Mobile Health

PPL Patient Portal User Guide for New Personal Assistants

Welcome

This is a step-by-step guide to help you initiate the required health screenings to become a Personal Assistant for the New York CDPAP under the PPL program.

Quick 2-Part Process

In total, both parts should take no more than 15 minutes to complete.

Part 1: Schedule Your In-Person Appointment

Some of the required procedures need to be completed in person. The first step is to schedule your appointment for your procedures.
Estimated Time to Schedule Your Appointment: Approximately 5 Minutes
Estimated Time Your Appointment Will Take: Roughly 15-20 Minutes

Part 2: Complete the Online Procedures

Part 2 of your medical compliance are procedures outside of your in-person appointment. Part 2 may be completed online.
Estimated Time to Complete the Online Procedures: 5-10 Minutes

You MUST complete both parts. It's best to do them at the same time, however if you have time constraints, you may complete Part 1 and revisit the site later to complete Part 2.

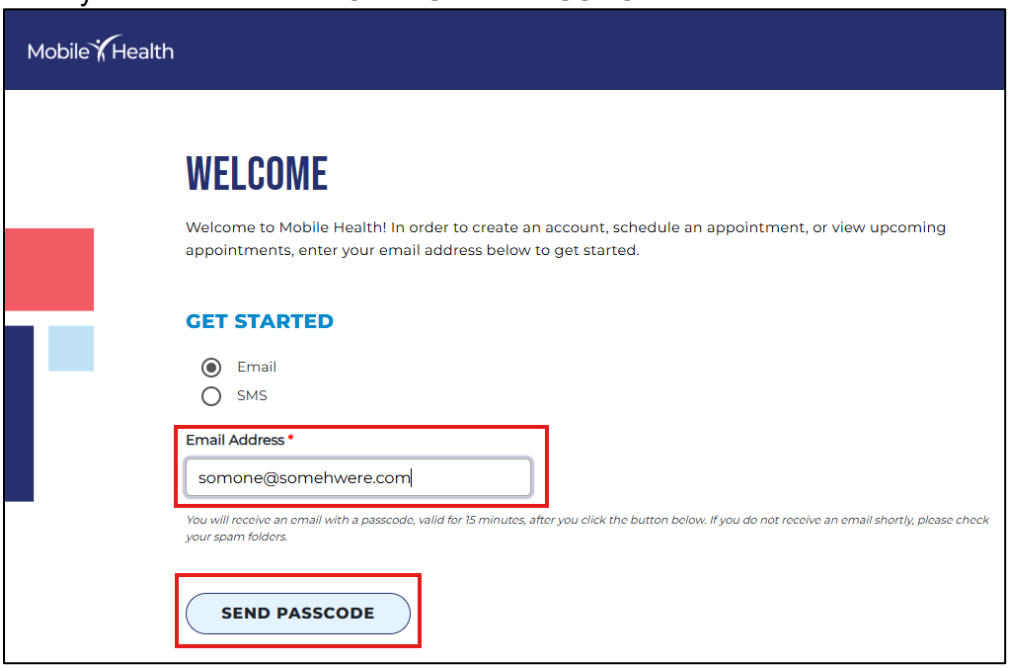
A Few Notes Before You Start

- There is no cost for your appointment when you schedule it with Mobile Health.
- Please bring a government-issued photo ID to your appointment.
- You may also need to show your email confirmation at your appointment. You can print it or pull it up on your cell phone or tablet.
- To make changes at any time, click the bright blue section title (**SCHEDULE**), then make your edits.

