Introduction to Akute Health for Patients

Welcome to Akute Health! Akute Health is an advance electronic medical record specifically designed for direct primary care physicians and their patients.

The Akute Health Patient Portal allows patients the ability to view their medical records including physician encounter notes.

Additional features of the Akute Health Patient Portal include the ability to: 1. Review and trend vital signs and laboratory assessment results, 2. View an updated medication list reflecting all current prescription and over-the-counter medications, 3. View past and future appointments, 4. Receive access to recent invoices and the ability to update payment sources on file, 5. Receive notification reminders of health maintenance and prevention screenings and, 6. Message directly with your physician and share photos and documents.

Accessing the Akute Health Patient Portal

Option 1: Use the Web Portal

Visit: portal.akutehealth.com

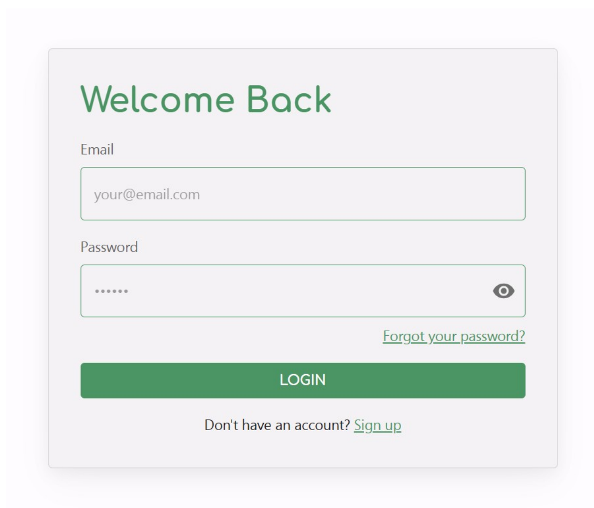
How to Sign Up (First-Time Users)

Sign-up only needs to be completed once.

1. Click **Sign Up**
2. Enter your **date of birth** and the unique **activation code** that your clinic emailed you
3. Create a secure password

After signing up, you'll be able to log in anytime using your email and password.

> ***Tip:*** *If you haven't signed up yet, logging in will not work. Be sure to complete the sign-up process first.*



How to Log In (Returning Users)

1. Go to: portal.akutehealth.com
2. Enter your **email and password**
3. Click **Log In**

> ***Reminder:*** *You must log in at portal.akutehealth.com. The main site (akutehealth.com) is for providers and won't work for patients.*

Option 2: Use the Mobile App

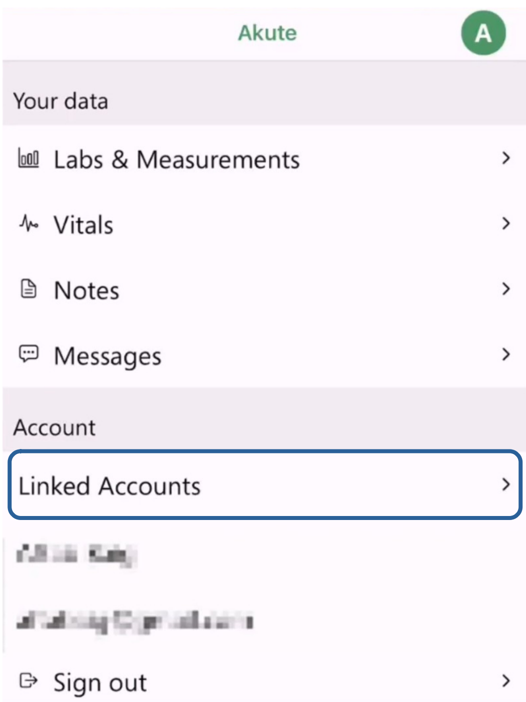
You can also download the **Akute Health** app from the App Store or Google Play. The app offers the same functionality as the web portal and may be more convenient for quick access.

