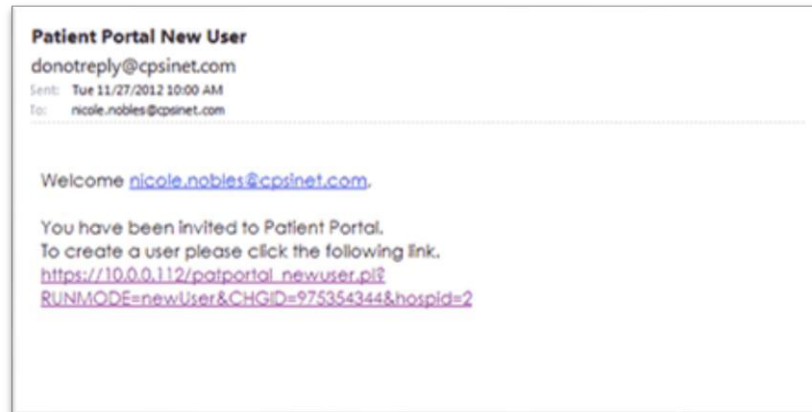




Welcome Patient Portal New User

An email invitation to become a New User will be sent to the email address listed in the hospital's records. The Patient Portal address will be included in the email. Follow the link in the email and the directions on the web page in order to create a User ID and Password.



Example of Email Invitation



New User Registration

The link will lead to the New User Registration screen. The following information will be needed in order to create the User ID:

- Patient First Name
- Patient Last Name
- Patient Date of Birth
- Profile # (Auto-populates)
- Email Address (Auto-populates)

Once this information has been entered, choose a **User ID** and a **Password**. Once these fields have been filled, re-enter the same password in the **Confirm** field. In order to complete this process, check the box verifying the information is correct, otherwise an error will occur. After this information has been entered, select **Register**.

Patient Portal

New user Registration:

*First Name: Verify that the information I have entered above is correct and my own personal information

*Last Name:

*Date of Birth: (format: MM/DD/YYYY)

*Profile #:

*Email Address:

*User ID:

*Password:

*Confirm Password:

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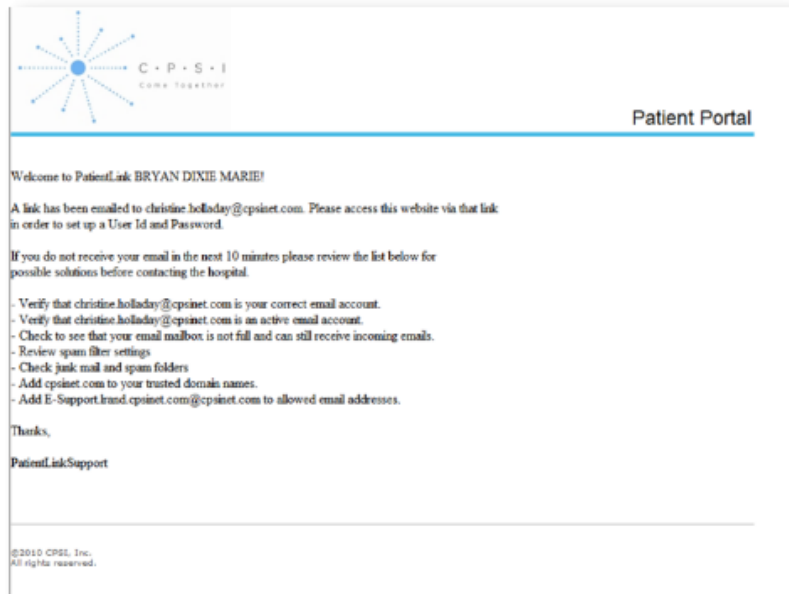
Example New User Registration



PULASKI MEMORIAL HOSPITAL Set Up for Patient Portal User Account

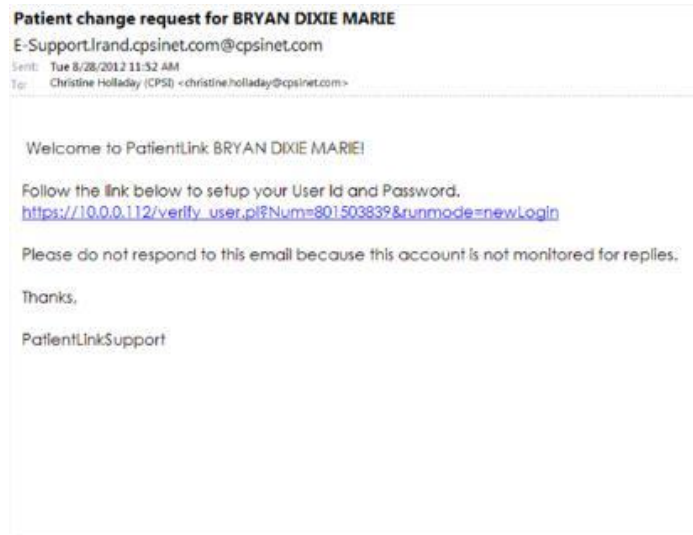
Welcome New User

If all of the information is entered correctly from the New User screen, a confirmation page will appear.