Part 1: Schedule Your Appointment

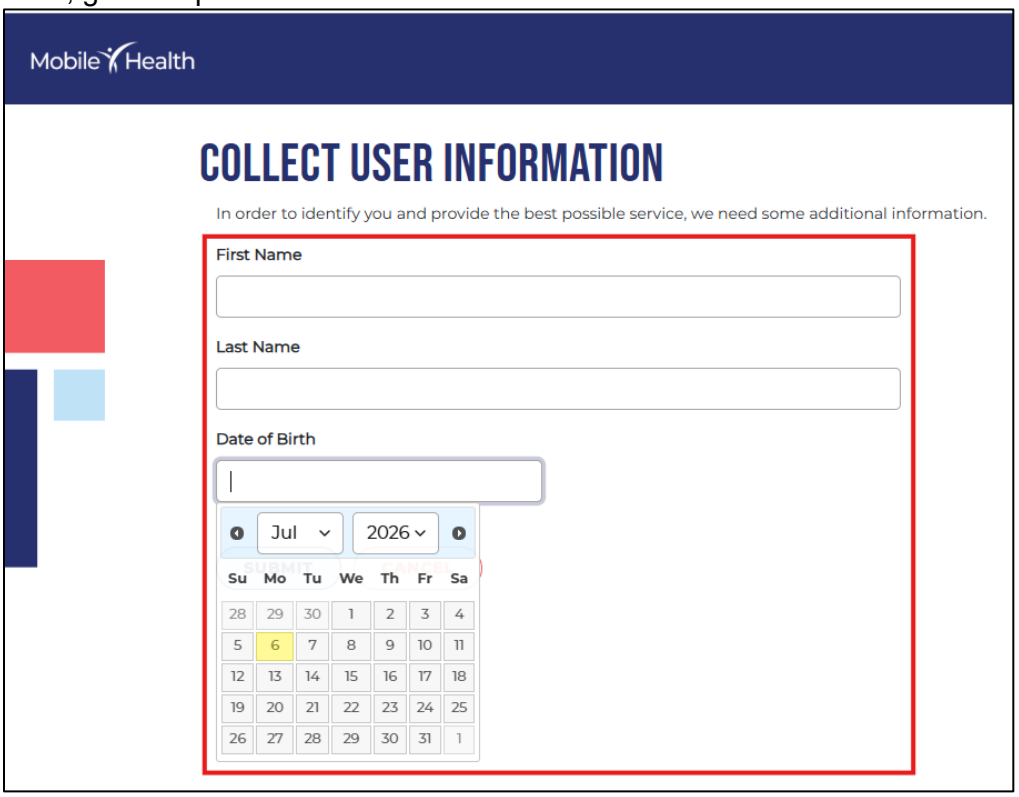
1. Open your web browser and go to https://patientportal.prod-azure.mobilehealth.com/login/user-login?authcode=6ZyeDynu

2. Enter your email address. Click "**SEND PASSCODE**."

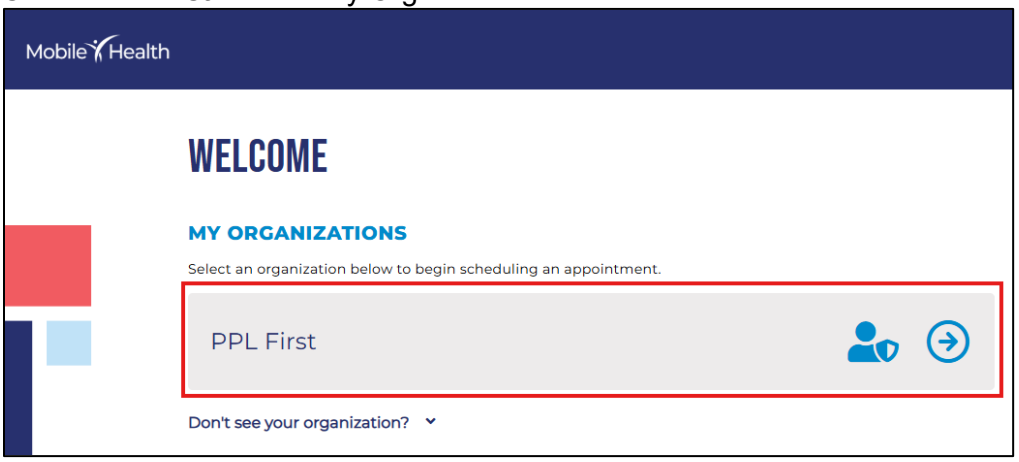


3. Retrieve the passcode from your email (check your spam folder if you don't see it in your inbox). Copy and paste into the "**ENTER PASSCODE"** field. Click "**AUTHENTICATE.**" Your are now logged in.

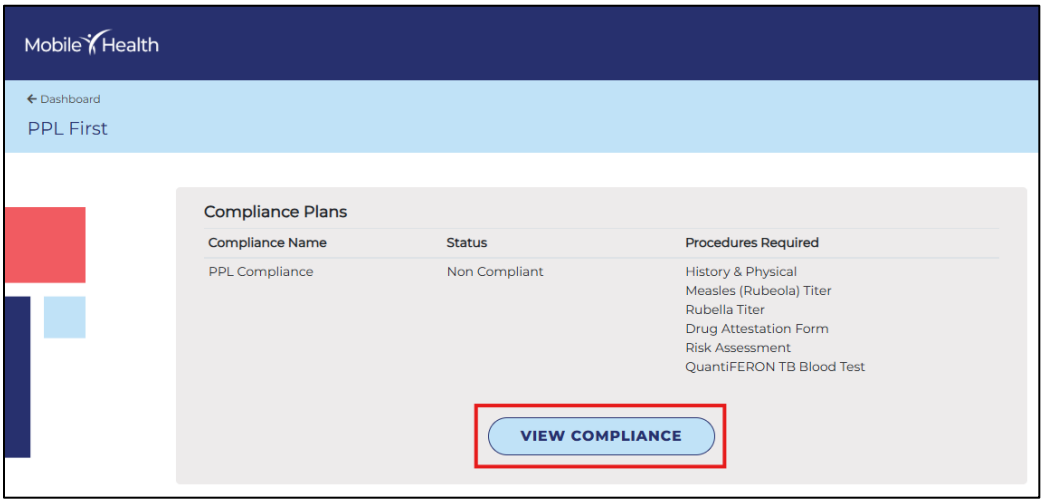
4. If prompted, enter your first name, last name, and select your birth date. Click "**SUBMIT**." If not, go to step 4.



