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part of Acumen Physician Solutions

Patient Portal
Quick Reference Guide
(Patient View)

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Table of Contents

Overview

The **Acumen nEHR® Patient Portal** is an online application that allows patients or authorized representatives of the patient to log in and access upcoming appointments and clinical information, such as medications, allergies, problems, lab results, vital signs, and more.

The Patient Portal Quick Reference Guide provides instructions for logging in and navigating the Patient Portal, as well as printing/downloading clinical information and messaging the provider (doctor's office) through a secure messaging system.

Note: The secure messaging system is activated at the discretion of the provider (doctor's office) and may not be available to all patients.

Logging Into the Patient Portal

The Patient Portal can be accessed by a patient or authorized representative of the patient from any computer with internet connectivity. Follow the steps below for logging into the Patient Portal.

1. Access the following website in Internet Explorer: https://myhealth.acumenehr.com.
2. Enter the username and temporary password assigned by the provider (doctor's office).
3. Click the **Sign In** button.

Note: A patient or authorized representative of the patient is referred to as a **user** of the Patient Portal throughout this quick reference guide.

4. Click the **Continue** link to change the temporary password. A user is automatically prompted to change the temporary password upon logging in for the first time to the Patient Portal.

Password Change Force

In accordance with security settings set forth by your provider's organization, you must change your password to continue.

Until you do so, you will no longer be able to use the portal.

Reason for change:
You have logged in for the first time. You must change your password.

Continue

5. Type the **Current Password** (temporary password).
6. Type a new password in the **Enter New Password** text box. The new password must meet the requirements that display on the page.
7. Type the new password again in the **Confirm New Password** text box.
8. Select a question in the **Secret Question** drop-down menu.
9. Type the answer in the **Secret Answer** text box.
10. Click the **Change Password** button.

Larry Southwood

Logout

![ACUMEN PHYSICIAN SOLUTIONS]

| Appointments | Health Record | Messages | Profile |

58:47 remaining in session

Profile

Account Management

Message Your Provider's Office

Current Password: * ●●●●●●●
Enter New Password: * ●●●●●
Confirm New Password: * ●●●●●
Secret Question: Where were you born?
Secret Answer: *

Change Password

Passwords ARE case sensitive.
Passwords CANNOT contain your First, Middle, Last, or User Names.
Password must be at least 6 characters long.
Password cannot be used within the last 2 changes.
Password CANNOT be a 'Dictionary' word.
Password is valid for 90 days.
Your account will be locked with 5 failed login attempts in 5 minutes.
* Required

Demographics

Account Management

Activity Log

11. Click the **OK** link on the **Password Confirmation** pop-up window.

Password Confirmation

Your information has been updated successfully.
You will now be redirected to the portal.

OK

12. Click the **Yes** radio button to agree to the Terms of Use. This prompt only displays upon first log in. If the **No** radio button is selected, the user cannot access the Patient Portal.

13. Click the **Submit** button.

Note: The **Terms of Use** can be accessed at any time by clicking the link located at the bottom left corner of the Patient Portal page.

The **Privacy Policy** link is also available in the bottom right corner of the Patient Portal page.

Patient Portal Header

The Patient Portal header is the top section of the home page and is visible throughout the website. The logged in user's name (patient's or authorized representative's name) is listed at the top right.

A user can click the **Change Password** link at any time to change the password.

A **Logout** link is also available for clicking to exit the Patient Portal.

If an authorized representative has access to more than one Patient Portal account, or if an authorized representative is also a patient with the same provider (doctor's office), the user can log into the Patient Portal with the same username and password. The user can then select his/her name or another patient's name from the **Patient** drop-down menu.

A red timer is located at the top right of the home page directly beneath the header throughout the website. It displays a count-down of the remaining time a user has until the Patient Portal logs the user out due to inactivity. The timer restarts when a user performs an action in the Patient Portal. The default timeframe is defined by the provider (doctor's office).
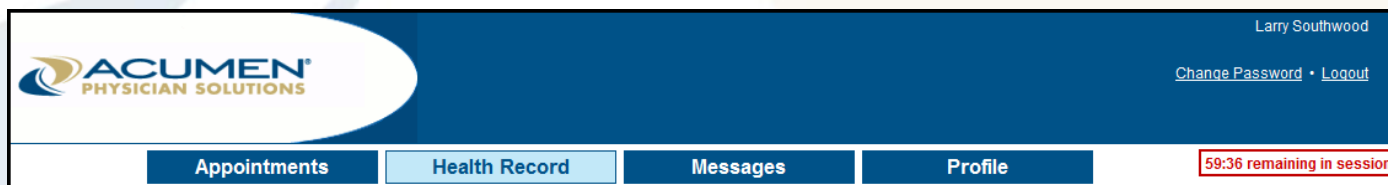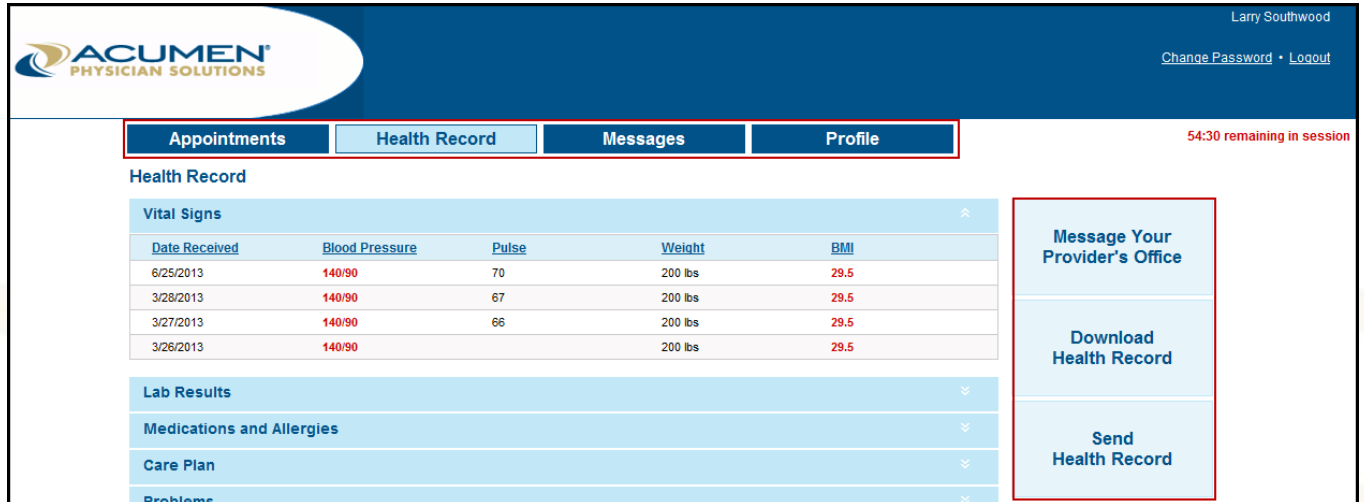
A pop-up window with a Session Timeout Warning displays 30 seconds before a user is logged out. Click **Continue Working** on the warning window to stay logged into the Patient Portal and reset the timer. Or, click **Go Ahead and Logout** to exit the Patient Portal.
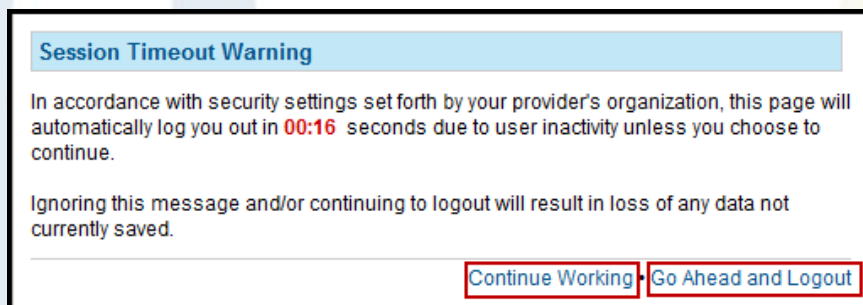
Navigating the Patient Portal

