

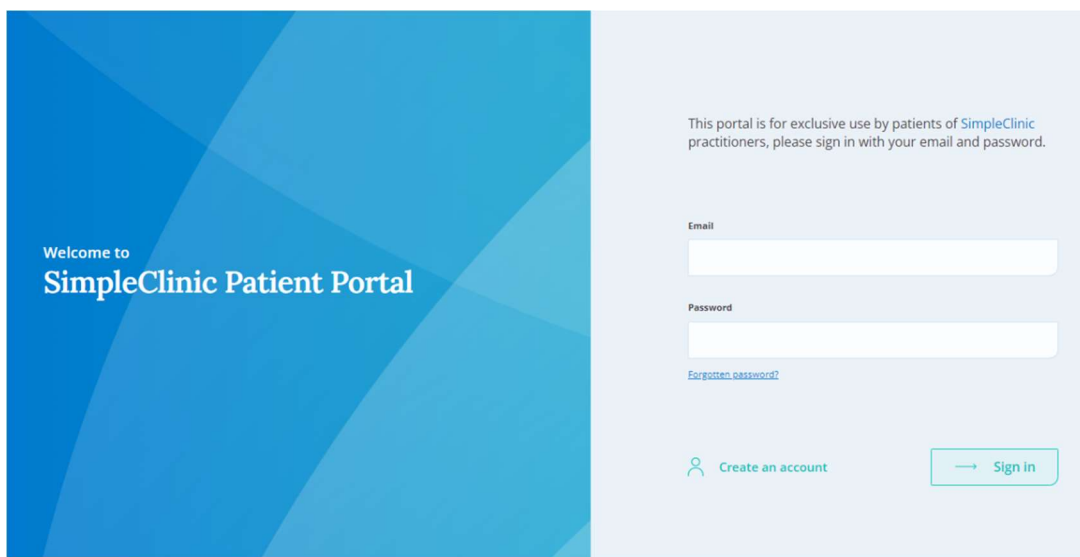
## How to use the Patient Portal (for patients)

The SimpleClinic Patient Portal is a website interface for patients to be able to:

- View/print **prescriptions**, and easily re-order supps and pay online!
- View/print previous and outstanding **invoices** and pay online.
- View **appointment** history and cancel upcoming appointments in accordance with your clinic policies.
- View **Course** material
- Upload and **share a document** with their practitioner. A great example of this is having your clients upload their diet diary or results in between appointments.
- Easily **email the clinic** from the portal.

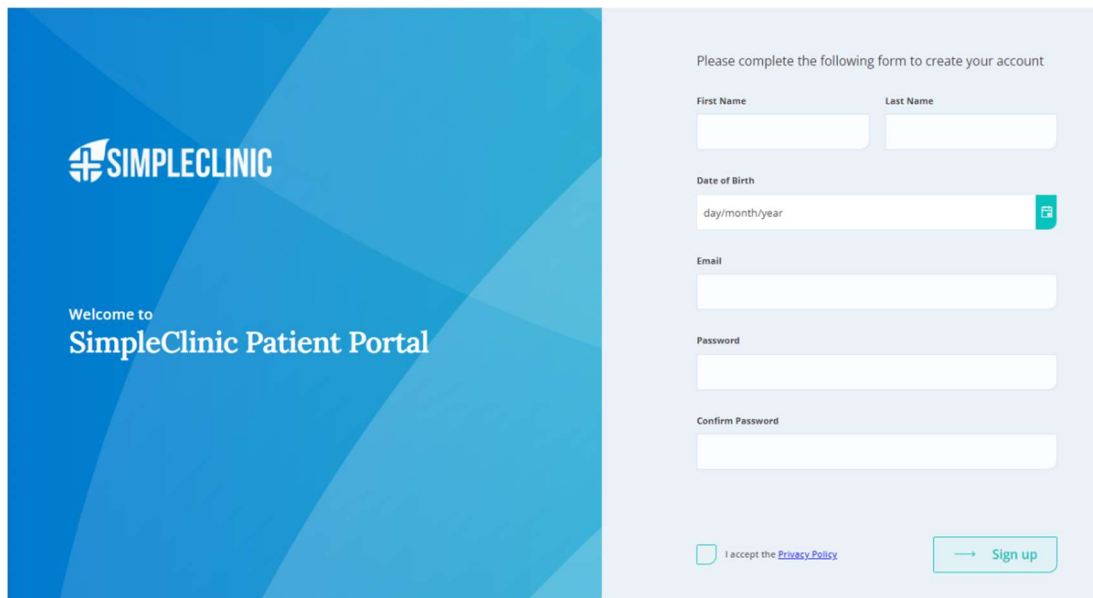
1. Go to the link below to access the Patient Portal:

