

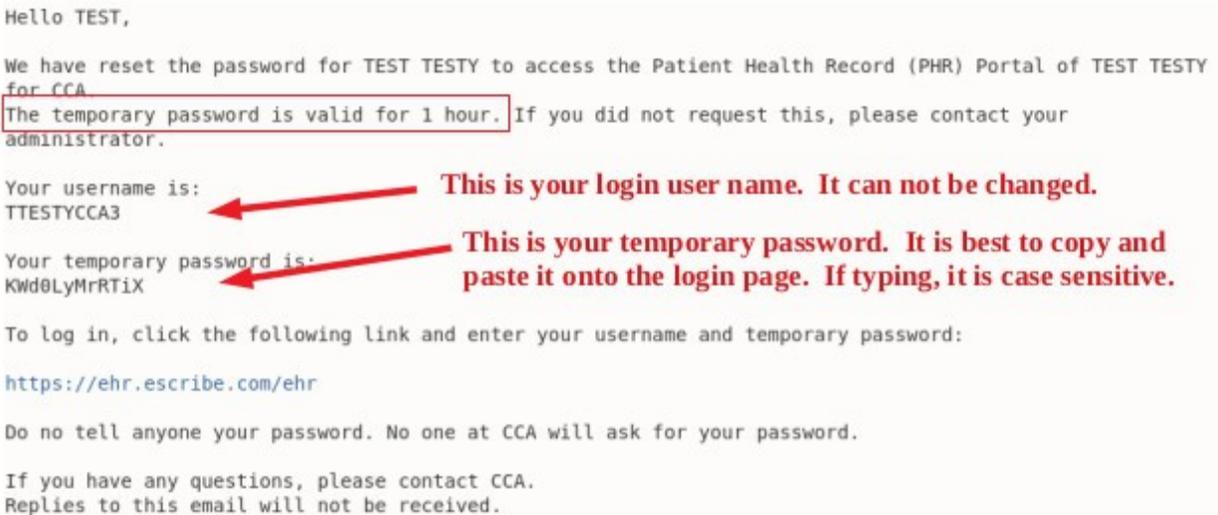
Quick Reference Guide: Your New PHR Portal on eScribe Host

The benefits of using your patient portal are:

- Access to copies of your office and testing notes.
- Ability to send a *non-urgent message* to your physician and the nurses.
- Receive a confidential message from your physician or other staff members.
- Check your previous and future appointments.
- Have access to educational resources your doctor would like you to read.
- Upload documents that you would like your doctor to see and to be part of your medical record.
- A notification is sent to you every time something is added to your portal.

Signing Onto Your New PHR Portal

1. Look for an email from noreply@lillegroup.com.
Notice that the temporary password is time sensitive and expires in one hour. (You may request a new one by clicking on "Forgot Password?" and entering your email address to receive a new email with your temporary password.)



2. Enter your user name and temporary password on the login page. Please note that your user name is not case sensitive but the password is case sensitive. You may copy and paste the temporary password (easiest) or type it in exactly as written.
3. Once you enter your user name and the temporary password, you will get an Alert that says you must change your password. Click on Continue.

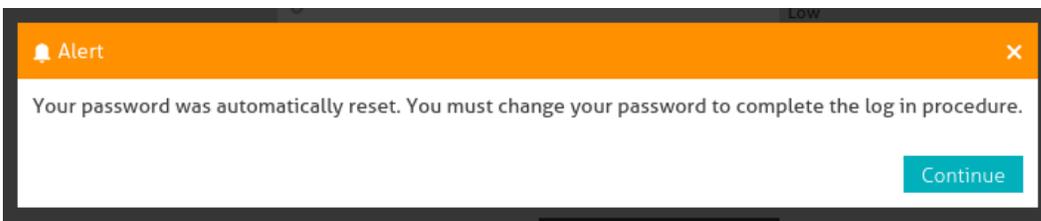
Please provide us your username and password to log in.

