

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.

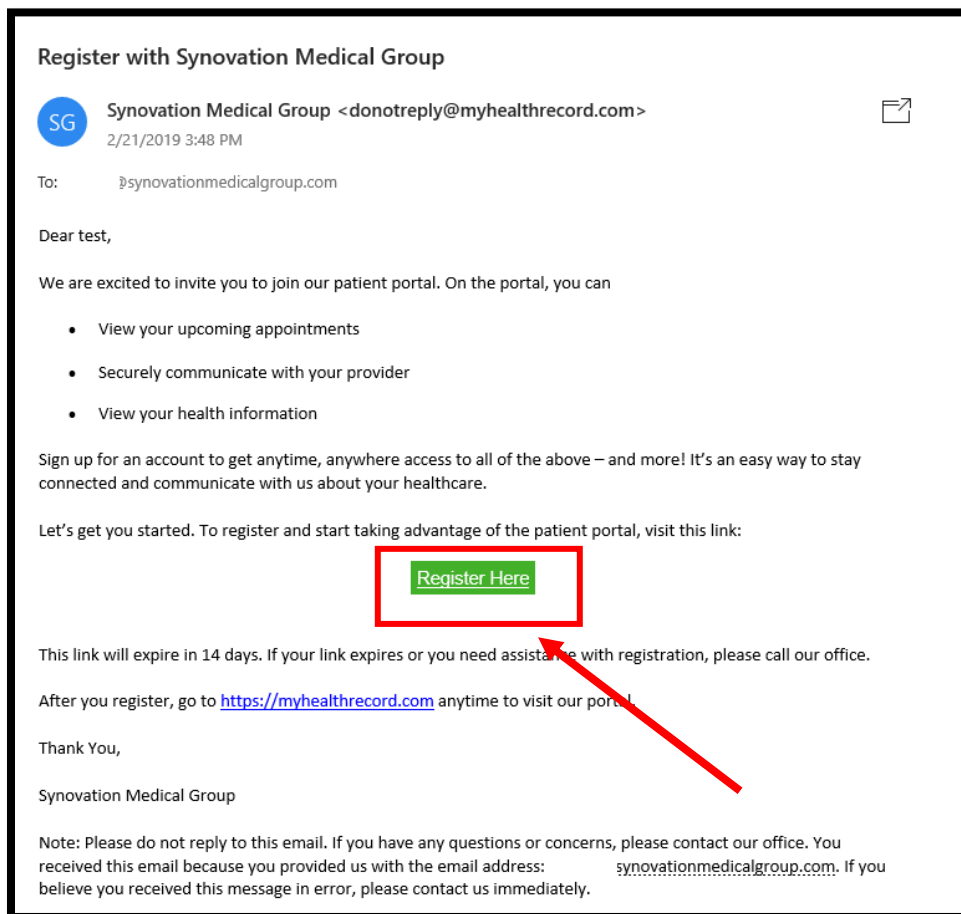
They will ask for your email, you will receive a portal invitation via your email.

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.



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

Identification

Please be sure to use the exact information you gave the practice.

First Name (required)

Last Name (required)

Date of Birth (required)

Please use MM/DD/YYYY format

Zip Code (required)

Continue

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 should be 6 to 50 characters with no spaces and no @ sign. Letters, numbers and special characters _!\$= allowed

Password (required)

Password should be 8 to 20 characters with no spaces and no @ sign. Letters, numbers and special characters _!\$= allowed. Must include a combination of letters and numbers

Confirm Password (required)

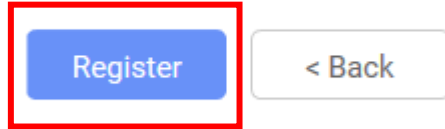
Security Question #1 (required)

Answer (required)

Security Question #2 (required)

Answer (required)

