

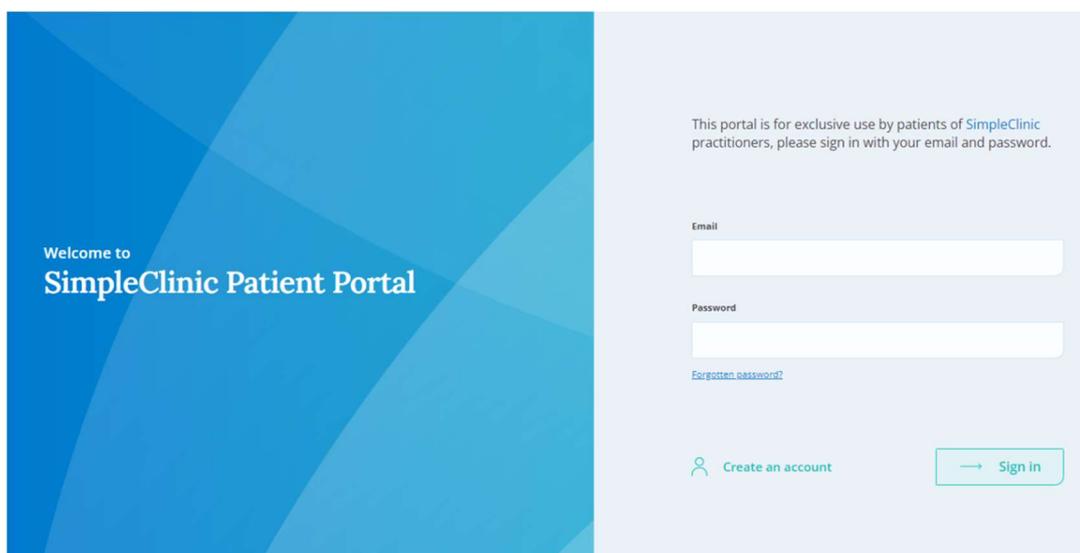
## How to use the Patient Portal (for patients)

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.

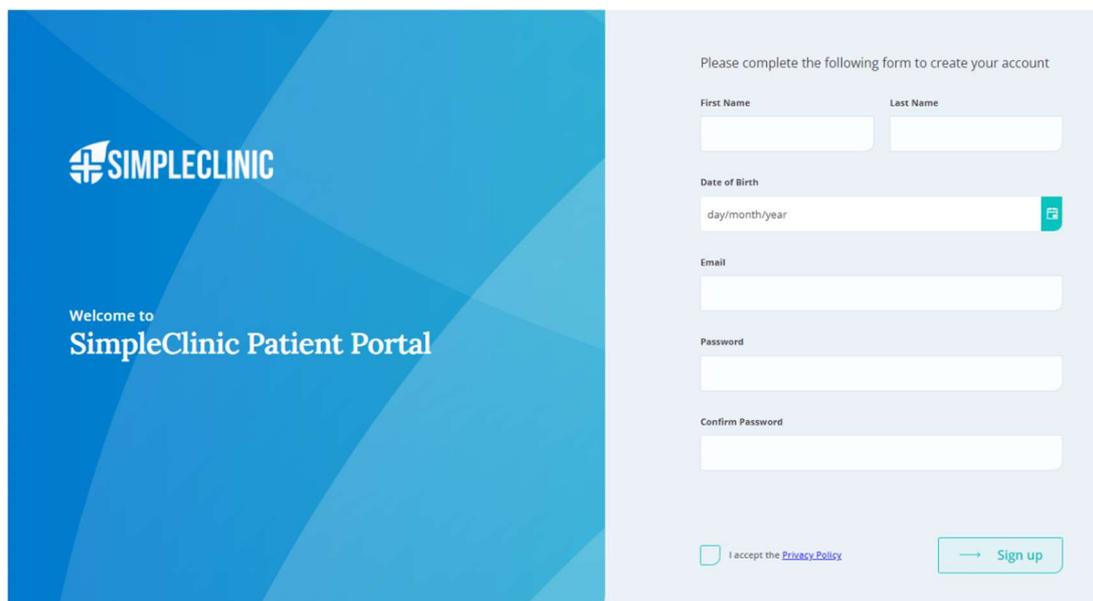
1. Go to the link below to access the Patient Portal:

<https://patient.simpleclinic.net>



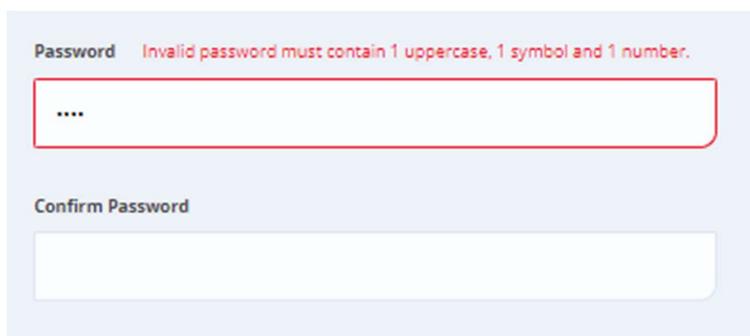
The screenshot shows the login page of the SimpleClinic Patient Portal. On the left, a blue banner contains the text "Welcome to SimpleClinic Patient Portal". On the right, a light blue background contains the following elements: a message "This portal is for exclusive use by patients of SimpleClinic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

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



The screenshot shows the account creation page of the SimpleClinic Patient Portal. On the left, a blue banner contains the SimpleClinic logo and the text "Welcome to SimpleClinic Patient Portal". On the right, a light blue background contains the following elements: a message "Please complete the following form to create your account", "First Name" and "Last Name" input fields, a "Date of Birth" input field with a calendar icon and the placeholder "day/month/year", an "Email" input field, a "Password" input field, and a "Confirm Password" input field. At the bottom, there is a checkbox for "I accept the Privacy Policy" and a "Sign up" button with a right-pointing arrow.

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).

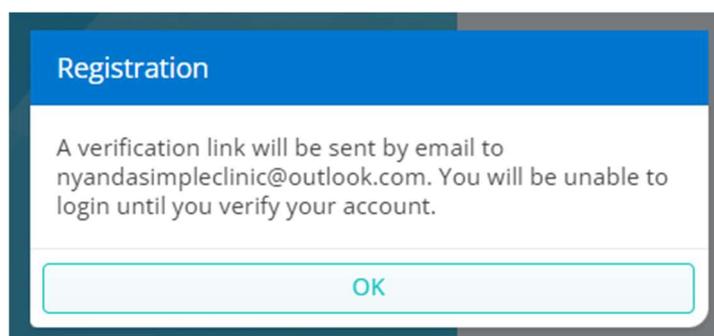


Password Invalid password must contain 1 uppercase, 1 symbol and 1 number.

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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.

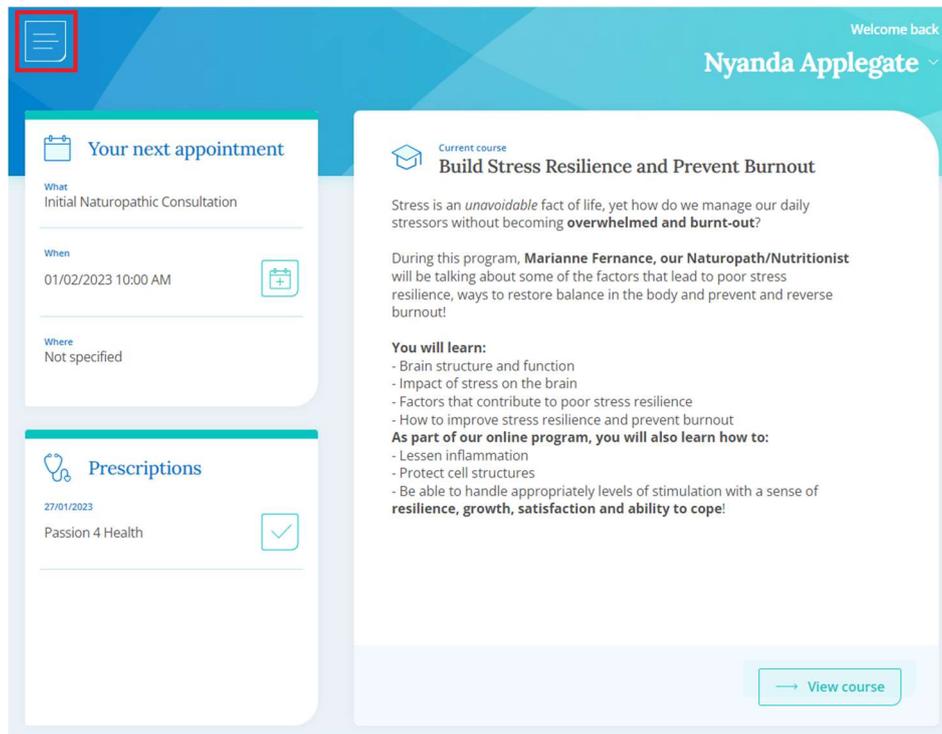
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**From:** [support@simpleclinic.net](mailto:support@simpleclinic.net) <[support@simpleclinic.net](mailto:support@simpleclinic.net)>  
**Sent:** Thursday, December 29, 2022 3:56 pm  
**To:** [nyandasimpleclinic@outlook.com](mailto:nyandasimpleclinic@outlook.com)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

