to be made, then click the Send Message button.

How do I find out if my patient information was viewed?

Each time your patient information is viewed, a session appears in the Access Log tab. A list of access dates will display. Click any date to see the sessions for that date, along with the logged in user, access type, and time.