

Patient Portal Registration Guide



Welcome to Your New Patient Portal!

East Valley Community Health Center has partnered with IntelliChart to bring our patients a new and improved patient portal experience. The new patient portal will allow patients to request appointments, request prescription refills, view & pay bills online, view lab results, communicate with their care team, and more!

This step-by-step guide will help you navigate through the registration process. If you require assistance, our patient experience team is eager to help you. Send a text to 626-788-8723

STEP 1:

EMAIL

- You will receive an email with a link prompting you to set up your *new* IntelliChart Patient Portal account.
- The link provided will expire within 14 days after the send date. Once the link expires, you will need to contact customer service so a new link can be sent to you.



Hi [Patient First Name],

We're excited to announce that we're upgrading our patient portal!

With your new portal, you can access your health information and connect with your care team.

Ready to access your account?

[SETUP MY ACCOUNT](#)

Thank you for choosing East Valley for your healthcare needs.

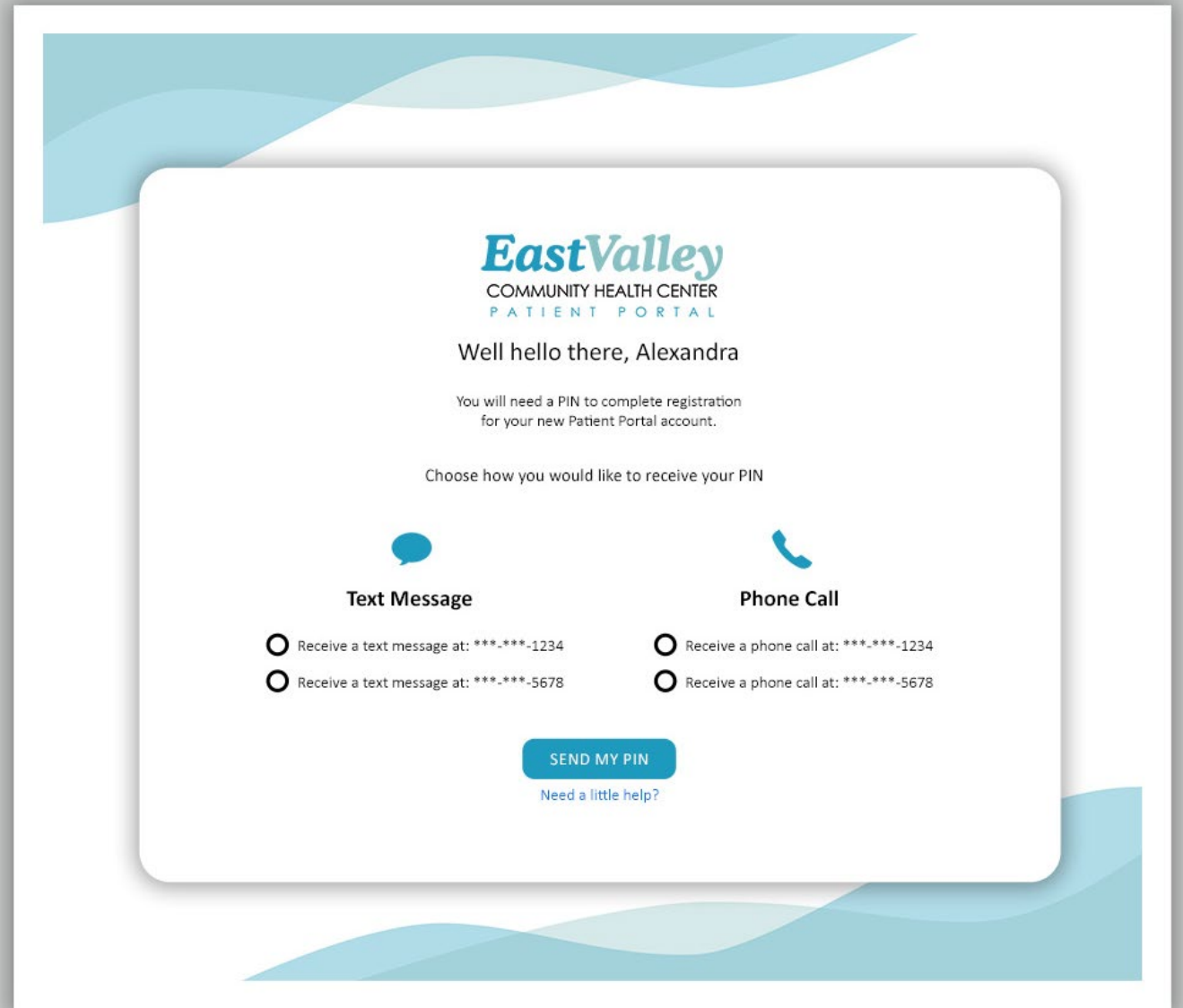
Sincerely,
Your East Valley team

This electronic message may contain information that is confidential and/or legally privileged. It is intended only for the use of the individual names as recipient in the message. If you are not the intended recipient of this message, please notify the sender immediately and delete the material from any computer. Do not deliver, distribute or copy this message, and do not disclose its contents or take any action in reliance on the information it contains. Thank you

