Patient Portal Self Enrollment

Overview

Self-enrollment allows existing users to enroll for patient portal access without needing an invitation. Users simply enter information about the patient and verify their identity to gain access to the portal. The self-enrollment workflow can be accessed as an alternative (or in addition) to the registration process, which requires an invitation to claim an account.

Important! Self-enrollment is used for existing patients in your electronic health record (EHR). Self-enrollment is not intended for proxy use.

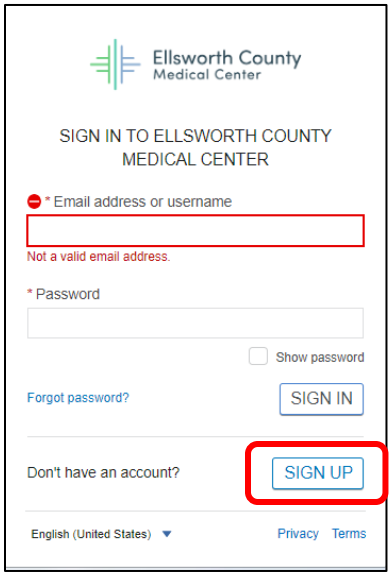
NOTE:

- The minimum age for self-enrollment is 13.
- An email address or social security number must be entered in Cerner to verify identity and complete the self-enrollment process.

