



# Tips & Tricks Weekly



## Patient Registration Email Verification for Patient Portal Access

In order to ensure that we have the most secure email address for our patients, the email address should be verified in person *at least* yearly. When a patient presents for his or her appointment, the patient should be asked whether his or her email address is accurate or obtain the email address if no email is listed in the patient's account. As a reminder, patients should complete paperwork at their new patient visit and yearly thereafter.

Secure, accurate documentation would include the following:

1. Entering the patient's email address under the Patient tab in APM:

**Bridget Test** Pt# 00100055558601 - Bal. \$0.00  
Registration

Summary Patient Account Policies Sliding Fees Additional Info History

**Bridget Test** DOB: 08/08/2004 Sex: F  
SSN: \*\*\*\*\*1111 Age: 16 years

— Patient Information —

Patient:

Patient#: 00100055558601 SSN: \*\*\*\*\*1111

Last Name: Test

First, MI: Bridget Suffix:

Address 1: 222 W Main Street

Address 2:

City: Johnson City State: TN

Zip Code: 37604 Country: US

Home Tel#: (423) 555-5555 Ext:

Work Tel#: Ext:

Cell#: (423) 545-5555 Ext:

Sex: Female

Birth Date: 08/08/2004 Age: 16 years

Employer:

E-Mail: **bridget@etsu.edu**

Enterprise#:

2. Documenting that the email address was verified in person under the Additional Info tab:

**Bridget Test** Pt# 00100055558601 - Bal. \$0.00  
Registration

Summary Patient Account Policies Sliding Fees Additional Info History

**Bridget Test** DOB: 08/08/2004 Sex: F  
SSN: \*\*\*\*\*1111 Age: 16 years

— Patient Additional Information —

Field Name	Field Value
Race	White
Ethnicity	Non-Hispanic or Latino
Language	English
Deceased	
Alias Name/Previous	
Contact Preference	
HIPAA Information	
Vacc for Children	
Pronoun	
Dpt Out Appt Reminders	
Referral Source	
Locations	
eNotify Contact Preference	
eNotify Language Preference	
<b>Email Received in Person</b>	<b>Email Obtained</b>
	Email Obtained
	No Email
	Declined

Once we have the patient's email address documented in APM and verified *in person*, a connection request to connect with the FollowMyHealth™ patient portal can be approved if the patient requests a connection. If the email address sent with the connection request does not match what is in APM, or if an email address is not documented and verified in APM, the connection request will be denied and the patient will be instructed to contact the clinic for email verification.

If a patient is connected to FollowMyHealth™, the Patient Banner in Touchworks will display a green "P" icon.

Provider: Hide VTB

Chart: **Test, Bridget**

08-Aug-2004 (16y) F

PCP: Cox, Miranda

FY1: FY1

H Phone: (423)555-5555

Security: No Restricted Data

MED & NON-MED ALLERGIES

Directives Signature On F