STEP 2:

Pin Delivery

- Once you click the emailed link, you will be directed to the following page and prompted to select a PIN delivery method.
- Methods of delivery include:
 - Phone Call
 - Text Message



EastValley
COMMUNITY HEALTH CENTER
PATIENT PORTAL

Well hello there, Alexandra

You will need a PIN to complete registration for your new Patient Portal account.

Choose how you would like to receive your PIN

Text Message

- Receive a text message at: ***-***-1234
- Receive a text message at: ***-***-5678

Phone Call

- Receive a phone call at: ***-***-1234
- Receive a phone call at: ***-***-5678

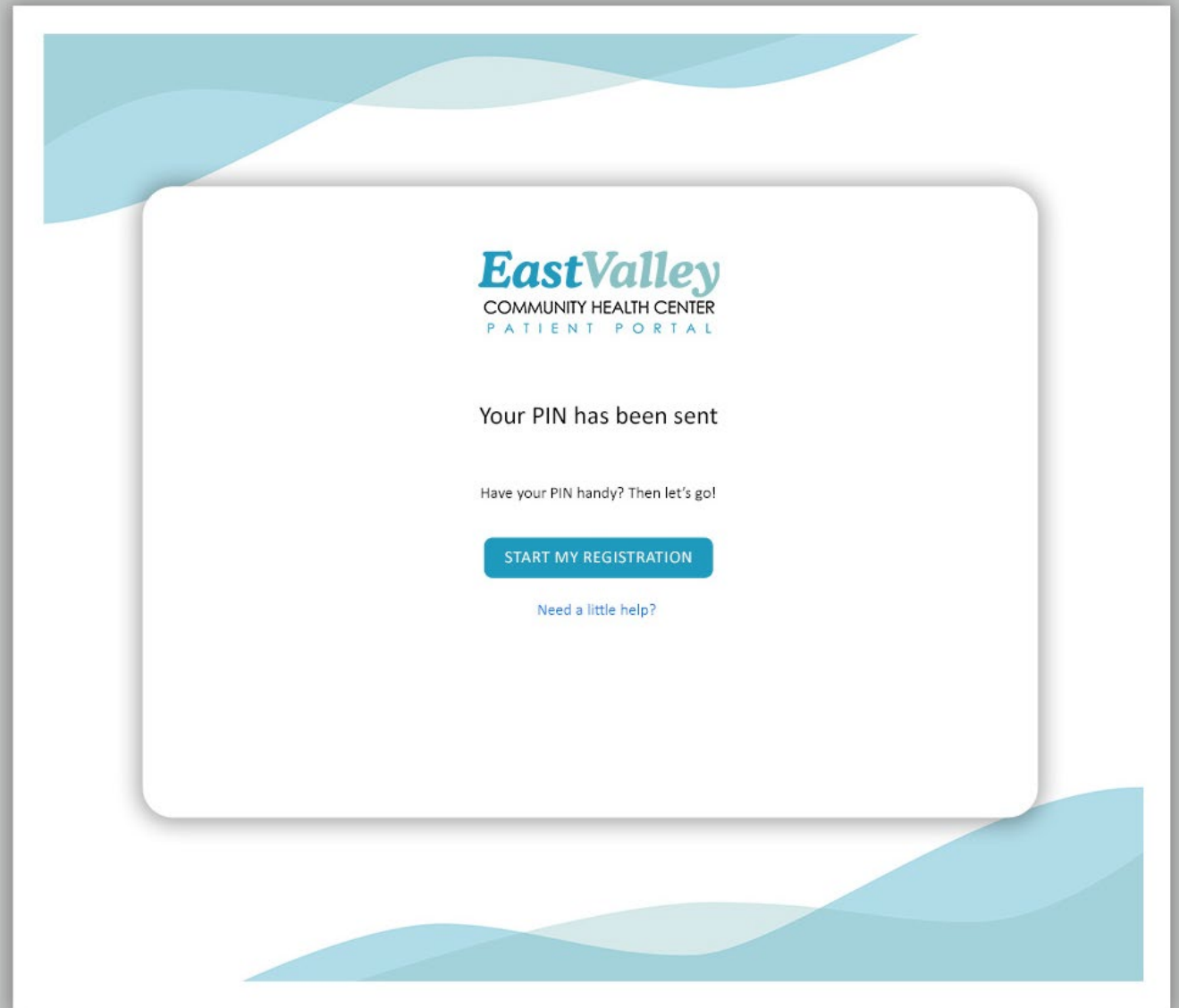
SEND MY PIN

[Need a little help?](#)

