

## 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 five 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 and send Patient a Password Reset e-mail.
- Patient will have to reset their Patient Portal account 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.

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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.

**Contact:** Linda Keech      **Available:** Half-Time  
Patient Communications Specialist  
**413-772-3345**  
[lkeech@vmgma.com](mailto:lkeech@vmgma.com)

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