<https://patient.simpleclinic.net>



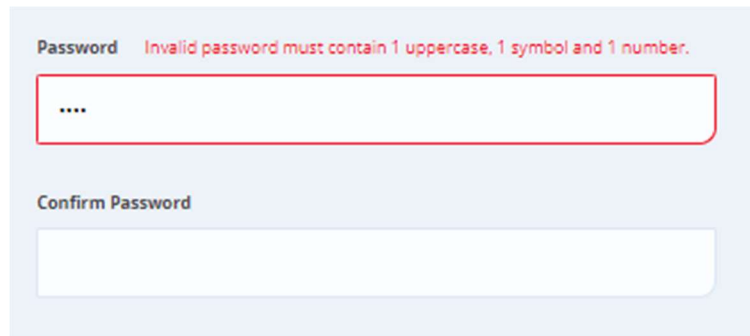
The image shows the sign-in page of the SimpleClinic Patient Portal. On the left, a blue banner with a geometric pattern contains the text "Welcome to SimpleClinic Patient Portal". On the right, a light blue box contains the following elements: a message stating "This portal is for exclusive use by patients of SimpleClinic practitioners, please sign in with your email and password.", input fields for "Email" and "Password", a link for "Forgot your password?", a "Create an account" link with a person icon, and a "Sign in" button with a right arrow icon.

2. For patients using Patient Portal for the first time, they will need to click Create an account.



The image shows the sign-up page of the SimpleClinic Patient Portal. On the left, a blue banner with a geometric pattern contains the SimpleClinic logo and the text "Welcome to SimpleClinic Patient Portal". On the right, a light blue box contains the following elements: a message stating "Please complete the following form to create your account", input fields for "First Name" and "Last Name", a "Date of Birth" field with a calendar icon, input fields for "Email", "Password", and "Confirm Password", a checkbox for "I accept the Privacy Policy", and a "Sign up" button with a right arrow icon.

The patient will need to enter their email address and date of birth that they have registered with the clinic, this is part of the identification check. A secure password will also be required, if certain password requirements are missing, the patient will be prompted to enter this into their password before clicking SIGN UP (as below the password must contain 1 uppercase letter, 1 lowercase letter, 1 symbol and 1 number).

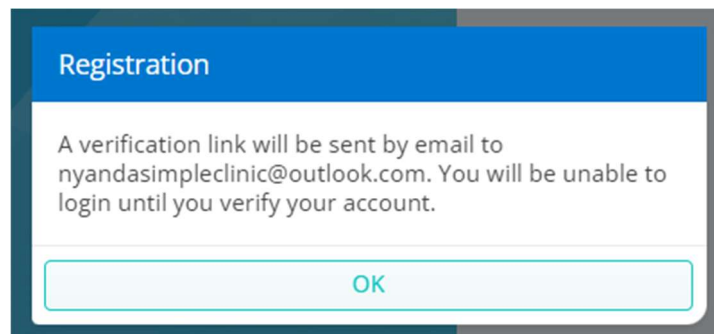


Password Invalid password must contain 1 uppercase, 1 symbol and 1 number.

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Confirm Password

Once entered, the patient will receive a verification email. They will not be able to continue without verifying their email.



The below screenshot shows an example of the verification email.