STEP 3:

Unregistered Patients

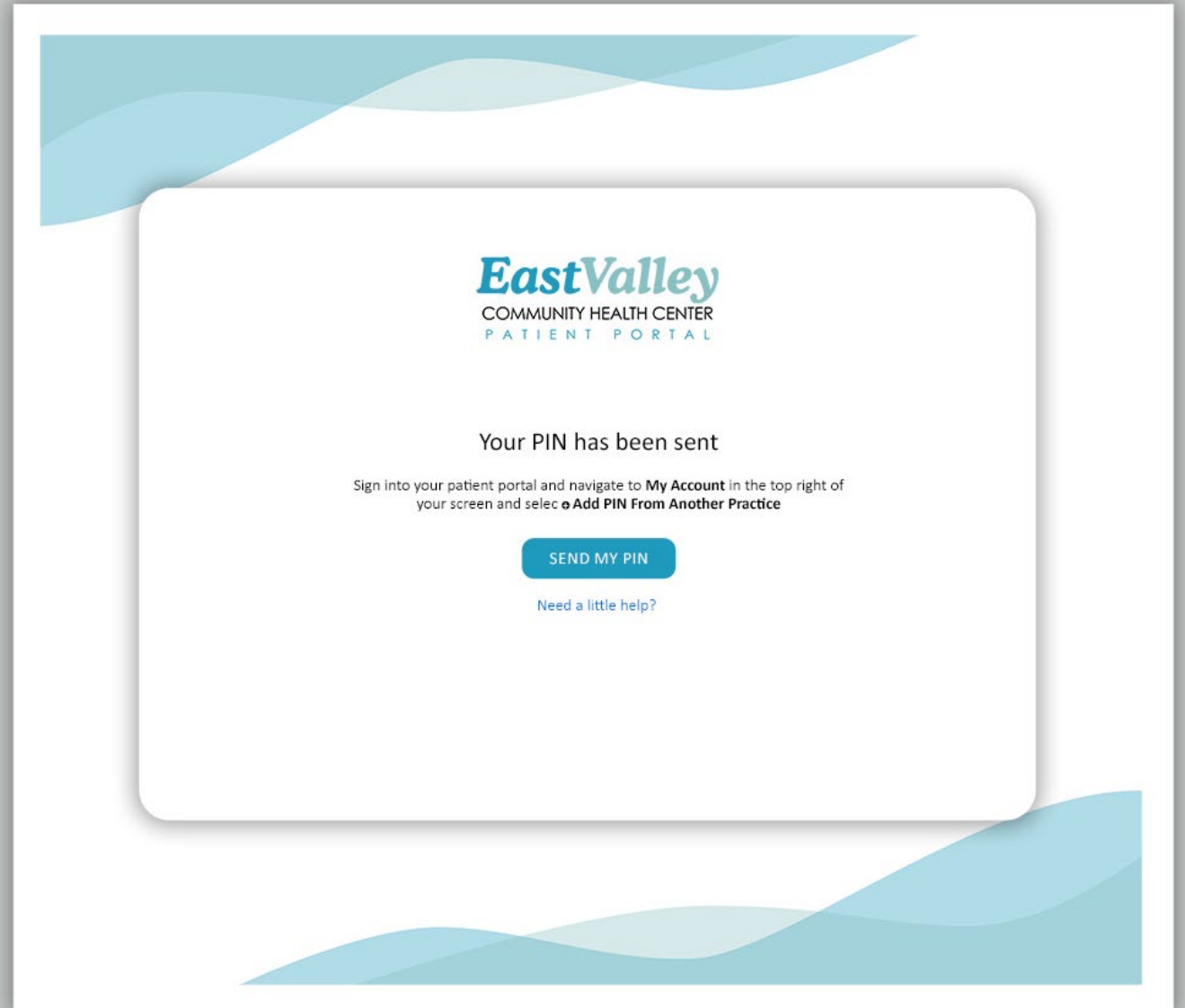
- Patients who do not have an IntelliChart account from previous medical providers will be redirected to the following page to begin the registration process.