The Patient Portal is organized into four tabs across the top of the page under the header: Appointments, Health Record, Messages, and Profile. Each tab contains specific patient information, as well as additional action buttons for that tab.

If the secure messaging system is not activated, the **Messages** tab and the **Message Your Provider's Office** action button do not display and are not available options in the Patient Portal.

Note: The secure messaging system is activated at the discretion of the provider (doctor's office) and may not be available to all patients.

Health Record Tab

After logging into the Patient Portal, the page defaults to the Health Record tab. This tab is organized into 8 sections: Vital Signs, Lab Results, Medications and Allergies, Care Plan, Problems, Immunizations, Procedures, and Smoking Status.

Vital Signs

The Vital Signs section is automatically expanded. It displays the **Date Received** (date of visit), **Blood Pressure**, **Pulse**, **Weight**, and **BMI** (Body Mass Index). Vital Signs results are displayed with the most recent result at the top.

Click any column header to sort the results by that column name. Click the section name or the white double arrows in the top right of each section to expand the section ⏬ or collapse the section ⏫ .

Appointments	Health Record	Messages	Profile	58:43

Health Record

Vital Signs

Date Received	Blood Pressure	Pulse	Weight	BMI
6/25/2013	140/90	70	200 lbs	29.5
3/28/2013	140/90	67	200 lbs	29.5
3/27/2013	140/90	66	200 lbs	29.5
3/26/2013	140/90		200 lbs	29.5

Lab Results

Medications and Allergies

Care Plan

Problems

Immunizations

Procedures

Smoking Status

Message Your Provider's Office

Download Health Record

Send Health Record

Lab Results

The Lab Results section displays results organized by **Date** (date labs were drawn), with the most recent date at the top of the list.   A **Panels** column that lists the name of the lab test panels also displays. Click the **Date** column to sort the results by date.

Select a **Date Range** in the drop-down menu to display results for the last month (default), last 3 months, last 6 months, or last 12 months. Click a date in the **Date** column to view the results for that entry date, or lab draw date. Click the date again to hide the results.

The lab results include the **Test Name**, **Result**, the **Normal** range, if it is **Abnormal**, and **Education** available. In the **Abnormal** column, a red **L** indicates the test results were lower than the normal range, a red **H** indicates the test results were higher than the normal range, and a dash (**-**) indicates the test was not abnormal.

Click the **Education** link in the **Education** column, if available, to access online information, provided by MedlinePlus, regarding a laboratory test.

Health Record

Vital Signs

Lab Results

Date Range: Last 12 Months

Date	Panels
6/13/2013	Chem 7

Chem 7

Test Name	Result	Normal	Abnormal	Education
BUN (Urea Nitrogen)	12 mg/dL	7-23	-	
Carbon Dioxide, Total	25 mEq/L	96-107	L	
Chloride, Serum	4.0 mEq/L	96-107	L	
Creatinine, Serum	7 mg/dL	0.6-1.3	H	
Glucose, Serum	121 mg/dL	70-100	H	
Potassium, Serum	4.2 mEq/L	3.5-5.0	-	
Sodium, Serum	142 mEq/L	132-145	-	

3/27/2013	Chem 7

Medications and Allergies

The Medications and Allergies section is divided into 2 lists: **Medication List** and **Allergy List**.   The Medication List includes the name of the **Medication**, the **Strength**, **Directions** for taking the medication, and an **Education** column.

The Medication List can be filtered by **Active** (default) and/or **Stopped** medications. Check the boxes to display the selected medications or uncheck the boxes to filter them out. Click the **Education** link in the **Education** column to access online information, provided by MedlinePlus, regarding a medication.

Click the **Medication** or **Strength** column headers on the Medication List or the **Allergy** column header on the Allergy List to sort the information by the column name. The information is sorted alphabetically in the Medication or Allergy column on both lists by default.

Note: The generic name of a medication displays in parentheses next to the brand name. Otherwise, the generic name displays by itself.

Medications and Allergies

Medication List

Filter: ☑ Active ☐ Stopped

Medication	Strength	Directions	Education
acetaminophen	500 mg	Take 1 tablet by mouth once a day as directed. Take as needed for back pain	Education
Cozaar (losartan)	50 mg	Take 1 tablet by mouth once a day as directed. Do not drive while taking this medication Please take on a full stomach	Education
furosemide	20 mg	Take 1 tablet by mouth once a day as directed	Education
Lexapro (escitalopram)	10 mg	Take 1 tablet by mouth once a day as directed	Education
Norvasc (amlodipine)	5 mg	Take 1 tablet by mouth once a day	Education

Allergy List

Allergy
aspirin
Biaxin (clarithromycin)
Iodine-Iodine Containing Group
latex
Levaquin (levofloxacin)
Nsaids Group

Care Plan

The Care Plan section displays the care plan entered in the patient's Clinical Summary.

Care Plan	☆
Continue the current blood pressure medications. Check BP daily and record on log. Maintain a low sodium diet. Immediately report any symptoms such as severe headache, fatigue or confusion to your provider.	

Problems

The Problems section displays a patient's medical conditions. The list includes the **Description** of the problem, the **Status** of a problem, and an **Education** column.

Problems can be filtered by an **Acute** (default), **Chronic** (default), or **Resolved** status. Check the boxes to display the selected problems or uncheck the boxes to filter them out. Click the **Education** link in the **Education** column to access online information, provided by MedlinePlus, regarding a problem.

