



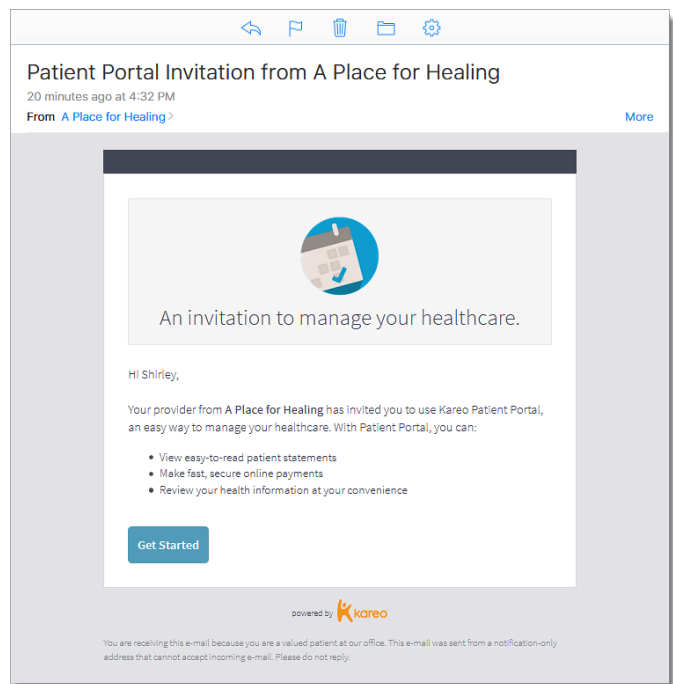
Patient Experience: Patient Portal

The *Patient Portal* is an easy way for patients to view their health record online. Patients can review their problems, allergies, medications, eLab results, vitals, shared treatment plans, and make an online payment. They can also message their providers and authorize access for a guest to view their account.

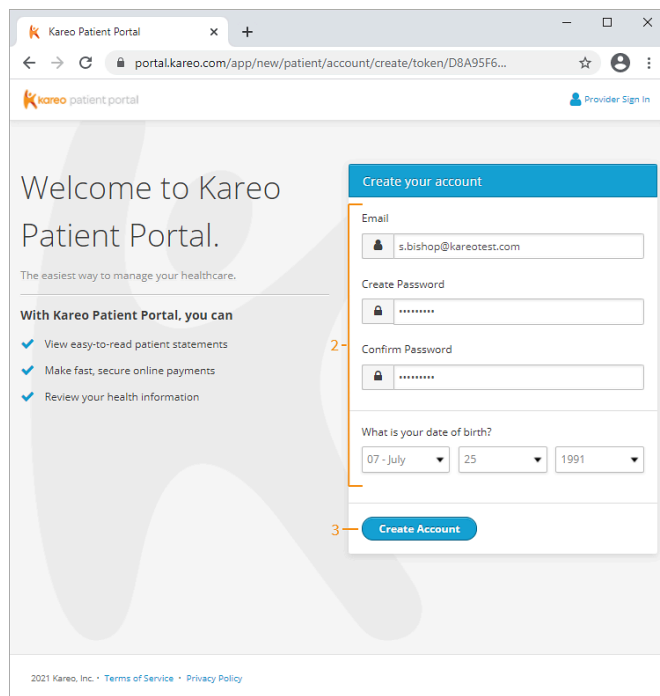
Activate Patient Portal

After the practice [invites the patient](#) to the *Patient Portal*, the patient receives an email invitation to activate their account.