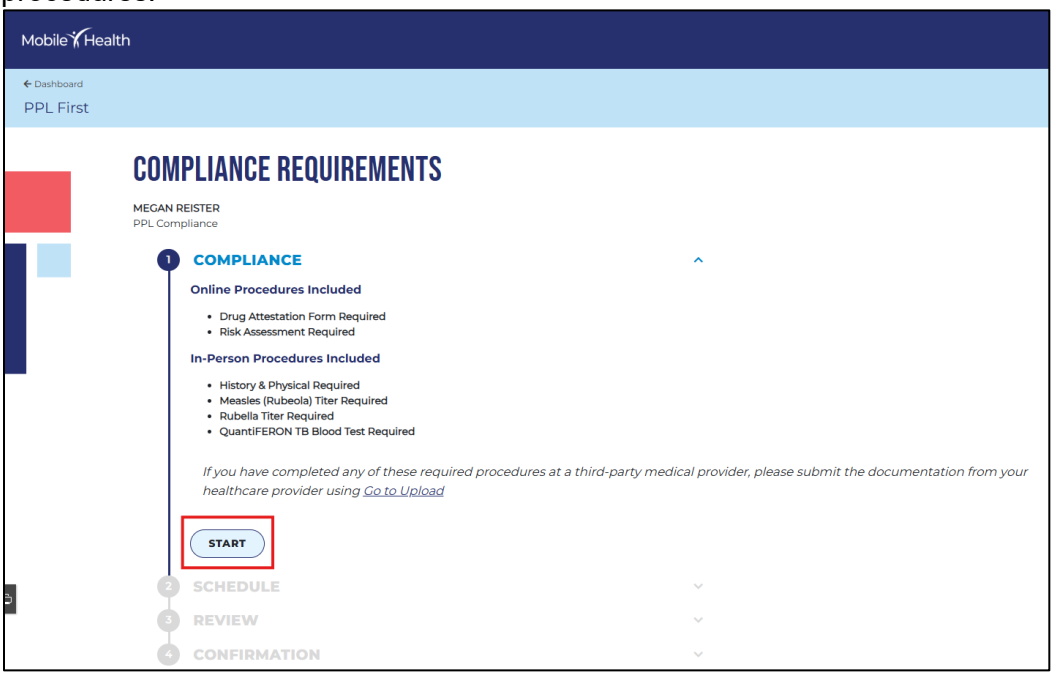
5. Click "**PPL First**" under "My Organizations."



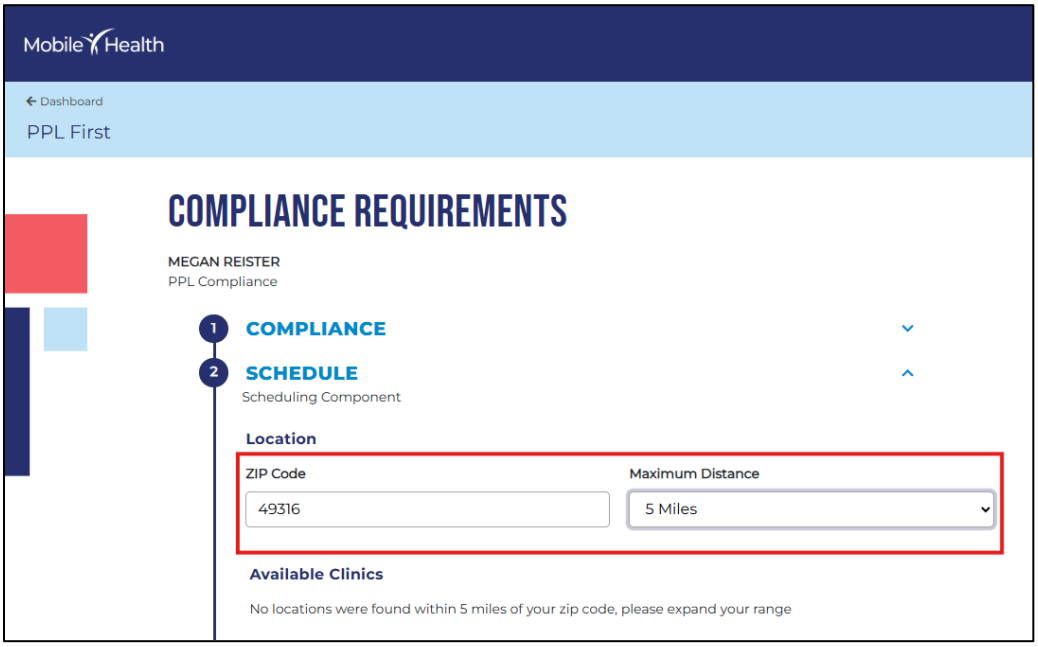
6. Click “**VIEW COMPLIANCE**.”



