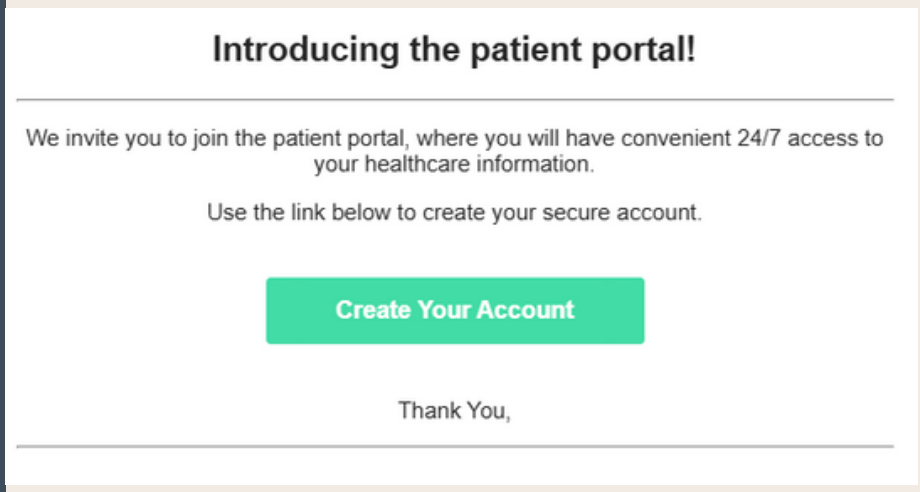
THE REMEDY MENTAL HEALTH

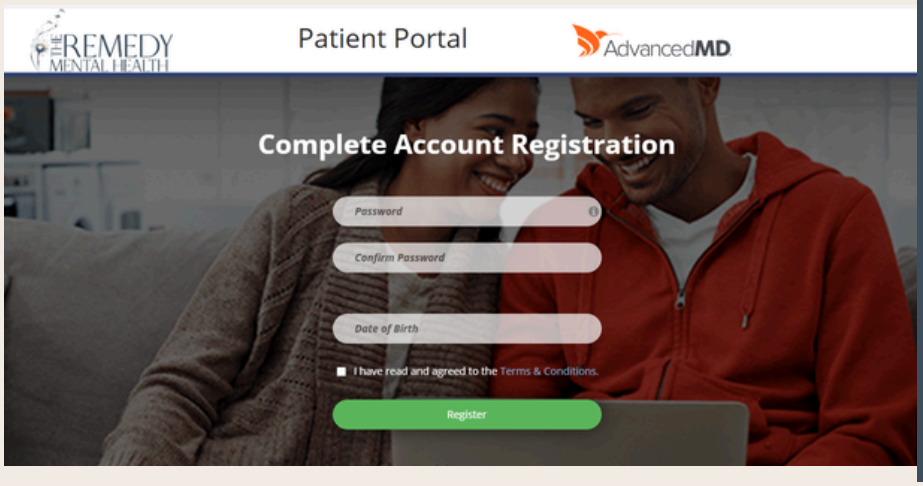
PATIENT PORTAL GUIDE

GETTING STARTED

1

You will receive an email from our team prompting you to create a login. Hit the green button to "Create Your Account."