Click the **Description** column header or the **Status** column header to sort the information by the column name. The information is sorted alphabetically in the **Description** column by default.

Problems

Filter: ☑ Acute ☑ Chronic ☐ Resolved

Description	Status	Education
BENIGN HYPERTENSION	Chronic	Education
CALCULUS OF KIDNEY	Chronic	Education
CHR BLOOD LOSS ANEMIA	Chronic	Education
DIABETES UNCOMPL TYPE I	Chronic	Education
END STAGE RENAL DISEASE	Chronic	Education
ESOPHAGEAL REFLUX	Chronic	Education

Immunizations

The Immunizations section contains the vaccinations a patient has received or declined. The date the immunization was given or offered is listed in the **Date** column and the corresponding type of immunization is listed in the **Immunization** column. If the immunization was refused by the patient, **Declined** displays to the right of the immunization name.

Click the **Date** column header or the **Immunization** column header to sort the information by the column name. The information is sorted by the **Date** column by default, with the most recent date and immunization at the top of the list.

Click the **Choose Immunizations** link to filter the immunizations by type. The default is 0 Active Filters, which displays all immunizations received or declined by the patient.

The scrolling window defaults to all the available immunization types as selected. Click any individual box to deselect an immunization. Or, click **Clear All** to uncheck all the boxes of immunization types and then check individual boxes of each immunization to display. Click **Select All** to check all of the boxes.

Click **Apply Filter Selection(s)** to filter the immunizations.

Or, click **Close** to close the scrolling window and not apply the filters.

Procedures

The Procedures section lists the procedures a patient has received.   The date the procedure was performed is listed in the **Date** column and the corresponding type of procedure is listed in the **Description** column.

Click the **Date** column header or the **Description** column header to sort the information by the column name. The information is sorted by the **Date** column by default, with the most recent procedure at the top of the list.

Procedures	
Date	**Description**
3/28/2013	Access Prep

Smoking Status

The Smoking Status section displays a patient's smoking status and frequency of tobacco use.

Smoking Status
Current every day smoker :Heavy tobacco smoker

Health Record Tab Buttons

The Health Record tab also includes three action buttons: Message Your Provider's Office, Download Health Record, and Send Health Record.

Message Your Provider's Office

This action button allows the user to send a secure message to the provider (doctor's office). This button is located at the top right of all four tabs of the Patient Portal.

For more information on sending a secure message to the provider, refer to the Sending Messages section of this quick reference guide.

Note: If the secure messaging system is not activated, the **Message Your Provider's Office** action button does not display and is not an available option.

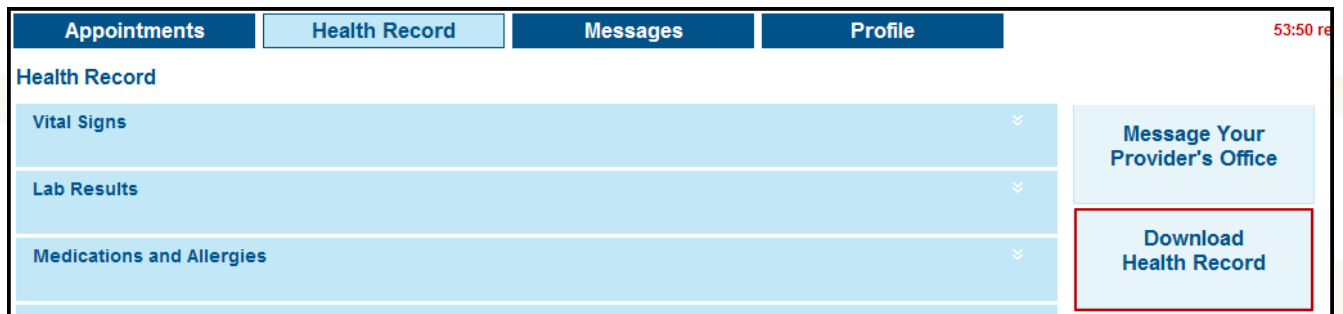| Appointments	Health Record	Messages	Profile	59:46 re
Health Record				
Vital Signs				Message Your Provider's Office
Lab Results				

Download Health Record

This action button allows a user to download a patient's health record from the provider (doctor's office) to a user's computer.

The user can download the following two options:
- Ambulatory Summary Document – document summarizing the patient's medical record
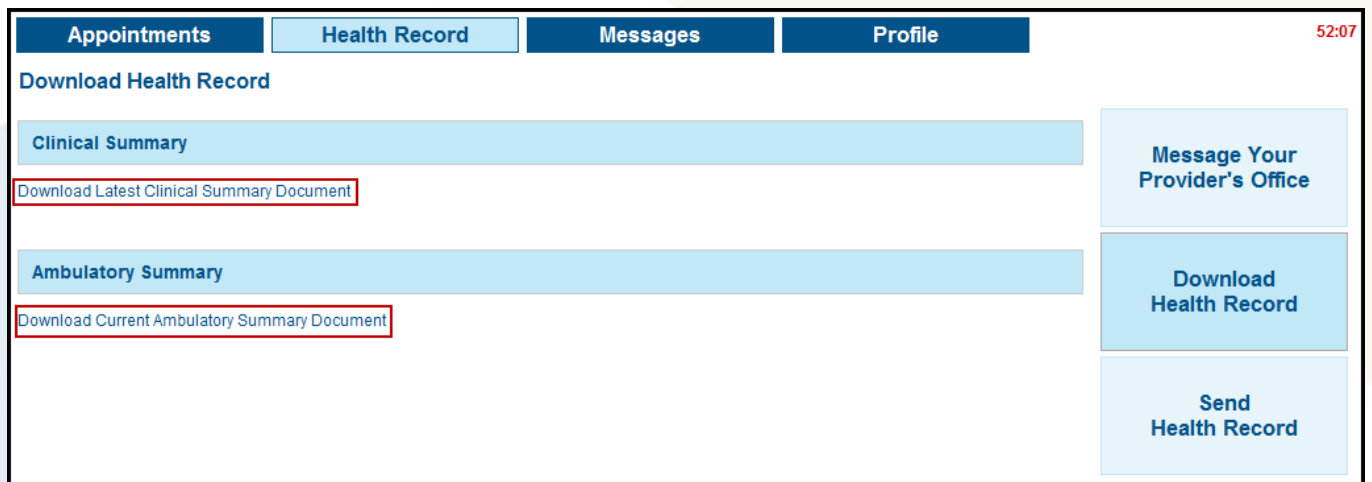- Clinical Summary Document – document summarizing the patient's most recent visit

To download a health record:

1. Click the **Download Health Record** button.

Appointments	Health Record	Messages	Profile	53:50 re

Health Record

Vital Signs	⌄	Message Your Provider's Office
Lab Results	⌄	Download Health Record
Medications and Allergies	⌄	

2. Select one of the two options: **Download Current Ambulatory Summary Document** or **Download Latest Clinical Summary Document**, if available.