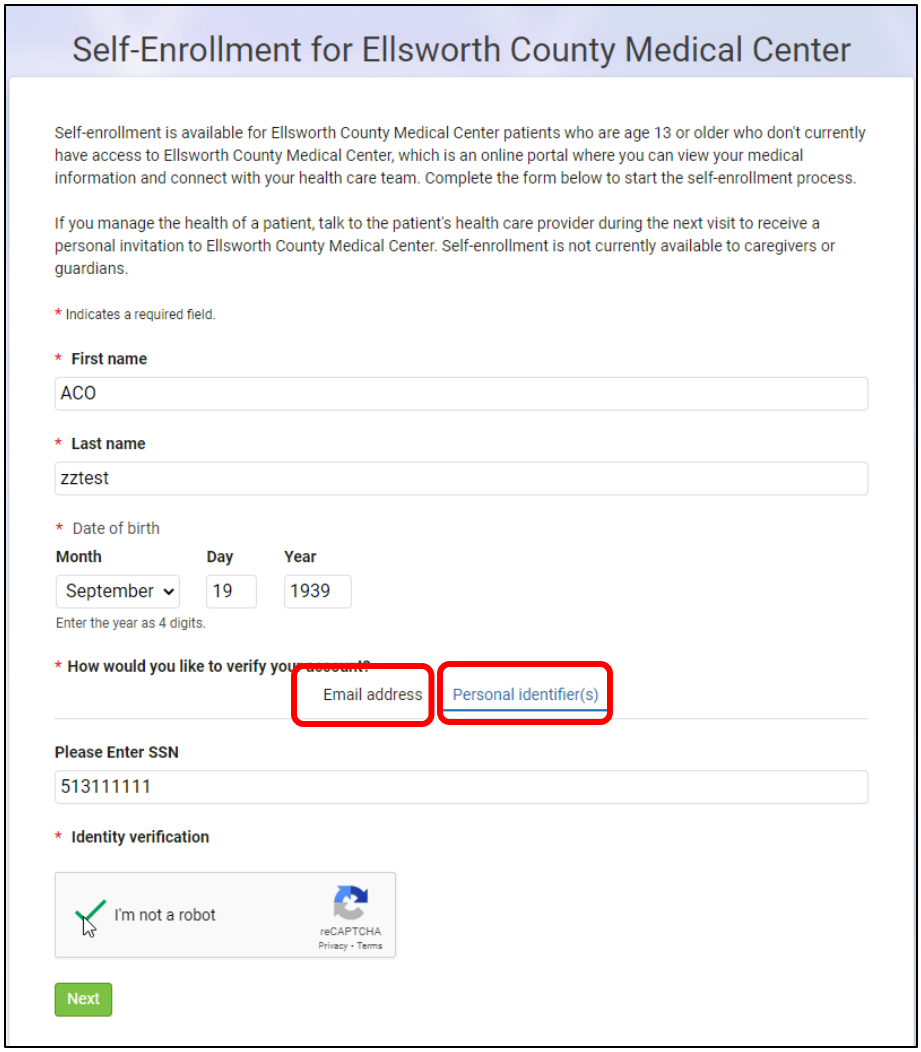
Self-Enrollment Process

Complete the following steps to self-enroll for a patient portal account:

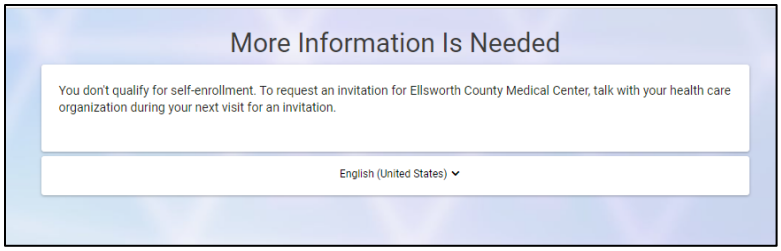
1. Access the link for your organization's patient portal website, as indicated by your provider. Click on Sign-up to start the self-enrollment process.



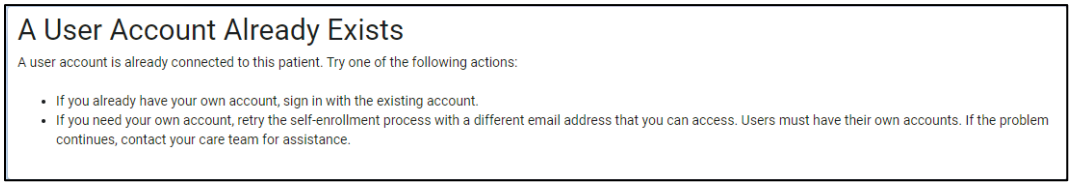
2. Enter your first name, last name, and date of birth in the appropriate boxes.
    a. At the beginning of the self-enrollment workflow, a page is displayed to the user that requires input for a patient search. The users are always required to submit their first name, last name, and date of birth, and to complete the Identity Verification section.

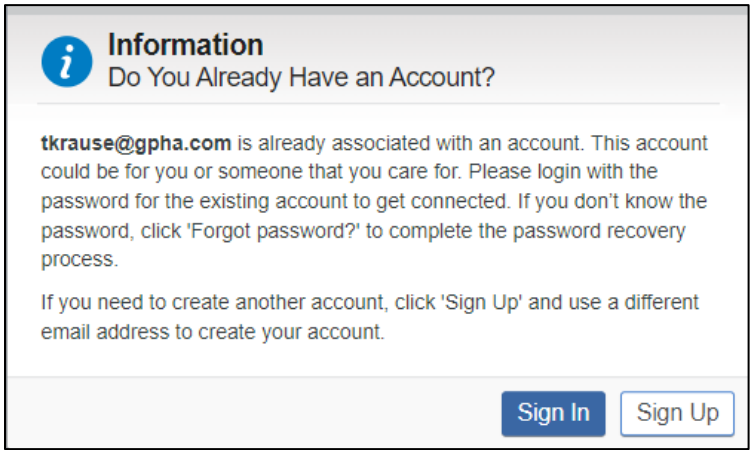


3. You will also have additional elements for personal identification. Individual tabs will be shown. Email address or SSN has been set up to be the default form of verification.
    a. If the email address option is configured, a user can input an email address instead of a personal identifier. HealtheLife will check multiple areas in Cerner for a match. If a match is found, an email containing a verification code is sent to the email address on file.
    b. If an email is not entered in Cerner, identity verification must be completing using the personal identifier (SSN) option. HealtheLife will check Cerner for a match.
4. Select the check box in the Identity Verification section to prove you're not a robot.
5. Click **Next**. The system searches to validate your identity.
    a. If a match is not found, a message similar to the following is displayed. If this message is displayed, you must talk to your health care organization to request an invitation and use the registration process.

