

## 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](https://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](https://portal.akutehealth.com)
2. Enter your **email and password**
3. Click **Log In**

**Reminder:** *You must log in at [portal.akutehealth.com](https://portal.akutehealth.com). The main site ([akutehealth.com](https://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.

Welcome Back

Email  
your@email.com

Password  
\*\*\*\*\*

[Forgot your password?](#)

LOGIN

Don't have an account? [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.

The image shows a two-panel screenshot of the Akute patient portal. The left panel is the main dashboard, and the right panel is the 'Link Account' form.

**Left Panel (Akute):**

- Header: Akute with a profile icon 'A'.
- Section: Your data
- Items: Labs & Measurements, Vitals, Notes, Messages (all with right-pointing chevrons).
- Section: Account
- Item: Linked Accounts (highlighted with a blue border and a right-pointing chevron).
- Item: Sign out (with a right-pointing chevron).

**Right Panel (Link Account):**

- Header: Link Account with a back arrow.
- Form fields: Relation to Patient (dropdown), Linked Account's Date of Birth, Code.
- Text: Don't know your code? Ask your clinical team to resend your portal invite.
- Button: Link Account (green).

## Viewing Your Lab Results in the Patient Portal

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

Date	Test Name	Value	Range	Detail
6/23/2025	HDL from lipid profile	N/A		<a href="#">VIEW TRENDS</a>
6/23/2025	Deprecated Triglyceride [Mass/volume] in Serum or Plasma	160		<a href="#">VIEW TRENDS</a>
6/11/2025	Prostate Specific Ag Free [Units/volume] in Serum or Plasma	2		<a href="#">VIEW TRENDS</a>
6/11/2025	Triglycerides from lipid profile	N/A		<a href="#">VIEW TRENDS</a>
6/11/2025	HDL from lipid profile	N/A		<a href="#">VIEW TRENDS</a>

## Managing Your Appointments in the Patient Portal

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.

FUTURE APPOINTMENTS		PAST APPOINTMENTS			
Date	Practitioner	Description	Duration	Starts at	Video visit
8/1/2025	Paytyn Leveto	Follow up on previous visit.	30 minutes	12:00 PM	<a href="#">JOIN CALL</a>

## Viewing Notes in the Patient Portal

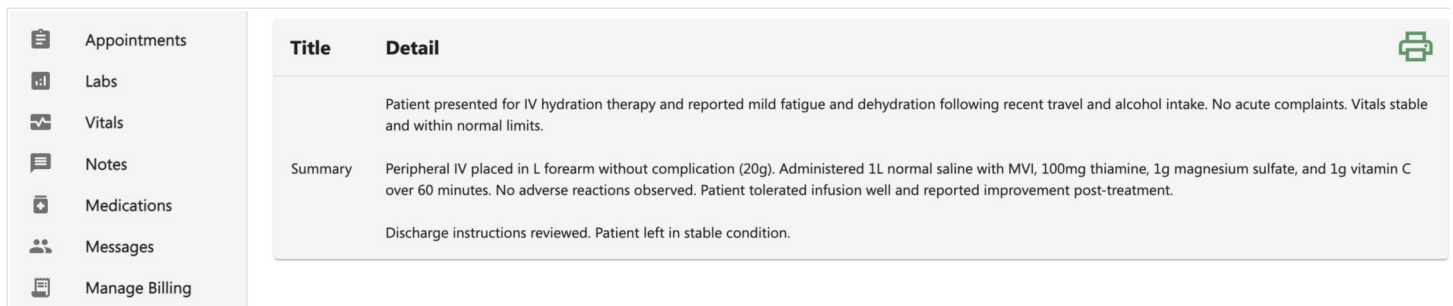
In the **Notes** section of the patient portal, you can view clinical notes your provider has shared with you following a visit.

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.



The screenshot shows a patient portal interface. On the left is a navigation menu with icons and labels for: Appointments, Labs, Vitals, Notes, Medications, Messages, and Manage Billing. The main area displays a table with two columns: 'Title' and 'Detail'. The first row is a 'Summary' note with details about an IV hydration therapy. The second row is a 'Discharge instructions' note. A printer icon is visible in the top right corner of the table area.

Title	Detail
	Patient presented for IV hydration therapy and reported mild fatigue and dehydration following recent travel and alcohol intake. No acute complaints. Vitals stable and within normal limits.
Summary	Peripheral IV placed in L forearm without complication (20g). Administered 1L normal saline with MVI, 100mg thiamine, 1g magnesium sulfate, and 1g vitamin C over 60 minutes. No adverse reactions observed. Patient tolerated infusion well and reported improvement post-treatment.
	Discharge instructions reviewed. Patient left in stable condition.

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.

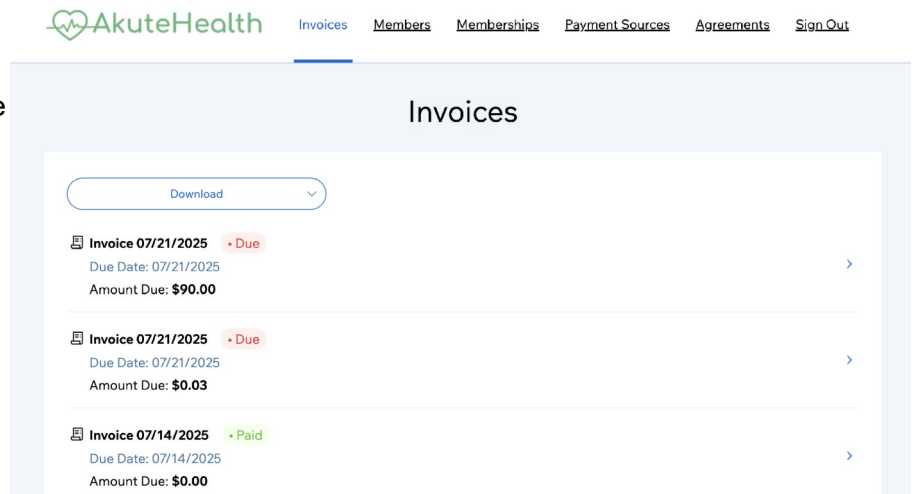
## Managing and Viewing Billing in the Patient Portal

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.



The screenshot shows the AkuteHealth Invoices page. The AkuteHealth logo is at the top left. Navigation links include Invoices, Members, Memberships, Payment Sources, Agreements, and Sign Out. The Invoices section has a 'Download' button. Below are three invoice entries:

Invoice	Status	Due Date	Amount Due
Invoice 07/21/2025	Due	07/21/2025	\$90.00
Invoice 07/21/2025	Due	07/21/2025	\$0.03
Invoice 07/14/2025	Paid	07/14/2025	\$0.00