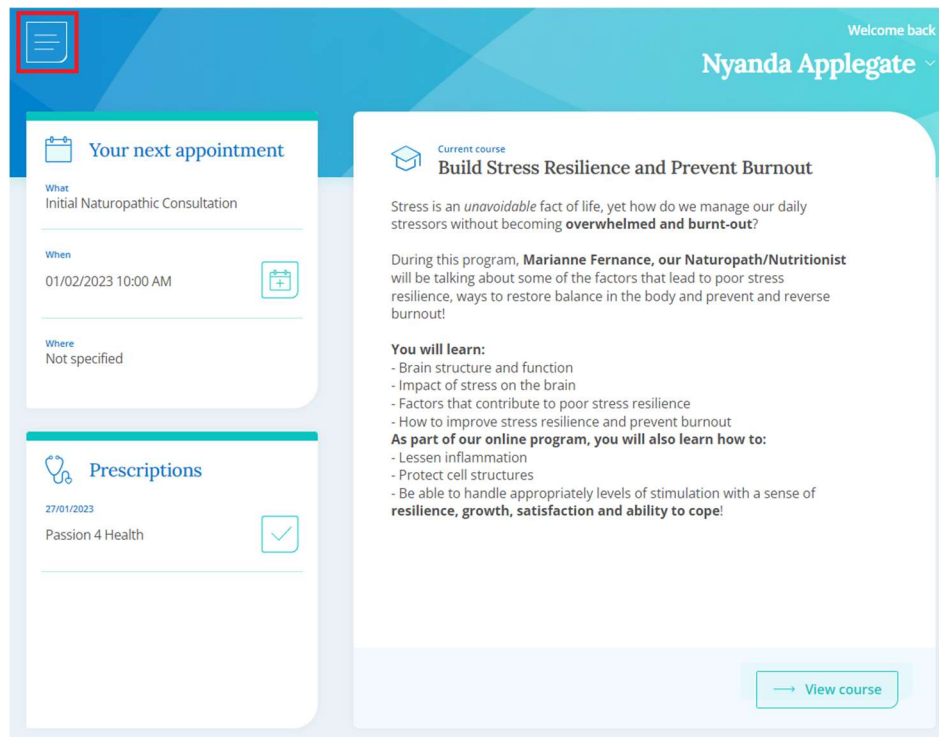
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**From:** [support@simpleclinic.net](mailto:support@simpleclinic.net) <[support@simpleclinic.net](mailto:support@simpleclinic.net)>  
**Sent:** Thursday, December 29, 2022 3:56 pm  
**To:** [nyandasimpleclinic@outlook.com](mailto:nyandasimpleclinic@outlook.com) <[nyandasimpleclinic@outlook.com](mailto:nyandasimpleclinic@outlook.com)>  
**Subject:** Your verification link

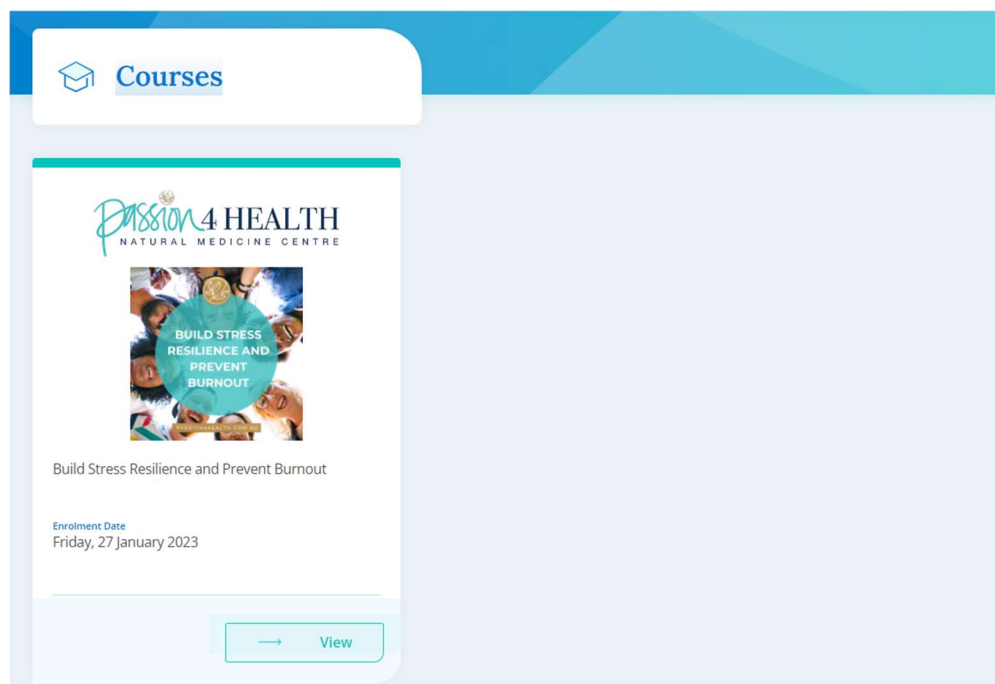
Please click the link below to verify your email address. [Verify Email](#)

