

# PATIENT PORTAL

For your convenience we offer a personal portal where you may access visit summaries and lab results, message the doctors, schedule/cancel appointments, and request prescription refills. To maximize your time with the provider we ask that you check your portal before each visit and fill out the necessary questionnaires. If you cannot access the portal please give us a call and if you choose to opt out of utilizing the portal please be sure to arrive 30 minutes before scheduled appointment time to complete the paperwork in person.

## Setting up your portal

To access your portal please visit <https://www.chcenters.org> and click the “Member Portal” button in the top right corner.

Your username will be:

- First initial, last name, and birth year (See example)
- Example: John Smith born in 1950 → Username: jsmith1950

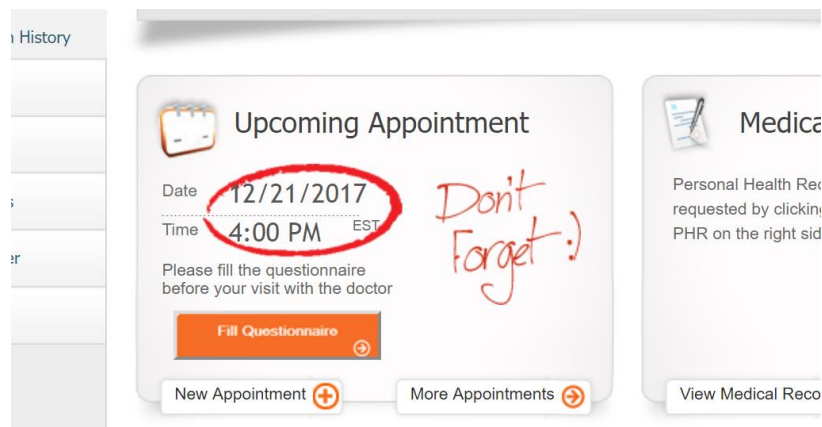
Default password: Password123\$

Once you have logged in you may have to answer a security question and will be prompted to change your password. If you would like to change your username give the office a call at 616-226-2669. Thank you again for joining Christian Healthcare Centers we look forward to serving you.

## Portal Instructions

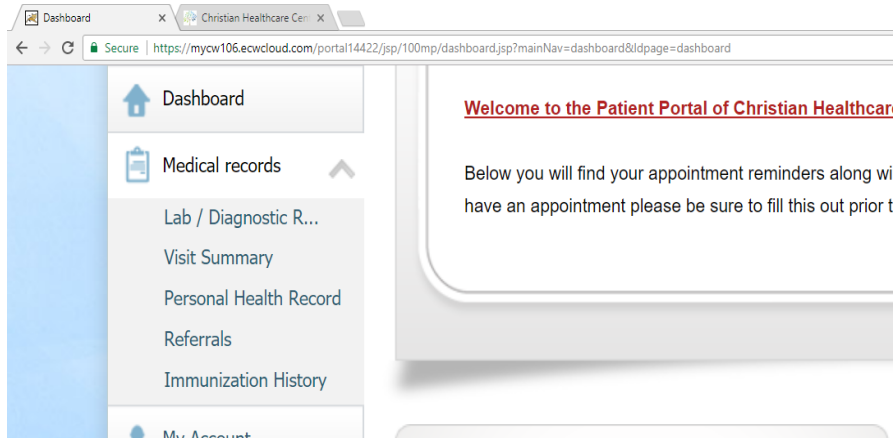
Filling out questionnaires prior to office visits

- 1.) Sign into your patient portal by going to <https://www.chcenters.org>, clicking on “Member Portal,” and entering your username and password.
- 2.) The screenshot below is an example of what your dashboard will look like. If you have an upcoming appointment please fill out the questionnaire attached to the designated appointment by clicking the orange “Fill Questionnaire” button within the appointment box (See below). If you do not see a fill questionnaire button you may not need one for that specific visit.



## Accessing Lab Results, Visit Summary, or Immunization History

- 1.) Click on the “Medical Records” tab located on the left side of the screen
- 2.) Make your selection from the drop down menu (Lab/Diagnostic Results, Visit Summary, Personal Health Record, Referrals, and Immunization History)



## Patient – Provider Communication

- 1.) Click on the “Messages” tab located on the left side of the screen
- 2.) Make your selection from the drop down menu (inbox, refill requests, referral request, or general message)