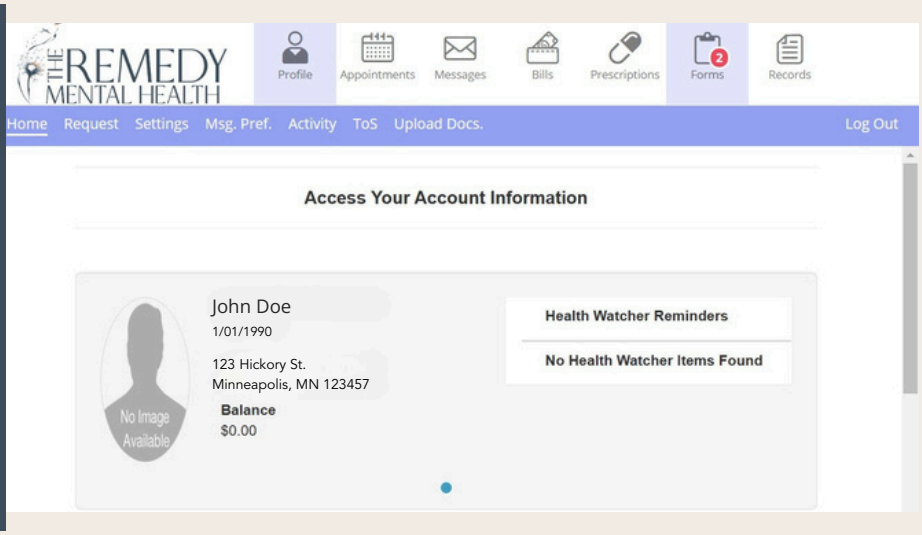
2

You will then be asked to create a password for your account. You will need to follow specific password guidelines in order to proceed.

Note: Your username is your email.

3

Once you have hit "Register" you will be taken to your portal home page. You will see your account information first with tabs at the top for relevant information.

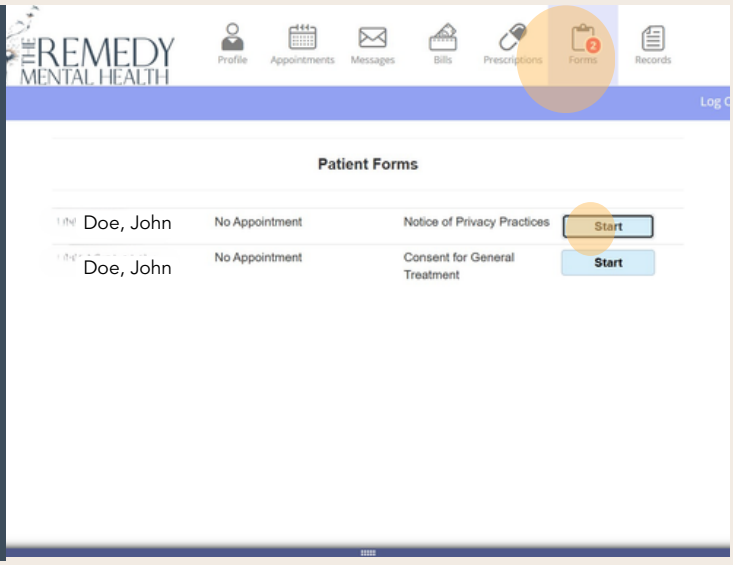


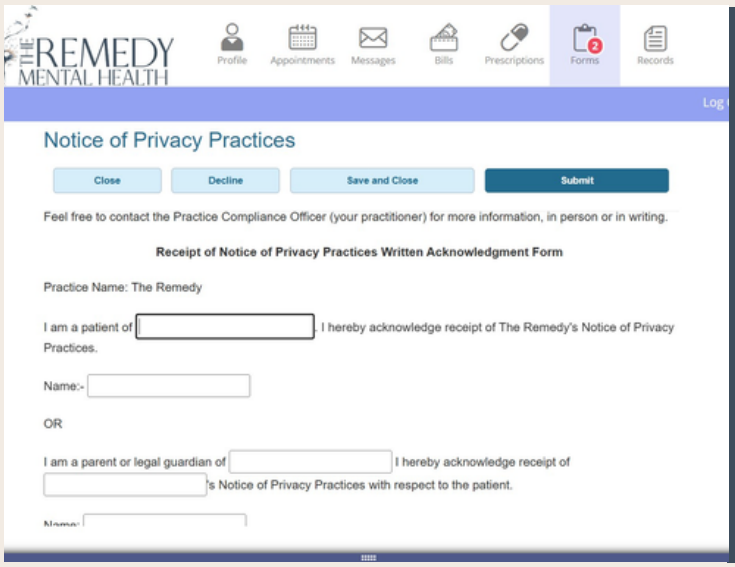
If you have issues logging in or are locked out of your account, please call us at (952) 431-5330.

FORMS

1

Click on the “Forms” tab on the upper right-hand side to be taken to the forms page. Here you will see all forms that need to be filled out and submitted by you. Hit the “Start” button to begin the form.



