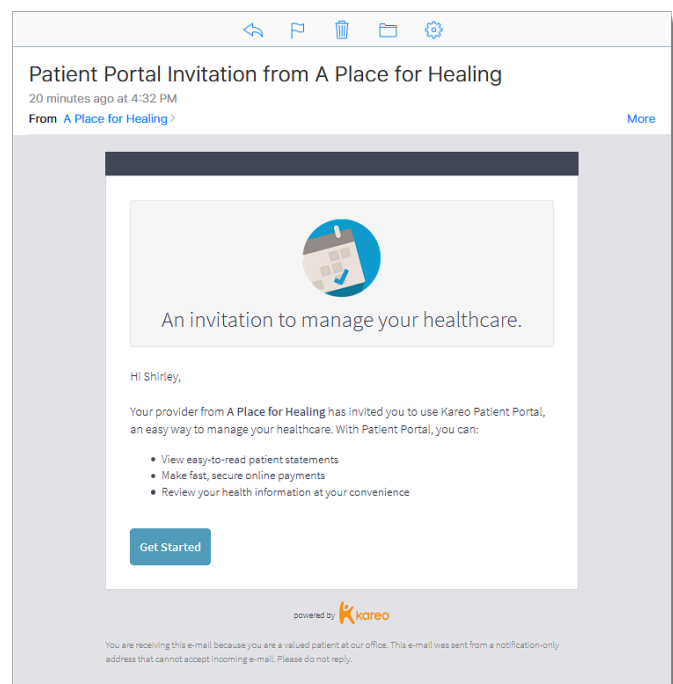

The Patient Portal has answers...

Activate Patient Portal

When you send us your Billing Information Form, including your email address, we will email you an invitation to the *Patient Portal*.

1. In the email invitation, the patient clicks **Get Started**.
The *Patient Portal* 'create your account' page opens.

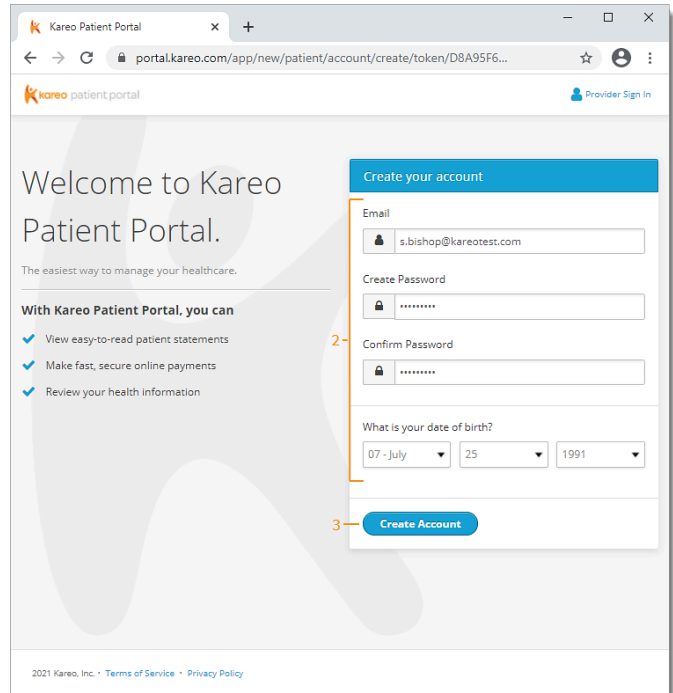


If you encounter problems, please email info@professional-practice.org with the following information:

1. A screenshot of the error message that you're receiving.
2. Your name, the name of the provider you see, and your date of birth.

You can also call Kareo Customer Service at (888)775-2736 for assistance.

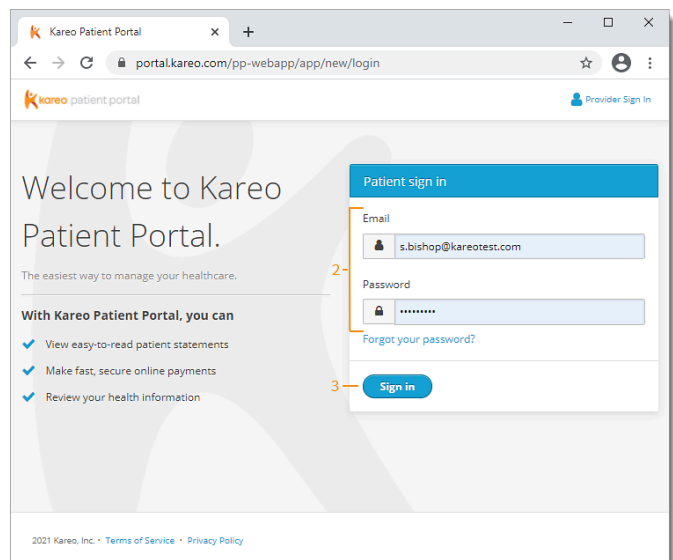
2. You set a *Password* and enter your *Date of Birth*.
Note: The *Email* is auto-populated from the email invitation.
3. Click **Create Account**. The account is created and the *Patient Portal* dashboard opens.



Access Patient Portal

After the account is activated, you can log into the *Patient Portal* anytime through your mobile device or computer.

1. The patient opens portal.kareo.com in a web browser. The *Patient Portal* page opens.
2. Patient enters their *Email* and *Password*.
3. Patient clicks **Sign in**. The *Dashboard* opens.



