

PATIENT *Portal*

CREATING AN ACCOUNT

- After you're done with your visit, you will **receive an email with a link to create your patient portal** which will contain the PIN that you'll need later.
- Visit the secure [Patient Portal](#).
- Click on **Create an account**.

[Forgot password](#)

Not registered yet? [Create an account](#)

- Enter your email address and choose a password.

Create an account

To get your account ready, we just need to verify a few things. This shouldn't take more than a couple of minutes.

Must be at least 8 characters long and contain at least 1 number

- Select **Yes** for the question **Did your provider give you a PIN?**

Did your provider give you a PIN?

IMPORTANT: The PIN will be sent via email. If you did not receive it, please contact the Patient Portal Help Line.

(630) 296-5323

- Choose an option for the patient you're registering (yourself or child/dependent).

Who are you registering?



- Enter the **PIN** and the **patient's birthday**.

Please provide the following information about yourself.

Your pin

Your birthday (mm/dd/yyyy)



- Set up a security question, agree to the terms and conditions, then click on **Create my account**.

For your security, please choose a security question & answer.

Security question



Security answer

I have read and agree to the [Terms & Conditions](#).

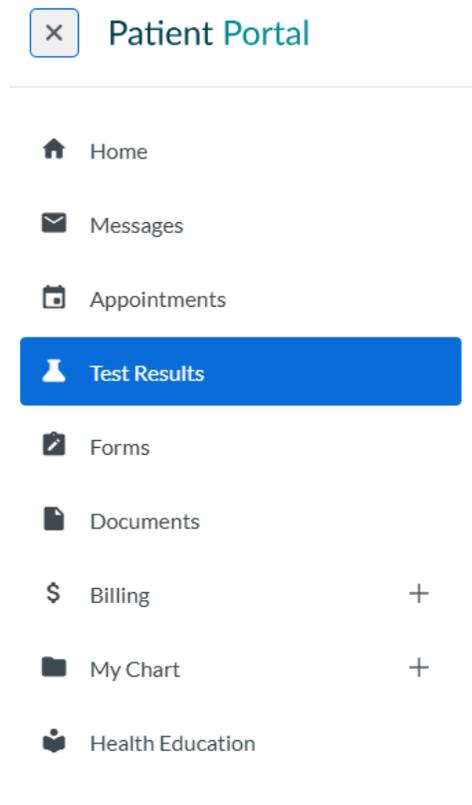
Create my account

NAVIGATING THE PATIENT PORTAL

- Visit the secure [Patient Portal](#).
- Login using your email address and password.
- Once logged in, you'll have access to:
 - Test results
 - Forms
 - Chart information
 - Health education



- Under **Care Actions**, click on **Labs** to review your results.



- You will be able to access the following documents:
 - Patient Clinical Summary
 - Lab Results

Important Note: Currently, only discharge summaries and lab results are accessible through our patient portal; the other features are coming soon.

FORGOT YOUR PASSWORD

- Visit the secure [Patient Portal](#).
- Click on **Forgot Password**.
- Enter your email address.
If you have forgotten the email address you used to sign up, please contact Midwest Express Clinic.
- You will receive an email from no-reply@patientportal.net.
If you did not receive an email, please check your spam or junk folder.



- Click the link, you will be sent to the Patient Portal.
- Answer the security question you set up when you created your account.

You're almost there.

Please answer your security question. If you have forgotten your answer, you will need to contact your practice.

What is your mother's maiden name?

Continue

- Select and confirm your new password.

Make it memorable.

Let's change your password now. Your password must be between 8-32 characters in length and include at least 1 number.

New password



Must be at least 8 characters long and contain at least 1

Confirm new password



- Return to the login page and use your new password.

Yay! Your password has been reset.

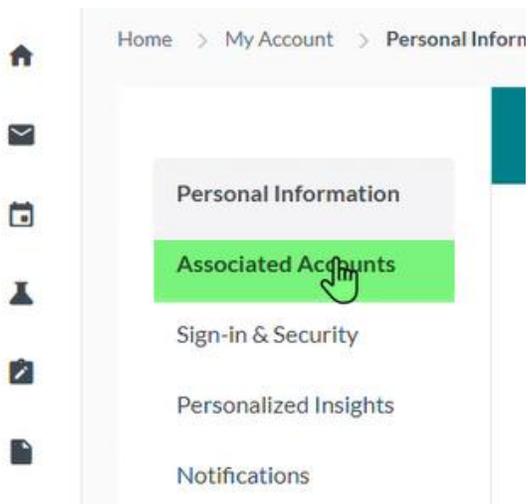
Now you can log in to your patient portal with your shiny new password

[Return to the login page.](#)

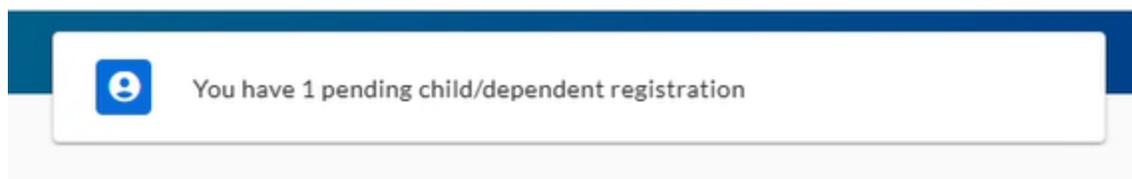


ASSOCIATED ACCOUNTS

There is an associated accounts section where patients can see who they have associated to themselves.



Parents must ensure they have registered completely, initially. From there, if the clinic has created PINs for the dependents, when the parent logs in, they will see this message:



×

Add a Child/Dependent

i You should have received a PIN from the practice via email, text message or in person.

Child / Dependent's PIN

Child / Dependent's Birthday 

mm/dd/yyyy

Cancel Add Account

