



Patient Portal Quick Introduction

During your next office visit, request our staff to register your email address with our patient portal. Our staff will provide you with a User ID and initial logon password. You will receive an invitation email from Portal@Sevocity.com with a link to the patient portal. Please copy the patient portal link, open your web browser, paste the link in the address bard and press enter.

The Patient Portal Logon screen will look similar to this image:

Patient Portal Sign In

Username
Enter Username

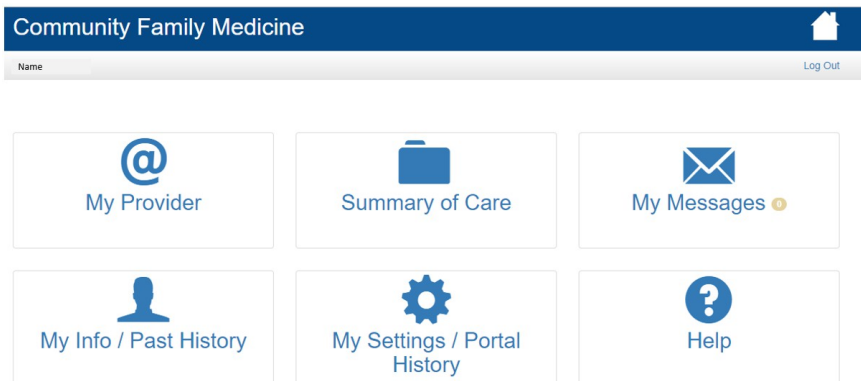
Password
Enter Password

Sign in

[Don't have an account?](#)
[Need Help?](#)

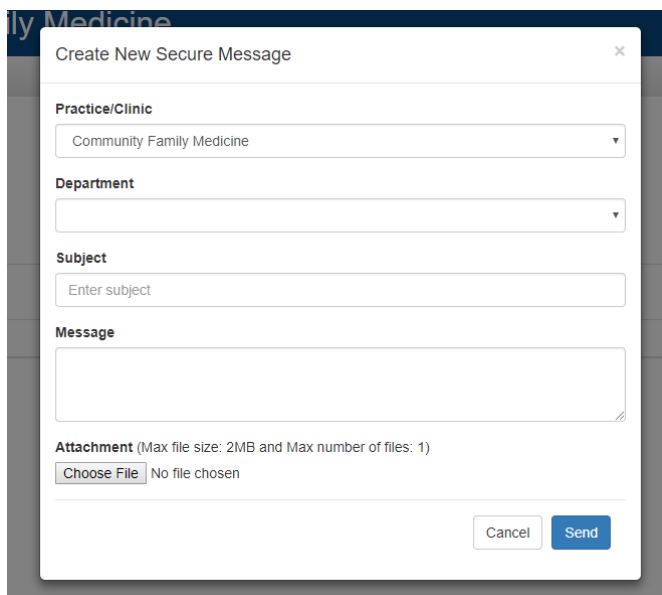
- Logon to the Patient Portal with the username and password provided in the office. When logging on the first time, the Patient Portal will request you to change your password from the password provided in the office.
- After changing your password, you will be logged onto the Patient Portal home screen

Current Patient Portal Home Screen:



Use the My Messages Tab to communicate with the staff in our office.

- Select My Messages Tab
- Select “New Messages”
- Click the dropdown menu under department to see you messaging options:
 - Appointment request
 - Prescription Refill. But first, request your pharmacy send in a request for you.
 - Insurance
 - Billing
 - Other
- Type your subject
- Type your message
- If necessary, attach a document
- Click Send



The screenshot shows a web form titled "Create New Secure Message" with a close button (X) in the top right corner. The form is set against a dark blue header with the text "ily Medicine" partially visible. The form fields are as follows:

- Practice/Clinic:** A dropdown menu currently showing "Community Family Medicine".
- Department:** An empty dropdown menu.
- Subject:** A text input field with the placeholder text "Enter subject".
- Message:** A large text area for composing the message.
- Attachment:** A section with the text "(Max file size: 2MB and Max number of files: 1)". Below it is a "Choose File" button and the text "No file chosen".

At the bottom right of the form are two buttons: "Cancel" and "Send".

- Our staff will typically respond, during normal business hours, in less than 2 hours, but our response could be delayed due to the number of requests and patients we are seeing at that time.

A complete list of current Patient Portal Function.

Tabs	Usage
My Messages	Communication with office staff to: <ul style="list-style-type: none">• Request appointments,• Ask questions about medications• Ask insurance or billing questions
@ My Provider	Access office contact and location information
Summary of Care	Review patient's Medication, Allergy, and immunization information, check recent lab results, and recent office visits
My Info/Past History	Review patient contact information
My Settings/Portal History	Update Patient's Patient Portal Email/User ID and Password
Help	Please contact Community Family Medicine for help with Patient Portal

Due to implementing improvements, the Patient Portal is subject to change.

Please note, to protect your privacy, if you are logged onto the Patient Portal for several minutes without any activity, the Patient Portal will lockout access during that session and you will receive "Access Denied" Messages. If this happens, please log out and logon to continue your activity.