3. After this, the patient will need to return to the patient portal and log in.

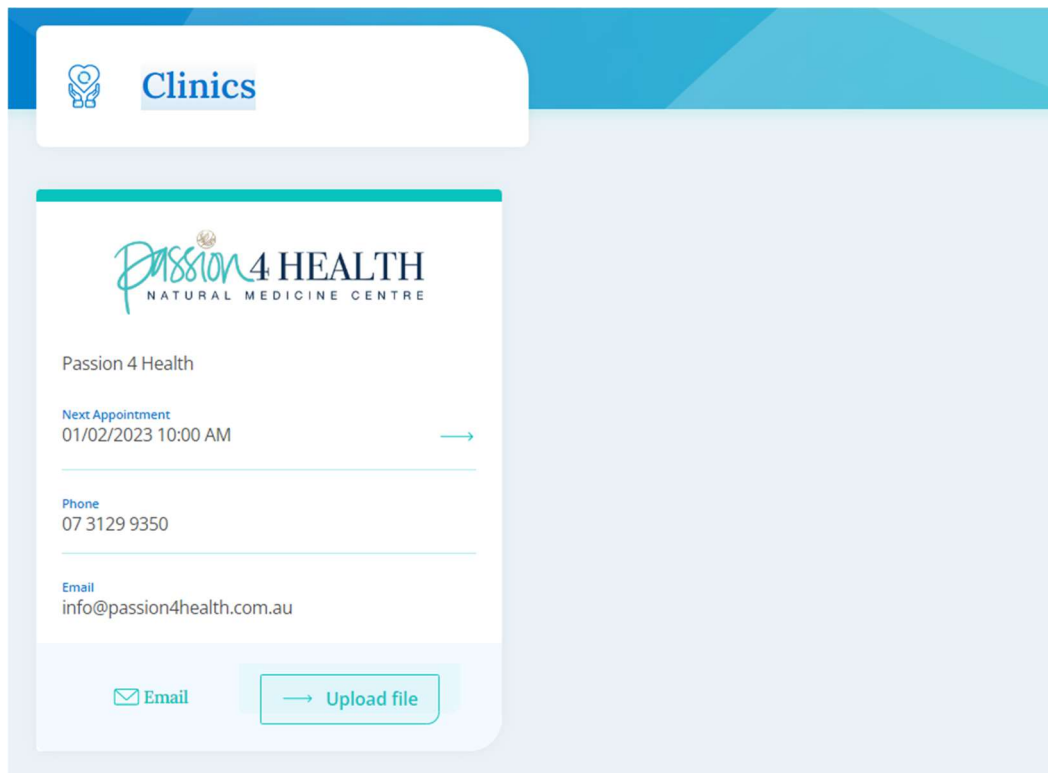
4. The patient will now see the below **Dashboard** screen. From the Dashboard the patient will be able to quickly access their next appointment, latest prescription and latest course. They can use the menu in the top left corner to access other areas -> Clinic list, all Prescriptions, all Appointments, all Invoices, Profile, all Courses.



5. **Courses** will allow the patient to access Course material if they have signed up to a Program run by your clinic.



6. From the **Clinics** section, patients will be able to view their linked clinics if they are see multiple practitioners at different clinics. From here, patients can easily upload documents to send to the clinic. Practitioners will receive an email notification when this happens.

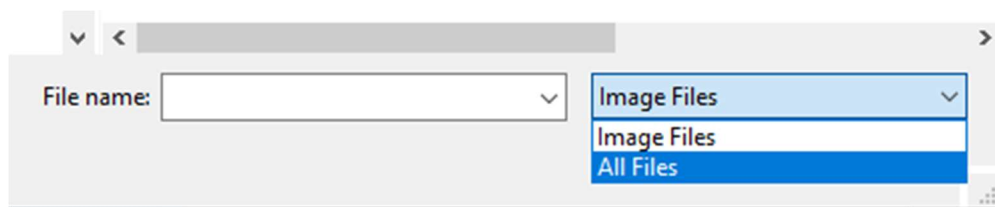


The screenshot shows a web interface with a blue header. A white card titled 'Clinics' with a heart icon is visible. Below it, a card for 'Passion 4 Health' displays the following information:

