

## Patient Portal - Quick Tips

- ✓ **Verify e-mail & phone numbers** on Patient's QuickView are correct.
  - Verbally read each letter, number or symbol to Patient and correct if needed.



- ✗ **Wrong Website.** Patient may have tried to access their Patient Portal from the wrong website or generically, Athena.
  - Suggest they search for [www.vmgma.com](http://www.vmgma.com) (or Valley Medical Group MA).
  - Our website is **PURPLE** (not **Blue**) with **purple boxes** at the top of the home page. After clicking on the Patient Portal Box, Patient should "Log in with Athenahealth".

- ✓ **Patient changes their e-mail or telephone number.**
  - Change on their QuickView.
  - If a telephone number is changed, Patient may have to reset their Security Verification.
  - If an e-mail is changed, Patient will have to reset (Create Account) their Patient Portal access including a new Password and Security Verification.

- ✗ If the **Patient is outside of the country** they will not be able to access their Portal. Access to AthenaNet is permitted only from and within the United States.

- ✓ **To attach a document/photo to a Portal Message –**
  - This can be done only on the Portal Home Page in the Message Section.
  - Instructions are included there.



### SHARED PORTAL

- Two adults use ONE e-mail to access either Patient's Portal – both must fill out a new HIPAA listing each other for Shared Portal (Full Access).
- One adult has access to another adult's Portal - the Patient must fill out a new HIPAA listing that person for Shared Portal (Full Access).

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**If more help is needed**, email Patient Name, Medical Record Number or Date of Birth and what their Patient Portal Issue may be. It's also OK to share my contact information with Patients.

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