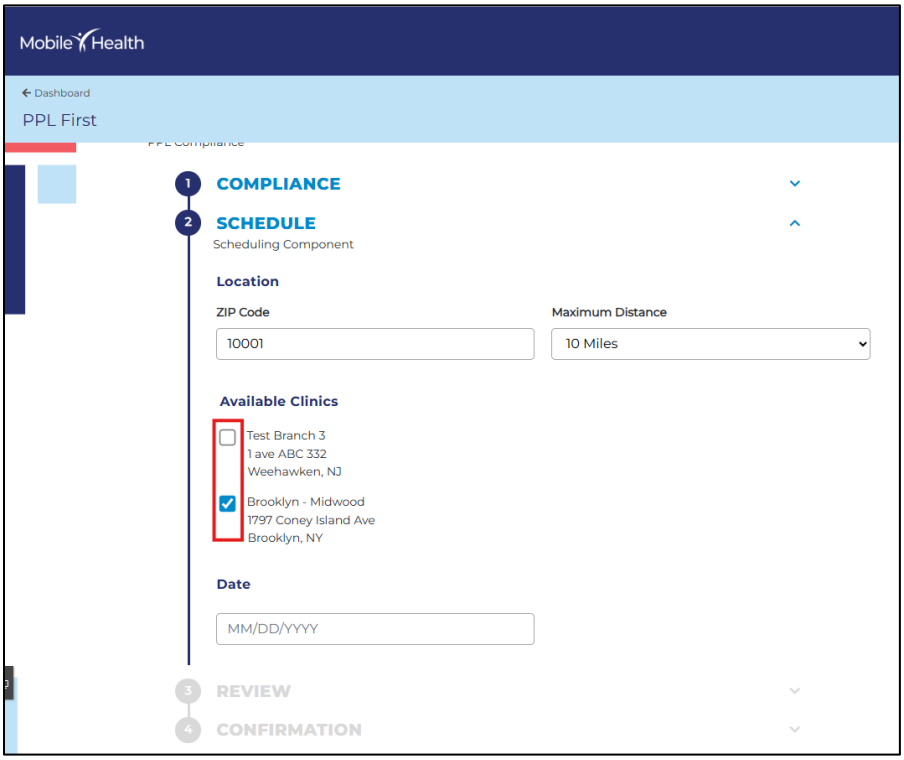
7. You’ll complete the procedures under **“Online Procedures Included”** online, and schedule an appointment for the procedures listed under “**In-Person Procedures Included**.” Click “**START**” to begin scheduling your appointment for the in-person procedures.



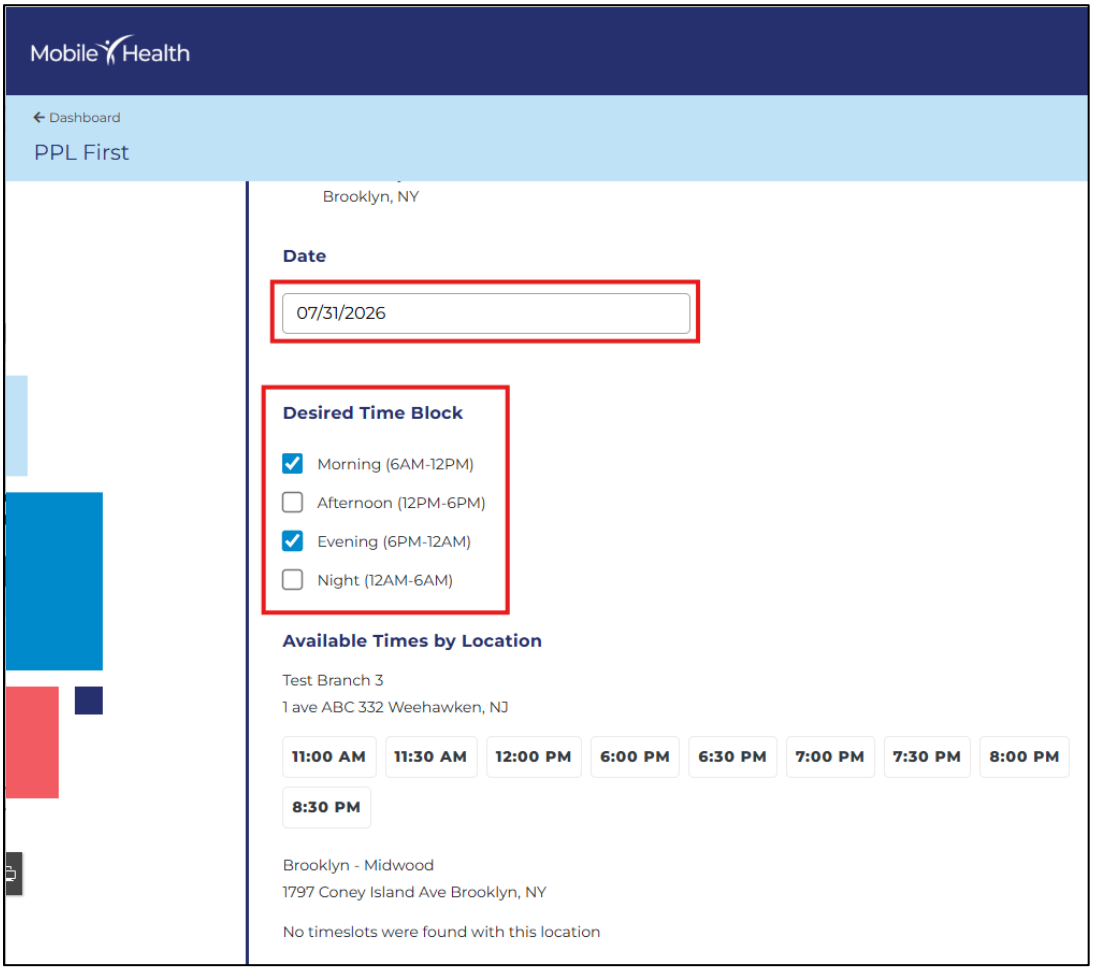
8. Enter your ZIP code and select maximum distance you're willing to travel from the dropdown. If a list of clinics does not appear, change the zip code or extend the maximum distance.