1. In the email invitation, the patient clicks **Get Started**. The [Patient Portal](#) create account page opens.



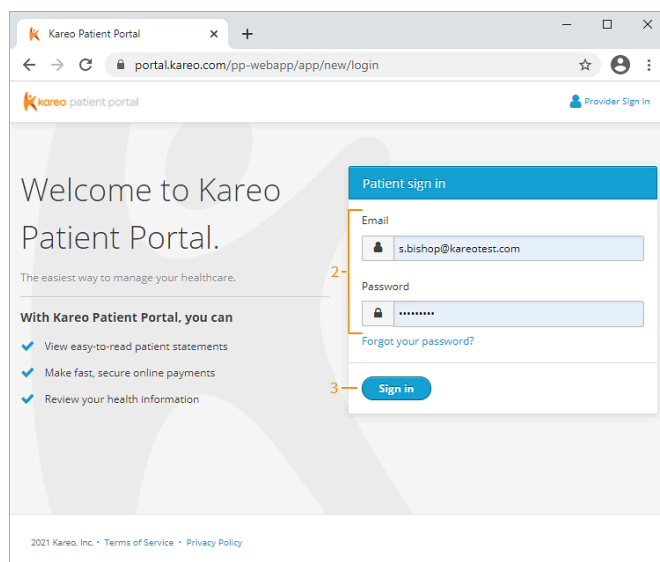
- The patient creates a *Password* and enters their *Date of Birth*.
Note: The *Email* is auto-populated from the email invitation.
- Patient clicks **Create Account**. The account is created and the [Patient Portal dashboard](#) opens.



Access Patient Portal

After the account is activated, patients can log into the *Patient Portal* anytime through their mobile device or computer.

- The patient opens portal.kareo.com in a web browser. The *Patient Portal* page opens.
- Patient enters their *Email* and *Password*.
- Patient clicks **Sign in**. The *Dashboard* opens.



Navigate Dashboard

- Top Menu:** Click to access the *Dashboard, Health Records, Documents, Messages, Payments, or Itemized Receipt*. Click on the *Patient Name* to access [My Account](#) or to log out.
- Health Records:** Click **View Health Records** to review health information such as: eLab results, vitals, medications, problems, and allergies.
- Documents:** Click **View Documents** to review shared documents such as treatment plans or patient education. A notification displays when a treatment plan signature is requested by the provider.
- Messages:** Click **View Messages** to send and receive messages secure with the provider. A notification displays when a new message is received.
- Payments:** If applicable, click to make an online payment, view the bill, or view previous portal payments.
Note: Practice must be [Stripe activated](#) for patients to access this section.
- Itemized Charge Receipt:** If applicable, click to view and download itemized receipts for their visits.
Note: Practice must enable the [Receipt on Patient Portal setting](#), for patients to access this section.
- About you:** Patient details on file with the practice.
- About your practice:** The practice address and contact information.

The screenshot shows the Kareo Patient Portal Dashboard for a patient named Shirley Bishop. The dashboard is organized into several sections, each with a 'View' button and an annotation letter:

- Health Records:** A blue header with a 'View Health Records' button (labeled 'b').
- Documents:** A blue header with a 'View Documents' button (labeled 'c'). A notification indicates a signature is needed on a treatment plan.
- Messages:** A blue header with a 'View Messages' button (labeled 'd'). A notification indicates a new message.
- Payments:** A blue header with a 'Make a Payment' button (labeled 'e'). The current balance is shown as \$175.00.
- Itemized Charge Receipt:** A blue header with a 'View Receipts' button (labeled 'f').

On the right side, there are two sections:

- About you:** Contains patient details: Name (Shirley Bishop), Date of Birth (07/25/1991), and Contact (68 Bluebird Lane, Irvine, CA 92612, (714) 111-2707). This section is annotated with 'g'.
- About your practice:** Contains practice details: Practice Name (A Place for Healing), Practice Contact (3323 Michelson Dr, Irvine, 926123230, (888) 775-2736). This section is annotated with 'h'.

The top navigation bar includes links for Dashboard, Health Records, Documents, Messages, Payments, Itemized Receipt, and Shirley Bishop. The footer contains the text '2021 Kareo, Inc. - Terms of Service - Privacy Policy'.



