



Patient Portal Instructions

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 or if you choose to opt out of utilizing the portal, please give us a call at 616-226-2669. 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 www.chcenters.org and click the "Member Portal" button in the top right corner. Once you have logged in you may have to answer a security question and will be prompted to change your password.

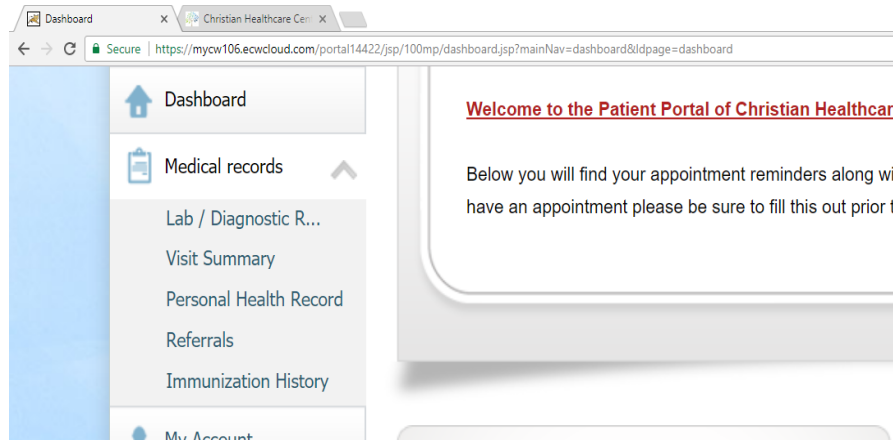
Username: first initial, last name, and birth year
(Example: John Smith born in 1950, username: jsmith1950)

Default Password: Password123\$

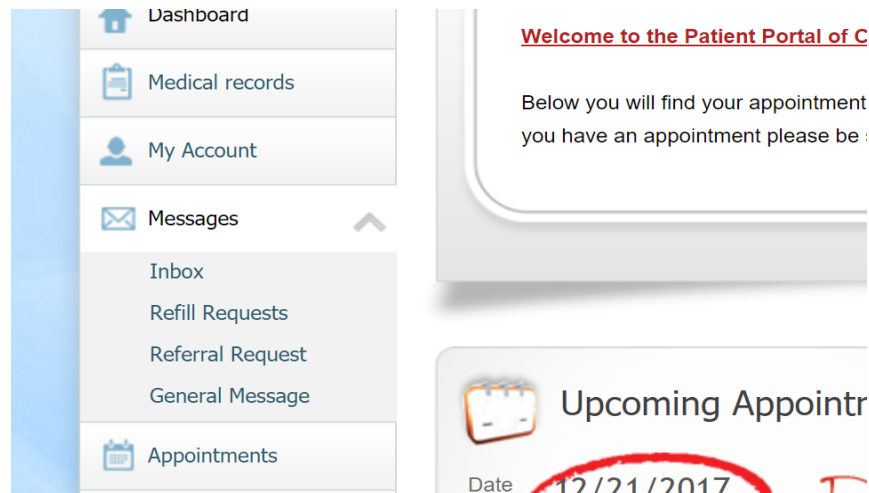
Filling Out Questionnaires Prior To Office Visits - The screenshot below is an example of what your dashboard will look like. If you have an upcoming appointment, please fill out the questionnaire attached to the designated appointment by clicking the orange "Fill Questionnaire" button within the appointment box (See below). If you do not see a fill questionnaire button you may not need one for that specific visit. Please note that not all patient forms are yet available on the portal. You may still have more forms to fill out prior to your appointment which would have been in your welcome email and can also be found on the website under "Patient Information."

The screenshot displays a patient portal dashboard. On the left, there is a vertical sidebar with a "History" link. The main content area features two primary panels. The first panel, titled "Upcoming Appointment", shows a calendar icon, the date "12/21/2017" (circled in red), and the time "4:00 PM EST". A handwritten note in red ink says "Don't Forget!". Below this information is a text prompt: "Please fill the questionnaire before your visit with the doctor" and an orange button labeled "Fill Questionnaire" with a right-pointing arrow. At the bottom of this panel are two buttons: "New Appointment" with a plus sign and "More Appointments" with a right-pointing arrow. The second panel, titled "Medical Records", shows a document icon and the text "Personal Health Record requested by clicking PHR on the right side". At the bottom of this panel is a button labeled "View Medical Records" with a right-pointing arrow.

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



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



Families with Children - Log in to your own portal and then “toggle” over to your children’s portal. When you log in to your account, look at the top of your screen, you should see “Welcome Beta (your name)” with “Switch Accounts” listed below. You can then switch over to one of your child’s accounts by clicking on the down arrow.

