



# Patient Portal

Patient Portal Access is available around-the-clock through a secure, encrypted URL link. Log on with your private user name and password:

## Patient Advantages:

- 24 hours a day/7 days a week
- Enter your medical history on-line
- Complete New Patient Registration and update demographics
- Send Secure messages to doctors' office
- Refill Prescriptions
- Request & keep track of appointments

## How Do You Sign Up?

- Contact our office to register
- Provide your name and email address
- You'll be assigned an username and password
- Our office will send you a secure link to log on via your email address

## IT'S THAT EASY!!!!

When a patient logs in to the Portal for the first time, the patient is asked to authenticate his/her identity before proceeding. After the patient clicks the Sign In button, the portal displays the User Validation window.

The patient enters either his/her birth date or phone number, then clicks the Submit button:

**User Validation**

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**Welcome Bob,**  
As an added security measure, please answer any **one** of the questions below to authenticate yourself. By submitting this information you are confirming that you are the intended recipient of the access credentials and have not obtained the information in error.

Date Of Birth

OR

Phone Number  Ext

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The patient will be prompted to select a new password.

Reset Password

Congratulations, you have authenticated yourself.  
Please select your new password.  
Refer Password Guidelines to create secure passwords.

Customize your security question.

User Name: BobHaand1972

Security Question: What is your father's middle name

New Password: [Strong password]

Confirm New Password: [Strong password]

Submit Cancel

Reset Password

Congratulations, you have authenticated yourself.  
Please select your new password.  
Refer Password Guidelines to create secure passwords.

Customize your security question.

User Name: BobHaand1972

Security Question: [Dropdown menu with options: What is your library card number, What is your license number, What was your first phone number, What was your favorite teacher's name, What is your father's middle name, What was your mother's maiden name, Create my own question]

New Password: [Strong password]

Confirm New Password: [Strong password]

New Password and Confirm Password should be identical

Submit Cancel

After logging in, patients see the practice's customized Patient Portal Home page, from which they can access information, ask medical or administrative questions of the practice, receive reminders from the practice, and review specific documents, results, and reports regarding their healthcare.

## Portal Home Page

Home Switch To Classic View Help Practice Details Sign Out

Hi John, here's a notice from your doctor

Hello!

Welcome to Westborough Primary Care Online Patient Portal. Please use this site for a easier and a secure communication with your provider.

MORE

medical records

Personal Health Record can be requested by clicking on the Request PHR on the right side

Request PHR

View Medical Records

current medication

Medi-Bismuth 262 MG

request refill View all meds