Username

Password

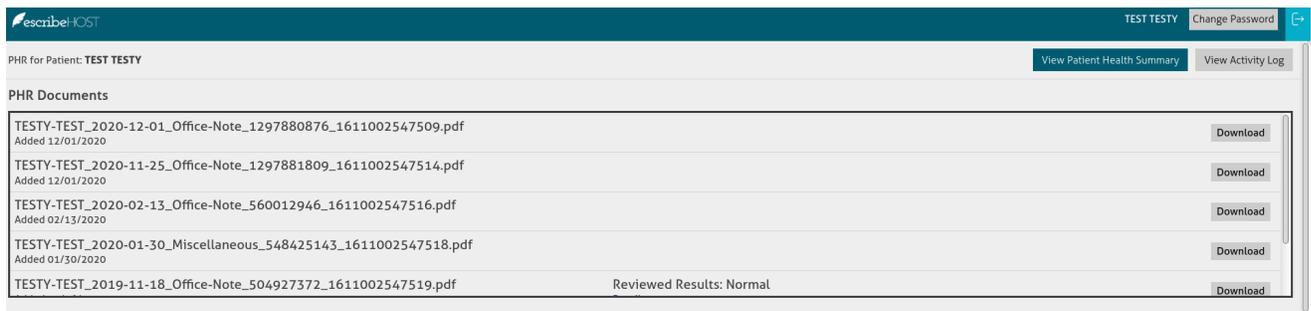
[Forgot Password?](#)

[LOGIN](#)

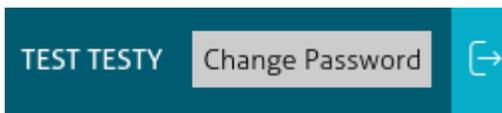
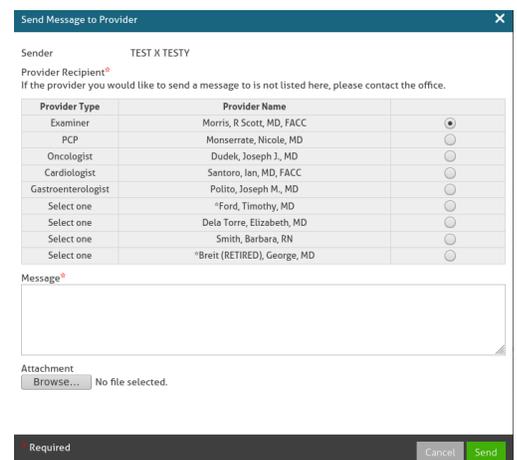


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- A new screen requires you to re-enter your temporary password, and create a new password of your choosing. You must also enter the patient's birthdate. Rather than use the calendar feature, type the birthdate using MM/DD/YYYY.
- Once you have logged in, you will see the area for your **PHR Documents**. Depending upon your device, you may need to scroll all the way to the right to see the button to download these documents and view them. The date of the document is listed as part of the title: YYYY-MM-DD



- Other sections on the portal page are **Educational Resources**; **Received Messages** (when CCA staff sends you a message); **Sent Messages** (when you send a message to your physician and his nurses); **Patient Communications** (not currently used); **Appointments**; and **Provider Information**.
 - Note: The portal does not size well to tablet or smart phone screens so you will need to scroll right and down to see the buttons to "Download" documents, "Send a Message to Provider", or to "Request an Appointment".
- To Send Message to Provider, there will be a radio button next to your provider's name. **Choose only CCA providers, as other health team members will not receive a message.** Write your message in the box. You are also able to upload documents from your computer to send to the provider. Once sent, your message will appear under Sent Messages.
- Clicking on **Change Password** at the top right hand side of your screen allows you to change your password as you did when you first logged in. The box with an arrow will log out of your PHR. **For security, it recommended you always log out of the PHR when you are finished.**



FOR ASSISTANCE, CALL 518-292-6004 TO SPEAK TO A PATIENT SERVICE REPRESENTATIVE