


# Know Before You Go

On July 30, 2024, we transitioned to  athenahealth  
To prepare for your upcoming appointment, please review the following steps so you know what to expect.

1 week prior to appt.

## Begin Patient Portal Registration

**You will receive an email with a link inviting you to register for the new patient portal.** The portal will house your health records, publish bills and collect your payments, and will be our secure platform to communicate. If you have trouble registering, please reach out to your provider as we may need to verify your email address or date of birth.



Please note: You will still have access to the previous patient portal and could incur bills for services prior to July 30th, 2024.

72-hrs. prior to appt.

## Complete Self Check-in

72-hours prior to your appointment, a **Self Check-in link will be delivered to you by email or text**, depending on your selected preference.

You will be asked to review your information, sign consent forms, and input insurance information before your appointment. Signing consent forms and uploading insurance information is easiest to complete during self check-in. You must finish all steps of Self Check-in before your appointment. Not all steps will be necessary when checking in for future appointments, especially for information that remains unchanged from prior appointments, such as insurance information and consent forms.



Tip: Self check-in can be completed on a desktop (preferred) or mobile device.

## Sign Consent Forms

For the best experience, **complete electronic consent forms before your appointment.** During Self Check-In, keep an eye out for the forms listed below:

- |   |   |
|---|---|
| <input type="checkbox"/> Client Responsibilities  | <input type="checkbox"/> Consent for Telehealth Treatment                 |
| <input type="checkbox"/> Consent to Conduct Business Electronically                     | <input type="checkbox"/> Consent to Treat and Notice of Privacy Practices |
| <input type="checkbox"/> Consent for Financial Responsibility and Payment Authorization | <input type="checkbox"/> Controlled Substance Agreement                   |
| <input type="checkbox"/> Consent for Post Visit Satisfaction Survey                     | <input type="checkbox"/> Release of Information                           |

Morning of your appt.

## New to Telehealth?

**Virtual appointments will be conducted via Athenahealth's secure telehealth platform.**

You will now receive an Athenahealth link to join your session via email or text for all virtual appointments. You can expect to receive this link the morning of your appointment.



Tip: Even if you typically prefer in-office visits, it is helpful to sign the Telehealth Consent Form in case this need arises in the future.