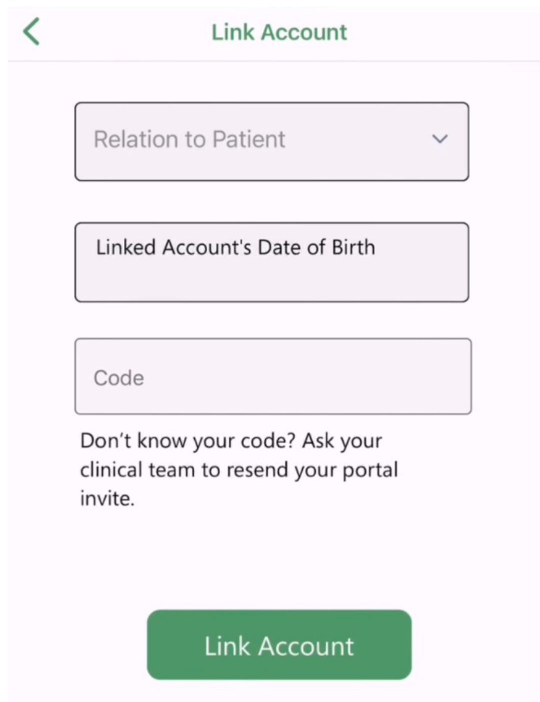
Just search "**Akute Health"** in your app store and log in using your email and password after completing the initial sign-up.

Portal Account Linking

Patients can use the portal account linking feature to link their portal account to their children or other dependents, without having to create a separate portal login.

1. In order to do this, the office will send the portal invite.
2. The patient then opens their existing portal account and clicks "Linked Accounts" under the Account section, and then clicks the "+" icon at the bottom right to add a new Linked Account.
3. Here, the patient enters their relationship to the linked patient, the linked patient's date of birth, and the code for the linked patient that they got in the email invite sent in step 1.
4. Once the patient has entered all the details, they should click "Link Account".
5. Once these details are confirmed, the patient now has access to their portal and their dependent's portal account all from the same login.
6. The patient can change which portal they are viewing by using the account drop down at the top right.
7. If the patient needs to unlink a portal account, they can do so in the "Linked Accounts" section.

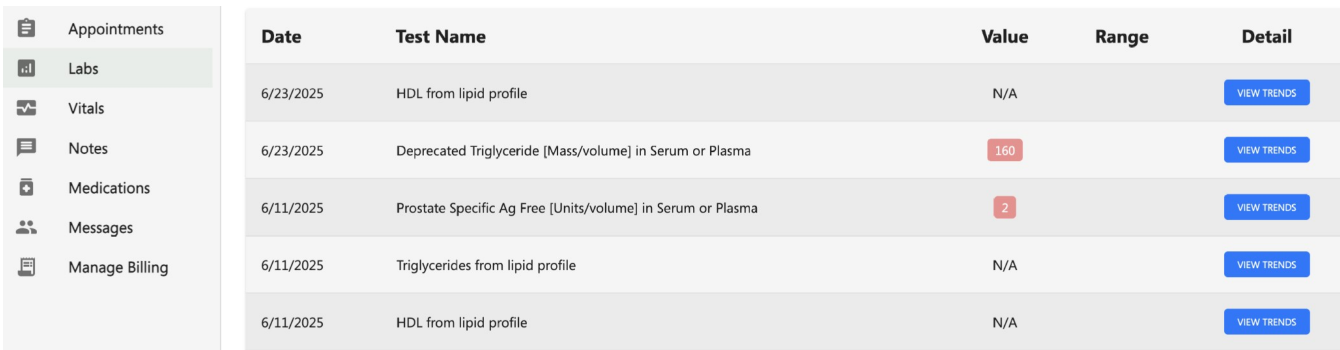




<u>Viewing Your Lab Results in the Patient Portal</u>

Go to the **Labs** tab to view a list of completed tests. For each result, you'll see:

- **Date of the test**
- **Test name**
- **Your result**
- **Reference range**
- A **View Trends** button for supported labs



<u>Managing Your Appointments in the Patient Portal</u>

In the **Appointments** tab, you'll see two sections: **Future Appointments** and **Past Appointments**.

