

We're excited to announce that we are in the process of upgrading Phreesia, our Patient Intake Management System.

We will soon be offering you the ability to confirm your appointment via text message, and check in online prior to your visit. You will also be able to check-in using your own mobile device when you arrive, or utilize a newly upgraded PhreesiaPad.

We will be officially going live with this upgrade on Monday, April 22, 2019! In order to ensure our amazing community of patients is ready, we need your help! Please take two 2 minutes, right now, to verify the cell phone number we have on file by updating your information on the Patient Portal.

***If you have multiple children, you'll need to complete these steps for each child's portal page.**

To review and edit the cell phone number we have on file:

1. Login to Patient Portal
2. Go to "My Profile"
3. Click "Edit"
4. Enter the cell phone number of the parent whom our system should send appointment confirmations and appointment check-in messages to
5. Click "Save"

*Note: Our system is only able to recognize and send this information to one phone number only.

The screenshot shows the 'My Profile / Contact Information' page in the Patient Portal. The left sidebar contains navigation options: Home, Appointments, Messages, Billing, My Health, Tasks and Tools, My Profile (circled in red), Contact Information, My Notifications, Insurance, and Family Access. The main content area is titled 'My Profile / Contact Information' and includes a note: 'Your profile information is shown below. Please click the edit link to update your information.' Below this note is an 'Edit' link (circled in red). The profile information is organized into sections: Patient Information (Name: Franky Fictional, Address: 13699 E Old Us Hwy 12, Chelsea, MI 48118, Date of birth: 03/24/2014, Sex: Male, Marital status: Unknown, Language: English, Race: Other Race, Ethnicity: Not Hispanic Or Latino), Billing Information (Name: Franny Fictional, Address: 13699 E Old Us Hwy 12, Chelsea, MI 48118, Relationship to patient: Parent), and Phone (Home phone: (734) 475-4500, Mobile phone: (734) 475-4500, Work phone:). A red arrow points to the mobile phone number field.

To review and edit your communication preferences:

1. Go to “My Profile”
2. “My Notifications”
3. If you prefer text message notifications and would like the ability to check in from your mobile device prior to your appointment
 - a. Click the two check boxes to accept text messages

There are four different routine reasons why our office would need to contact you:

- Health Notifications
- Appointment Reminders
- Updates and Announcements
- Billing

This page gives you the ability to customize how we connect with you.

You may choose between Phone and/or Text Messages for each communication reason.

Lastly, we are an eco-friendly office, and we encourage paperless statements.

- To opt for paperless statements, click the box at the bottom of the page

Once you’ve chosen your preferences, click “Save”

Profile / My Notifications

Please indicate your notification preferences below. These notification preferences only apply to automated messages from our office. Our staff may contact you via phone if an urgent matter requires your attention.

include text messaging as a contact option.
 I have read and agree to the [Terms and Conditions](#). Message frequency may vary. Message and data rates may apply.

Health Notifications

We will notify you when your lab results and health reminders are available on the Patient Portal. Your results will not be disclosed via email or text message.

Email	Phone	Text Message
Required	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Appointment Reminders

We will contact you to remind you about scheduled appointments.

Email	Phone	Text Message
Required	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Updates and Announcements

We will notify you regarding appointment cancellations/recommendations, weather events, and other important announcements.

Email	Phone	Text Message
Required	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Billing

We will contact you when new billing statements are available. You can view your billing statements and pay outstanding balances on your secure Patient Portal. If necessary, we will notify you if a balance is past due.

Email	Phone	Text Message
Required	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Paperless statements are a simple way to reduce your environmental impact. By checking the box below, you consent and agree to receive electronic notices and disclosures as described in the [eCommunications Disclosure Agreement](#).

Go paperless and receive your statements online

Save **Cancel**