

Instructions for Patients Using the Portal

Our office will be sending you a patient portal invitation through your email. Please check your inbox and sometimes these invites can go to your spam folder, so please check there too.

When you open up the email you will see your invite to create your account. Please click on the green **Create Your Account** tab.

Jessica

Introducing the patient portal!

We invite you to join the patient portal, where you will have convenient 24/7 access to your healthcare information.

Use the link below to create your secure account.

[Create Your Account](#)

Thank You,

This will take you to the patient portal registration page. Please complete this step and log into your account.

Complete Account Registration

Or connect with

Password

Confirm Password

Date of Birth

I have read and agreed to the [Terms & Conditions.](#)

[Register](#)

Facebook

Google

Already have an account?

[Log In](#)

This will take you to your profile. You will now have access to view your records, upload your insurance cards, and many other features.

The screenshot shows the Keala patient portal interface. At the top left is the Keala logo. A navigation bar contains icons for Profile, Appointments, Messages, Bills, Forms (with a red notification badge), and Records. Below this is a blue toolbar with links: Home, Request a Family Member, Profile Settings, Messaging Preferences, Activity History, Terms of Service, Upload Documents (highlighted), and Log Out. The main content area shows a patient dropdown menu with the text "Patient TEST, JESSICA NICOLE 07/09/1992". Below the dropdown is a section titled "ID Card (Driver's License or Other)" with two upload boxes labeled "Front" and "Back". Each box contains the text "Click, or drag and drop to add image" and "(10MB max file size)". Below this is a section titled "Primary Insurance Card" with two upload boxes labeled "Front" and "Back", also containing the same text and file size limit. At the bottom of this section are two expandable options: "Secondary Insurance Card" and "Tertiary Insurance Card".

Upload Insurance Cards

When you log into your patient portal you can upload your insurance cards and ID by going to your "profile" and clicking on the "upload documents" on the blue toolbar.

The screenshot shows the "Upload Documents" page in the Keala patient portal. The blue toolbar at the top contains the same navigation links as the previous screenshot, with "Upload Documents" highlighted. The main content area is titled "Upload Documents" and features a patient dropdown menu with the text "Patient TEST, JESSICA NICOLE 07/09/1992". Below the dropdown is a section titled "ID Card (Driver's License or Other)" with two upload boxes labeled "Front" and "Back". Each box contains the text "Click, or drag and drop to add image" and "(10MB max file size)". Below this is a section titled "Primary Insurance Card" with two upload boxes labeled "Front" and "Back", also containing the same text and file size limit. At the bottom of this section are two expandable options: "Secondary Insurance Card" and "Tertiary Insurance Card".

You will then need to take a picture of the front and back of your insurance cards and save them to your computer. You have the ability to click, or drag and drop to add images in the boxes that

are provided for you. Just upload or drop the front picture of your Insurance card into the “front” box and vice versa for the back of your insurance card.

▼ Primary Insurance Card

Front

Click, or drag and drop to add image



(10MB max file size)

Back

Click, or drag and drop to add image



(10MB max file size)

If you have more than one insurance please make sure to upload your secondary insurance card as well. If you notice right under the “Primary Insurance Card” there is room to add your secondary insurance and tertiary Insurance card if you have one. Just follow the same steps as above. Once you have completed uploading everything that you needed to please click the “send” button at the bottom.

> Secondary Insurance Card

> Tertiary Insurance Card

Send

View, Download, and Send Medical Records

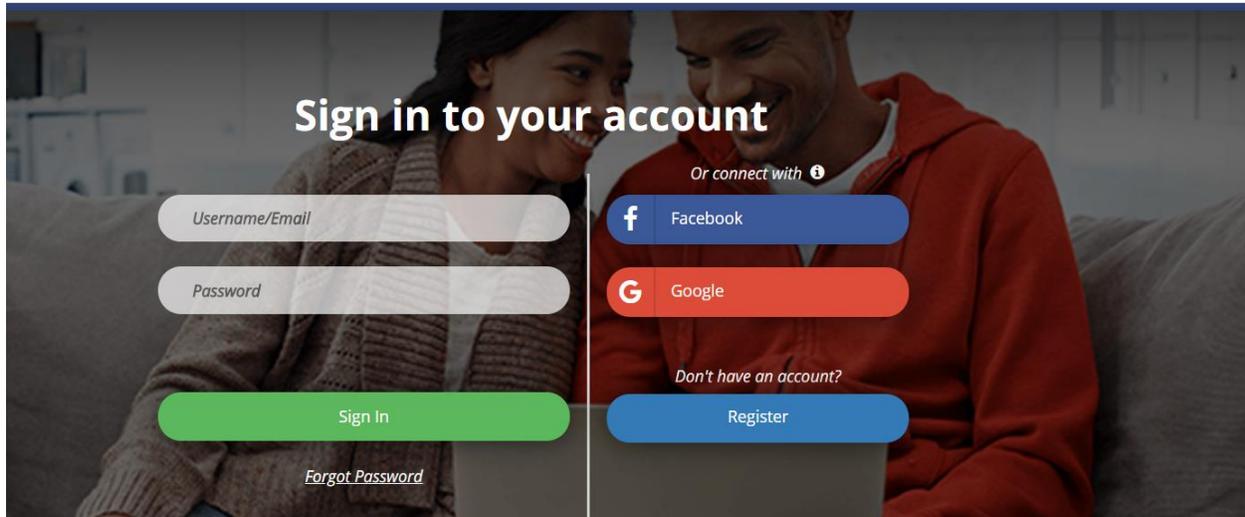
Account holders can use the Chart Summary screen in the patient Portal to view, download, and send medical history for themselves and patients tied to their account.

