Patient Portal
How to create a portal account

During your next office visit, ask the front desk if they can send you a portal invitation. They will ask for your email, you will receive a portal invitation via your email.

Email Invitation

Check your email from Synovation Medical Group with the title “Register with Synovation Medical Group”

Please Note: Check your spam/junk inbox as well.

Try It: Click on the Register Here button.

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Email from Synovation Medical Group

Subject: Register with Synovation Medical Group

Dear [Name],

We are excited to invite you to join our patient portal. On the portal, you can:

- View your upcoming appointments
- Securely communicate with your provider
- View your health information

Sign up for an account to get anytime, anywhere access to all of the above – and more! It’s an easy way to stay connected and communicate with us about your healthcare.

Let’s get you started. To register and start taking advantage of the patient portal, visit this link:

[Register Here]

This link will expire in 14 days. If you need assistance with registration, please call our office.

After you register, go to [https://myhealthrecord.com](https://myhealthrecord.com) anytime to visit our portal.

Thank You,

Synovation Medical Group

Note: Please do not reply to this email. If you have any questions or concerns, please contact our office. You received this email because you provided us with the email address: synovationmedicalgroup.com. If you believe you received this message in error, please contact us immediately.
Creating Portal Account

Once you click on the link from the invitation email, a window will open.

**Try It:** Fill out your personal information. It will need to match what is on file on our system.

Please Note: if you get an error message, there might be some information that needs to be changed on our end, without those changes, you will not be able to create an account.

Those changes can take up to 24 hours to take effect before you can register for an account using the updated information.

1. Fill out your first name, last name, date of birth and zip code
2. A message will appear while your account is being created. Then a new page will appear for your user profile.

USERNAME: username should be at least 6 characters with no spaces and no @ symbol.

PASSWORD: passwords need to be at least 8 characters with no spaces and no @ sign. Must include letters and numbers

SECURITY QUESTIONS: Please note: the answers you provide for the security questions are case sensitive, make sure you write down the answers and if the answers have capital or lower-case letters

User Profile

Username (required)
username

Password (required)
password

Security Question #1 (required)
Please choose

Answer (required)
answer

Security Question #2 (required)
Please choose

Answer (required)
answer
3. Once you are done filling out your profile information, click on the blue register button on the bottom right corner of the page.

4. You might get a warning if your username has already been taken, please change your username and then click the register button again.

User Profile

Warning!
This username has already been taken. Please choose a different username.

5. You will receive an email confirming you have successfully created your account.

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Synovation Medical Group welcomes you to MyHealthRecord powered by Greenway Health

To: synovationmedicalgroup.com

Dear [Your Name],

Welcome! Your patient portal account is ready to use. You now have anytime, anywhere access to:

- Communicate with your provider
- View your health information
- And even manage your family’s care

With our patient portal, it’s easy to stay connected and communicate with us about your healthcare. Visit [https://myhealthrecord.com](https://myhealthrecord.com) to access your account.

The portal is a great way to stay informed about your health. Log in today!

Thank You,

Synovation Medical Group

Note: Please do not reply to this email. If you have any questions or concerns, please contact our office. You received this email because you are registered on [https://myhealthrecord.com](https://myhealthrecord.com) with the email address [synovationmedicalgroup.com](mailto:synovationmedicalgroup.com). If you believe you received this message in error, please contact us immediately.
6. The page will load for a bit and then you will be redirected to the portal: https://myhealthrecord.com

Logging into the portal

Now that your account has successfully been created, please log into the portal.

**Try It:** Type in your username and password

1. Type in your username and password and then click log in
2. Once you click on the log in button, you will then get prompted to Accept a Registration Disclaimer

![Registration Disclaimer](image)

3. You are now logged into your dashboard

![Dashboard](image)

Using the portal

Now that you have successfully logged into the portal, you will want to know how to use the portal.

**Please note:** The main screen will have a basic summary of your chart. Please contact the Medical Records Department directly at 626-696-1490 if you need a copy of your patient charts.

1. If you want to message your provider, please click on “my messages” on the top of the page.

![Message icon](image)
2. Once you are in the messages page, click on the new button

3. Select your provider from the list of providers

4. Choose what you would like to ask
5. Type your message and then click send, a message will appear that your message has been sent successfully.

6. If you wish to request an appointment, click on “my appointments” tab on the top of the page.

7. Click on the Request tab and then click on the new button.
8. Select a location, provider and an availability option.

9. Scroll down on that same page, select your preferred day(s), time preference, what is important to you and a reason for visit and then click the submit button.

10. A message receipt will then appear showing your appointment request.
Requested Appointment

Patient: test test
Date Request Submitted: 2/22/2019
Location: Pasadena Rehabilitation Institute / Synovation Medical Group
Provider: Mauro Zappaterra
How soon? First Available
Preferred Day(s): Monday, Tuesday, Wednesday
Time: Morning
What is important to you? Physician