- Passion 4 Health**
- Next Appointment:** 01/02/2023 10:00 AM (with a right arrow)
- Phone:** 07 3129 9350
- Email:** info@passion4health.com.au

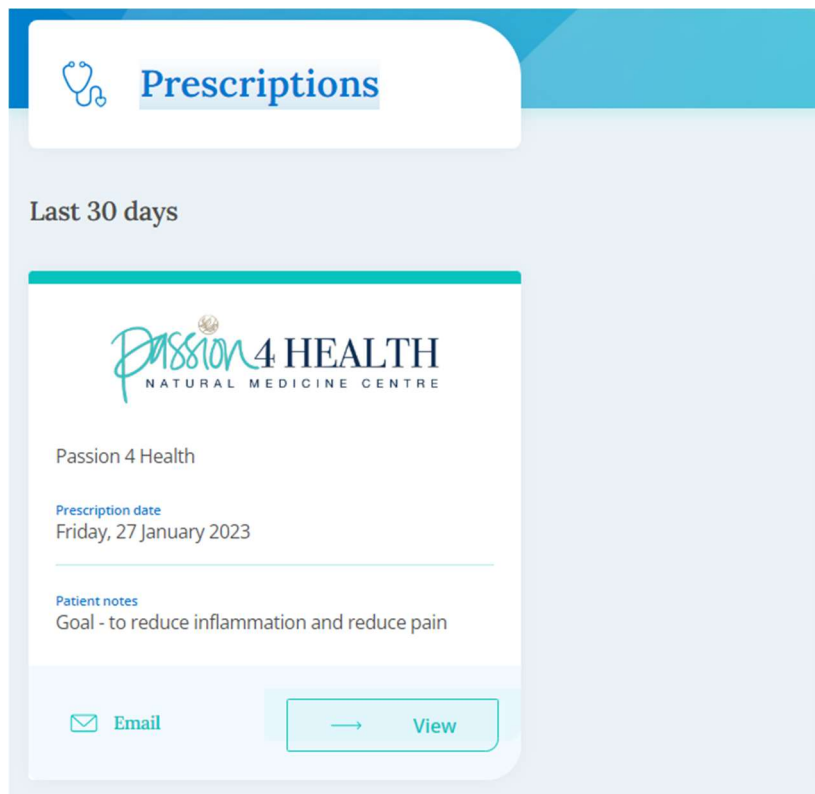
At the bottom of the card, there is an 'Email' button with an envelope icon and an 'Upload file' button with a right arrow icon.

Please note: to upload files other than images, the patient will need to select 'All Files' when selecting the file from their computer.

