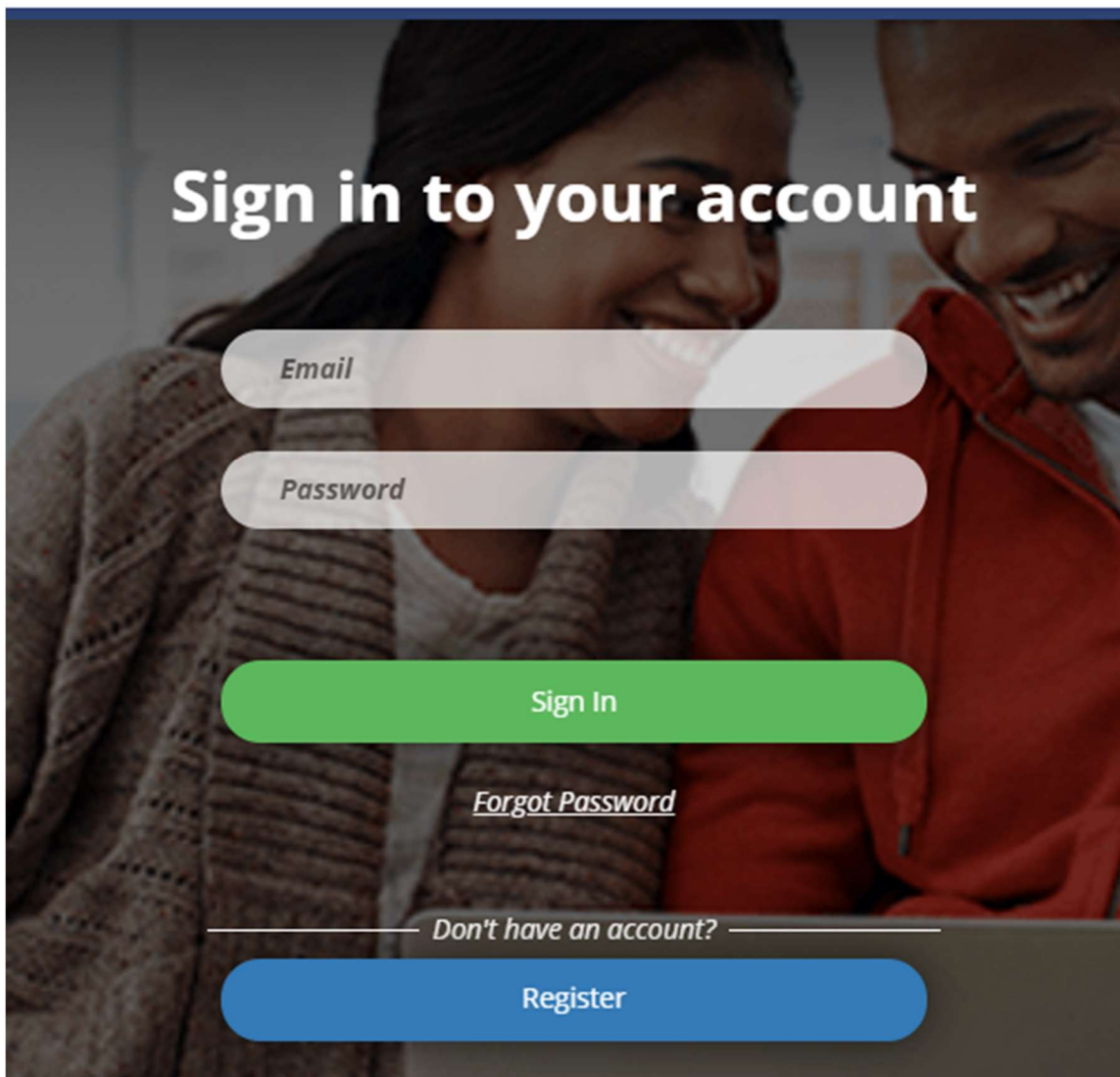


## Patient Portal Guide

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# Patient Portal



To access the patient portal, you can either click the link in the first step of the online check-in page or click the 'For Patients' tab in the top right corner of our website. This will bring you to a page prompting you to enter in the email address associated with your account, and the password you created for it. NOTE: If you have not yet registered your patient portal account, it will pop up an error when you try to log in. Please look in your email for a patient portal invitation or call the front desk for assistance.