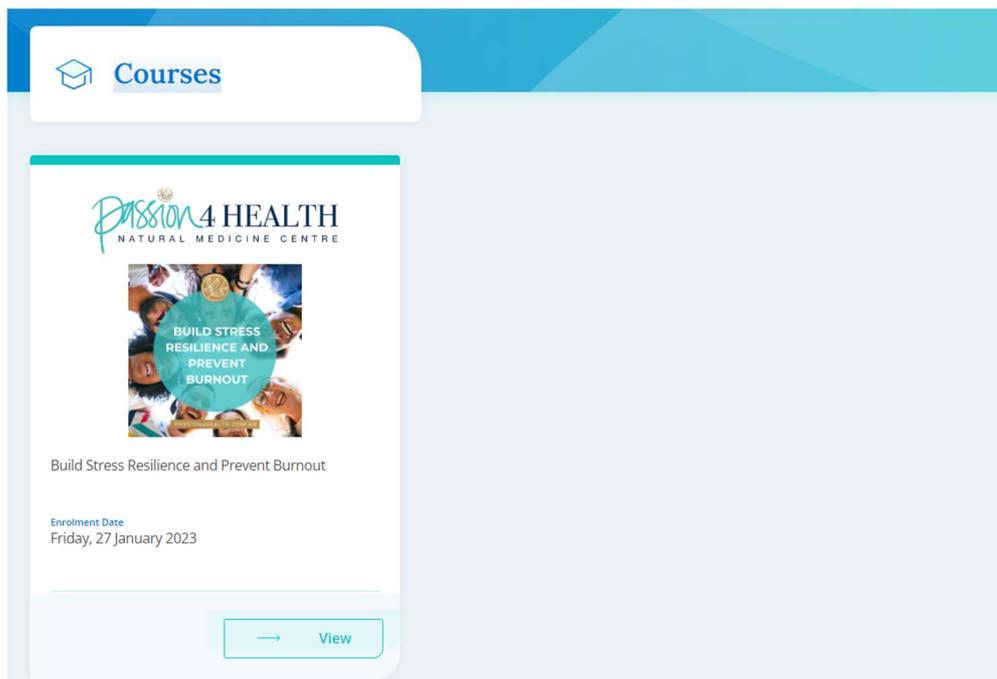
Please click the link below to verify your email address. [Verify Email](#)