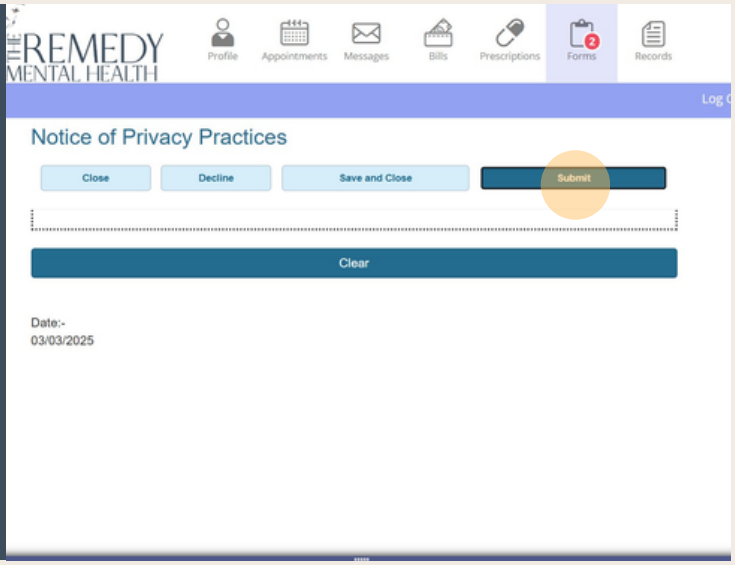


2

The form will have open boxes for you to fill in your information. Be sure to fill in all the boxes and digitally sign at the bottom or you will not be able to submit.

3

If you are ready to submit the form, you will hit the “Submit” button.

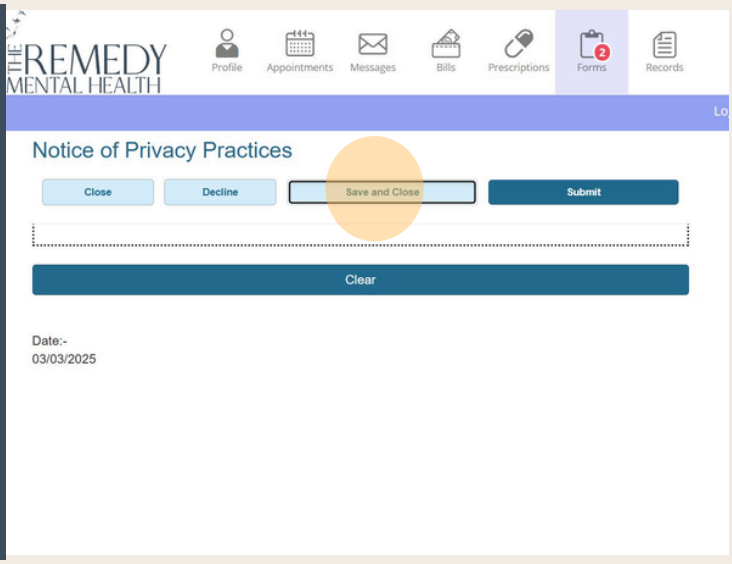


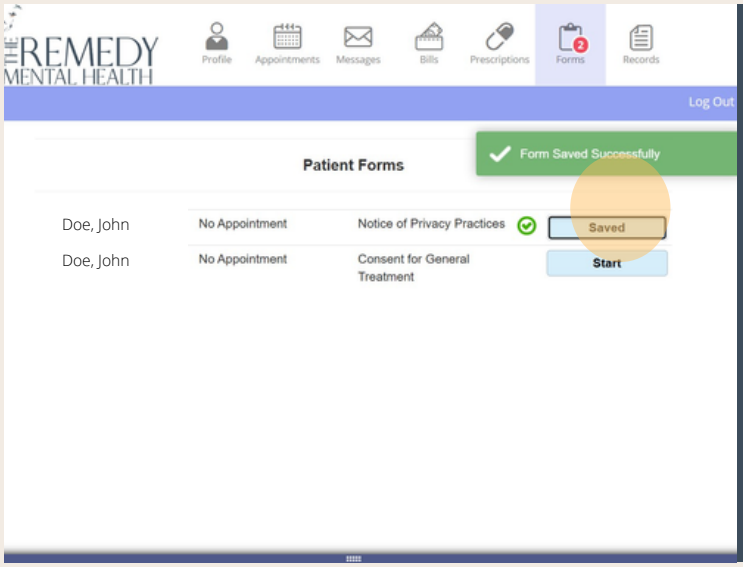
FORMS

4

If you are not ready to submit the form and need to come back to it, you can hit “Save and Close” to save your work.

