

## PATIENT PORTAL INSTRUCTIONS

Welcome to Comprehensive Gastrointestinal Health! As we continue our efforts to provide you, our patients, with the highest quality of care, we want to ensure that you are involved in the maintenance and improvement of your health.

To that end, we encourage you to use the power of the web to track all aspects of your health care throughout our office. The patient portal enables our patients to communicate with our practice easily, safely, and securely over the internet.

**Please follow these simple steps to securely and conveniently manage your health records.**

**Step 1.** You will receive an email from Comprehensive Gastrointestinal Health containing your new login credentials once your initial appointment with one of our providers has been set. Please click on "Set up Portal Account".

**Step 2.** You will be asked to select the phone number to which your verification code should be sent, please select your preference and click on "Send Code".

**Step 3.** Once you receive the code, please enter it in the space provided and click on "Verify".

**Step 4.** At this point you will be prompted to reset your password and click on "Next".

**Step 5.** Please acknowledge and click on agree for the following two consent forms.

**Step 6.** Congratulations, you have now successfully established your portal with Comprehensive Gastrointestinal Health.

## FREQUENTLY ASKED QUESTIONS

### What if I don't receive an email with the login credentials?

Be sure to check your junk mail first. If you do not find the message there, please call the office at 224.407.4400 and we will send it again.

### What if I am unable to login?

Please contact the office at 224.407.4400 and we can help troubleshoot and/or reset your username and/or password.

### How can I fill out the health history questionnaire or update details on my health history?

In the column on the left side, select "Questionnaire". You can enter information about your medical history, surgeries, or allergies by selecting the appropriate tab.

### Where can I find my test results?

In the column on the left side, select "Medical Records" and you should find all results from testing performed through Comprehensive Gastrointestinal Health.

### How do I send a message to the office or my provider?

In the column on the left side, select "Messages". Then choose "Inbox". You will be able to view incoming messages and, if you select "Compose", you can send messages to Comprehensive Gastrointestinal Health. As a reminder, the portal is intended for nonurgent messages only. Please call the office at 224.407.4400 for more time sensitive matters.

### How do I pay my bill?

In the column on the left side, select "My Account" and then select current or past statements. You can view posted statements and pay securely online.

**Please be certain to call if you have any further questions or concerns!**

Comprehensive Gastrointestinal Health

**224.407.4400**