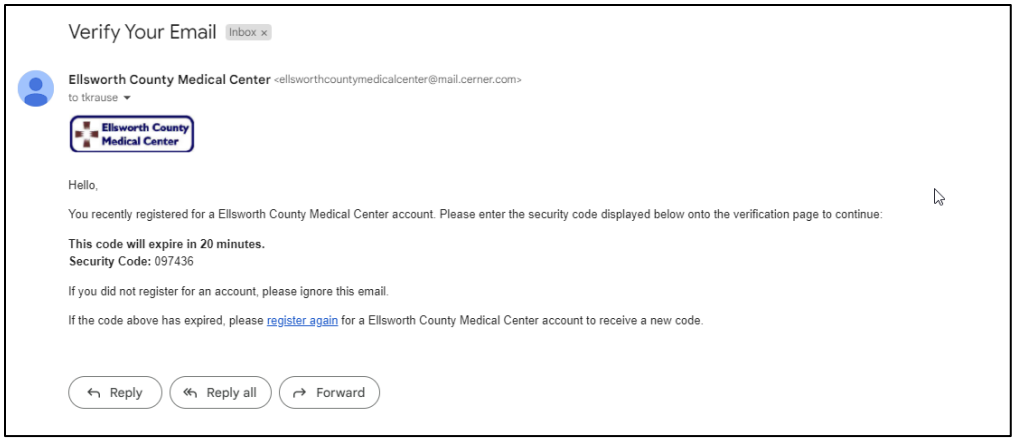


b. If a patient match is found and the user already has already created a portal account, a message similar to the following is displayed. A link also is displayed that directs the user to the Sign In page once selected.

