Using Your Patient Portal

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Welcome to the Patient Portal!

The patient portal is a secure, online tool that allows you to access your health information and communicate securely with the clinic.

You can use the portal to:

- *View, download, and transmit your health information*
- *Send a new message to the clinic or reply to a message sent by the clinic*
- *Request a non-urgent appointment or cancel a scheduled appointment*
- *Request a medication refill*
- *Send the clinic health data from other doctors or sources (ex: self-recorded blood pressure logs)*
- *Ask general, non-urgent questions or follow-up questions from a previous visit*

⚠**The patient portal is for non-urgent communication only.** Contact the clinic for any additional policies related to the patient portal.

Additional Information: *This patient portal is provided to you by your healthcare provider as a convenient means of communication. The patient portal is stored on a secure server and communications with the server are encrypted. However, be aware that no encryption method can be guaranteed to be unbreachable. Additionally, if you store screen shots of data on your computer or print out information from the Patient Portal, those copies would not be protected.*

Any communication through the patient portal is sent only to the clinic to which it is addressed. The clinic to which the communication is addressed may use the information you send to deliver care to you, but the content of the message will not be automatically included or added to your electronic health record. If you have any questions about your health record, your patient portal account, or whether your communications through the patient portal will be included in your health record, please contact your healthcare provider.

Registration

If you have never registered for My Sevocity Health Link, your healthcare practice will first need to register your email address in the system. Once your email has been added, you will receive an automated email containing a secure link to confirm your registration.
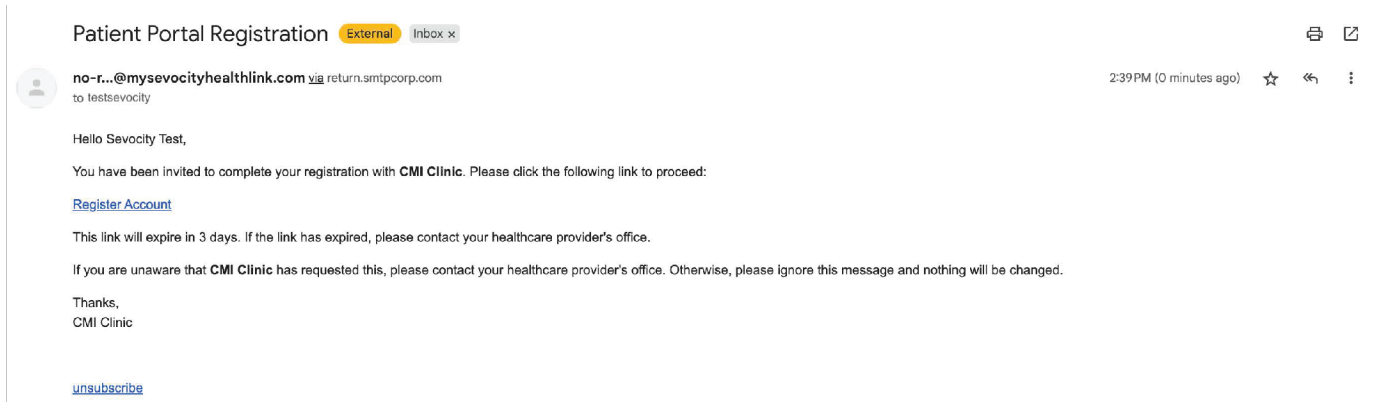
Once you receive the email, **click Register Account**. You will then need to confirm your **Last Name** and **Date of Birth**.

Next, you will create a **username** and **password**.

When creating your **username**, please follow these requirements:
  It must be unique. If the username is already taken, you will be prompted to choose another.
  It may include letters, numbers, dots, dashes, or underscores.
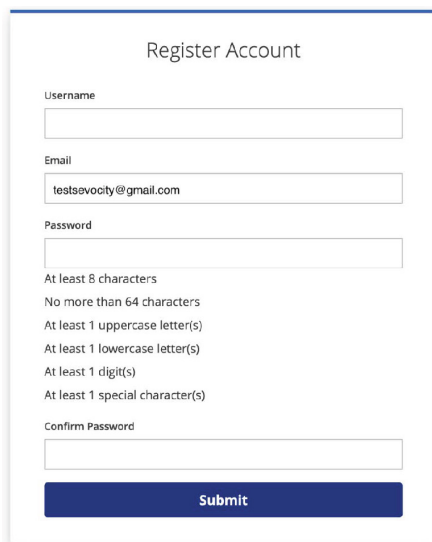 It must be 5–30 characters long.
  No spaces are allowed.
  Usernames are not case-sensitive.