If you encounter problems, please email info@professional-practice.org with the following information:

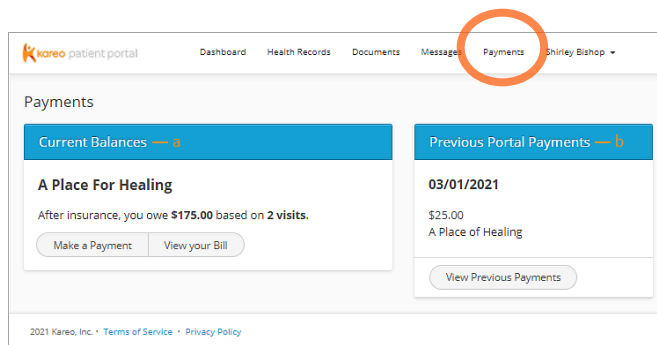
1. A screenshot of the error message that you're receiving.
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Navigate Payments

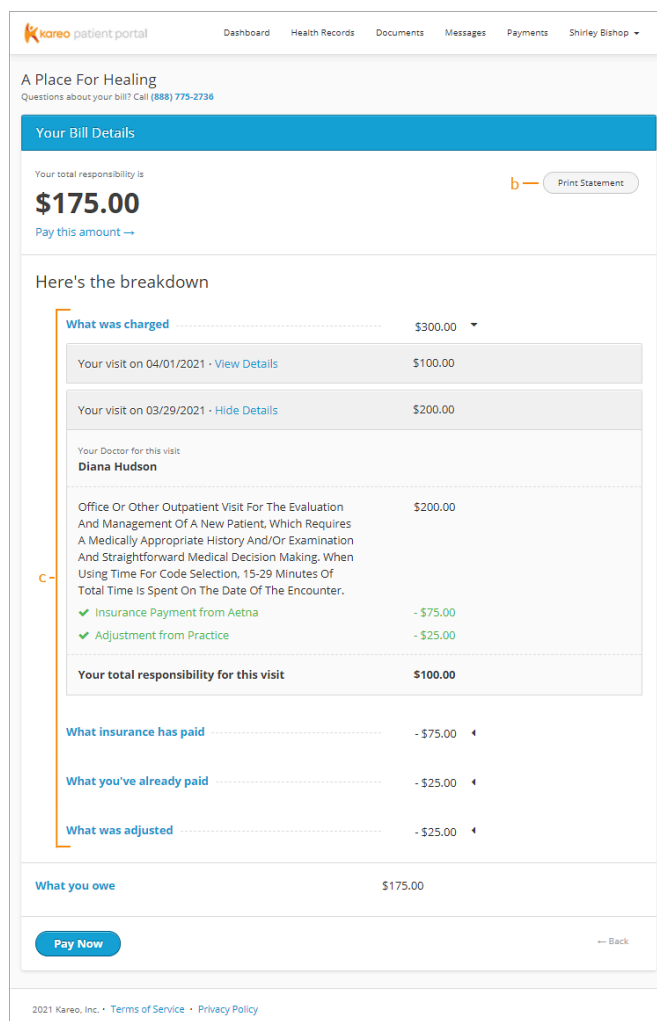
Click "Payments" in the list of options at the top of the screen.

- Current Balance:** Displays the current patient balance. Click [Make a Payment](#) to pay the balance online or click [View your Bill](#) to see the breakdown of the bill or the print the statement.
- Previous Portal Payments:** Displays previous payments made through the *Patient Portal*. Click **View previous payments** to see additional payments.



View Statement Details

- Click **View your Bill**. The *Your Bill Details* page opens.
- Print Statement:** Click to print the details of the page.
- Review the breakdown:
 - Click **View Details** to display which code(s) was billed for the specific visit and the breakdown of applicable insurance payments and adjustments.
 - Review total insurance payment, patient payment, and adjustments.
- Payment:** Review the patient balance. Click **Pay this amount** at the top of the page or **Pay Now** at the bottom of the page to [make a payment](#).



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Make Payment

1. Click **Make a Payment**. The *Make a Payment* page opens.
2. The patient clicks to select the payment amount to pay.
Note: The patient can click **I want to see my statement before I pay** to [view their statement](#) first.
 - "Pay full Amount" to pay the total amount owed.
 - "Pay other amount" to enter a different payment amount.
3. **Payment Method:**
 - If the patient has Apple Pay, Google Pay, or Microsoft Pay set up, click the icon to process the payment.
 - To use a [saved patient payment card](#), select "Use a saved credit card". If there are multiple cards on file, click the drop-down to select the desired card.
 - To manually enter a new card, select "Use a new credit card". Then, populate the *Name on Card*, *Card Number*, *Expiration Date*, and three-digit CVV code.
4. Click **Submit Payment**. The *Payment Successful* page opens with a receipt and the option to print.

The screenshot shows the 'Make a Payment' interface in the Kareo patient portal. At the top, it displays 'A Place for Healing Bill · \$175.00'. Below this is a 'Make a Payment' section with two radio button options: 'Pay full Amount (\$175.00)' (selected) and 'Pay other amount' with an input field. A link 'I want to see my statement before I pay →' is provided. The 'Choose payment method' section includes an Apple Pay button, 'Use a saved credit card' (selected), a dropdown menu showing 'Visa ending in 8880', and 'Use a new credit card'. A 'Submit Payment' button is at the bottom, with a 'Back' link to its right. The footer contains '© 2021 Kareo, Inc. · Terms of Service · Privacy Policy'.

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