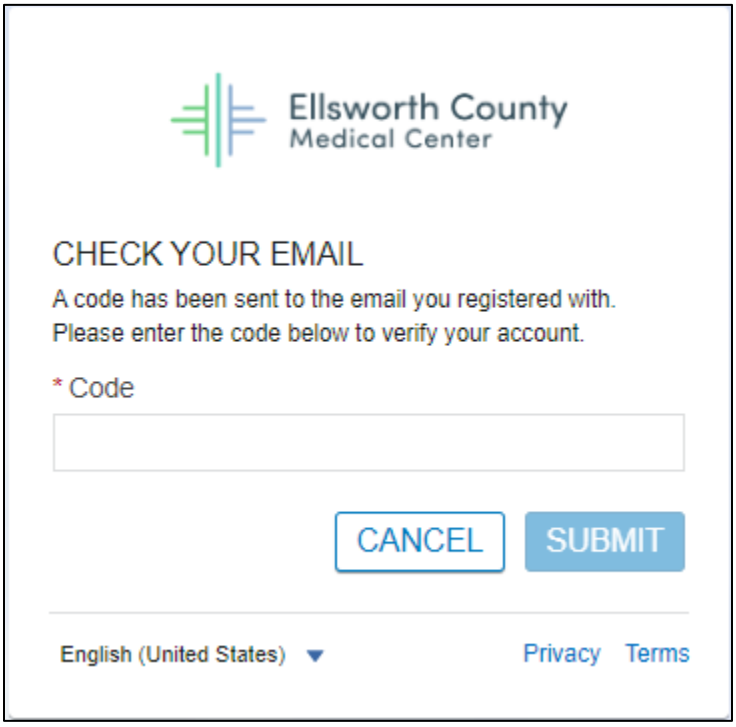




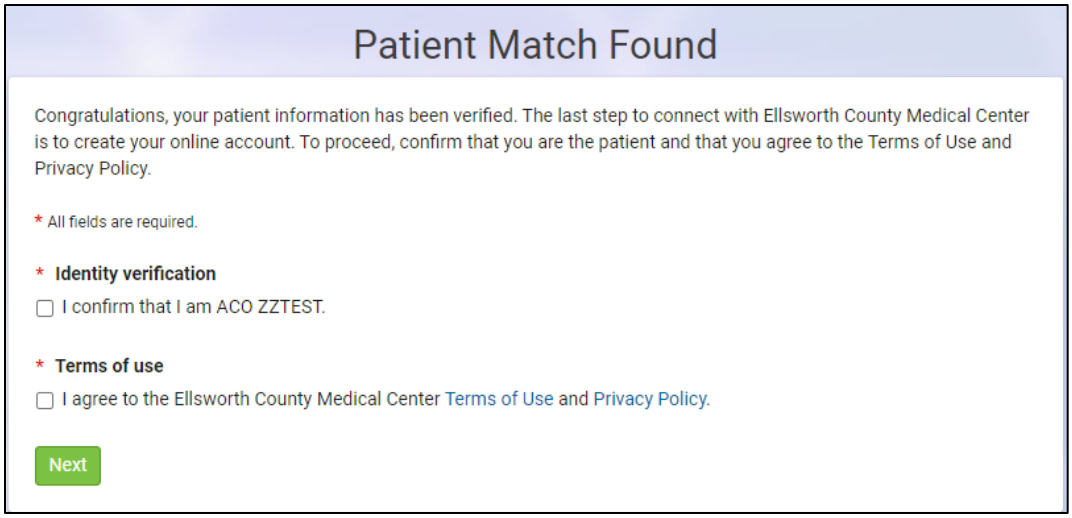
c. If a match is found one of two things happen:
    i. If you verified your identity using an email:
        - A verification code is sent to you using the email you entered on the previous page.



- Additionally, a page is displayed that allows you to enter the verification code. Enter the verification code sent to you. When entered correctly, the Patient Match Found page is displayed, and you can continue to self-enroll and claim your account.