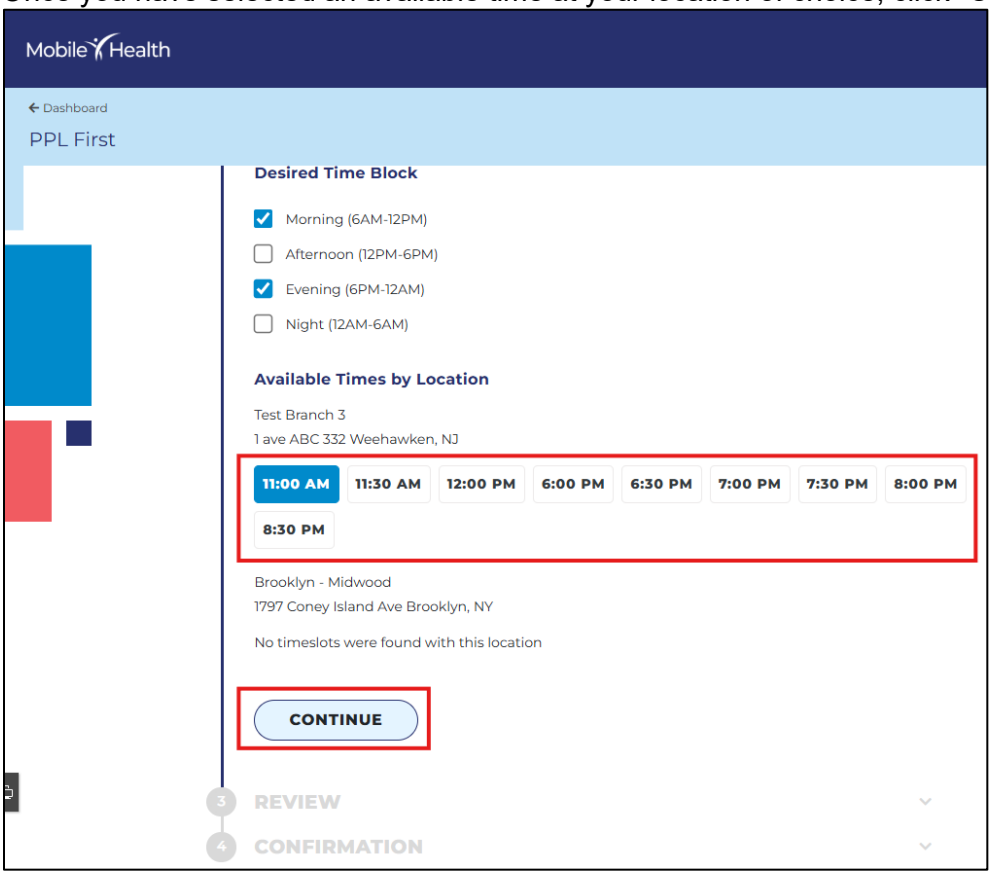
9. To select a clinic, check the box next to the clinic's name. You can check multiple clinics to see available time slots for each.



