

This document is intended to assist Porter-Starke Services clients to access their patient portal to sign documents after they have had their account opened during a phone call service with Porter-Starke Services staff.

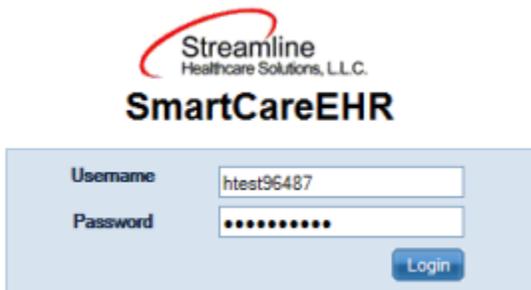
Logging Into Your Patient Portal

To access the portal, you must use either Internet Explorer or Google Chrome as your browser. Please either:

- (a) Go to www.porterstarke.org and click on the Patient Portal link on the top/right corner of the homepage
- (b) OR Enter this address into your browser's address window:

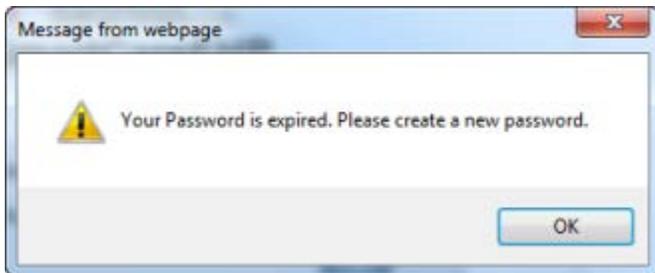
<https://scportal.porterstarke.org/PSSSmartcarePatientPortal/Login.aspx>

When you first log into the portal, it will require you to reset your password and set up security questions. On the login screen enter your Username and the initial Password you were given. If you do not remember what you were given, please have your personal information available, including your identification number, and call Porter-Starke Services to speak with Reception.



The image shows the Streamline Healthcare Solutions, LLC. SmartCareEHR login form. It features a logo at the top with a red swoosh. Below the logo, there are two text input fields: 'Username' containing 'htest96487' and 'Password' containing a series of dots. A blue 'Login' button is positioned to the right of the password field.

Click the Login button. This message will display:



Click the OK button and this form will display:



The image shows a 'Change Password' form. It has four text input fields: 'Username' (htest96487), 'Old Password' (dots), 'New Password' (dots with a green checkmark to its right), and 'Confirm Password' (dots). There are 'OK' and 'Cancel' buttons at the bottom.

Type in the original password you were given in the Old Password text box and then create a new password. Type the new password in the New Password and Confirm Password text boxes.

Please remember your password. If you forget it or your security questions, please call our Front Desk to have those reset for you.

This will return you to the login screen with your new password already entered into the Password box:

Username

Password

Click the Login button.

You will then be required to set up three security questions. Select three questions and type in an answer for each question:

Security Questions

Security Question 1

Answer

Security Question 2

Answer

Security Question 3

Answer

Then click the save button. You will then be logged into the Patient Portal:

My Office Test, Test (98529)

Client Summary

Summary

Client ID: 98529

Name: Test, Test Status: Registered DOB: 08/21/1999

Registered On: 08/28/2017 Last Seen On: 08/30/2017 Next Scheduled:

Primary Clinician: Primary Program: Farr

Primary Physician: Note:

Changing Your Preferences

Click My Office at the top left corner. From here, you can change your Password, Security Questions, Contact Preference and Preferred Pharmacy.

My Preferences

Account

User Name: TTest98529

Password:

Confirm Password:

Contact

Contact Preferences:

E-mail Id:

Pharmacy

Preferred Pharmacy 1:

Preferred Pharmacy 2:

Preferred Pharmacy 3:

Security Questions

Security Question 1: What is your pet's name?

Answer:

Security Question 2: What is the name of your favorite Childhood friend?

Answer:

Security Question 3: What is your oldest sibling's birthday month and year?

Answer:

Unsaved Changes

Once any changes are made, select the **Save** button in the top right corner.

My Preferences

Account

User Name: TTest98529

Password:

Confirm Password:

Contact

Contact Preferences:

E-mail Id:

Pharmacy

Preferred Pharmacy 1: ADVANCED CARE PH SHELBY - SHELBY

Preferred Pharmacy 2:

Preferred Pharmacy 3:

Security Questions

Security Question 1: What is your pet's name?

Answer:

Security Question 2: What is the name of your favorite Childhood friend?