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



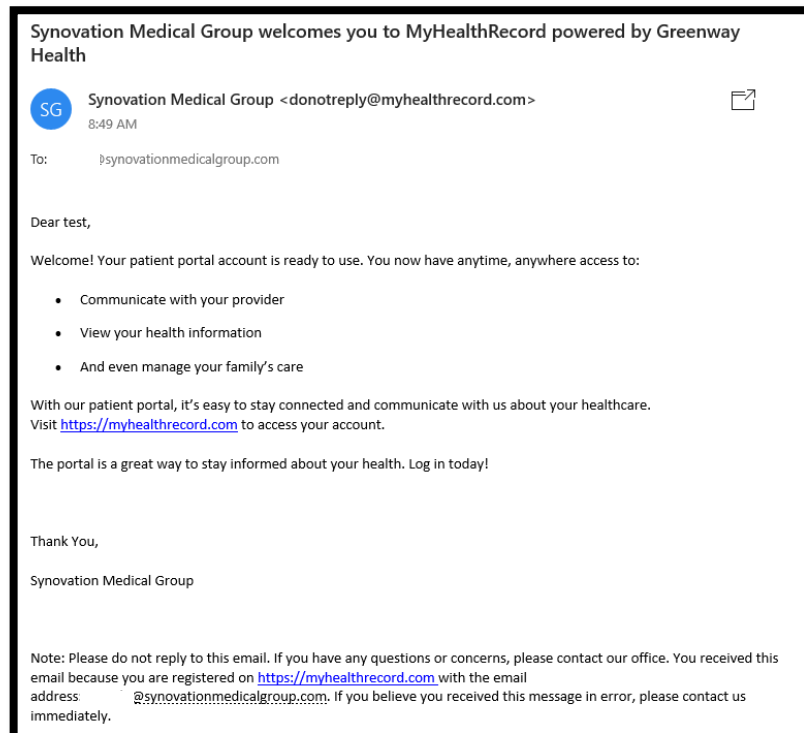
4. You might get a warning if your username has already been taken, please change your username and then click the register button again.

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.



6. The page will load for a bit and then you will be redirected to the portal:
<https://myhealthrecord.com>

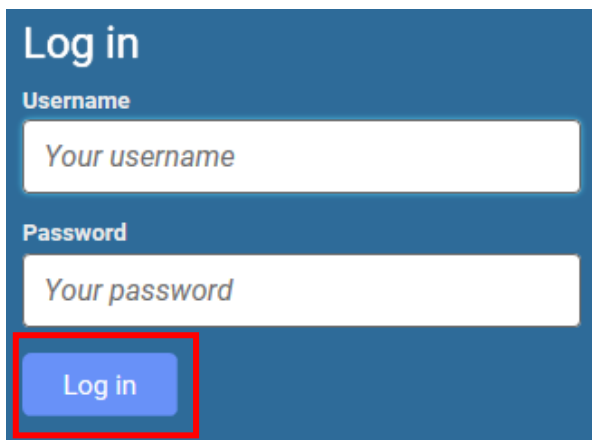


Logging into the portal

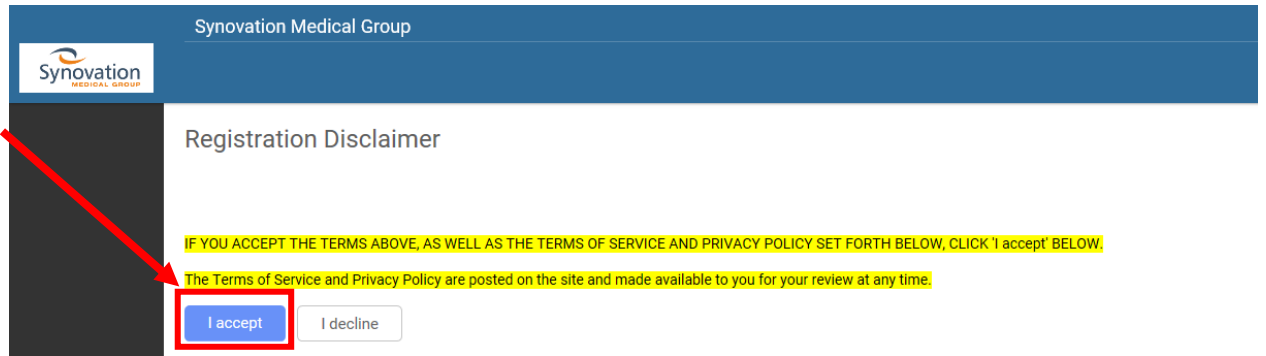
Now that your account has successfully been created, please log into the portal.

