

Premier Patient Portal: Getting Started

Thank you for signing up to use our patient portal! You will find that using the portal will save you time, and it will help you communicate with our staff very easily. Getting started involves a few easy steps, so here is a simple guide to get you going. If you have trouble with any of the following steps, and you need a personal walkthrough, please do not hesitate to call 561-798-3030, or email us at patientservices@premierfamilyhealth.com.

STAGE 1 – GET CONNECTED

1. Make sure your Patient account is enable:
 - a. If you are in-office, before you leave, make sure you ask a check-in or check-out staff member to activate your patient portal.
 - b. If you are at home, please call 561-798-3030.
 - c. Once the staff member has activated your account; you will receive an email with further instructions to login and finish setting up your account.
 - d. Follow the links and information in the email to complete this process.

2. If you have previously registered for the patient portal:
 - a. Go to the [Premier Patient Portal](#).
 - b. From this page you will be able to use your mobile phone number or username and password to login.

3. If you have forgotten your username or password:
 - a. click the link “Trouble Logging in” on this page.
 - b. From here, you will be able to select “Forgot Username” or “Forgot Password”.
 - c. Follow the prompts to enter your information and the system will send you an email, to the address you have on file, with further instructions to login or reset your password.
 - d. The email should arrive within a few minutes. Make sure you check your junk or spam email folder if you do not see it.
 - e. If a reasonable amount of time has passed and you still have not received your email, please contact the office at 561-798-3030.

4. Once you are granted access, the patient portal will ask you for your date of birth, prompt you to create your own security question, and then allow you to customize your password.

5. You can now see the main dashboard, THAT’S IT! You are officially part of Premier’s Patient Portal. You can now request to be scheduled for an appointment, request a prescription refill, e-mail your provider, view your medical records, and more!