

Navigating Your Patient Portal Account

How-To Guide

Accessing Your CPC Patient Portal Account

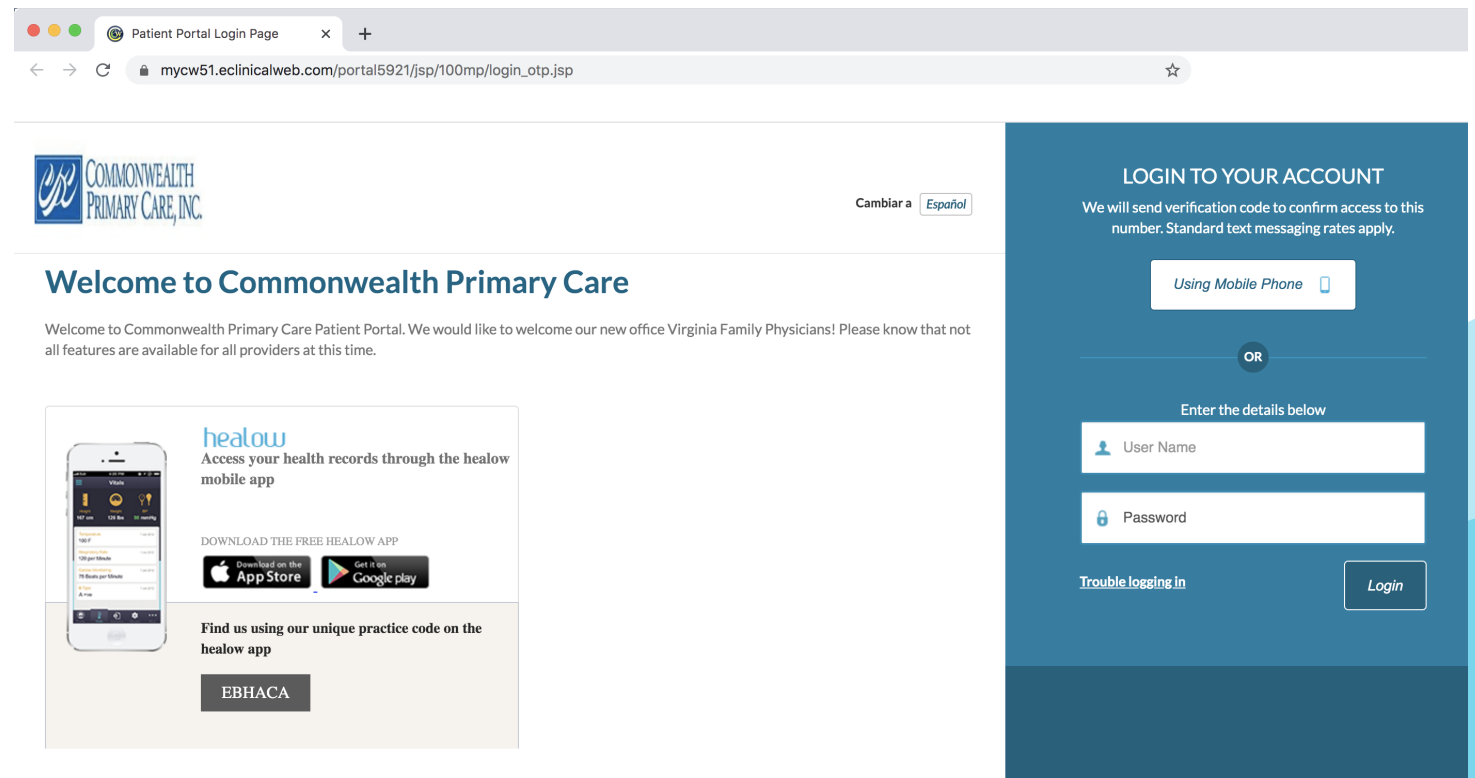
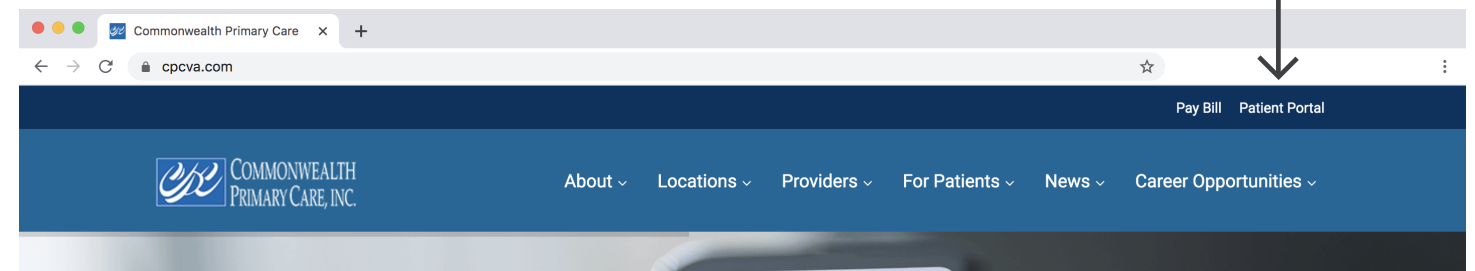
Visit www.cpcva.com and select the Patient Portal link on our homepage. This will open the CPC Patient Portal in a new window.