Try It: Type in your username and password

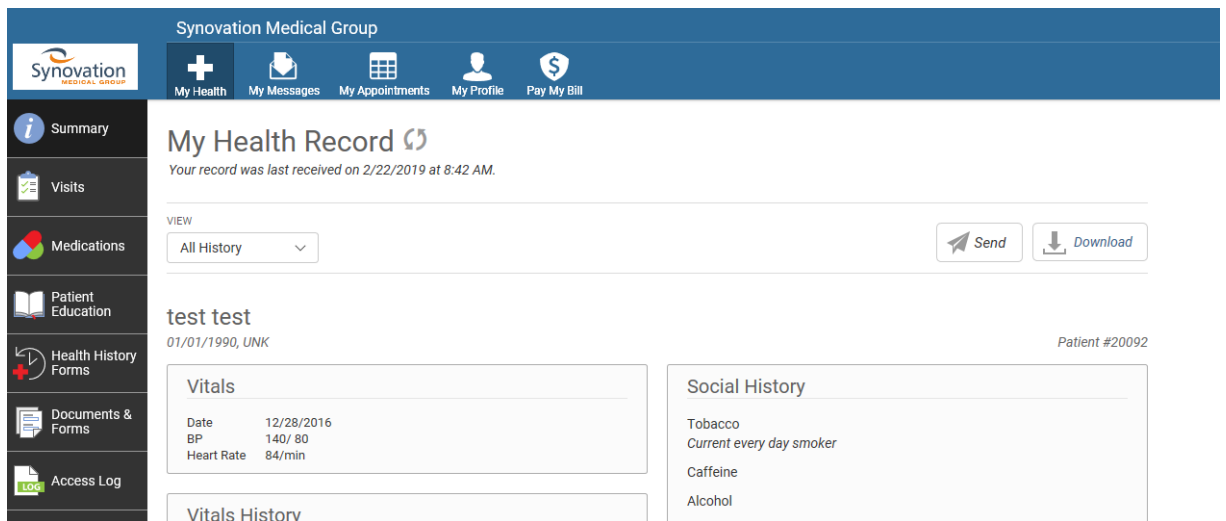
1. Type in your username and password and then click log in



2. Once you click on the log in button, you will then get prompted to Accept a Registration Disclaimer



3. You are now logged into your dashboard

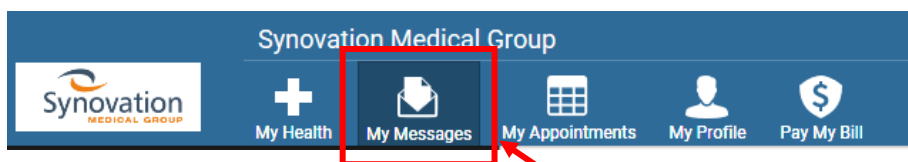


Using the portal

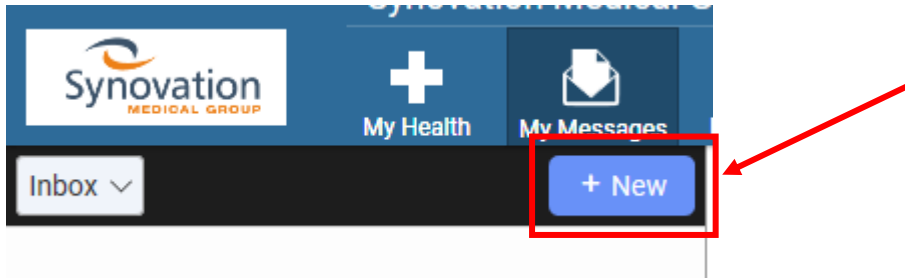
Now that you have successfully logged into the portal, you will want to know how to use the portal.

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.

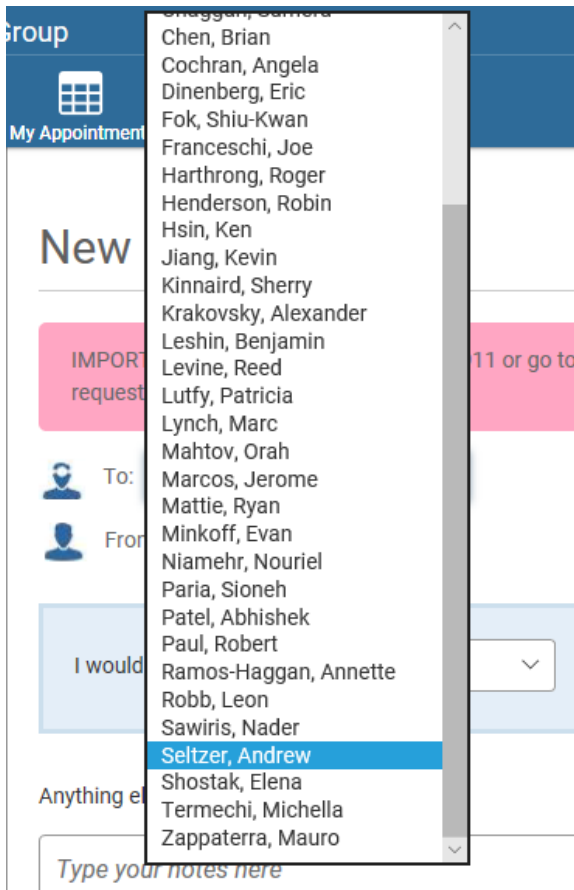
1. If you want to message your provider, please click on "my messages" on the top of the page.