Navigate Health Records

- Actions:** Click to [view](#), [download](#), [send by direct message](#), or [email](#) the summary of care.
- Labs & Studies:** Displays recent [eLab orders](#) and applicable notes. Click **View All** to display all labs. Click on the lab to view results and provider comments.
- Vitals:** Displays [recorded vitals](#).
- Medications:** Displays [active medications](#).
- Problems:** Displays [active problems](#).
- Allergies:** Displays [active allergies](#).

Kareo patient portal Dashboard Health Records Documents Messages Payments Shirley Bishop

Shirley Bishop's Health Records

This record contains your latest health information.

Actions ▾

- View Health Records
- Download Health Record
- Send to New Doctor
- E-mail Health Record

Labs & Studies (3)

Test Name	Date	Result
Glucose	02/17/2021	
Lipid Panel	02/17/2021	
Hemoglobin A1c	02/17/2021	Normal results
CBC/D/Pt	02/17/2021	-
Lipid Panel	12/18/2020	-

About you

Name: Shirley Bishop
 Date of Birth: 07/25/1991
 Contact: 68 Bluebird Lane, Irvine, CA 92612 (714) 111-2707
 Sex: Female
 Race: Patient decline to specify, Decline to specify
 Ethnicity: Decline to specify
 Language: English

Vitals (4)

Date	BP	HR	Temp	RR	Ht	Wt	BMI	SpO2	Inhaled Oxygen
02/05/2021	120.0 / 80.0	88.0 bpm	97.9 F	17.0 rpm	5' 5"	115 lbs	19.14	--	--
09/22/2020	120.0 / 84.0	85.0 bpm	98.4 F	18.0 rpm	5' 5"	140 lbs	23.3	--	--
08/20/2020	117.0 / 74.0	85.0 bpm	98.7 F	--	5' 5"	118 lbs	19.64	--	--
03/11/2020	120.0 / 80.0	90.0 bpm	97.9 F	--	5' 5"	120 lbs	19.97	--	--

Medications (1)

Augmentin 875 mg-125 mg tablet

Status: Active
 Frequency: 1 tab(s) twice a day
 Start Date: 02/05/2021
 Prescribed by: Diana Hudson

Problems (2)

Dry cough (finding)
 Status: Active
 Start Date: 08/10/2020

Other acute sinusitis
 Status: Active
 Start Date: 02/05/2021

Allergies (1)

peanut allergen extract

Status: Active
 Type: DRUG
 Reaction: Hives
 Severity: Moderate

Care Team

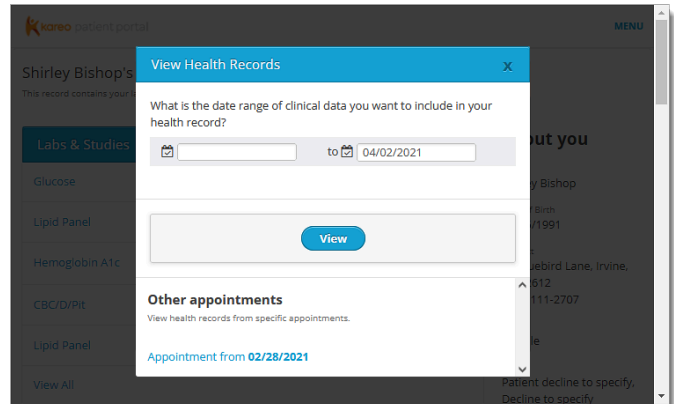
Status: Active
Practice: A Place for Healing
Contact: 3323 Michelson Dr
 Irvine, 926123230
 (888) 775-2736