Registering An Account

If you have not received your Patient Portal username and password, you will need to contact your provider's office to be registered for the Patient Portal.

A welcome email will be sent to your email on file. You will not be able to log into the Portal until you have received the email.

Click 'Patient Portal' in the top right corner



How To Log In

Sign in with your username and password that was sent in the welcome email to the email address provided at check-in.

Another option for logging in is to enter your mobile phone number in the 'Using Mobile Phone' field. You will be directed to a new log-in page to enter your information.

After completing all fields, a text message with a one-time passcode will be sent to you to enter when prompted.

The diagram illustrates the login process flow. It starts with the 'LOGIN TO YOUR ACCOUNT' page, which has a blue header and a white body. The page title is 'LOGIN TO YOUR ACCOUNT'. Below the title, a message states: 'We will send verification code to confirm access to this number. Standard text messaging rates apply.' There are two main options for login: 'Using Mobile Phone' (with a phone icon) and 'OR'. Below the 'OR' separator, there is a section titled 'Enter the details below' with two input fields: 'User Name' (with a person icon) and 'Password' (with a lock icon). At the bottom of this section, there is a link for '[Trouble logging in](#)' and a 'Login' button. A light blue arrow points from the 'Using Mobile Phone' option to a secondary verification page. This secondary page also has a blue header and a white body, with the title 'Enter the details below'. It contains three input fields: 'First Name' (with a person icon), 'Last Name' (with a person icon), and a date field 'mm/dd/yyyy' (with a calendar icon). At the bottom of this page, there is a link for '[Return to Login Page](#)' and a 'Submit' button.

LOGIN TO YOUR ACCOUNT

We will send verification code to confirm access to this number. Standard text messaging rates apply.

Using Mobile Phone 📱

OR

Enter the details below

👤 User Name

🔒 Password

[Trouble logging in](#) **Login**

Enter the details below

👤 First Name

👤 Last Name

📅 mm/dd/yyyy

[Return to Login Page](#) **Submit**

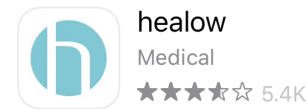
How To Use the Portal on Mobile Devices

You can also access the Portal by using the Healow app, available for free in the Apple Store and Google Play Store.

After downloading the Healow app, click 'Get Started' and enter CPC's practice code: EBHACA.

Then, log in using your CPC Portal username and password to have mobile access to the Portal on your device.

Search bar with "healow app" and a "Cancel" button.



Healow app login screen. It says "Please enter the code given to you by your doctor's office **OR** enter your doctor's contact number." Below this is a text input field containing "EBHACA" and a "LOGIN" button.



Login to Patient Portal account
Commonwealth Primary Care

Web app login form. It includes fields for "Username" and "Password", a dropdown menu showing "This account belongs to Myself", a large orange "Login" button, and a link for "FORGOT USERNAME OR PASSWORD ?".

How To Navigate the Portal Set-Up

On the homepage, the different features are listed on the left side of the screen.

You can hover over the feature icons to reveal additional items and menus.

The Dashboard will display your latest results, messages, and medical records from previous appointments. You can always revisit this page by clicking on the Dashboard icon.

The screenshot shows the Commonwealth Primary Care Patient Portal interface. At the top left is the logo for Commonwealth Primary Care, Inc. The main header area is orange and displays "Hi Candice," followed by a welcome message and a disclaimer: "Please Note: Mailboxes are NOT monitored 24 hours a day. Please DO NOT use this messaging service for URGENT medical problems." Below this is a sidebar with icons for Dashboard, My Account, Messages, Medical Records, Appointments, Questionnaires, Trackers, and Education. The main content area is divided into three columns: Messages, Latest Results, and Medical Records. The Messages column shows 5 unread messages, including lab results and financial policy updates. The Latest Results column shows 28 new results, including COVID-19 IgG and IgM/IgG A... tests. The Medical Records column shows a link to request a Personal Health Record (PHR) and a button to view medical records.

COMMONWEALTH PRIMARY CARE, INC.

Hi Candice,

Welcome to Commonwealth Primary Care Patient Portal

Please Note:
Mailboxes are NOT monitored 24 hours a day. Please DO NOT use this messaging service for URGENT medical problems.

MESSAGES

5 unread View All

Please review your Lab Results 05/27/2020
Patient letter for Candice Test (DOB: 1...