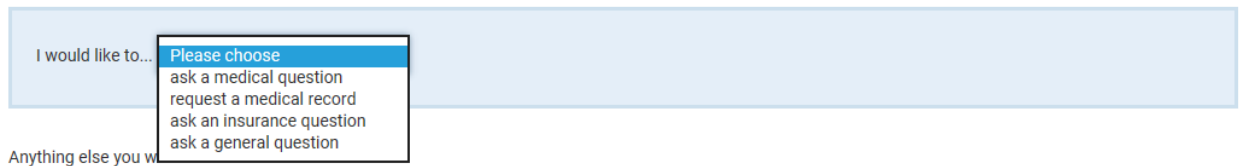
2. Once you are in the messages page, click on the new button



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

To: Seltzer, Andrew

From: test test

Please give us a little more information below before sending

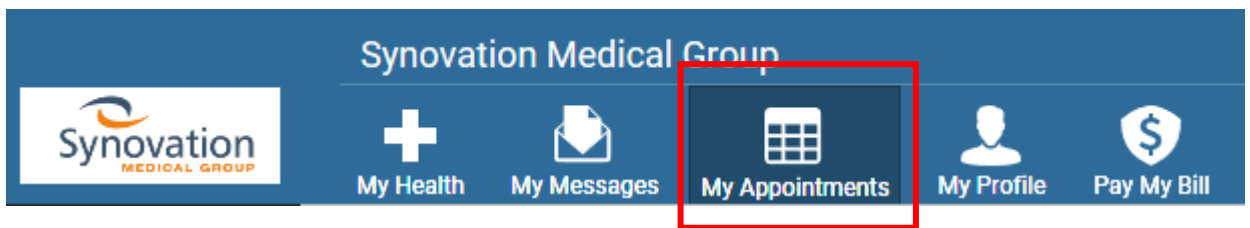
How can we help you?
Need my medication
Maximum subject length is 50 characters. [Change question type](#)

Anything else you would like us to know?
Type your notes here

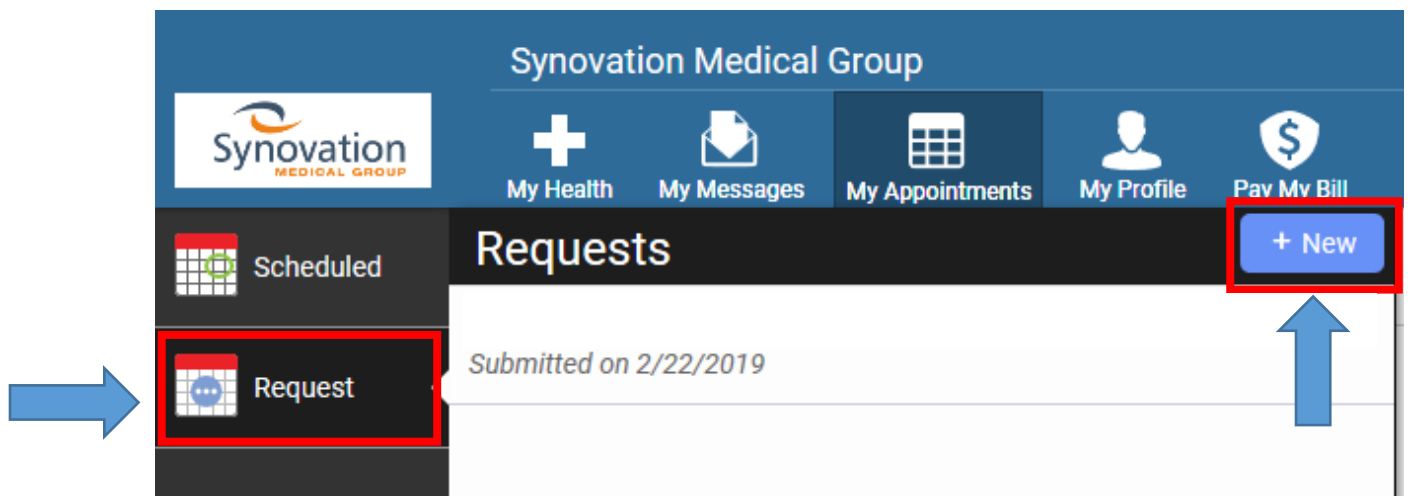
Attach File **Send** Cancel

Attached files will be converted to .PDF

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.

Request Appointment

IMPORTANT: Appointment requests should be limited to non-emergency communications. In case of emergency, call 911 or go to the nearest emergency room.

 Patient

 Location

 Provider

How soon?

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

Preferred Day(s)
 Monday Tuesday Wednesday Thursday Friday

Time
 No preference Morning Afternoon

What is most important to you?

Reason for visit (required)

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**