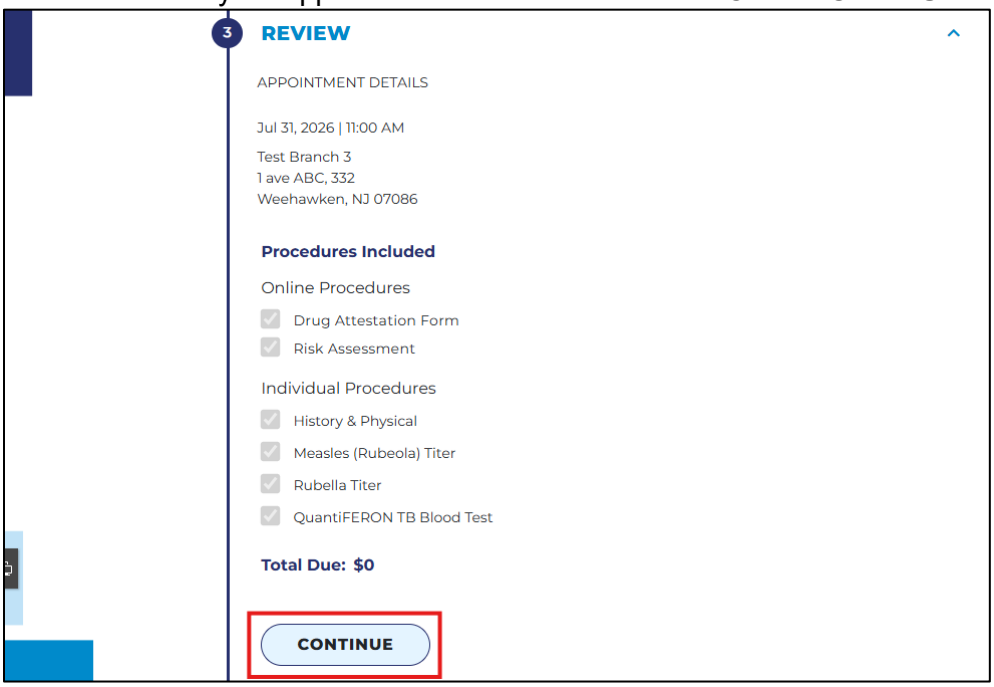
10. Select desired appointment date and time block. Available times will appear by clinic. If appointment times do not appear for the chosen location, a different date and/or time block must be selected.



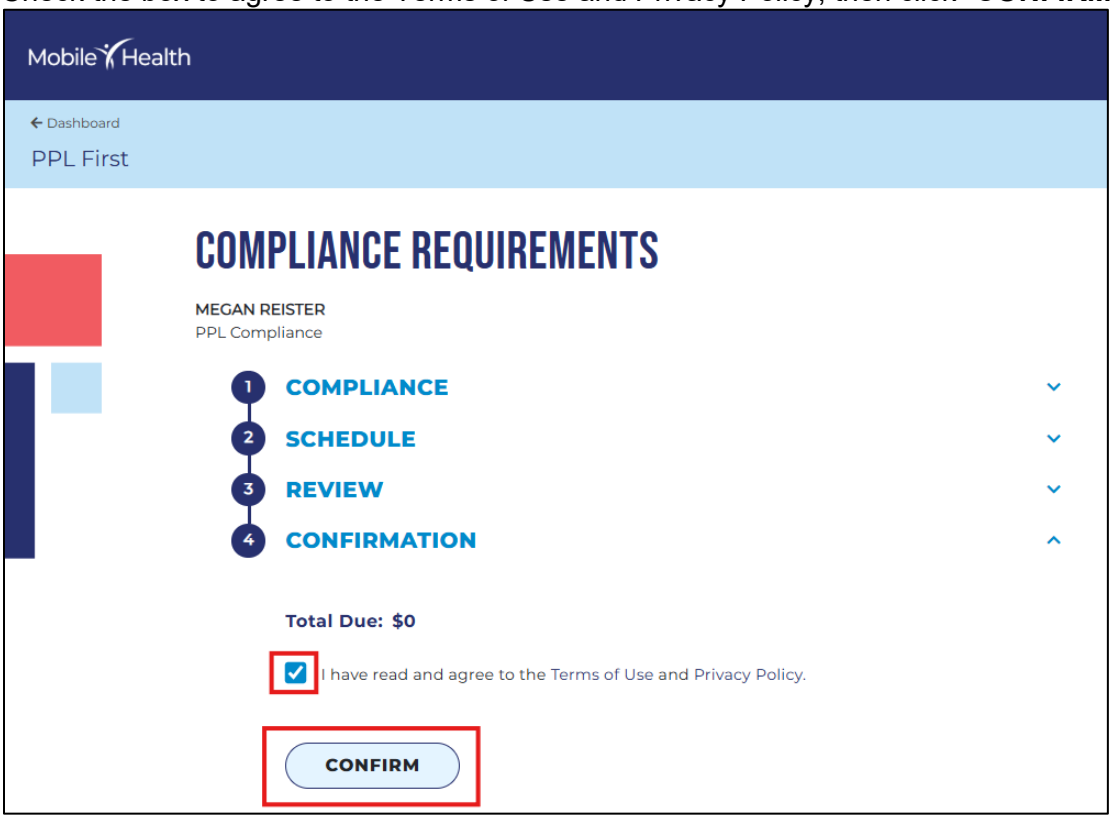
11. Once you have selected an available time at your location of choice, click “**CONTINUE**.”