NOTE: Your form will not be completed until you hit “Submit”





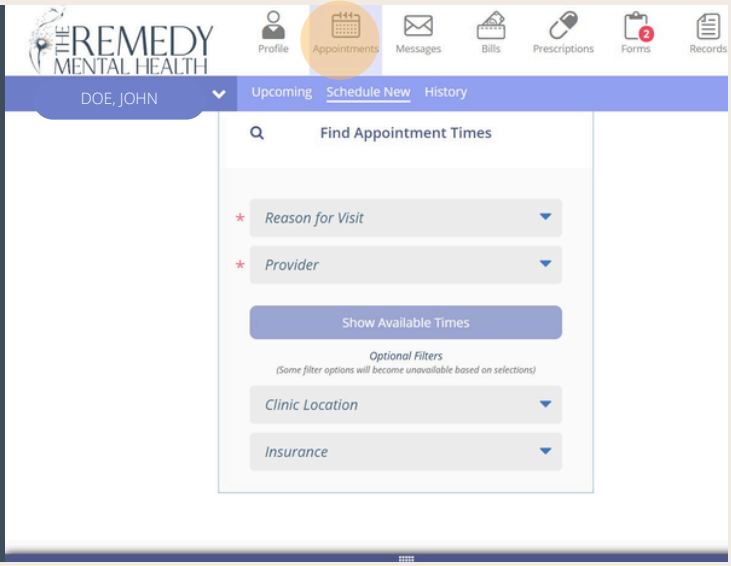
5

If you hit, “Save & Close“ you will be taken back to the forms page, where you can continue your form by hitting “Saved”.

APPOINTMENTS

1

You can schedule a new appointment by clicking the “Appointments” Tab



2

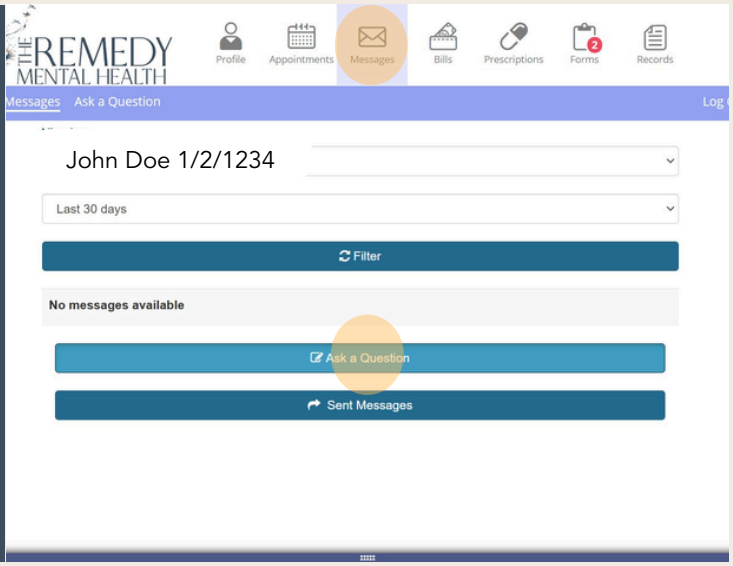
You can also view your upcoming or past appointments as well by clicking on the “Upcoming” or “History” links within the “Appointments” tab.

MESSAGING

1

You can send secure messages and ask questions via the patient portal. Hit the "Messages" tab.

Hit "Ask a Question" to begin sending messages.