STEP 3:

Registered Patients

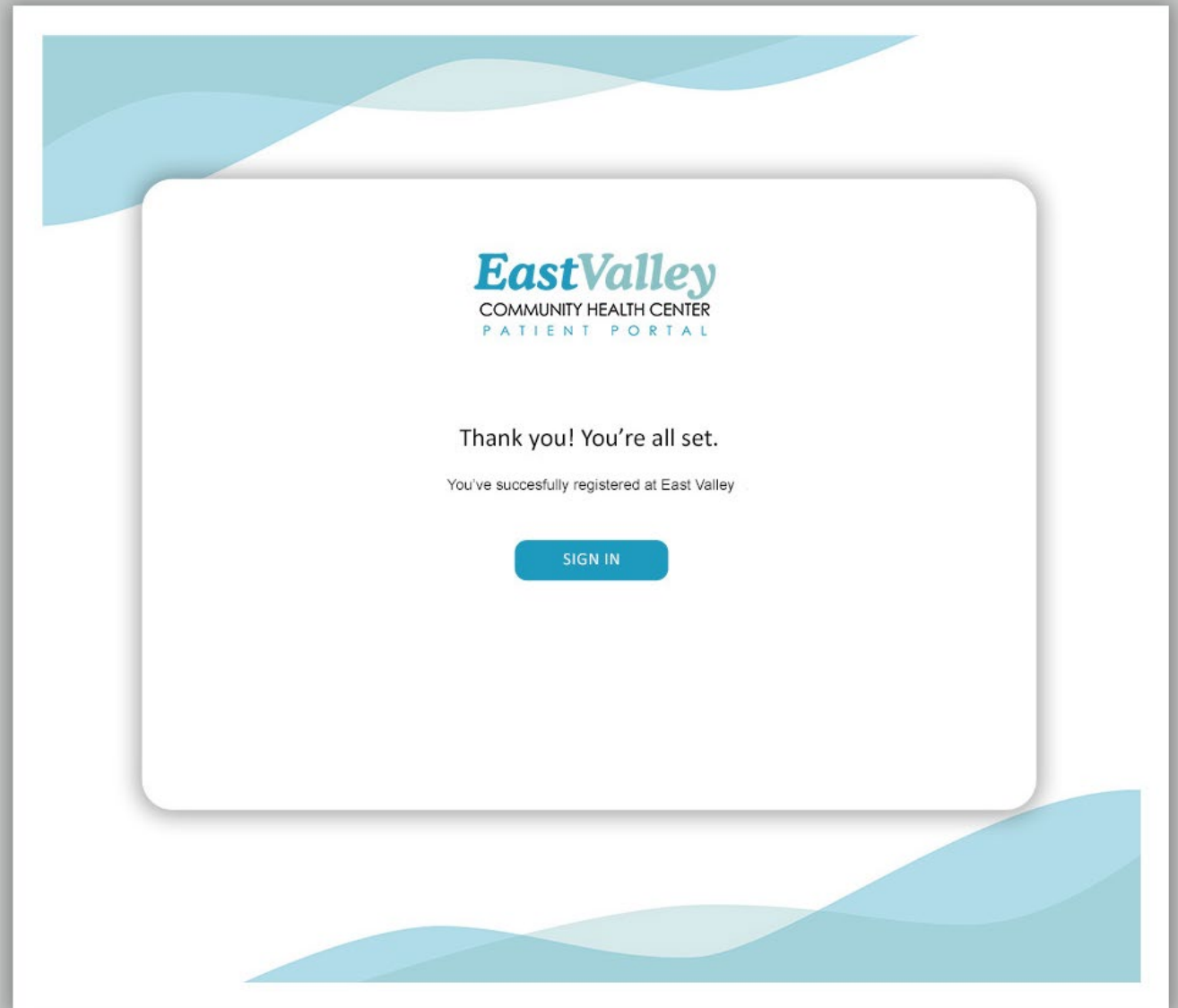
- Patients who already have an IntelliChart account will be directed to the following page, instructing them to add a PIN by logging into their IntelliChart account.



STEP 4:

Completed Registration

- After completing the registration process, patients will be directed to the following page, where they can proceed to sign in.



Patient Portal Sign In Page

EastValley
COMMUNITY HEALTH CENTER
PATIENT PORTAL

Welcome back!

It's so great to see you again.

Email Address
patient@gmail.com

Password
.....

SIGN IN

[Forgot your password?](#)

[iOS](#) [Android](#)

We're Here to Help!



We're here to help!

I already have an account.

You may have already registered for a PatientPortal account with another healthcare provider who also uses IntelliChart's PatientPortal. By accessing your PatientPortal, you can see your medical records for all the healthcare practices you attend who use IntelliChart's PatientPortal.

I did not receive my PIN.

We recommend that you contact the office for additional support.

My phone number is not being displayed.

We recommend that you contact the East Valley office at 626-788-8723 for additional support

Something else is wrong.

We recommend that you contact the East Valley office at 626-788-8723 for additional support

[BACK](#)