Appointments	Health Record	Messages	Profile	52:07

Download Health Record

| Clinical Summary	Message Your Provider's Office
Download Latest Clinical Summary Document	
Ambulatory Summary	Download Health Record
Download Current Ambulatory Summary Document	
	Send Health Record

3. Click the **Save** button on the **File Download** pop-up window to save the self-extracting zip file to a computer or portable device, such as a USB-Drive. The file name includes the patient's chart/medical record number followed by "_GenertatedCs.zip".

    Note: Click the **Open** button to open the zip file and view its contents, if applicable (skip to step 7 to continue the opening process).
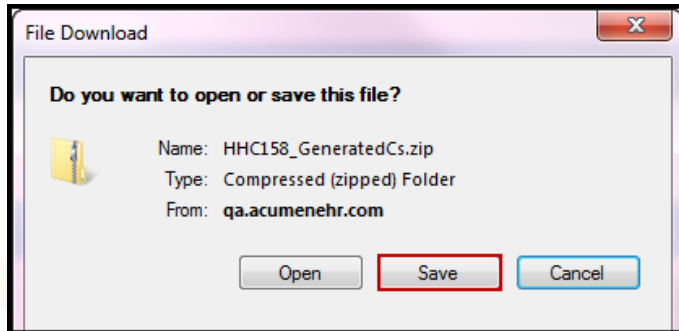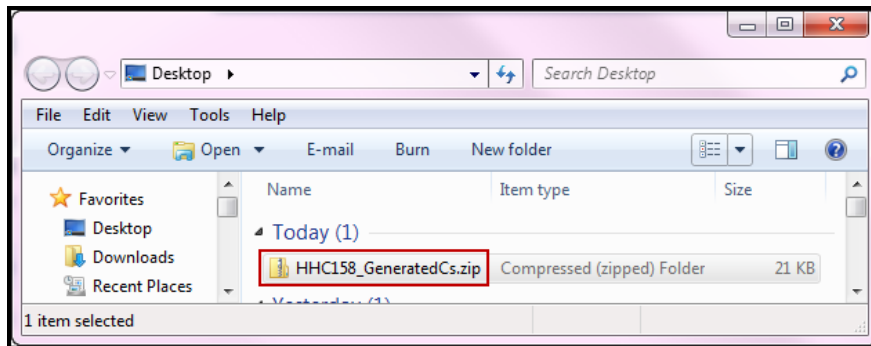

4. Select the appropriate location for the file on the **Save As** pop-up window (note where the file is being saved). Click the **Save** button.
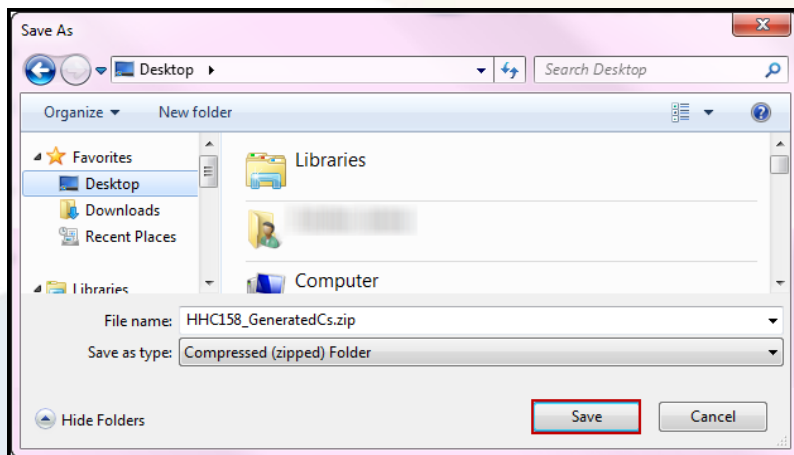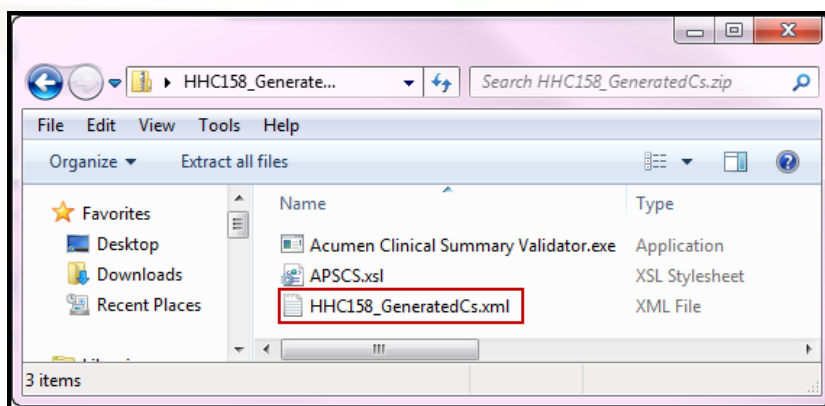

5. Click the **Open Folder** button on the **Download Complete** pop-up window to view the zipped file. Otherwise, click the **Close** button to complete the downloading process.
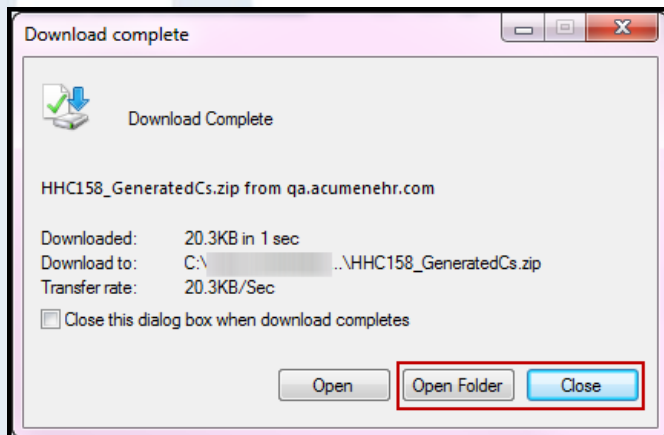
6. Double-click the zipped file to view its contents.