Example of Confirmation Page

An email will be sent that will verify the information entered was correct. This must be opened through the email address and the link be followed to be able to log into the Patient Portal.



Example of Email Confirmation



Once the link is opened from the verification email, log into the account again by selecting **Click Here**.

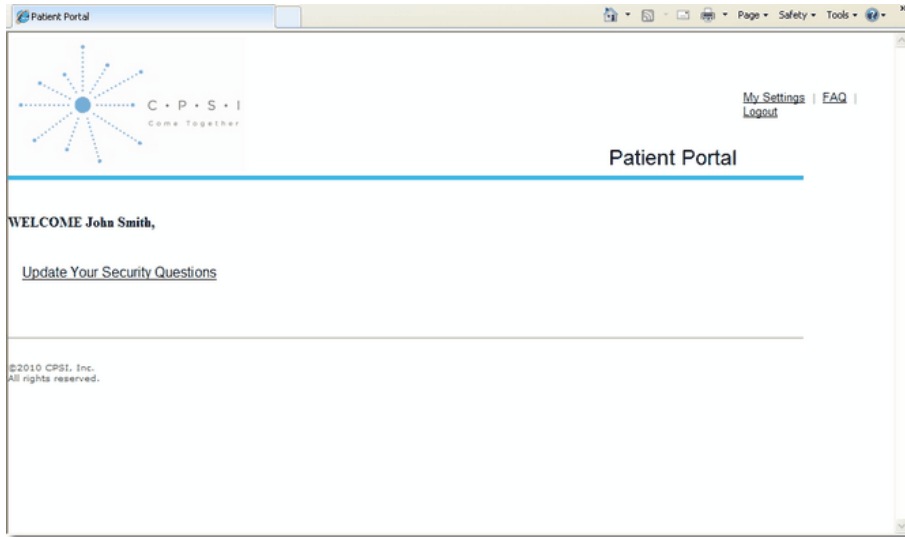


Account Login after Email Verification



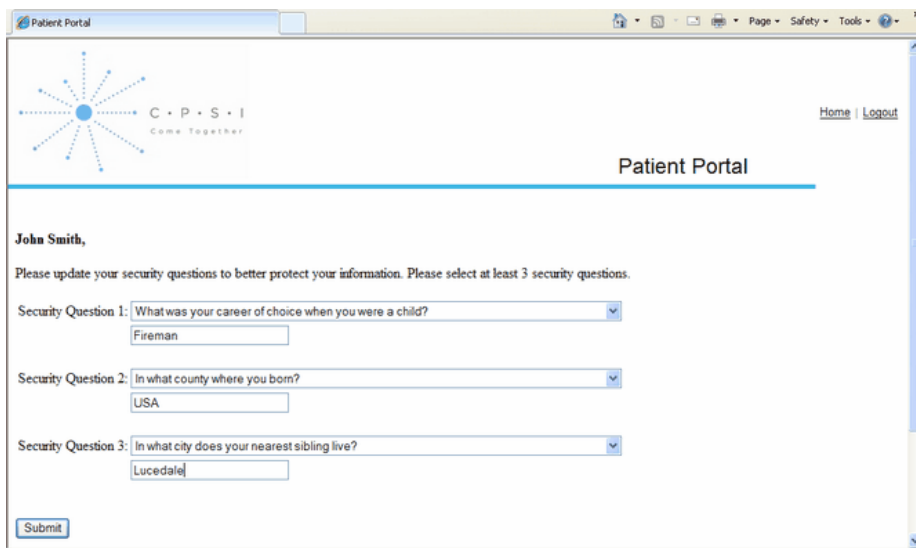
New User Security Questions

Once the logged in, security questions will need to be setup. These will be required in case of a forgotten User ID or Password.