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

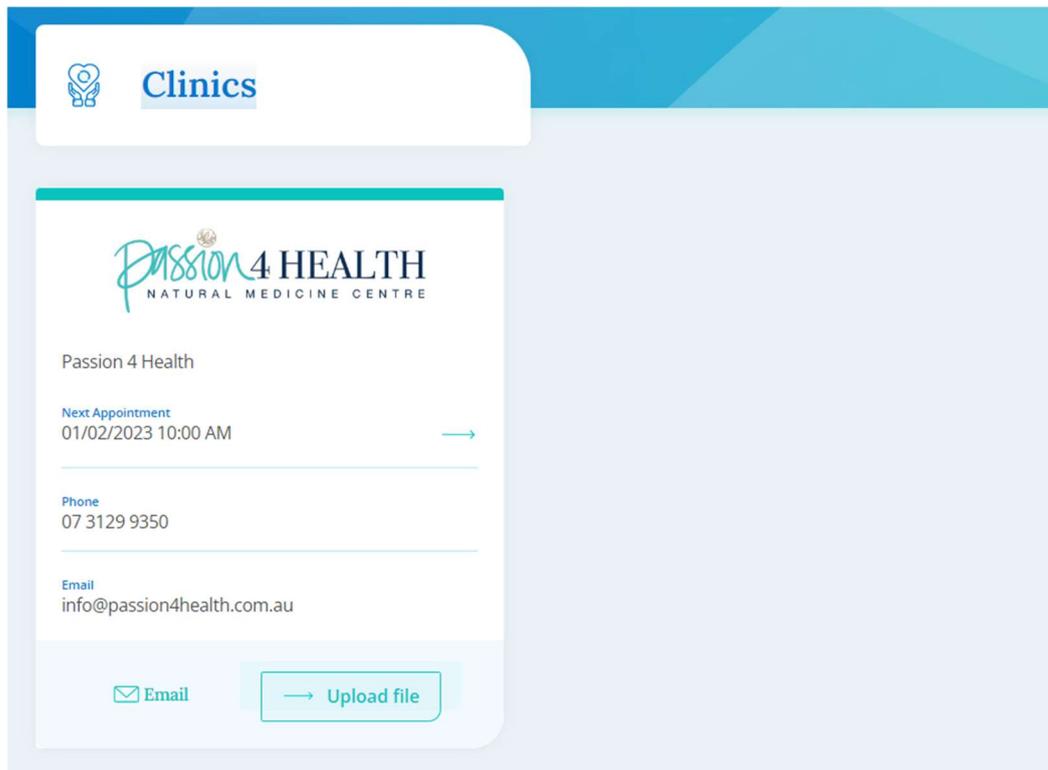
4. The patient will now see the below **Dashboard** screen. From the Dashboard the patient will be able to quickly access their next appointment, latest prescription and latest course. They can use the menu in the top left corner to access other areas -> Clinic list, all Prescriptions, all Appointments,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



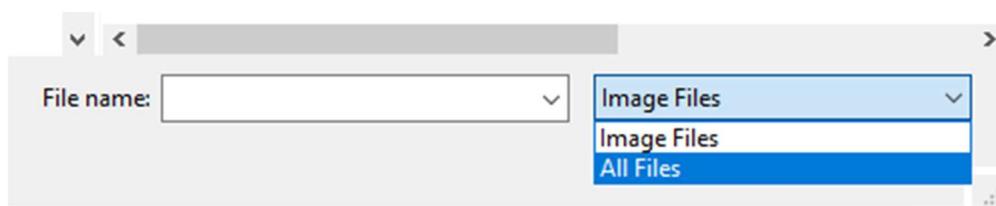
5. **Courses** will allow the patient to access Course material if they have signed up to a Program run by your clinic.