7. Double-click the **GeneratedCs.xml** file.

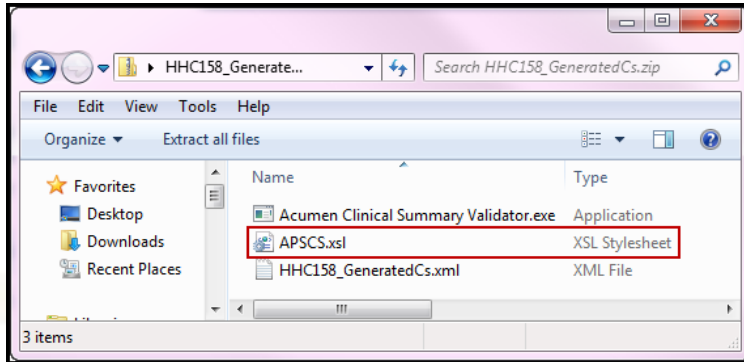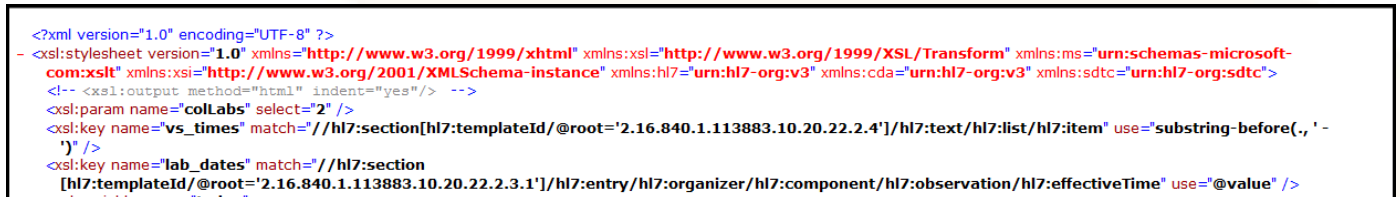The Clinical Summary displays in Internet Explorer as shown below:

If the Clinical Summary does not display in Internet Explorer in readable form, or an error displays, follow the steps of the next two options:

Option 1:

1. Double-click on the **.xsl** Stylesheet.

2. The Stylesheet opens in Internet Explorer. Close the Stylesheet page.

```
<?xml version="1.0" encoding="UTF-8" ?>
- <xsl:stylesheet version="1.0" xmlns="http://www.w3.org/1999/xhtml" xmlns:xsl="http://www.w3.org/1999/XSL/Transform" xmlns:ms="urn:schemas-microsoft-
  com:xslt" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:hl7="urn:hl7-org:v3" xmlns:cda="urn:hl7-org:v3" xmlns:sdtc="urn:hl7-org:sdtc">
    <!-- <xsl:output method="html" indent="yes"/> -->
    <xsl:param name="colLabs" select="2" />
    <xsl:key name="vs_times" match="//hl7:section[hl7:templateId/@root='2.16.840.1.113883.10.20.22.2.4']/hl7:text/hl7:list/hl7:item" use="substring-before(., '-
    ')" />
    <xsl:key name="lab_dates" match="//hl7:section
    [hl7:templateId/@root='2.16.840.1.113883.10.20.22.2.3.1']/hl7:entry/hl7:organizer/hl7:component/hl7:observation/hl7:effectiveTime" use="@value" />
```

3. Double-click on the **GeneratedCs.xml** file to reopen the Clinical Summary. It displays in readable form.
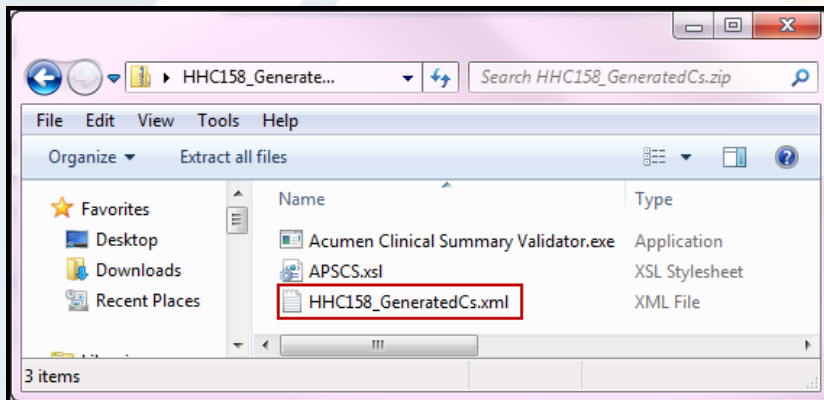
Option 2:

1. Right-click on the **GeneratedCs.xml** file. Select **Open with** and **Internet Explorer**.

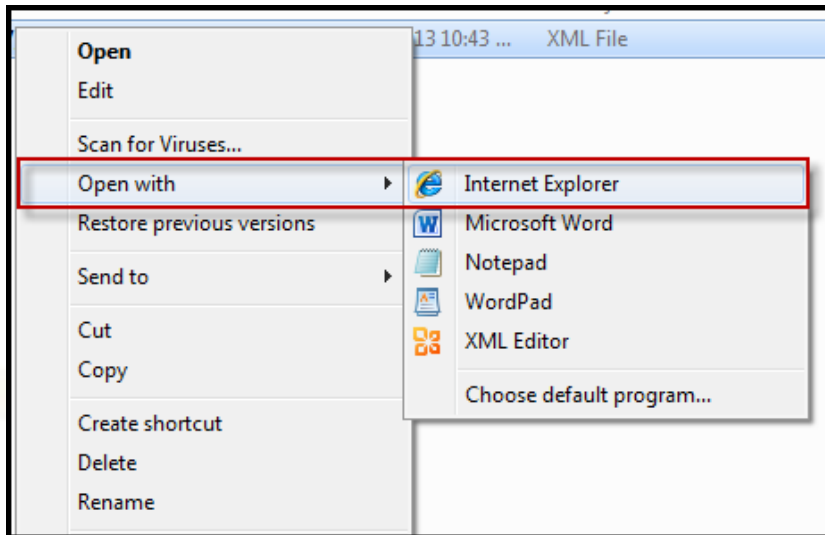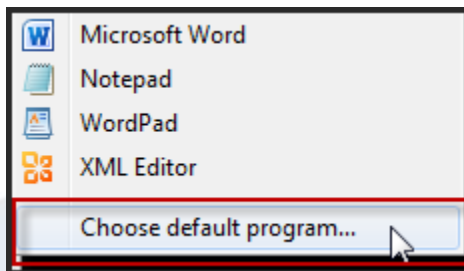2. If Internet Explorer does not display on the **Open with** menu, then select **Choose default program**.