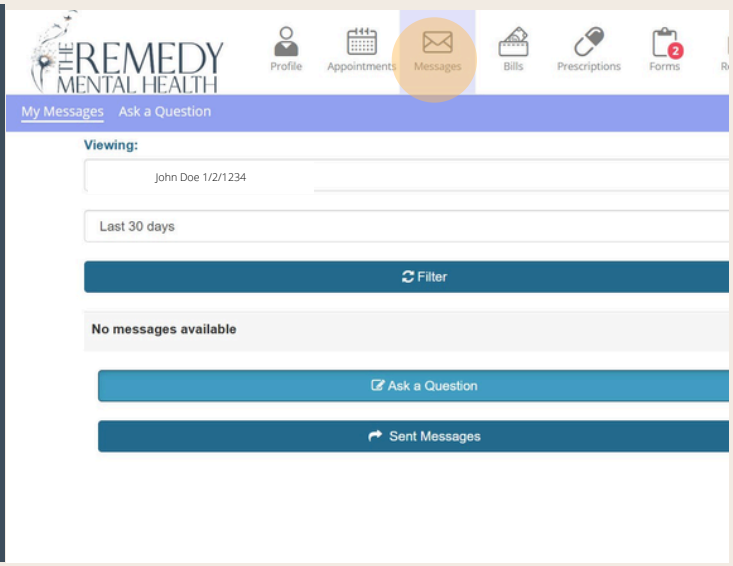
2

You will then need to select "General Q&A" or "Patient Health Information" in the message dropdown. You can then begin typing your message and hit "Send Message" once you are ready.

3

To view past and new messages you can go back to the main inbox by hitting "Messages" at the top or "Sent Messages".

Here you will be able to view any messages that you may have.



Please note that messages may not be immediately seen or responded to.
For immediate assistance, call our office directly at (952) 431-5330. If this is an emergency call 911.

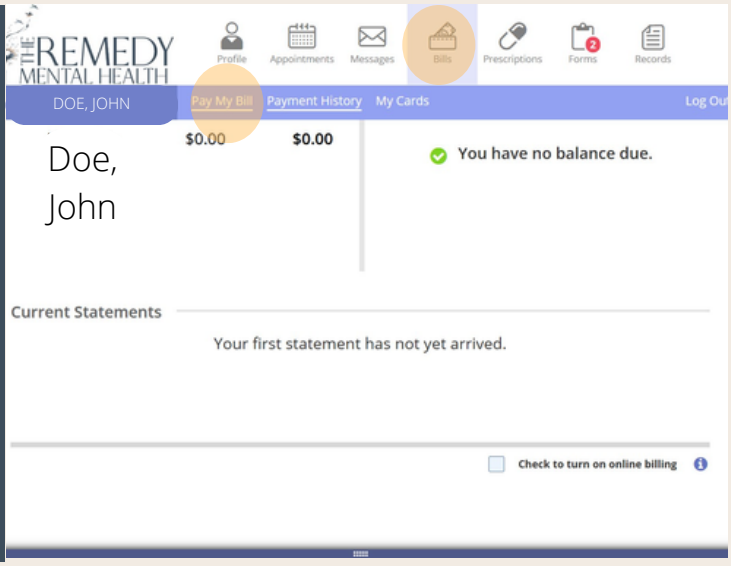
ONLINE BILLING

1

You can pay any outstanding bills within the portal as well as view payment history.

Click the "Bills" tab at the top of the page.

The first page will show you any balances that you have due. You can also check the checkbox at the bottom to stop receiving mailed paper statements.



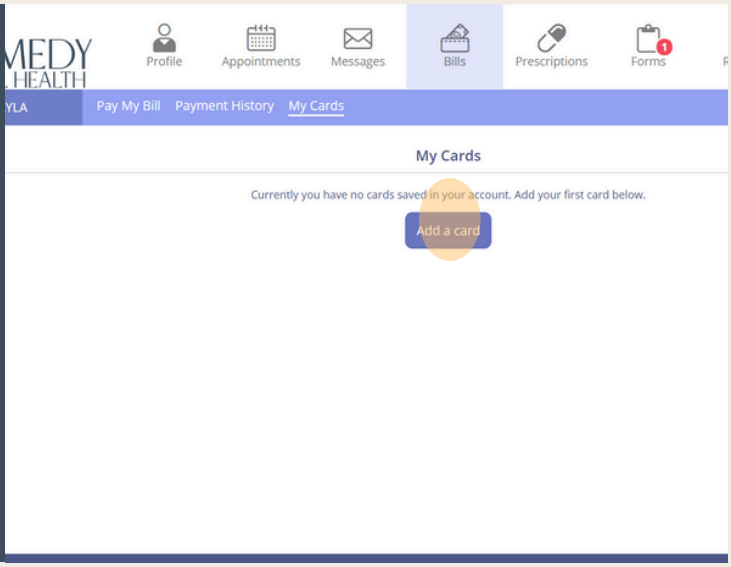
2

Click on "Payment History" to view past payments.