Important: Your **username** cannot be reset or retrieved by your clinic, so please be sure to remember it.
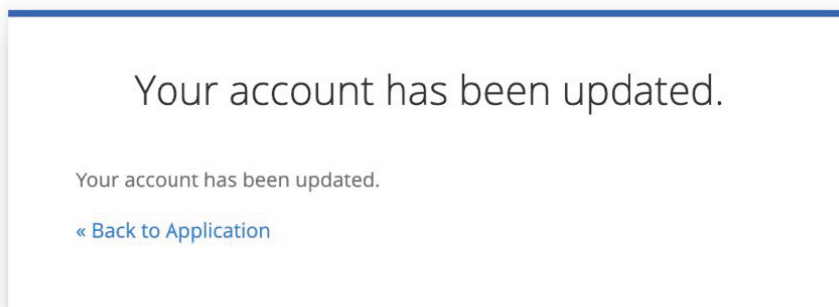
For your **password**, it must:
  Contain at least 8 characters.
  Include one uppercase letter, one lowercase letter, one number, and one special character.

If all information is valid, you will then see the following screen:

Logging In

To log in to your patient portal, go to: https://mysevocityhealthlink.com. You can access this website from your computer, tablet, or smartphone.

Enter your **username** and **password**.

Click **Sign in** to access the patient portal.

Note: Before accessing the patient portal for the first time, you will be required to review and accept the **Terms & Conditions** and **Privacy Policy** for the portal. Links to the Terms & Conditions and to the Privacy Policy are also available on each page of the portal site.

Note: If you forget your password, click **Forgot Password** and enter the username you created. An email will be sent with instructions on how to reset your password.

Patient Portal Homepage

The patient portal homepage is divided into six sections: **My Settings/Portal Activity, My Health Summary, My Messages, My Info/Past History, My Provider,** and **Help**. Click on any section to access its features and information.

Tip: Click the "Home" button to return to the homepage from any section in the portal.

Aames Family Clinic		
Vance Jackson		Log Out
My Settings / Portal Activity	My Health Summary	My Messages ❶
My Info / Past History	My Provider	Help

My Settings/Portal Activity

From the **My Settings/Portal Activity** section, you can sign up to receive email notifications from the portal, change your password, or view your past activity in the portal.

My Settings

Notifications	Change Password	Portal Activity

Email Notifications

Receive email notifications from the portal informing you have received a message.

Current Email

sevocityteam@gmail.com

Opt In

ON

New Email

vancej@test.net

Confirm Email

vancej@test.net

Save Changes

PLEASE NOTE: The email address you enter here does not update your patient record. It is only for use with portal message notifications. If you need to make any updates in your patient record, please notify your clinic.
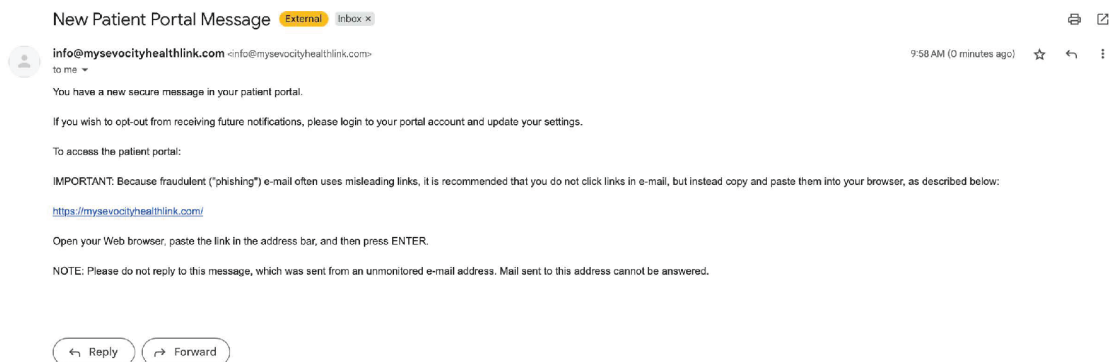
The **Notifications** tab allows you to opt in to receive email notifications from the portal to let you know when you've received a message from the clinic.