Please review your Lab Results 04/24/2020
Patient letter for Candice Test (DOB: 1...

New Financial Policies Effective January 1st, 2020 12/15/2019
Commonwealth Primary Care is updating their financ...

LATEST RESULTS

28 New View All

COVID-19 IgG Antibody 05/27/2020
Abnormal Labs

COVID-19 IgG Antibody 05/27/2020

COVID-19 IgM/IgG A... 05/01/2020

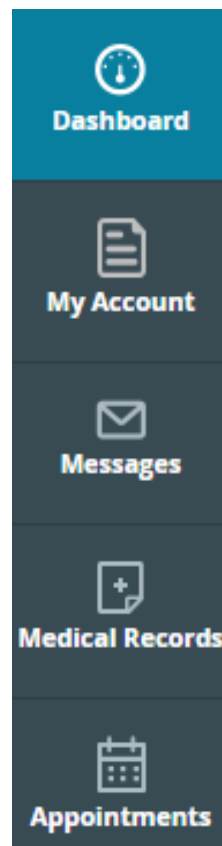
MEDICAL RECORDS

Personal Health Record can be requested by cli
Request PHR below
[Request PHR](#)

[View Medical Records](#)

The Portal Menus

There are a few important menus on the side-bar that reveal different actions on hover.



The Messages Menu & Inbox

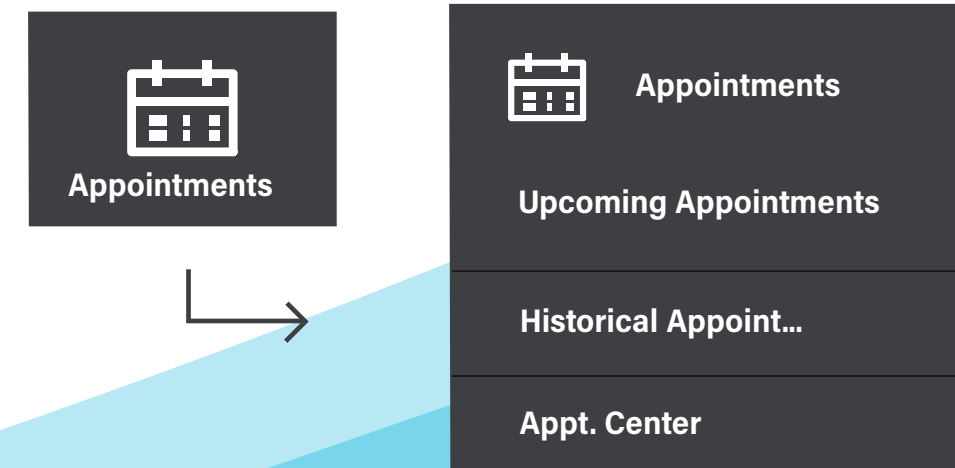
Under the 'Messages' menu, you can view messages from your provider, CPC-wide messages, and write to your provider.

The Medical Records Menu

Under the 'Medical Records' menu, you can view your history at CPC, including lab results, diagnostic testing, visit summaries, and more.

The Appointments Menu

Under the 'Appointments' menu, you can see upcoming appointments and view past appointments. Please note that the 'Appt Center' feature does NOT work.



How To Use More Portal Features



Message Your Provider

Under the 'Messages' menu, click 'Ask Doctor' and select a provider to message. *Urgent medical problems should NOT be communicated via Portal Messaging. Provider mailboxes are NOT monitored 24 hours a day.



View Current Medications

See your current medications and view your medication history.



Access Test Results

Visit the Dashboard to access your most recent test results and history.



Set Health Trackers

Set specifics from your visit reports to see an overview of your health data
*ie: blood pressure, glucose levels, etc

How To Use More Portal Features



Request Medication Refills

To submit a request, visit the Dashboard and click 'Current Medications.' Press the 'Request a Refill' button and complete the information.



View Appointments

View your upcoming appointments and appointment history at CPC by visiting the 'Appointment' menu.



Pre-Visit Questionnaires

Select 'Fill Questionnaire' to complete the visit questions.