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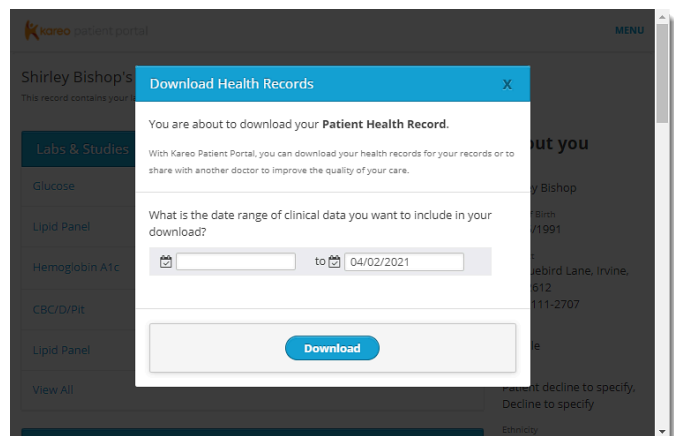
View Health Record

1. Click **Action** and select *View Health Record*. The *View Health Records* pop-up window opens.
2. View all health records or by specific appointments:
 - To view all health records, select the date range. Then, click **View**. The summary of care opens in a new browser.
 - To view health records from specific appointments, click the Appointment Date. The summary of care opens in a new browser.



Download Health Record

1. Click **Action** and select *Download Health Record*. The *Download Health Records* pop-up window opens.
2. Select the date range.
3. Click **Download**. A zip file is saved containing the XML files.



Send to New Doctor

Patient must have the provider's direct message address to use this feature.

1. Click **Action** and select *Send to New Doctor*. The *Transmit to Doctor* pop-up window opens.
2. Select the date range.
3. Enter the provider's direct message address and optionally add comments.
4. Click **Transmit Record** when finished.

Transmit to Doctor

You are about to transmit your **Patient Health Record**.

With Kareo Patient Portal, you can securely transmit your health records to another doctor to improve the quality of your care.

What is the date range of clinical data you want to include in your health record transmission?

to 04/02/2021

What is the direct message address of the doctor you want to transmit your health record to?

Any comments for the doctor?

Files: patient_health_record.xml, ccd-a.html.xsl, patient_health_record.html

Transmit Record Cancel

E-mail Health Record

1. Click **Action** and select *E-Mail Health Record*. The *Transmit to Doctor* pop-up window opens.
2. Select the date range.
3. Enter the provider's email address and optionally add comments.
4. Click **Transmit Record** when finished.

Transmit to Doctor

You are about to transmit your **Patient Health Record**.

With Kareo Patient Portal, you can securely transmit your health records to another doctor to improve the quality of your care.

What is the date range of clinical data you want to include in your health record transmission?

to 04/02/2021

What is the email address of the doctor you want to transmit your health record to?

Any comments for the doctor?

Files: patient_health_record.xml, ccd-a.html.xsl, patient_health_record.html

Transmit Record Cancel



Navigate Documents

- Documents:** Displays treatment plans that [requires a signature](#) by the patient and [shared treatment plans](#). Click to view details and optionally download.
- Patient Education:** Displays [sent patient educations](#). Click **Download** to save the file.

Date Shared	Name	From	
04/01/2021	Treatment Plan (Start Date: 04/12/2021)	Diana Hudson	Signature Requested
12/17/2020	Treatment Plan (Start Date: 12/20/2020)	Diana Hudson	View
02/26/2020	Treatment Plan (Start Date: 03/14/2020)	Diana Hudson	View

Date Shared	Name	From	
02/11/2021	Sinusitis: Care Instructions	Diana Hudson	Download
02/11/2021	Soy Allergy: Care Instructions	Diana Hudson	Download
02/11/2021	Learning About Food Allergies	Diana Hudson	Download

Navigate Messages

- New Message:** Send new secure message to the provider.
- Inbox:** Displays [messages sent by the provider](#).
- Sent Messages:** Displays message sent to the provider.

[New Message](#) Diana Hudson Lab results available 3/11/21 3:44 PM

[Inbox](#)

[Sent Messages](#)

Send New Message

- Click **New Message**. The *New Message* page opens.
- Compose message:**
 - Select a provider from the *To* drop-down.
 - Enter the *Subject* and *Message* to the provider.
 - Optionally, attach an image or document (not to exceed 10MB).
- Click **Send Secure Message** when finished. The message display in the provider's [Message Center](#).