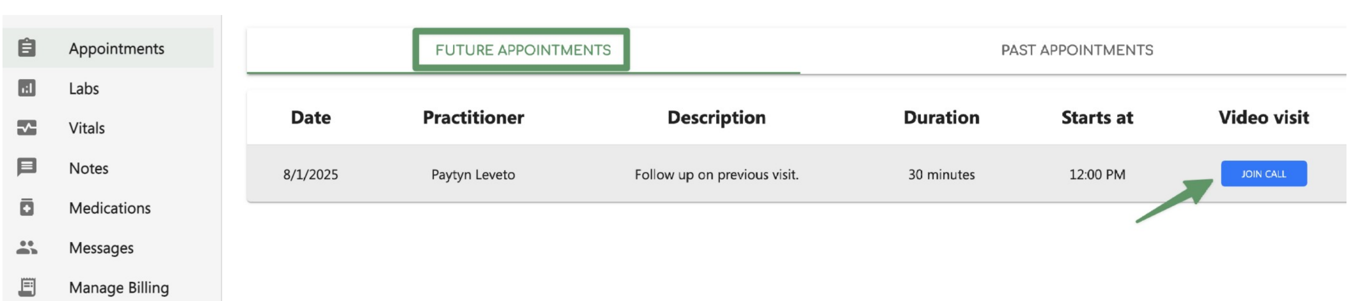
Viewing appointments:

- Use the Future Appointments and Past Appointments tabs at the top of the screen to toggle between upcoming and completed visits.
- Each entry includes your provider's name, appointment description, date, time, and duration.

To schedule a new appointment:

- Click the green **+** button in the bottom-right corner
- Enter your first name, last name, and date of birth
- Select your provider, appointment type, and preferred time

  Note: If no appointments are visible, the office may not allow self-booking at that time. Please call the office directly for scheduling help.



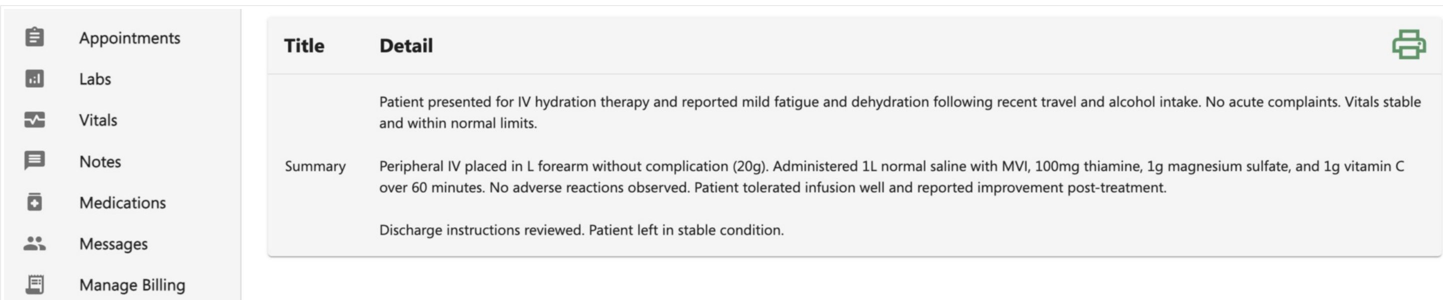
Viewing Notes in the Patient Portal

In the **Notes** section of the patient portal, you can view clinical notes your provider has shared with you following a visit.

These notes may include:

- A summary of your appointment
- Follow-up instructions
- Relevant medical findings
- Recommendations for treatment or next steps

Important:
Some providers may also use notes to share written letters such as school or work excuses, clearance forms, or medical summaries. These can be **printed directly from the portal** and will include your clinic's official letterhead for documentation purposes.



To view the full content of a note, **you must click into it**. The note may not appear clickable at first glance, so be sure to click the row to open and view or print the full text.

Upon clicking the printer icon, the **print preview** will appear.

Managing and Viewing Billing in the Patient Portal

The **Manage Billing** tab in your patient portal provides a secure link to view your invoices and payment history through our billing partner, **Hint**.

To access:

- Click on the **Manage Billing** tab in the left-hand navigation menu
- You will be redirected to **Hint**, where you can securely view and pay any outstanding invoices

All billing is handled through Hint, so any updates or payments will reflect directly in your billing account.