3. Click on the arrow to the right of **Other Programs**, click on **Internet Explorer**, and then click the **OK** button.
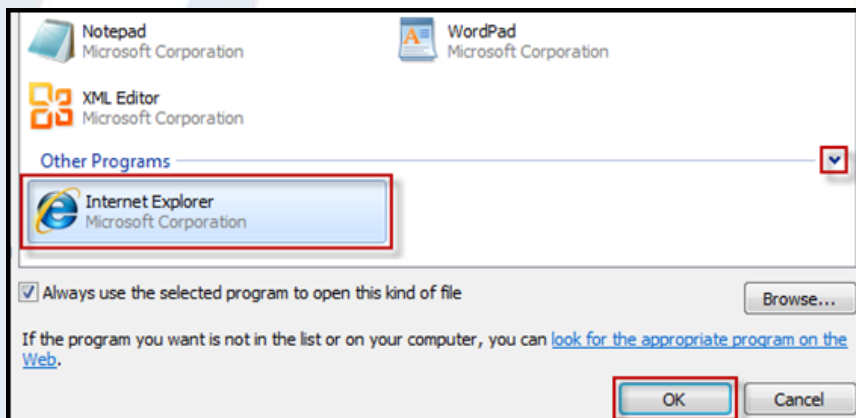
Note: The instructions above are for users with Windows 7 and Internet Explorer version 8. They may vary for users with other Operating Systems and Internet Explorer versions.

Send Health Record

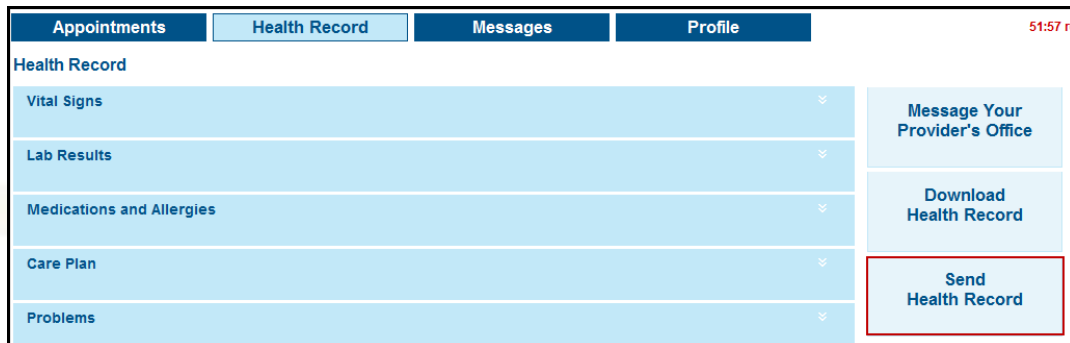This action button allows a user to send a patient's health record electronically to a different provider (doctor's office). The health record is sent using Secure Email, also known as Direct Email, and can only be sent to providers (doctors' offices) that have a Secure Email account. Secure Emails are encrypted to protect the content from being read by anyone other than the intended recipient.

To send a health record:

1. Click the **Send Health Record** button.

2. The Health Record (Ambulatory Summary) is attached automatically and cannot be removed. The attachment icon and label displays at the bottom of the page.
3. A user can search for a provider's Secure Email address or type the full Secure Email address in the **To** field. Search results only include providers with a registered account with Security Exchange Solutions (SES), Acumen's secure email provider. Only one address can be entered in the **To** field.
   a. Type the Secure Email address (or at least the first two characters) in the **To** field. Click the magnifying glass icon 🔍 to search for the Secure Email address. Click the **Select** link to add the address to the **To** field.
   b. Or, type the full Secure Email address of the provider in the **To** field if the provider is not found in the search results.
4. The **Subject** line is automatically populated with the patient's name and cannot be changed.
5. Type a **Message** in the text area. This is optional.
6. Click the **Send Medical Record** button.

Note: Health information can only be sent to a valid Secure Email address. If an error message displays indicating the message failed to send, contact the provider (doctor's office) for the correct Secure Email address.

Appointments Tab

The Appointments tab in the Patient Portal is organized into 2 sections: Care Team and Appointments.

Care Team

The Care Team section displays the name and office location of the provider (doctor) that the patient sees at the doctor's office.

Appointments	Health Record	Messages	Profile	59:23

Appointments

Care Team		Message Your Provider's Office
David H Murphy, MD, Hyperion Circle		

Appointments

Appointments		Past Appointments	
Date/Time	Attendee	Date/Time	Attendee
October 16, 2013 09:30 AM - 10:00 AM	David H. Murphy MD	November 16, 2011 09:00 AM - 09:15 AM	David H. Murphy MD

Appointments

The Appointments section displays upcoming **Appointments** on the left and **Past Appointments** on the right. Both sets of appointments include a **Date/Time** column and an **Attendee** (doctor/provider seen or scheduled to see) column.

Appointments

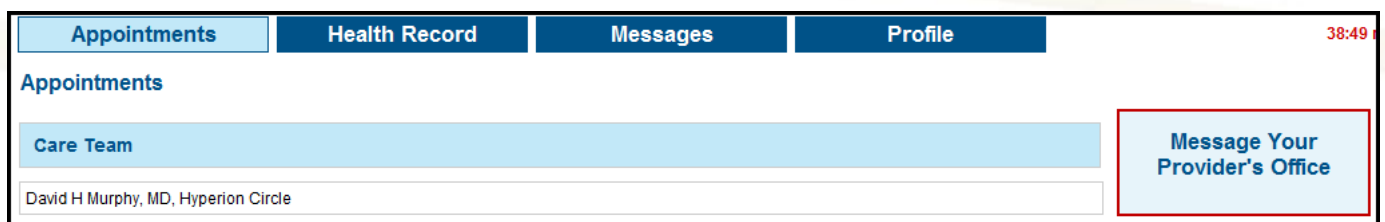| Appointments		Past Appointments	
Date/Time	Attendee	Date/Time	Attendee
October 16, 2013 09:30 AM - 10:00 AM	David H. Murphy MD	November 16, 2011 09:00 AM - 09:15 AM	David H. Murphy MD
		December 19, 2011 03:30 PM - 03:45 PM	David H. Murphy MD
		January 9, 2012 09:00 AM - 09:15 AM	David H. Murphy MD
		February 14, 2012 10:30 AM - 10:45 AM	Douglas Ortiz MD

Appointments Tab Button

The Appointments tab has one action button: Message Your Provider's Office.