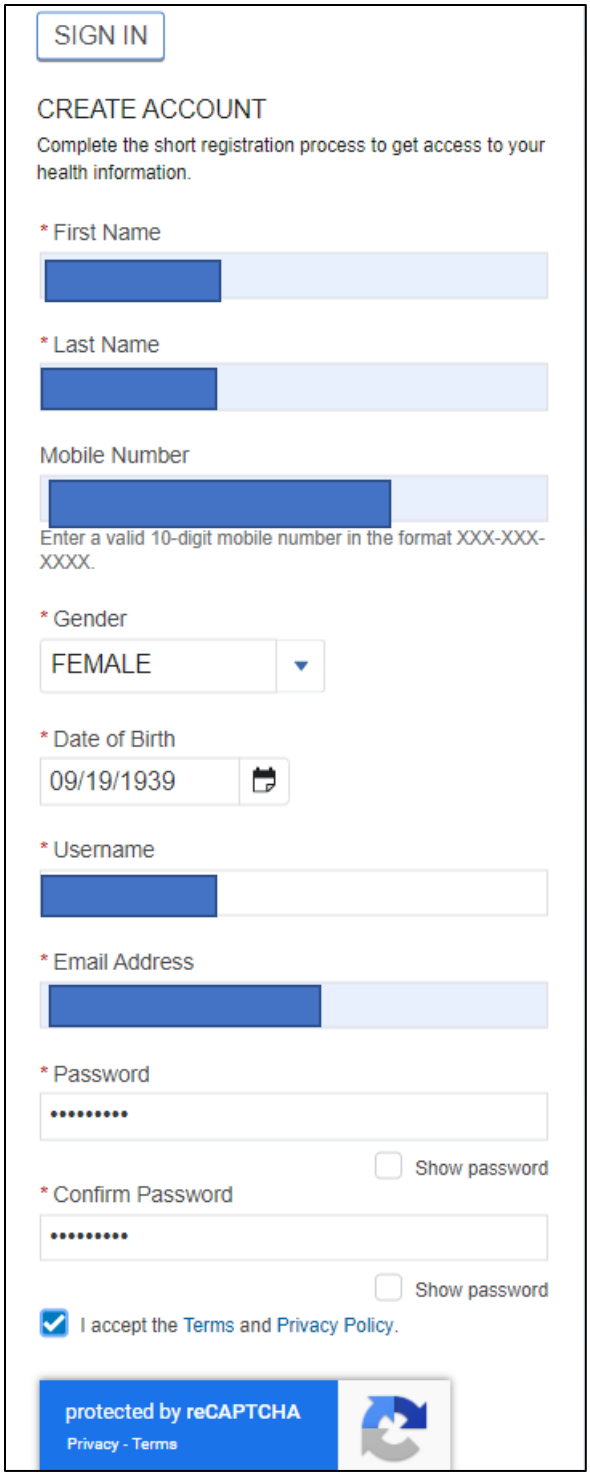


ii. If you verified your identity based on SSN, On the "Patient Match Found" page, in the Identity Verification section, select the check box to confirm that you are the patient identified and that you agree to the Terms of Use and Privacy Policy.

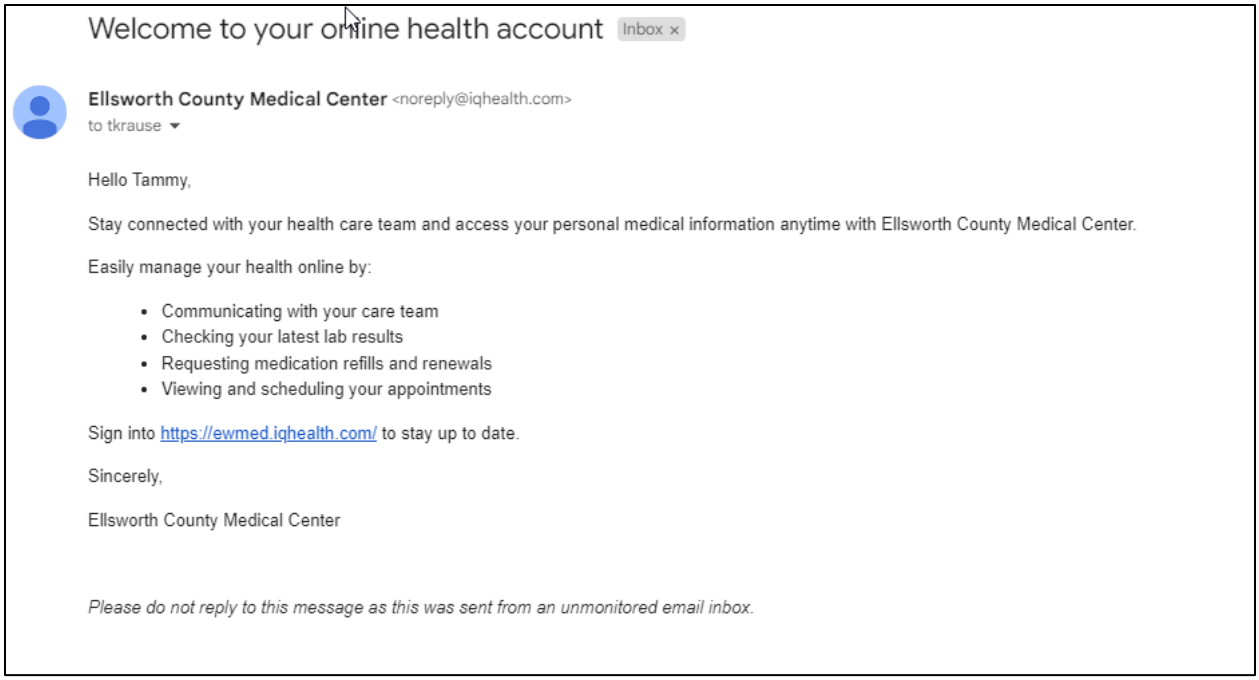


iii. Click on Next.