# Patient Portal

## Two-Factor Authentication

To better protect your health information  
two-factor authentication is required

### Verify email code

Code sent to: \*\*\*\*\*@gmail.com

Enter six-digit code \*

Remember me for 24 hrs

Re-Send

Verify

If you have not received an email within  
a few minutes, check your spam/junk  
folders, or request another verification  
code by clicking "Re-Send"

For help with two-factor authentication,  
please see [Help Files](#).

After entering your login information, it will then bring you to a page to enter a verification code that is sent to your email. After you enter in the code, you will then be redirected to your patient portal. NOTE: If you are having trouble with this step, it is recommended to have your email open in a different tab prior to starting this process. This will make it easier to quickly put in the verification code it sends you.

**VO**

Profile Appointments Messages Bills Prescriptions Forms 2 Records

Home Request a Family Member Profile Settings Messaging Preferences Activity History Terms of Service **Upload Documents**

**Access Your Account Information**

**JOHNNY TEST**

7105 SW Varns Street  
Portland, OR 97203

**Balance**  
\$0.00

**Next Appointment**  
12/16/2022 02:00 PM

**Last Appointment**  
No previous appointments

**Reminders** Due

No Health Watcher Items Found

**Ask a Question**  
Send a message to the office staff for medical or billing questions.

**Request Appointments**  
Make an appointment with one of our providers

**Request Refills**  
Request a medication refill and view current medications and dosages.

**Pay My Bill**  
Pay your account balance online using your credit or debit card.

**View Records**  
View or download your medical records.

**Patient Forms**  
Access your forms and update

If there is more than one person associated with the account, there will be arrows to click on either side of the main box to navigate to different patient demographics.



Profile



Appointments



Messages



Bills



Prescriptions



Forms



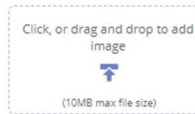
Records

[Request a Family Member](#) [Profile Settings](#) [Messaging Preferences](#) [Activity History](#) [Terms of Service](#) [Upload Documents](#)

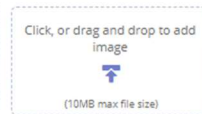
Patient  
TEST,JOHNNY 06/14/1998

▼ ID Card (Driver's License or Other)

Front

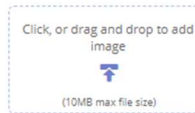


Back

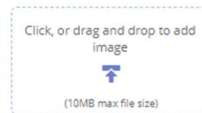


▼ Primary Insurance Card

Front



Back



> Secondary Insurance Card

> Tertiary Insurance Card

Send

Uploading Insurance Cards and ID cards – You have the option of either texting your insurance cards and IDs to our main office number at (503) 389-1500 or uploading them directly to your account through the patient portal. To upload your cards, click the ‘Upload Documents’ option in the purple bar near the top of the screen. This will bring up a page where you can drag and drop pictures of your ID cards and the front and the back of your Primary, Secondary, and Tertiary insurance cards. If you have multiple people (such as family members) associated with your patient portal, it is recommended that you upload the insurance cards for each one to ensure appointments for each can be processed correctly. Once you have selected which pictures you want to upload, press the send button at the bottom of the page and they will be uploaded to the Patient selected.

**Request an Appointment**

**Preferred Provider**  
PEREZ, TIMOTHY

**Office Location**  
VALUECORE MENTAL HEALTH

**Preferred Time**  
First Available

**Patient**  
TEST, JOHNNY 06/14/1998

**Reason**  
Sick Visit

**Confirm Time By**  
Portal Message

**Message**

✓ Send

**Upcoming Appointments**

Date	Time	Patient	Provider	Location
12/16/2022	14:00	TEST, JOHNNY	BLOEDON, LUCY ANNE	VALUECORE MENTAL HEALTH

**Previous Appointments**

Date	Time	Patient	Provider	Location
No previous appointments				

Appointments Tab – When you click on the ‘Appointments’ tab in the navigation bar it will take you to a page where you can request an appointment, as well as see all upcoming appointments.