12. Review: confirm your appointment details are accurate. Click “**CONTINUE**.”



13. Check the box to agree to the Terms of Use and Privacy Policy, then click "**CONFIRM**."



A confirmation message will appear. Click "**DASHBOARD**" to return to the "Welcome" page. Your appointment should now appear under "UPCOMING APPOINTMENTS."

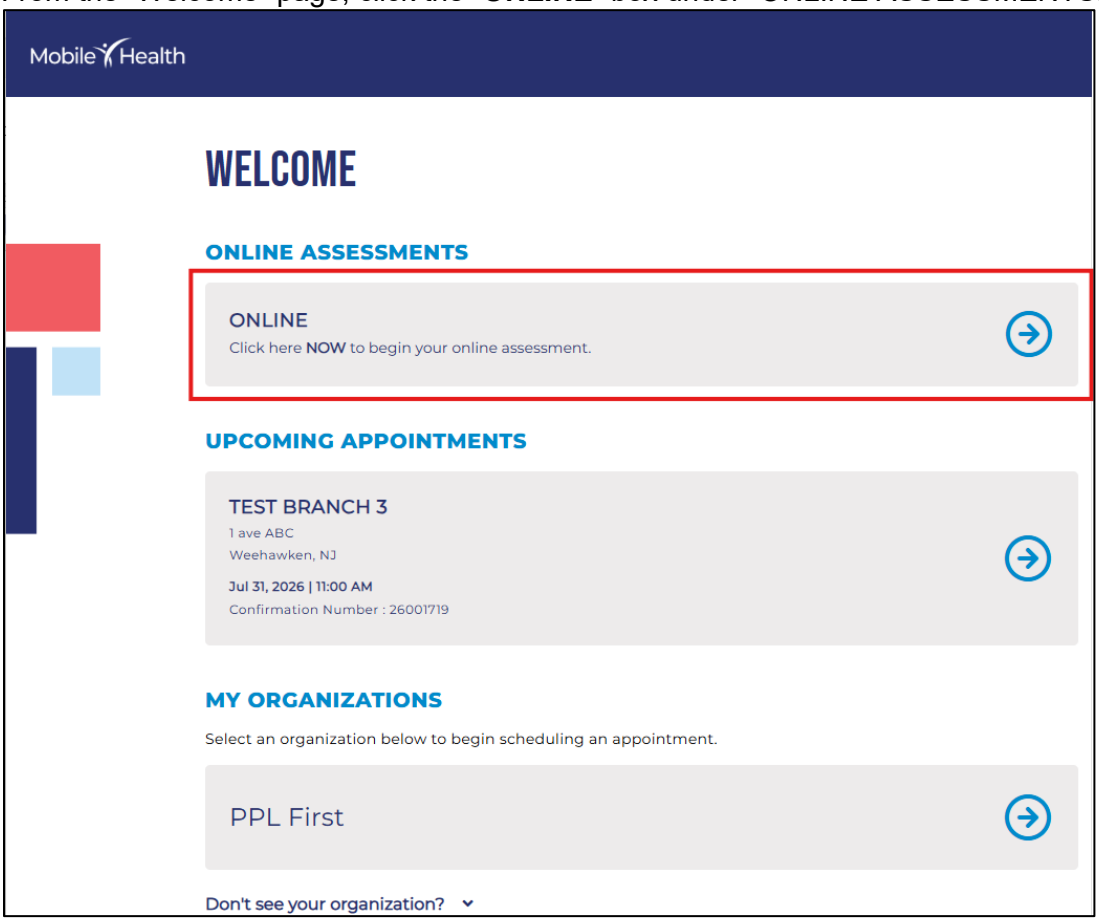
You'll also receive an email notification confirming you've scheduled an appointment. **You should bring this confirmation to your appointment — please print it or show it on your cell phone or tablet.**