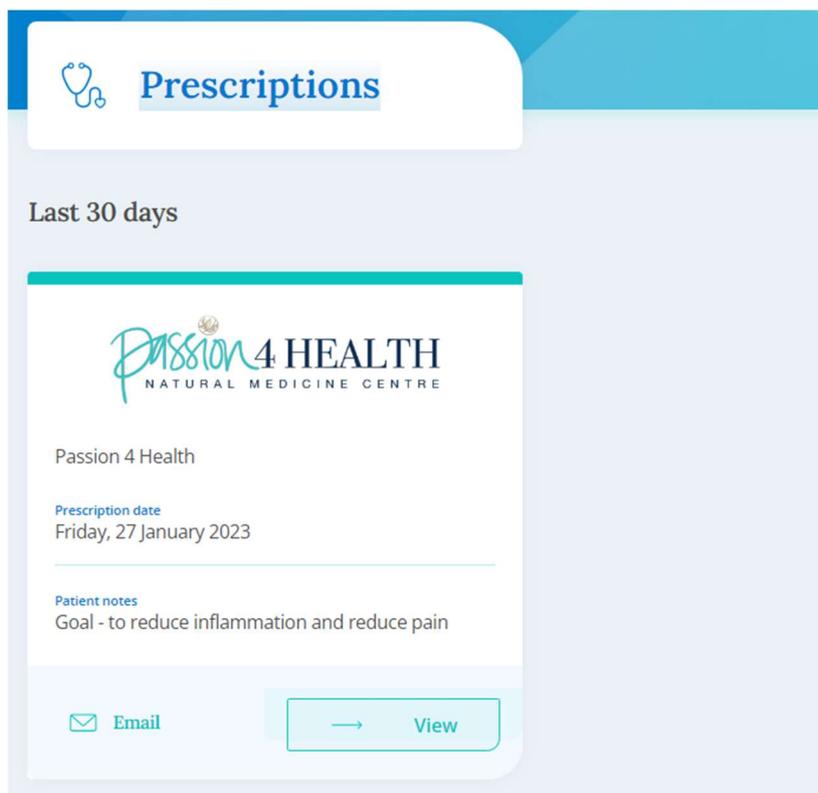
6. From the **Clinics** section, patients will be able to view their linked clinics if they are see multiple practitioners at different clinics. From here, patients can easily upload documents to send to the clinic. Practitioners will receive an email notification when this happens.



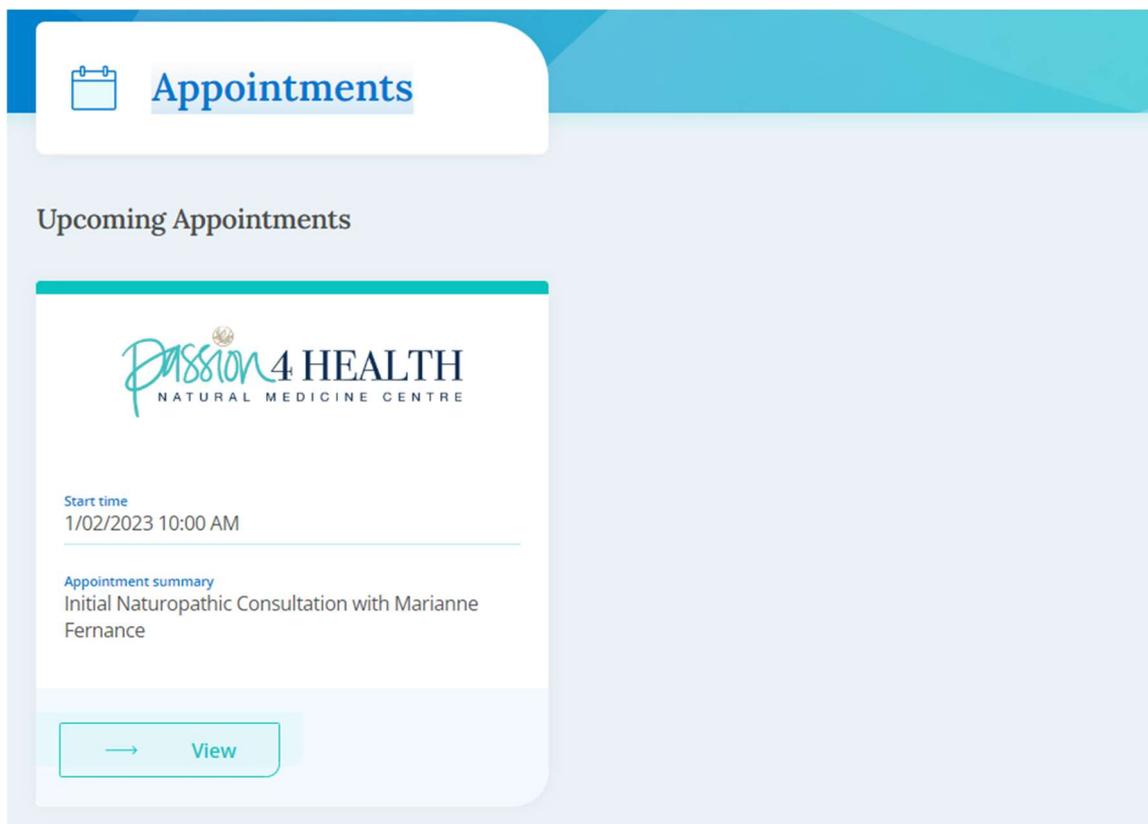
Please note: to upload files other than images, the patient will need to select 'All Files' when selecting the file from their computer.