3

To save payment cards on file, click "My Cards" and "Add a Card". You will then be prompted to add in your card information and save it for future use.

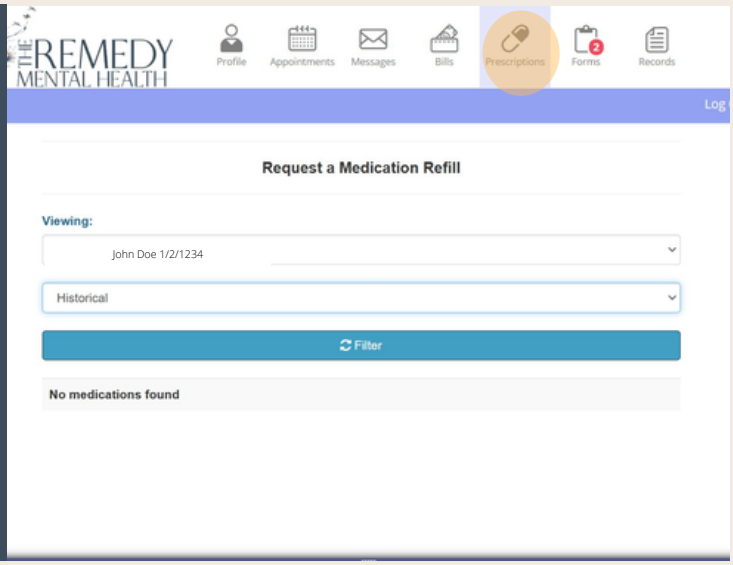
NOTE: You do not have to save a card in order to make payments.



PRESCRIPTION REQUESTS

1

To view your current prescriptions as well as request a refill, you will click “Prescriptions” at the top. If you have any medications on file that can be refilled they will be listed and you will be able to click on them to request a refill.



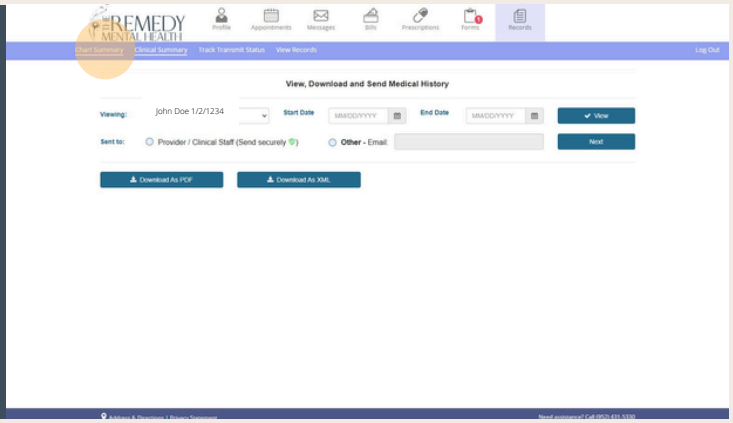
RECORDS

1

Click on the “Records” tab to view your medical records.

2

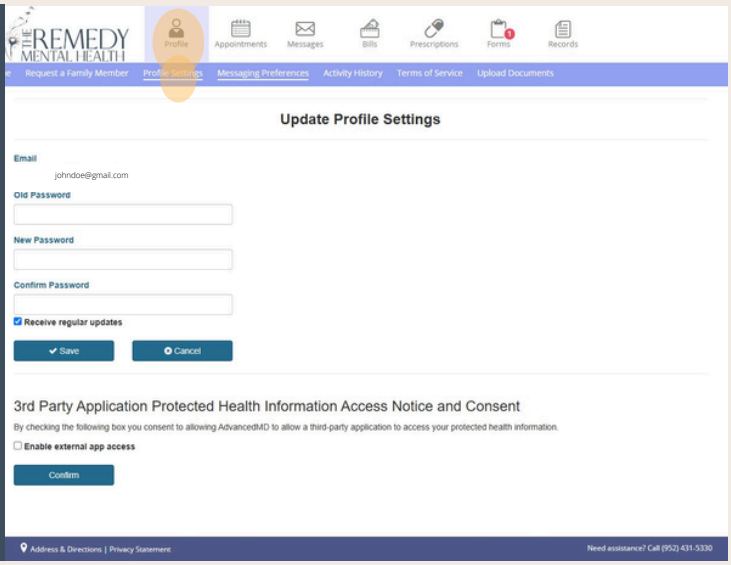
Click on “Chart Summary” to view your patient chart. If you would like to download your medical history you can click on “Download as PDF” or “Download as XML”