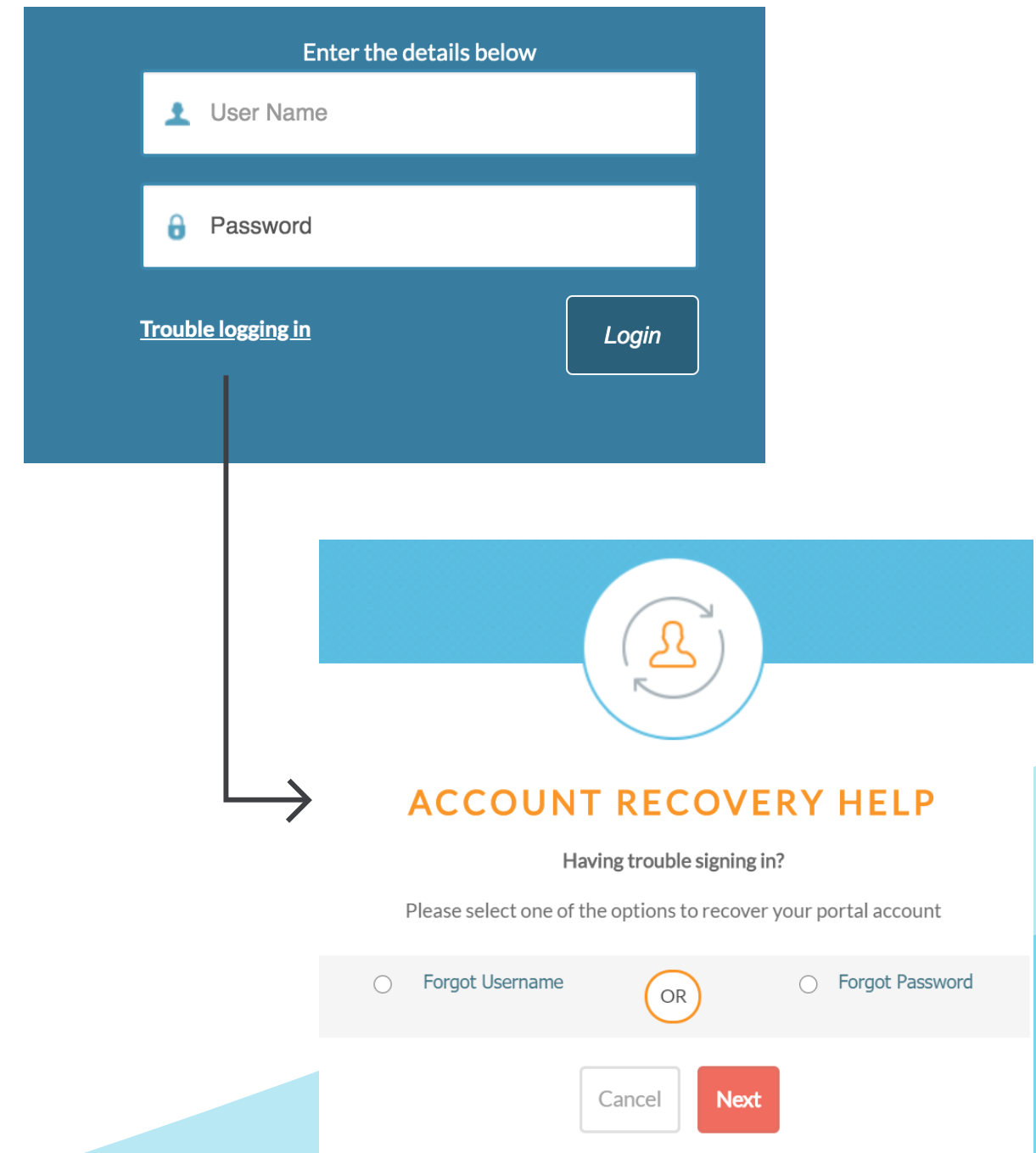
Your answers will be sent to your medical record and be loaded into your appointment after your arrival.

How To Trouble-Shoot Failed Portal Log-In

For issues logging in, click 'Trouble logging in' to recover your username or password on the Portal website; www.cpcva.com.

You will then be directed to the 'Account Recovery' webpage to retrieve your account information.

If you are unable to recover your account information, please contact your primary care provider's office for assistance.




The diagram illustrates the process of recovering a portal account. It starts with a login page where a user enters their details. If they click 'Trouble logging in', they are redirected to the 'ACCOUNT RECOVERY HELP' page. This page asks if they are having trouble signing in and provides options to recover their account by selecting 'Forgot Username' or 'Forgot Password'. The 'Next' button is highlighted in red.

Enter the details below

User Name

Password

[Trouble logging in](#) Login



ACCOUNT RECOVERY HELP

Having trouble signing in?

Please select one of the options to recover your portal account

☐ Forgot Username OR ☐ Forgot Password

Cancel Next

How To Sign On For A CPC TeleVisit

You must be connected to the Patient Portal to use TeleHealth. The Portal will allow you to receive secure messages from CPC.

To sign on for your visit, log into the Portal, click 'Join TeleVisit', and fill out any patient questionnaires. Then, click 'Proceed' and 'Start Visit', where you will enter the virtual waiting room until joined by your provider.

You can also sign on with the Healow app by logging in and clicking 'Appointments' on the wheel home screen. Scroll to the bottom and click 'Start Visit'. Enter your vital signs and wait until your provider joins.



*To schedule a TeleHealth visit, please call your provider; this can NOT be done online.