Update Your Security Questions Screen

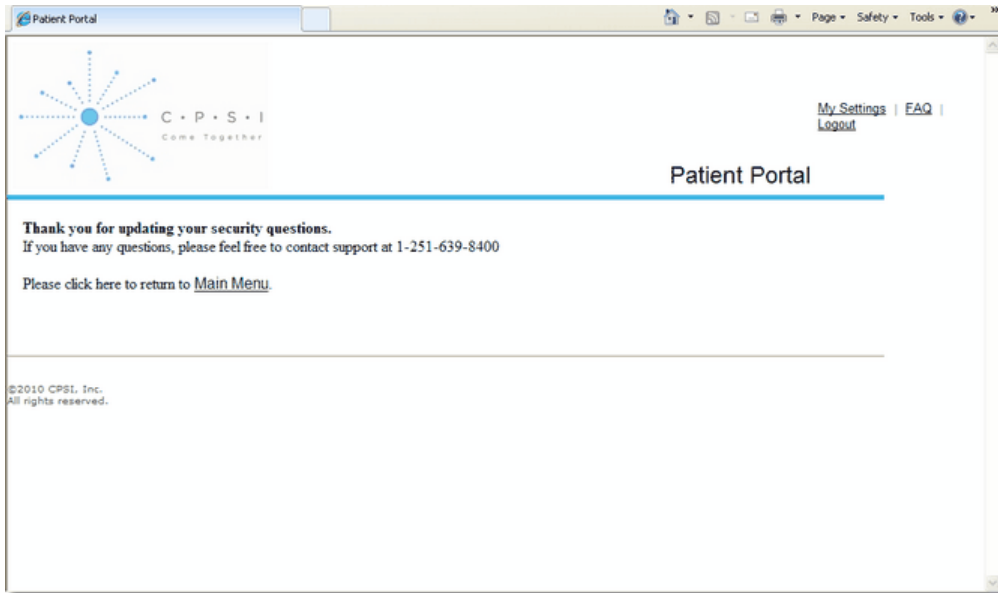
Once **Update You Security Questions** has been chosen, a series of drop-downs will appear. There are three questions that need to be setup for this process. The user will choose each question and enter an answer of their choice. This is meant to be personal to each user and should be able to answer these questions easily if prompted in the future.



Security Questions 1-3 Screen



A screen will appear showing that the security portion of New User registration is completed. In order to move into the user's account, select **Main Menu**.



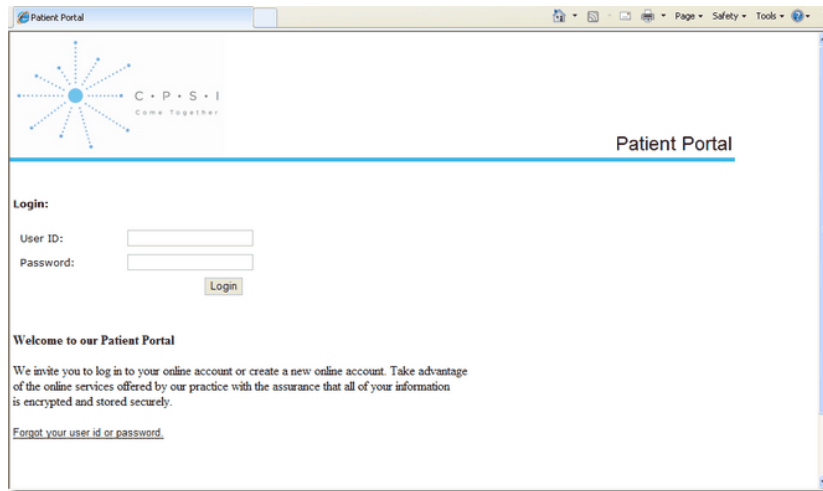
Complete Registration



PULASKI MEMORIAL HOSPITAL Set Up for Patient Portal User Account

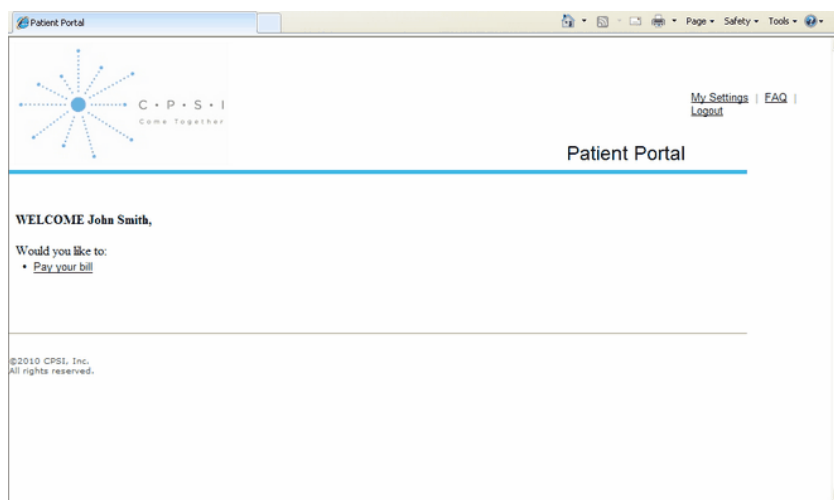
Using the Patient Portal

If the signing in as a returning user, the login screen will only require the **User ID** and **Password**. If either the **User ID** or **Password** have been forgotten, answering the Security Questions that were setup for the New User will retrieve the information.