**Inbox**

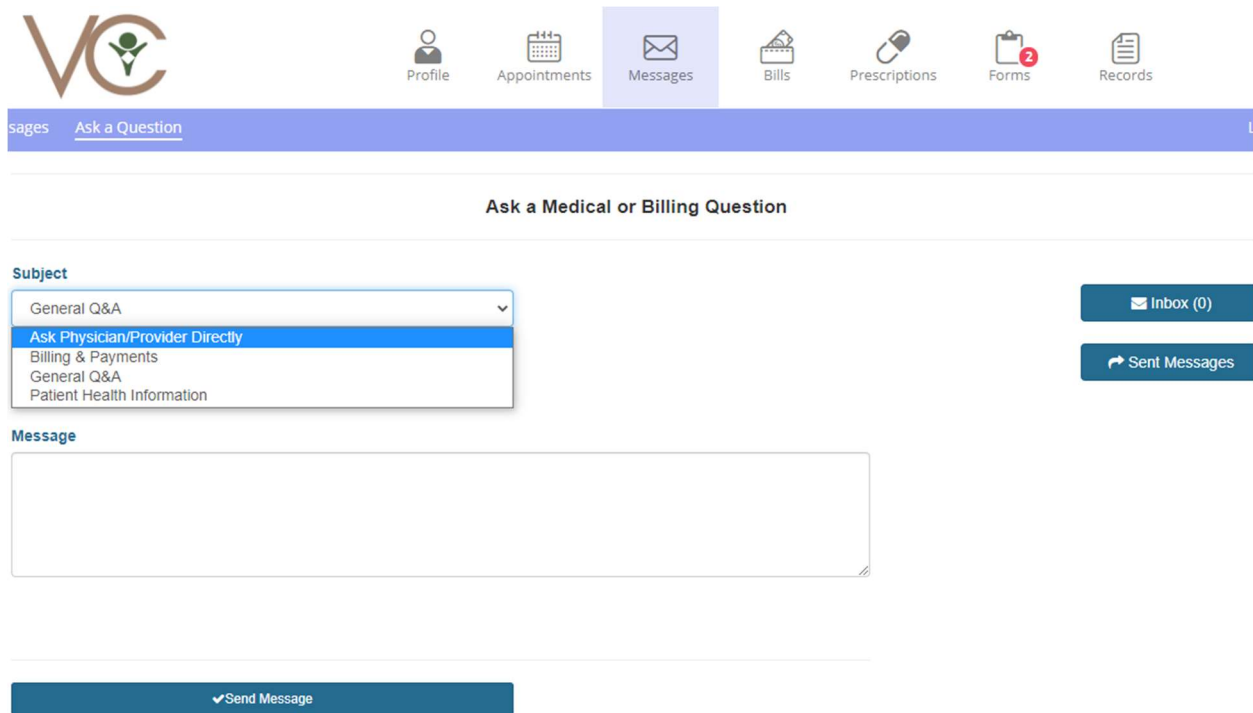
Viewing: TEST, JOHNNY 06/14/1998 Last 30 days Filter