6. Successful completion of this page sends the user to Cerner Health to complete registration.
    a. If you already have a portal account for another patient, enter that user ID and Password here.
        i. Click Sign In.
        ii. Upon returning from Cerner Health, the patient is automatically redirected to your organization's portal home page.
    b. If you don't, fill out the "I Need An Account" section and follow the on-screen prompts.



7. You now have successfully created your account. Remember your username and password, as you will need to use them each time you log in to the patient portal.
8. After completing the self-enrollment process, a self-enrollment confirmation email may be sent to your organization.



Welcome to your online health account Inbox ×

Ellsworth County Medical Center <noreply@iqhealth.com>
to tkrause

Hello Tammy,

Stay connected with your health care team and access your personal medical information anytime with Ellsworth County Medical Center.

Easily manage your health online by:

- Communicating with your care team
- Checking your latest lab results
- Requesting medication refills and renewals
- Viewing and scheduling your appointments

Sign into https://ewmed.iqhealth.com/ to stay up to date.

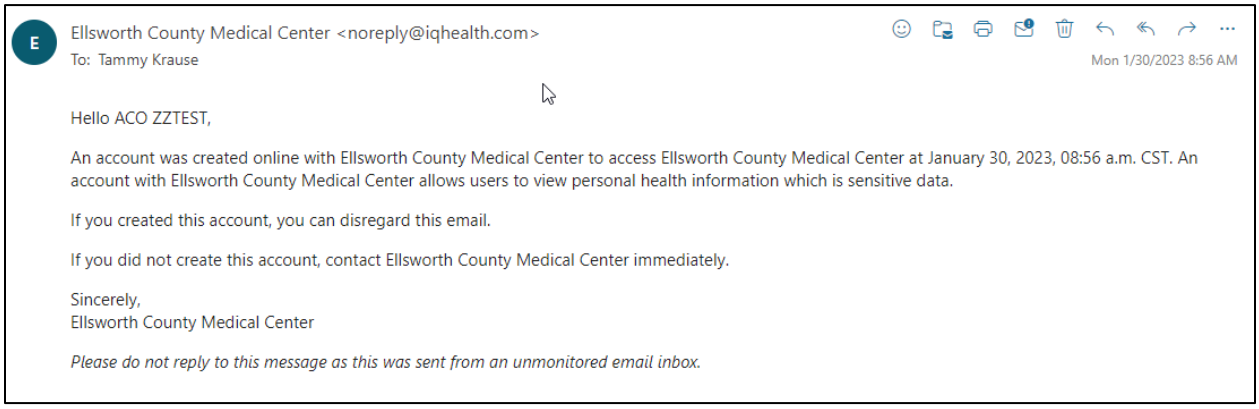
Sincerely,

Ellsworth County Medical Center

Please do not reply to this message as this was sent from an unmonitored email inbox.

Self-Enrollment Notification Emails

Upon completing the Self-Enrollment workflow, a self-enrollment notification email is sent to the email address stored in Cerner. If the patient does not have an email address listed in Cerner, no notification email is sent.



E Ellsworth County Medical Center <noreply@iqhealth.com>
To: Tammy Krause
Mon 1/30/2023 8:56 AM

Hello ACO ZZTEST,

An account was created online with Ellsworth County Medical Center to access Ellsworth County Medical Center at January 30, 2023, 08:56 a.m. CST. An account with Ellsworth County Medical Center allows users to view personal health information which is sensitive data.

If you created this account, you can disregard this email.

If you did not create this account, contact Ellsworth County Medical Center immediately.

Sincerely,
Ellsworth County Medical Center

Please do not reply to this message as this was sent from an unmonitored email inbox.