To opt in for notifications, click the **Opt In** button. Your email address will already be pre-populated. Then, click **Save** to complete the process. You can opt out of these notifications at any time. **Note**: *If you would like to change your email address, you will need change it in the New Email field and Confirm Email field*, then click **Save**.

The email notifications will be sent from: info@mysevocityhealthlink.com. **This email address is unmonitored and should not be replied to.** Please contact the clinic if you have any questions.

You will receive an email confirming your opt-in for notifications and thereafter will receive an email any time you receive a message from the clinic. Notification emails *do not* contain any protected health information or any information specific to you.

Notification email for new message received:

New Patient Portal Message External Inbox ×

info@mysevocityhealthlink.com <info@mysevocityhealthlink.com>   9:58 AM (0 minutes ago)   ☆   ↩   ⋮
to me ▾

You have a new secure message in your patient portal.

If you wish to opt-out from receiving future notifications, please login to your portal account and update your settings.

To access the patient portal:

IMPORTANT: Because fraudulent ("phishing") e-mail often uses misleading links, it is recommended that you do not click links in e-mail, but instead copy and paste them into your browser, as described below:

https://mysevocityhealthlink.com/

Open your Web browser, paste the link in the address bar, and then press ENTER.

NOTE: Please do not reply to this message, which was sent from an unmonitored e-mail address. Mail sent to this address cannot be answered.

↩ Reply   → Forward

The **Change Password** tab allows you to create a new password for your portal account.

To create a new password, enter your **Current Password**, then create a **New Password** that complies with the password requirements. Type your new password again in the **Verify Password** field. Click **Save Changes** to save.

My Settings

Notifications   Change Password   Portal Activity

Change Password

Use the form below to change the password for your account. Use the new password next time you log in.

Current Password

Enter Current Password

New Password

Enter New Password

Verify Password

Verify Password

Save Changes

Password Requirements

Passwords are case sensitive

- Contains at least 8 characters
- Contains both letters and numbers
- Contains both uppercase and lowercase letters
- Contains at least 1 special character
  ~ ! @ # $ % ^ & * ( ) - _ = + [ ] { } | ; : < > / ?

The **Portal Activity** tab allows you to view your past activity in the portal by date range. To view past activity, select a start date and end date for the activity and click **Search.** Any activity within that date range will display.

My Settings

Notifications	Change Password	Portal Activity		

04/02/2018	05/12/2018	Search

Date	Time	Action	User ID	Result
2018-05-01	12:29:12 PM	Login	Vance Jackson	Success
2018-05-01	12:33:36 PM	Logout	Vance Jackson	Success
2018-05-01	12:37:42 PM	Login	Vance Jackson	Success
2018-05-01	01:16:31 PM	Logout	Vance Jackson	Success
2018-05-08	12:20:38 PM	Login	Vance Jackson	Success

My Health Summary

From the **My Health Summary** section, you can view or download your health summary information or send your health summary information to another doctor or person of your choosing.

To begin the process of viewing your health summary, click **Request Summary**. Select a **Time Frame** for the health information you would like to see. You can choose one of the preset selections or type in a custom date range. Then click **Request Summary**.

My Health Summary

Refresh	Request Summary

To view, download, or transmit your health summary, click **Request Summary**.

Requested	Date Range	Action

Request My Health Summary in C-CDA Format

Time Frame

- ○ Most recent
- ● 3 months to present (02/28/2018 - 05/29/2018)
- ○ 6 months to present (11/28/2017 - 05/29/2018)
- ○ 1 year to present (05/28/2017 - 05/29/2018)
- ○ Custom

03/01/2018	05/01/2018

Cancel	Request Summary

Your request will display as "Queued" while it is processing. Click **Refresh** to check the status of your request. When your health summary is ready, you will be able to view, download, or transmit the information.

Note: You are able to request your health summary as many times as you would like.
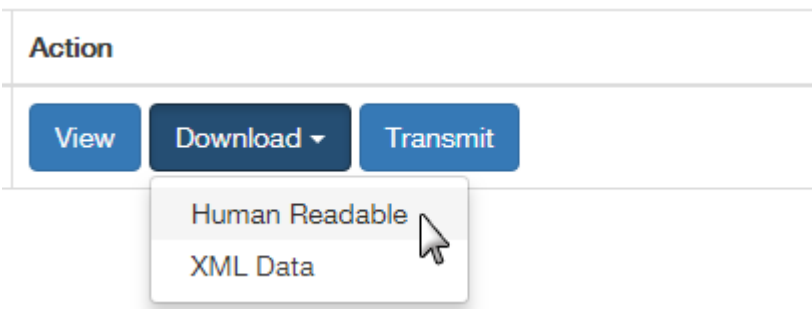
My Health Summary

Your health summary is structured in C-CDA format, which allows other doctors or healthcare systems to use this information more easily.