To: Diana Hudson

Subject: Need Refill

Message: Hi Dr. Hudson. Could you call the pharmacy to approve a refill request? 927 characters left.

Attachments: Drop documents here, or [browse for files](#)

[Send Secure Message](#)



Navigate Payments

Practice must be [Stripe activated](#) for patients to access this section.

- Current Balance:** Displays the current patient balance. Click [Make a Payment](#) to pay the balance online or click [View your Bill](#) to see the breakdown of the bill or the print the statement.
- Previous Portal Payments:** Displays previous payments made through the *Patient Portal*. Click **View previous payments** to see additional payments.

The screenshot shows the 'Payments' section of the Kareo Patient Portal. At the top, there are navigation links: Dashboard, Health Records, Documents, Messages, Payments, and Shirley Bishop. The main content area is divided into two columns. The left column, titled 'Current Balances', shows a balance for 'A Place For Healing' of \$175.00 after insurance, based on 2 visits. It includes buttons for 'Make a Payment' and 'View your Bill'. The right column, titled 'Previous Portal Payments', shows a payment of \$25.00 on 03/01/2021 for 'A Place of Healing' and a 'View Previous Payments' button. The footer contains '2021 Kareo, Inc. - Terms of Service - Privacy Policy'.

View Bill

- Click **View your Bill**. The *Your Bill Details* page opens.
- Print Statement:** Click to print the details of the page.
- Review the breakdown:
 - Click **View Details** to display which code(s) was billed for the specific visit and the breakdown of applicable insurance payments and adjustments.
 - Review total insurance payment, patient payment, and adjustments.
- Payment:** Review the patient balance. Click **Pay this amount** at the top of the page or **Pay Now** at the bottom of the page to [make a payment](#).

The screenshot shows the 'Your Bill Details' page for 'A Place For Healing'. It includes a 'Print Statement' button and a total responsibility of \$175.00. The breakdown section shows a total charge of \$300.00, with \$100.00 paid by insurance and \$200.00 by the patient. A detailed view of a visit on 03/29/2021 shows a charge of \$200.00, with \$75.00 from insurance and \$25.00 from practice adjustments. The final 'What you owe' is \$175.00. A 'Pay Now' button is at the bottom. The footer contains '2021 Kareo, Inc. - Terms of Service - Privacy Policy'.



Make Payment

1. Click **Make a Payment**. The *Make a Payment* page opens.
2. The patient clicks to select the payment amount to pay.
Note: The patient can click **I want to see my statement before I pay** to [view their statement](#) first.
 - "Pay full Amount" to pay the total amount owed.
 - "Pay other amount" to enter a different payment amount.
3. **Payment Method:**
 - If the patient has Apple Pay, Google Pay, or Microsoft Pay set up, click the icon to process the payment.
 - To use a [saved patient payment card](#), select "Use a saved credit card". If there are multiple cards on file, click the drop-down to select the desired card.
 - To manually enter a new card, select "Use a new credit card". Then, populate the *Name on Card*, *Card Number*, *Expiration Date*, and three-digit CVV code.
4. Click **Submit Payment**. The *Payment Successful* page opens with a receipt and the option to print.

The screenshot shows the 'Make a Payment' interface. At the top, it says 'A Place for Healing Bill · \$175.00'. Below this is a 'Make a Payment' section with a 'Payment Amount' subsection. There are two radio buttons: 'Pay full Amount (\$175.00)' (selected) and 'Pay other amount' with an input field. A link 'I want to see my statement before I pay' is below. The 'Choose payment method' section has an Apple Pay icon, a selected 'Use a saved credit card' option, a dropdown menu showing 'Visa ending in 8880', and an unselected 'Use a new credit card' option. At the bottom is a 'Submit Payment' button and a 'Back' link. The footer includes '2021 Kareo, Inc. · Terms of Service · Privacy Policy'.

Navigate Itemized Charge Receipt

Practice must enable the [Receipt on Patient Portal setting](#), for patients to access this section.

