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 Ryan Mackman, in I.T., at **561-798-3030 ext. 124**, or email him at rmackman@premierfamilyhealth.com.

STAGE 1 – GET CONNECTED

A: If you are reading this in-office, before you leave, make sure you receive your **UserID** and **temporary password** from any available Premier check-in or check-out employee. If you're reading this at home, and you have not been given your log-on information, contact our I.T. department to acquire it before proceeding to the next step.

B: Using any popular web browser, , go to our website: http://www.premierfamilyhealth.com/, and click on **PATIENT PORTAL** (*The link is located towards the left-center of the screen, about ¼ of the way down the page*).

C: You should now be at a light blue webpage. This is the actual patient portal. Sign into the patient portal using the **UserID** and **temporary password** given to you (*please be advised that both your UserID and password are case sensitive*).

D: 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.

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

STAGE 2 – HEALOW

If you have a smartphone, don't forget to connect your newly-created patient portal account to the Healow App! You can download the FREE app through the Google Play Store on your Android or the Apple App Store on your iPhone. Once the Healow app has been downloaded, it will ask you for the name and password that you created in the steps above, and then it will connect to your account. You can now access Premier right from your mobile device!

*To watch a video walkthrough of how to set up your portal, visit http://www.premierfamilyhealth.com/, click on **RESOURCES**, then click **PATIENT PORTAL**. The video will be at the bottom of the page.*