Date	Patient	Subject	Sender	Actions
No messages available				

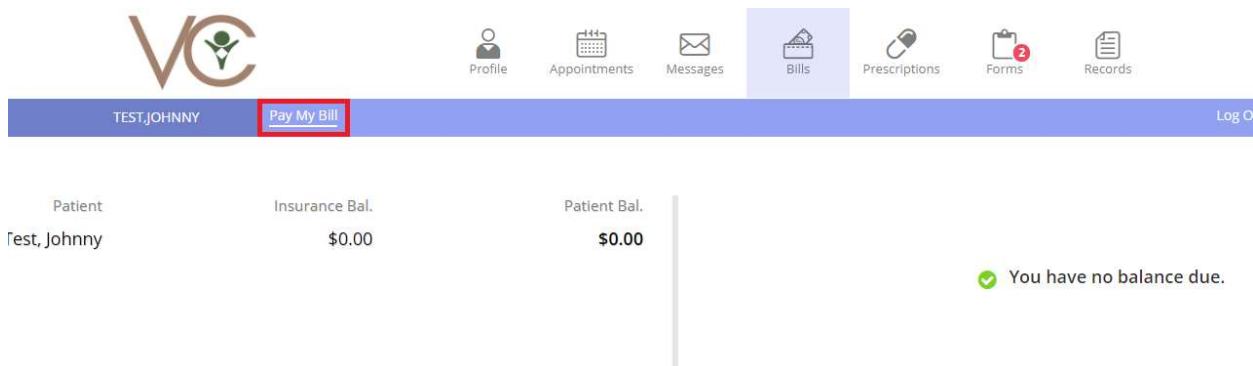
Ask a Question

Sent Messages

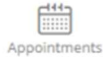
Messages Tab – When you click the ‘Messages’ tab, it will take you to a page where you can view replies to all your messages.



If you click the 'Ask a Question' button, it will take you to a page where you can send a message to the front office staff, or to your provider. If you would like to send a message directly to your provider, you can select the subject type 'Ask Physician/Provider Directly'.



**Bills Tab** – You can view any outstanding balance you have in the 'Bills' section. If you do have an outstanding balance, you can press the 'Pay My Bill' button, which allows you to input a card to pay it. NOTE: You cannot pay for copays in advance. The patient portal only lets you pay the balance.

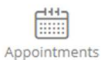


### Request a Medication Refill

Viewing:   [Filter](#)

Date	Patient	Medication	Quantity	Destination	Provider	Action/Status
No medications found						
1/11/2021	TEST,JOHNNY	levocetirizine	30	--Not Recorded--	ADAMS, CASEY	<a href="#">Request Refill</a>

Prescriptions – You can view any previous prescriptions and request refills in the ‘Prescriptions’ section. This section lists your medication, quantity, and destination of your prescriptions. There will also be a button that says, ‘Request Refill’, which will send a message to the front desk when pressed. The front desk then relays that message to the provider if a refill is necessary.



### Patient Forms

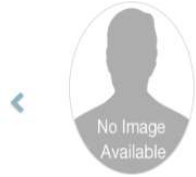
Patient Name	Appointment Date	Form Name	
TEST,JOHNNY	Fri 12/16/2022 02:00 PM	Demographics Form	<a href="#">Start</a>
TEST,JOHNNY	Fri 12/16/2022 02:00 PM	RPQ v2	<a href="#">Start</a>

Forms – In the ‘Forms’ section, you can view your available forms. If there are multiple patients associated with the account, it will list which patient each form is for.



Summary Clinical Summary Track Transmit Status View Records

### View Your Chart Records



**JOHNNY TEST**  
6/14/1998



Allergies



Education



Vaccines



Problem List



Clinical Summary



Docs & Images

Your test results are posted shortly after being finalized. **You may be seeing your results before your provider has reviewed them.**

Document Type	File Name	Date	
	Test File	3/3/2023	>
	Test File	3/3/2023	>
	Valuecore Therapeutic Agreement & Consent to Treat	10/21/2022	>
	ValueCore Telemedicine Agreement_2022-10-20.pdf	10/21/2022	>

Records – The ‘Records’ section allows you to view and download your records and chart summaries. If the front desk or provider shares any documents with you through the patient portal, they will be located in the ‘Docs & Images’ section of the Records tab. Clicking on the files will pull up a preview with options to print or download the selected file.





rt Summary   Clinical Summary   Track Transmit Status   View Records   Log O



Allergies



Education



Vaccines



Problem List



Clinical Summary



Docs & Images

Your test results are posted shortly after being finalized. You may be seeing your results before your provider has reviewed them.

Document Type	File Name	Date
	Test File	3/3/2023

Microsoft Word - test.docx   1 / 1   - 96% +   [Download] [Print] [More]

test