Answer:

Security Question 3: What is your oldest sibling's birthday month and year?

Answer:

Save

Signing the Required Documents

Click My Office at the top left corner, then click Dashboard. This will show two widgets. The Document To Do widget is the important one.

In the Document To Do widget, you will see any documents that have been assigned for signature.

Overall: work through them from top to bottom of the list by clicking the hyperlink of the one you want to work on, working on it, signing it, and then clicking the red X to leave your work and go to the next one. It is strongly recommended to end with the "PSS Consent to Treat" as it references two other documents. Steps to follow....

From Document To Do, click the hyperlink:

EHR Documentation | DFA Test

My Office Test, DFA (1) GO! Type OR Select

Dashboard

Dashboard

EHR Widgets

Assigned Document(s)

	Notes	CarePlan	MHA	Other
Due Now	0	0	0	2
In Progress	0	0	0	0
Due in 14	0	0	0	2
Co-Sign	0	0	0	0
To-Sign	0	0	0	0

Document To Do

Documents	Dates	Status
PSS Client Rights and Responsibilities	05/04/2020	To Do
PSS CMT Authorization to Receive Protected Health Information	05/04/2020	To Do
PSS Consent to Treat	05/04/2020	To Do
PSS INJECT Consent	05/04/2020	To Do

Read the information.

For the document “PSS Client Rights and Responsibilities” you will acknowledge review by clicking Complete:

PSS Client Rights and Responsibilities

05/04/2020 - PSS Client Ri... Go To Complete

View Share Status New Effective 05/04/2020 Author Test, DFA More Detail

Client Rights and Responsibilities

Welcome to Porter-Starke Services
As a client, it is your right to receive a copy of the Client Rights and Responsibilities.

Your Rights

- You will be treated with dignity, respect, and not lose any of your rights because you receive services.
- You have the right to easy access and timeliness of care.
- You have the right to receive services that will not jeopardize your employment.
- You have the right to fair treatment no matter what your race, religion, gender, ethnicity, age, disability, sexual orientation, where you come from, or your source of payment for services.
- You have the right to practice your religion and work with staff on any special needs you might have.
- You have the right not to be physically or sexually hurt and you have the right not to be made fun of or teased. The treatment person you are seeing cannot

You will see it transform to a PDF. Then, click the red X to move back to the list:

PSS Client Rights and Responsibilities

05/04/2020 - PSS Client Ri... Go To Complete

View Share Status New Effective 05/04/2020 Author Test, DFA More Detail

Client Rights and Responsibilities

Create Document... Save

You will return to the dashboard and the widget. You will move to the next document listed To Do for the status. Click that hyperlink.

For “PSS CMT Authorization to Receive Protected Health Information” you will fill out the date, event, or condition when the authorization expires only if you wish to specify a date other than 60 day after services have been terminated or when all financial responsibilities have been satisfied. Then, click Sign:

PSS CMT Authorization to Receive Protected Health Information

05/04/2020 - PSS CMT Autho... ← → Go To ▼ Sign

View Share Status New Effective 05/04/2020 ▼ Author Test, DFA ▼ More Detail

Authorization TO RECEIVE Protected Health Information

The undersigned hereby authorizes Porter-Starke Services to RECEIVE Medicaid claims data that may include content relating to drug and alcohol use treatment, infectious disease including HIV/AIDS from the agency listed below:

Click the red X to move back to the list and move to the next hyperlink.

For the “PSS INSPECT Consent” you will click Sign, then the red X.

For the “PSS Notice of Privacy Practices” you will click Sign, then the red X.

For the “PSS Welcome Letter” you will click Complete, then the red X.

For the “PSS Consent to Treat” you will:

- Information Given to Client > (1) I have received a copy of the Client Rights > checkmark this
- Information Given to Client > (2) I have received a copy of the HIPAA Notice of Privacy Practices > checkmark this
- Click Sign, then the red X

For the “Release of Information” you will need to either:

- Fill out a paper release in the office at this time
- Go to www.porterstarke.org > Forms (top right of screen) > and find the three “Authorization for Disclosure of Protected Health Information” documents located there, fill them all out, and email/scan/mail them to Porter-Starke Services.

After signing all of these documents, if you have not completed the “Declaration of Income” over the phone with Admissions staff, please go to www.porterstarke.org > Forms (top right of screen) > and find the “Declaration of Income” document located there; please fill that out and email/scan/mail that to Porter-Starke Services.