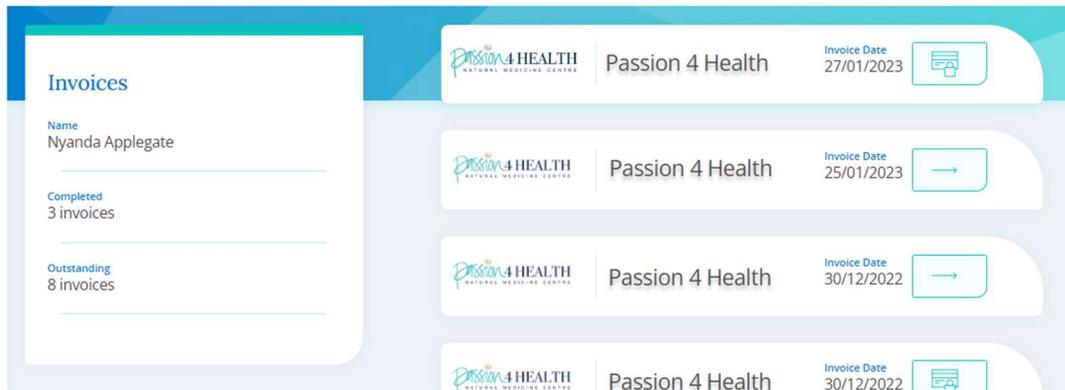
7. **Prescriptions** section will allow patients to view previous prescriptions.



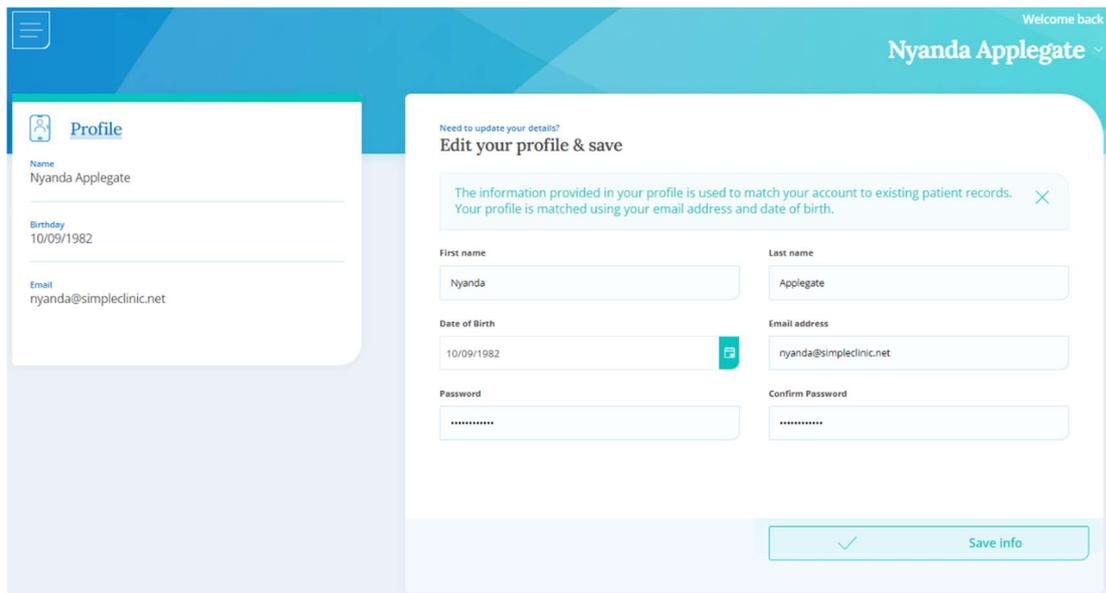
8. **Appointments** section will allow patients to view any upcoming appointments and cancel their booking in accordance with the clinic policies as set out under Services.



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



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.



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