Click **View** to view your health summary. To download your health summary, click **Download** and then choose your download type: **Human Readable** or **XML Data.**

The XML Data option is designed to be used with programs or applications that accept this file format.

To send your health summary to another doctor, healthcare setting (such as a hospital), or to a person of your choosing, click **Transmit**.

Type the email address of the person or business you are sending your health summary to in the **Email Address** field (required). If the email address you are using is a secure, Direct email address, select the **This is a Secure Direct (Encrypted) Email Address** checkbox.

The **Subject** line will display your name and "Patient Chart Summary". Type a **Message** (required) for the recipient and click **Send** to transmit your message and health summary.

My Messages

From the **My Messages** section, you can read and reply to messages sent to you from the clinic, send a new message to the clinic, and manage your sent and deleted messages.

To read a message in your **Inbox**, click the message. If the message has an attached document, you can click on the attachment to view or download it.

From the message you can click **Reply** to send a response to the clinic or **Delete** to delete the message from your Inbox. If you click Delete, you will be asked to click **OK** to confirm you want to delete the message.

To send a new message to the clinic, click **New Message**. The **Practice/Clinic Name** will be filled out for you. Select one of the choices from the **Department** field to describe the nature of your message.

Type a **Subject** and **Message**, and if you want to include an attachment, click **Choose File**. Click **Send** to send your message.

To view messages you sent to the clinic, click on the **Sent** tab and select a message. Click **Delete** to delete the message from your Sent folder. If you click Delete, you will be asked to click **OK** to confirm you want to delete the message.

To view your deleted messages, click on the **Trash** tab. To restore a deleted message, select the message and click **Undelete.**

Note: Messages in the Trash folder are permanently deleted after 90 days.

My Messages

IMPORTANT: FOR EMERGENCIES, CALL 911 or go to the nearest hospital. Do NOT attempt to access emergency care through this portal

| Inbox | Sent | Trash | | | Refresh | New Message |

Warning: After 90 days in Trash, messages will be removed permanently!

To	From	Subject	Date
Jackson, Vance	Dr. Stephen F. Aames (Aames Family Clinic)	Your 05/22/2024 encounter	05/29/2024 10:51 AM

From: Dr. Stephen F. Aames (Aames Family Clinic)
Subject: Your 05/22/2024 encounter
Date: 05/29/2024 10:51 AM

Your 05/22/2024 encounter

Attachments: 🖉 enccunter summary.pdf

[Undelete]

My Info/Past History

The **My Info** tab displays your demographic information, such as address, date of birth, and marital status. You are not able to change or update your information from this tab. Please contact the clinic if you need to update your demographic information.

My Info / Past History

| My Info | Past History |

Demographics

Clinic Provider	Stephen Aames, MD
Name	Vance Jackson
Date of Birth	1970-01-01
Marital Status	Married

If the clinic has sent you a past history form to be completed, the **Past History** tab will display. From this tab you can complete and submit your past history information to the clinic by clicking **Update Past History**. *The past history information can only be submitted from the portal one time.*

My Info / Past History

My Info	Past History **Please Complete**

Update Past History
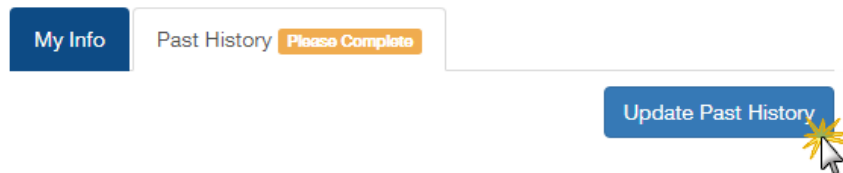
My Provider

This section displays the clinic name, address, phone and fax numbers. If you click

the physical address, it opens a map of your provider's location.

Aames Family Clinic

chandler price   Log Out

My Provider

Aames Family Clinic

350 5th Ave
New York, NY 10118

Phone: (800)888-0000

Fax: (800)888-8877

Help

This section displays the **System Requirements** for the patient portal and **Support** information. If you need support with your patient portal account, please contact the clinic via portal message or during business hours.