1. **Filter:** By default, all receipts from the last year to current date displays. To change the filters, click the *Provider*, *Start Date*, or *End Date* drop-down.
 - To reset the filters, click **Clear filters**.
2. **Download:** Click the **download** icon on a listed visit to generate a PDF of the itemized receipt.
3. **Print:** Use the "Select all" master checkbox or click to select specific visits. Then, click to expand the *Print* options and select to generate a PDF with

The screenshot shows 'Shirley Bishop's Itemized Charge Receipts'. It includes a filter bar with 'All providers', 'Start Date' (02/21/2022), and 'End Date' (mm/dd/yyyy). A table lists four receipts from Diana Hudson. A 'Print' dropdown menu is open, showing 'Separate receipts' and 'Combine all in a single receipt'. The right sidebar contains 'About you' and 'About your practice' information. The footer includes '2023 Kareo, Inc. · Terms of Service · Privacy Policy'.

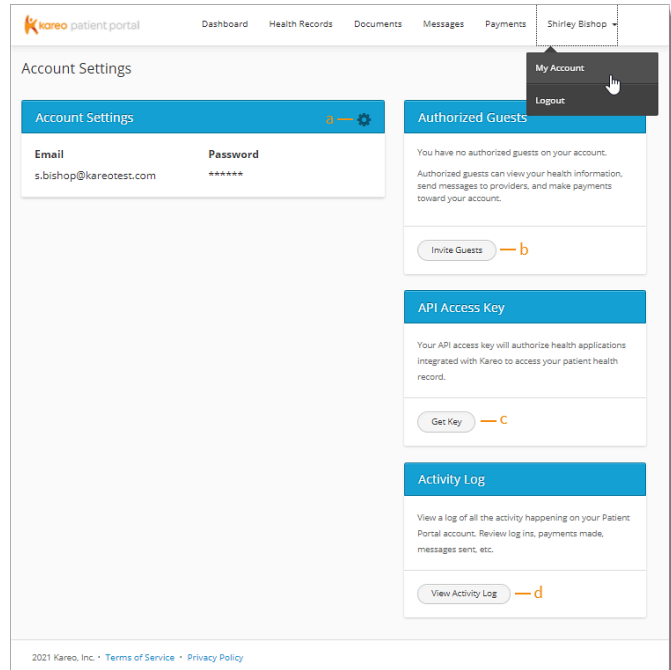


separate itemized receipts for each visit or to combine all visits in a single itemized receipt when applicable.

Note: Only visits for the same practice and service location can be combined in a single receipt.

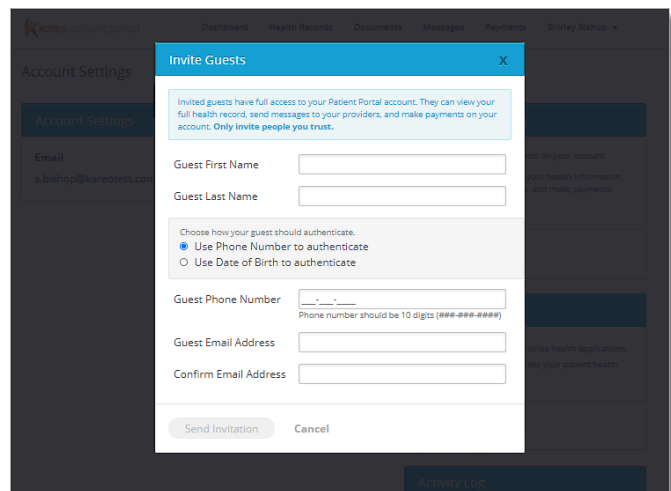
Navigate My Account

- Account Settings:** Displays the email address associated to the account. Click the **settings** icon to reset the password.
- Authorized Guests:** Click **Invite Guests** to allow authorized users to view the patient's health information, send messages, and make payments. To deny access to an authorized guest, click **Revoke** next to the guest's name.
Note: Authorized users do not have access to the *Account Settings* or *Authorized Guests* sections.
- API Access Key:** Click **Get Key** to generate the API access key that authorizes health applications to integrate with Kareo to access the patient's health record. To deny the generated API key, click **Revoke**. Then, click **Revoke Access** on the confirmation pop-up window.
- Activity Log:** Click **View Activity Log** to review log ins, payments made, messages sent, and more.