Login Screen

Once logged into the account, the viewing options will be: **View Clinical Information** or **Pay Your Bill**. At this time, the Clinical Information is not functional and will be available in future versions of the Patient Portal website.



Welcome User



Once the selecting **Pay Your Bill**, a screen will show the open account numbers and total amount due for each account.

Patient Portal

View Clinical Information | Pay Your Bill

BRYAN DIXIE MARIE's accounts at RACHEL TEST HOSPITAL

Visit Number	Admit Date	Discharge Date	Amount Due	Payment	Pay in Full
422913	07/18/2011	07/28/2011	\$1117.00	\$ 1000	<input type="checkbox"/>
41414222	10/03/2011	10/03/2011	\$117.00	\$	<input type="checkbox"/>
41252345	10/11/2011	10/11/2011	INSURANCE PENDING	\$	<input type="checkbox"/>

Total Amount: \$ 1000.00

Step 1: Enter Payment (selected) | Step 2: Choose Payment Option and Submit Payment

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Open Accounts for User

Payment Step 1

From this screen, one or more accounts can have partial payments or full payments created. To pay an account in full, do not enter the payment amount, simply check **Pay in Full**. To choose to make a partial payment, enter the amount to pay on that particular account.

Once the amounts are entered for the account(s) for payment, move to **Payment Step 2** by selecting the green arrow pointing to the right.



Payment Step 2

In this screen, enter the following information:

- **Cardholder Name**
 - This is the credit/debit card holder's name, not the patient's name.
- **Cardholder Address 1**
 - This is the credit/debit card holder's address, not the patient's address.
- **Cardholder Address 2 (optional)**
 - This line is used so that if the address is too long for the first address line.
- **Cardholder City**
 - This is the credit/debit card holder's city, not the patient's city.
- **Cardholder State**
 - This is the credit/debit card holder's state, not the patient's state.
- **Cardholder Zip Code**
 - This is the credit/debit card holder's zip code, not the patient's zip code.
- **Credit/Debit Card Number**
 - The system will recognize the credit card company according to the number entered.
- **Expiration Date**
 - The drop-downs will allow for the date to be in the correct format.
- **CCV2**
 - This number is the three digit code on the back of MasterCard, Visa and Discover. It is not the pin number or part of the credit card number on the front of the card.
 - For American Express, this is a four digit code on the front of the card that is not part of the credit card number.
- **Authorized Amount**
 - This amount will be populated according to the amount entered on Step 1.

If not ready to submit this payment or would like to make changes in Step 1, select the green arrow to the left to go back.

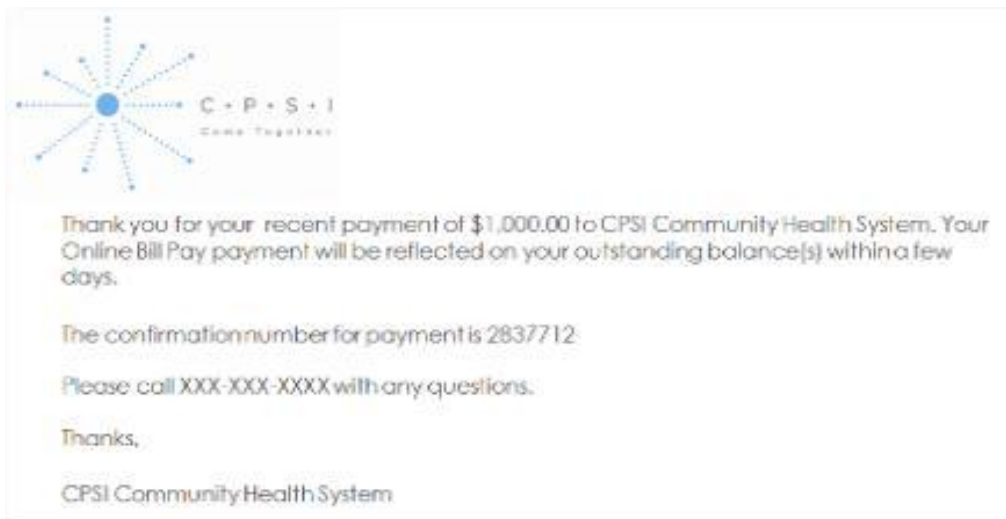
Once the information has been entered in all of the required fields, to authorize the payment, **Submit Payment** must be selected. If this is not selected, the payment will not process.



Step 2 Payment Information Screen

Payment Receipt

Once the payment has processed, a confirmation will be emailed to the email address. This will include the **Confirmation Number** and the amount charged to the credit card.



Payment Receipt