Notes:

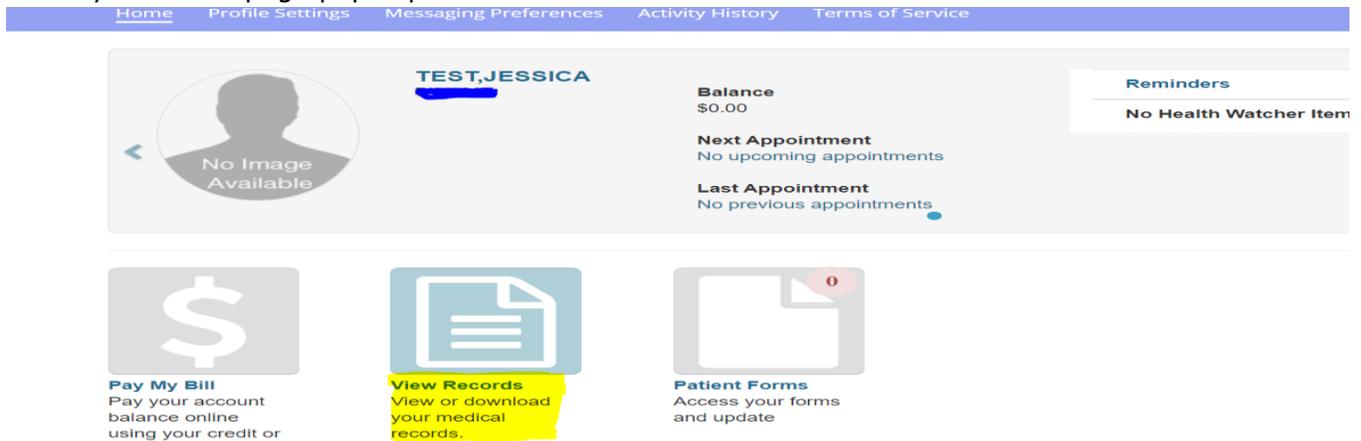
- Medical history can be downloaded in PDF or XML formats.
- Patients may download their records for themselves or send through a secure email to a doctor or member of their clinical staff. Patients may also choose to send their medical records to a 3rd party however they should be aware that this may not be HIPAA secure.

To download records please log into your patient portal account.

Patient Portal



When your home page pops up click on the view records tab.



This will take you to, "View Your Chart Records" page. Please click on the Chart Summary tab at the top of the page.

Profile Messages Bills Forms Records

Chart Summary Clinical Summary Track Transmit Status View Records Log Out

View Your Chart Records

TESTJESSICA

No Image Available

Allergies Education Vaccines Problem List

From this page you can choose to download your records or send them.

Chart Summary Clinical Summary Track Transmit Status View Records Log Out

View, Download and Send Medical History

Viewing: HEART,NAOMI Start Date 12/01/2018 End Date 01/31/2019 View

Sent to: Doctor / Clinical Staff (Send securely) Other - Email: Next

Download As PDF Download As XML

Send Secure Message

To send patient records securely:

1. Select which patient records you want to send.
2. Choose a Start Date and End Date.

3. Select Doctor/Clinical Staff (Send securely).
4. Click Next.
5. Search for the provider you want to send the records to. To find a provider in our database the physicians would need to have already been added by our staff. Click Transmit. If you cannot find your doctor, please ask our staff to add him on your behalf.
6. Confirm that you are sending records to the correct provider and click Transmit.
7. If you choose other and enter an email - Note that your records are not sent HIPPA secured.