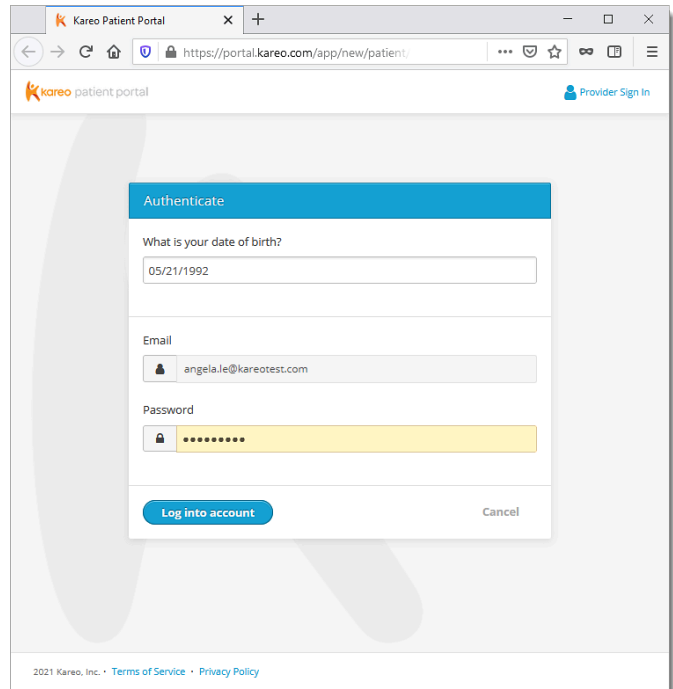
Invite Guests

- Click **Invite Guests**. The *Invite Guest* pop-up window opens.
- Enter the *Guest First and Last Name*.
- Select how the guest authenticates.
- Enter the *Guest Phone Number or Date of Birth* and *Email Address*.
- Click **Send Invitation**. The confirmation pop-up window opens and an email invitation is sent to the invited guest.
- Continue to add additional guests or click **I'm done** to close the pop-window.

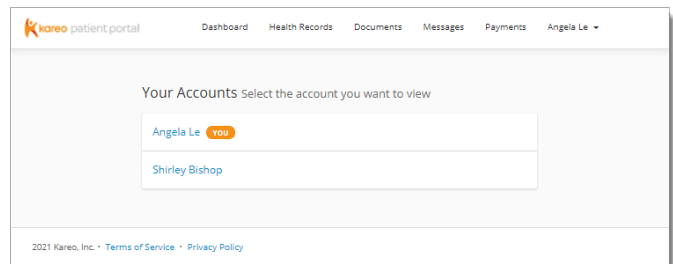


Invited Guest: Authenticate and Access Account

1. The guest receives an email invitation and click **Get Started**. The *Authenticate* page opens in a new browser.
2. The guest enters their phone number or date of birth for authentication and clicks **Log into account**. The *Your Accounts* page opens.
 - If the guest does not have a *Patient Portal* account, create a password. Then, click **Create Account**. The *Your Accounts* page opens.



3. Select an account to view.
 - If the guest has not been [invited to the Patient Portal](#) by a provider or practice, their name will not display on the list.



Invited Guest: Switch Users

There are multiple ways a guest can switch between users.

Note: If the guest has not been [invited to the Patient Portal](#) by a provider or practice, they will not have access to the options below.

- a. Click the **drop-down** to select a user.
- b. Click **Back to my account** to view their health information.
- c. Click **Patient Name** and select *Switch Users* to open the *Your Accounts* page.