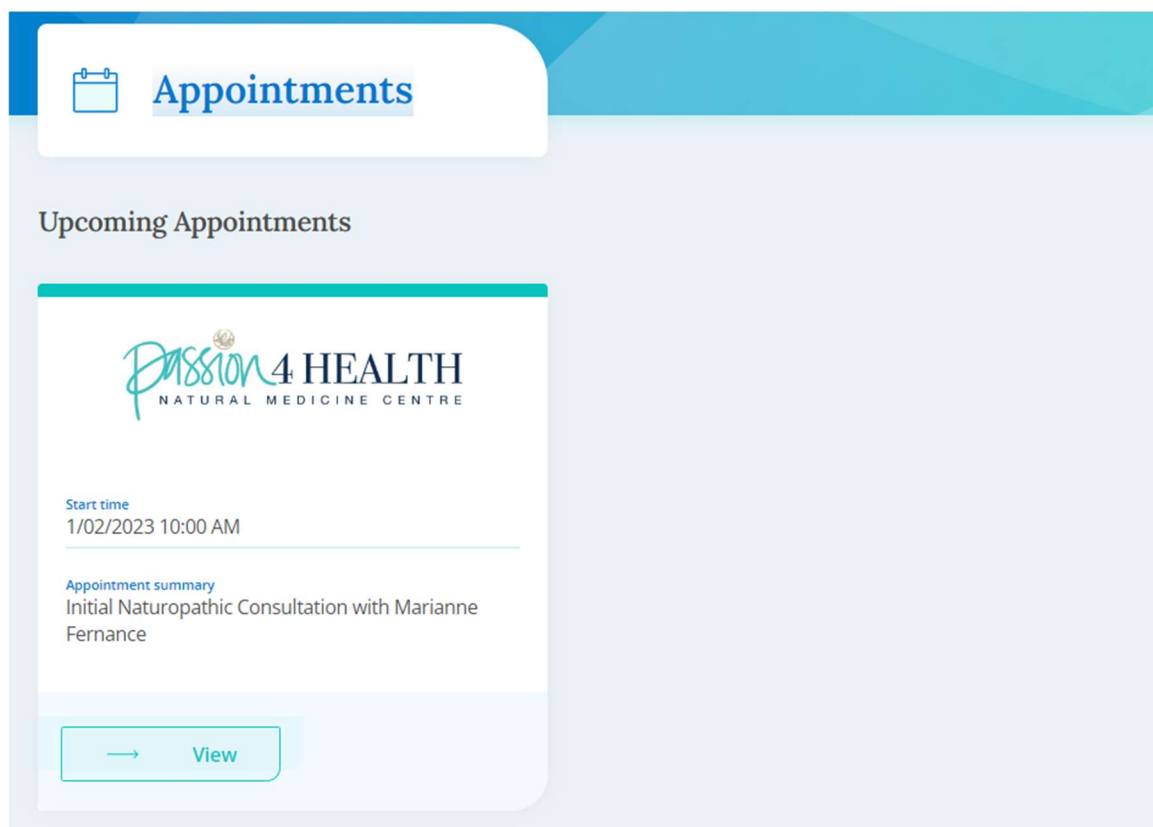


The screenshot shows a file selection dialog box. It has a 'File name:' label and a text input field. To the right, a dropdown menu is open, showing three options: 'Image Files' (highlighted in blue), 'Image Files' (white), and 'All Files' (blue). The dialog box has a grey background and a white border.

7. **Prescriptions** section will allow patients to view previous prescriptions.



8. **Appointments** section will allow patients to view any upcoming appointments and cancel their booking in accordance with the clinic policies as set out under Services.



9. **Invoices** will allow the patient to view any previous invoices and access any outstanding invoices and pay online using your preferred payment gateway.

The screenshot shows the 'Invoices' section of a patient portal. On the left, a sidebar contains the following information: 'Name: Nyanda Applegate', 'Completed: 3 invoices', and 'Outstanding: 8 invoices'. The main area displays a list of invoices from 'Passion 4 Health'. The top invoice is dated 27/01/2023 and has a document icon. Below it are two more invoices dated 25/01/2023 and 30/12/2022, each with a right-pointing arrow icon. The bottom invoice is also dated 30/12/2022 and has a document icon. The header of the portal shows the 'Passion 4 Health' logo and the patient's name 'Nyanda Applegate'.

10. From the **Profile** section the patient will be able to update their details and change their password. Ensure the DOB and email address are the same as what is registered with the clinic - as this is how the patient will be identified.

The screenshot shows the 'Profile' section of a patient portal. On the left, a sidebar displays the patient's details: 'Name: Nyanda Applegate', 'Birthday: 10/09/1982', and 'Email: nyanda@simpleclinic.net'. The main area is titled 'Edit your profile & save' and includes a message: 'The information provided in your profile is used to match your account to existing patient records. Your profile is matched using your email address and date of birth.' Below this message are form fields for 'First name' (Nyanda), 'Last name' (Applegate), 'Date of Birth' (10/09/1982), 'Email address' (nyanda@simpleclinic.net), 'Password' (masked with asterisks), and 'Confirm Password' (masked with asterisks). A 'Save info' button with a checkmark icon is located at the bottom right. The top right of the portal shows a 'Welcome back' message and the patient's name 'Nyanda Applegate'.

To change the password - enter the password and enter the confirm password, then select Save Info.

This screenshot shows the 'Profile' section after a successful password change. A green notification banner at the top right reads 'Password changed successfully'. The 'Edit your profile & save' form is still visible, showing the same fields as the previous screenshot. The 'Save info' button is now disabled. The top right of the portal shows the patient's name 'Nyanda Applegate'.