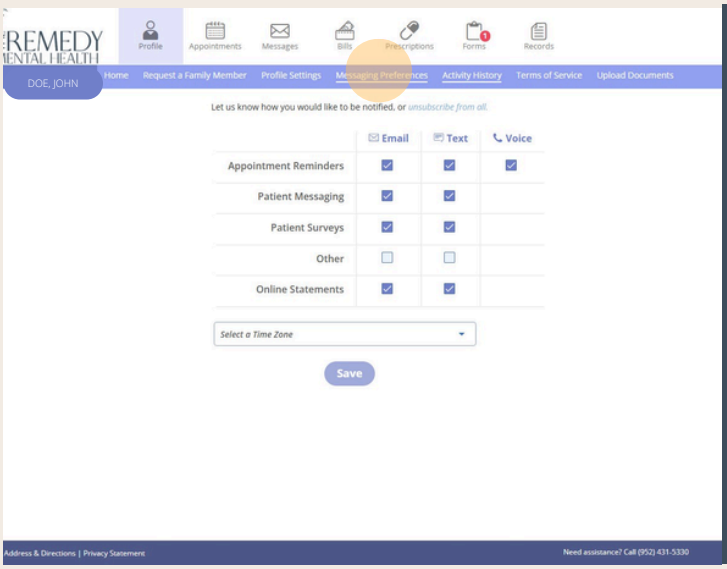


PASSWORD CHANGE & DOCUMENT UPLOAD

1

To update your password, once you are logged in, click on the "Profile" tab and click "Profile Settings". Then enter in your current password followed by your new password in the appropriate fields and click "Save".



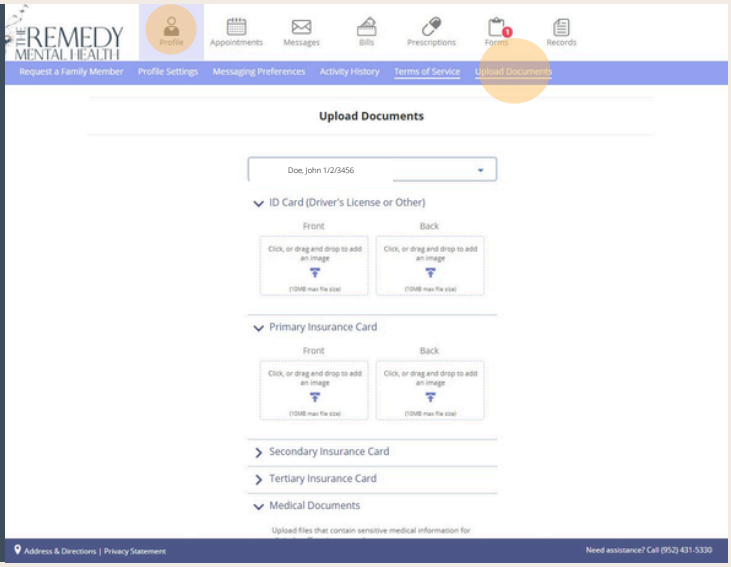


2

To update your messaging preferences, click the "Profile" tab and then select "Messaging Preferences". Here will need to click on the boxes for which notification types you would like to receive and through which platforms.

3

To upload documents such as your insurance card or ID, click on "Profile" and then click "Upload Documents".



ADDING FAMILY MEMBER

1

To add a family member to your account, click on “Profile” and then select “Request a Family Member.”