Message Your Provider's Office

This action button allows the user to send a secure message to the provider (doctor's office). This button is located at the top right of all four tabs of the Patient Portal.
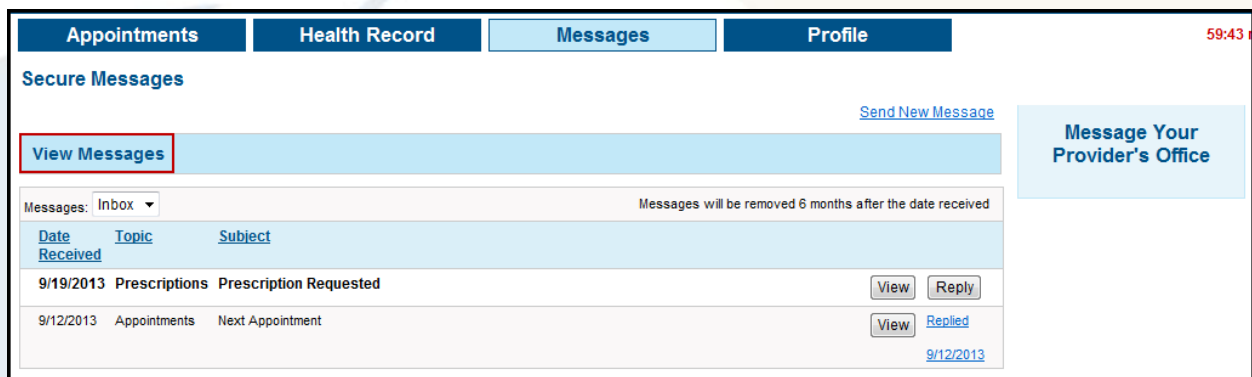
For more information on sending a secure message to the provider, refer to the <u>Sending Messages</u> section of this quick reference guide.

Note: If the secure messaging system is not activated, the **Message Your Provider's Office** action button does not display and is not an available option.

Appointments	Health Record	Messages	Profile	38:49
Appointments				
Care Team				Message Your Provider's Office
David H Murphy, MD, Hyperion Circle				

Messages Tab

The Messages tab in the Patient Portal contains 1 section: View Messages. This section allows a user to send a secure message to the provider (doctor's office) and view and reply to secure messages from the provider (doctor's office).

Appointments	Health Record	Messages	Profile	59:43
Secure Messages				
			Send New Message	Message Your Provider's Office
View Messages				
Messages: Inbox ▼		Messages will be removed 6 months after the date received		
Date Received	Topic	Subject		
9/19/2013	Prescriptions	Prescription Requested	View	Reply
9/12/2013	Appointments	Next Appointment	View	Replied 9/12/2013

Note: If the secure messaging system is not activated, the **Messages** tab does not display and is not an available option.

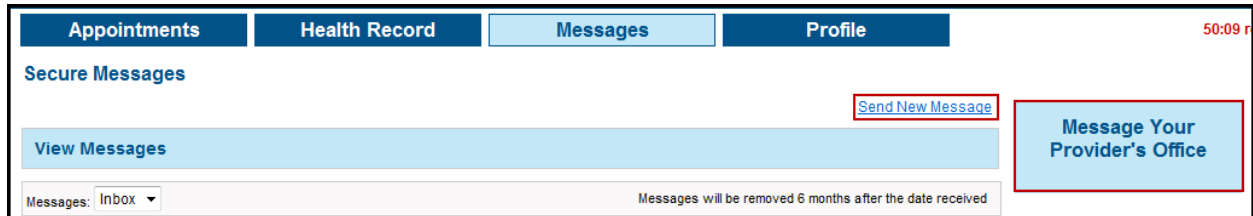| Appointments	Health Record	Profile	54:58

Sending Messages

To send a secure message to the provider (doctor's office):
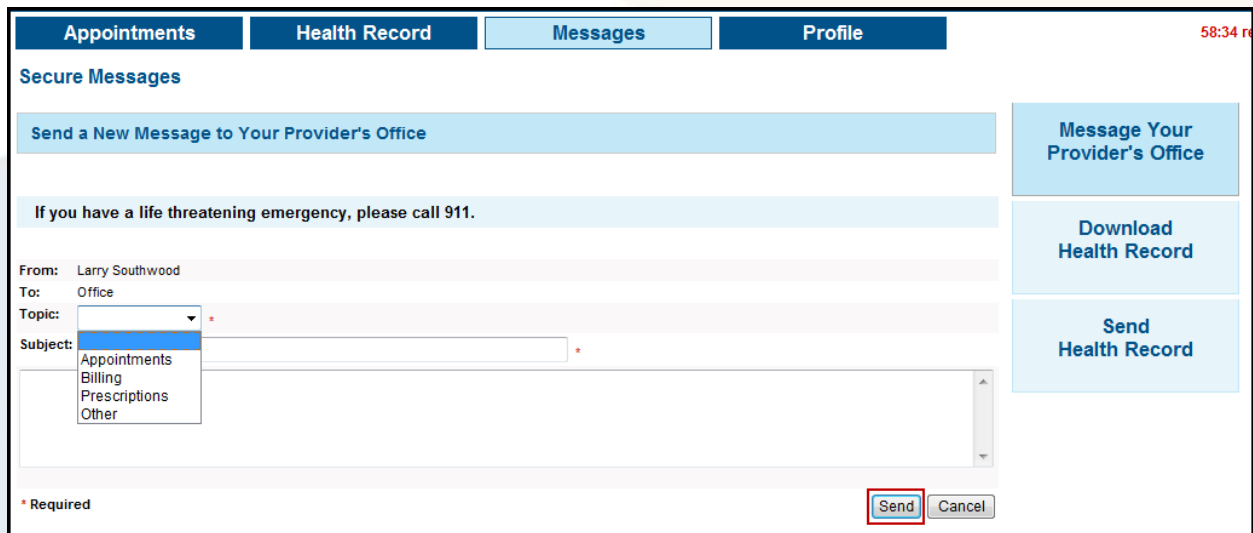
1. a. Click the **Send New Message** link.
    b. Or, click the **Message Your Provider's Office** button.

Appointments	Health Record	Messages	Profile	50:09 r

Secure Messages

Send New Message

View Messages

Message Your Provider's Office

Messages: Inbox ▼   Messages will be removed 6 months after the date received

2. The **From** and **To** fields are automatically populated and cannot be changed.
3. Select a **Topic** from the drop-down menu: Appointments, Billing, Prescriptions, or Other. This is a required field.
4. Type a **Subject** in the text box. This is a required field.
5. Type a message in the text area. This is a required field.
6. Click the **Send** button to send the message. Or, click the **Cancel** button to not send the message.

Note: The **Download Health Record** and **Send Health Record** buttons also display on this page. Refer to the Download Health Record and Send Health Record sections of this quick reference guide for more information on these two buttons.

Appointments	Health Record	Messages	Profile	58:34 r

Secure Messages

Send a New Message to Your Provider's Office

Message Your Provider's Office

If you have a life threatening emergency, please call 911.

From: Larry Southwood
To: Office
Topic: ▼ *
Subject: *

Appointments
Billing
Prescriptions
Other

Download Health Record

Send Health Record

* Required   Send Cancel

Confirmation that the message was successfully sent displays at the top of the page.

Secure Messages

Message successfully sent

Send New Message

The message displays in **Sent** messages.

Viewing Messages

Select **Inbox** (default) or **Sent** from the **Messages** drop-down menu. All new messages display in bold text. A notification is sent to a user's email address that the provider (doctor's office) has on file when a new secure message is available on the Patient Portal. The patient or authorized representative is not required to provide an email address.

Note: Messages are removed six months after the date a message was received.

The messages are sorted by the **Date Received** column by default, with the most recent message listed at the top. A **Topic** column and a **Subject** column also display.

Click the **View** button or click anywhere on the message row to open and view the message.

View Messages	

Messages: Inbox ▼   Messages will be removed 6 months after the date received

Date Received	Topic	Subject		
10/2/2013	Other	Flu Shots Now Available	View	Reply

All threads of the message display, including the original message and all replies. A line separates each message in the thread.

Click the **Print Message** link to print the message. Click the **Hide** button to collapse and hide the message.

View Messages	

Messages: Inbox ▼   Messages will be removed 6 months after the date received

Date Received	Topic	Subject		
10/4/2013	Other	Flu Shots Now Available	Hide	Reply

Print Message

From: Office
To: Larry Southwood
Date: 10/4/2013 4:29 PM
Topic: Other
Subject: Flu Shots Now Available

That's fine. Please be aware our office is closed next Monday.

From: Larry Southwood
To: Office
Date: 10/2/2013 2:52 PM
Topic: Other
Subject: Flu Shots Now Available

Great! I will contact you soon to schedule an appointment.

From: Office
To: Larry Southwood
Date: 10/2/2013 11:13 AM
Topic: Other
Subject: Flu Shots Now Available

Flu shots are now available in our office. Please contact us to schedule a time to receive your shot. Thank you.

Replying to Messages

To reply to a secure message:

1. Click the **Reply** button. The **Reply** button can be clicked from a message that is not open and hidden, or from a message that is open.

2. The **From**, **To**, and **Topic** fields are automatically populated and cannot be changed.
3. The **Subject** is also automatically populated, but can be changed.
4. Type a message in the text area.
5. Click the **Send** button to send the reply. Or, click the **Cancel** button to not send the reply.

Confirmation that the message was successfully sent displays at the top of the page. In the Inbox, the **Reply** button is replaced with **Replied** followed by the date of the reply.

The reply also displays in **Sent** messages.

Note: When an authorized representative is the logged in user and sends a new message or a reply to the provider (doctor's office) on behalf of the patient, the authorized representative's name displays in parentheses next to the patient's name in the From field.

Note: The patient and all authorized representatives of the patient are able to view and reply to all the message threads exchanged between the provider (doctor's office) and the active portal accounts for that patient. Messages are not exchanged on an individual to individual basis as with email.

Profile Tab

The Profile tab in the Patient Portal contains 1 section: Demographics. This section includes personal information about the patient, such as the patient's name, address, phone number, and date of birth.

Profile Tab Buttons

The Profile tab also has four action buttons: Message Your Provider's Office, Demographics (default), Account Management, and Activity Log.

Message Your Provider's Office

This action button allows the user to send a secure message to the provider (doctor's office). This button is located at the top right of all four tabs of the Patient Portal.

For more information on sending a secure message to the provider, refer to the Sending Messages section of this quick reference guide.

Note: If the secure messaging system is not activated, the **Message Your Provider's Office** action button does not display and is not an available option.

Demographics

This action button allows the user to return to the Demographics section.

Account Management

This action button allows a user to change his/her password to the Patient Portal at any time.

Refer to the Logging Into the Patient Portal section of this quick reference guide for more information about changing the password.

Activity Log

This action button allows a user to view an Activity Log that tracks all the activity from the past 30 days that occurs when a user (patient or authorized representative) is logged in the Patient Portal.   The Activity Log displays the **Date/Time** of the activity, the **User** who was logged in, and the type of **Activity** that occurred.

Logging Out of the Patient Portal

Click the **Logout** link at the top right of the Patient Portal header to exit the Patient Portal.
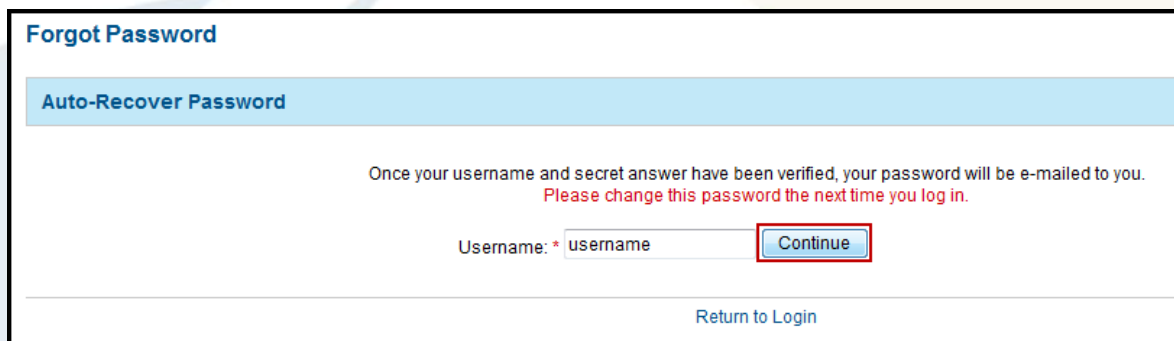
Requesting a New Password

A user can request a new password if the current password has been forgotten.

To request a new password:

1. Click the **Forgot your password?** link located on the login page of the Patient Portal.

2. Type the username, provided by the doctor's office, in the **Username** field.
3. Click the **Continue** button.

4. Type the **Answer** to the **Secret Question** selected during the initial log on.

5. Click the **Continue** button.

Forgot Password

Auto-Recover Password

Once your username and secret answer have been verified, your password will be e-mailed to you.
Please change this password the next time you log in.

Secret Question: *   Where were you born?

Answer: [   ]   Continue

Return to Login

The user receives an email with a temporary password. Click the **Return to Login** link to return to the login page of the Patient Portal.

Forgot Password

Auto-Recover Password

Once your username and secret answer have been verified, your password will be e-mailed to you.
Please change this password the next time you log in.

Your password request has been received and processed.

Return to Login

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Additional Information

- Please contact the provider (doctor's office) for more information or assistance with the Patient Portal.
- To access a Patient Portal How-To video, click the following link or copy and paste the link into an internet browser: http://www.screencast.com/t/s7PbZzeihRXe. The password is AcumenPatientPortal.