Please proceed to Part 2: Complete Your Online Procedures

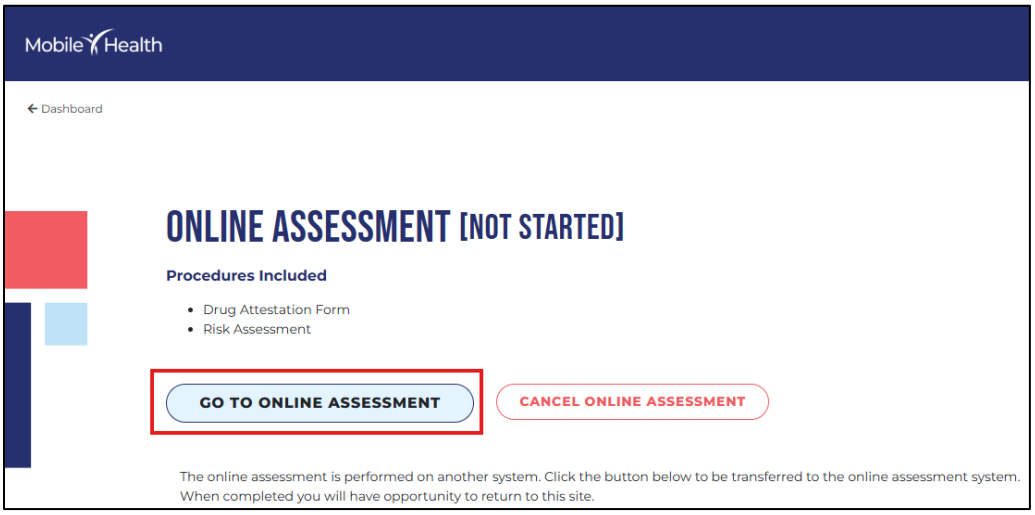
If you don't have time to complete Part 2 right now, please come back as soon as possible to do it.

Part 2: Complete Your Online Procedures

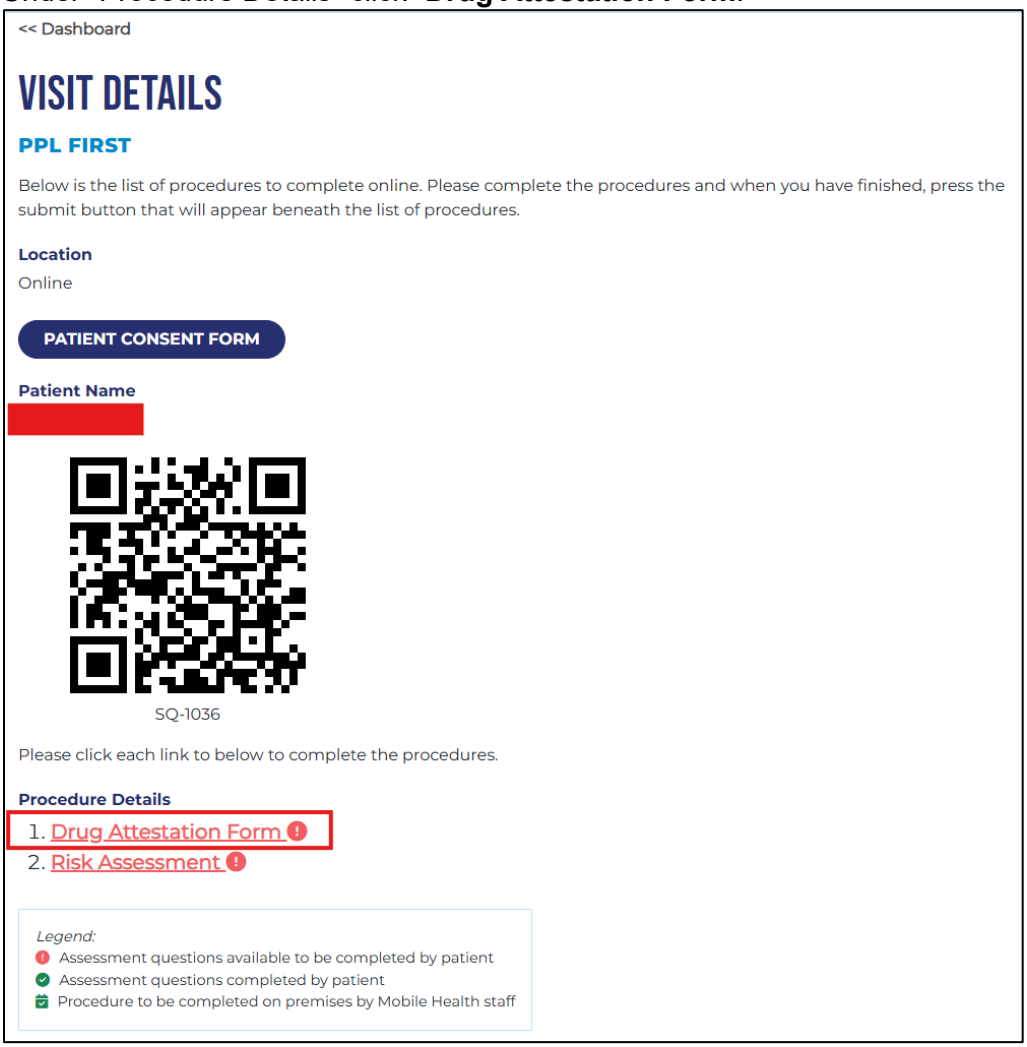
1. Log in if you aren't already, following the "Subsequent Login" directions on page 16.
2. From the "Welcome" page, click the "**ONLINE**" box under "ONLINE ASSESSMENTS."



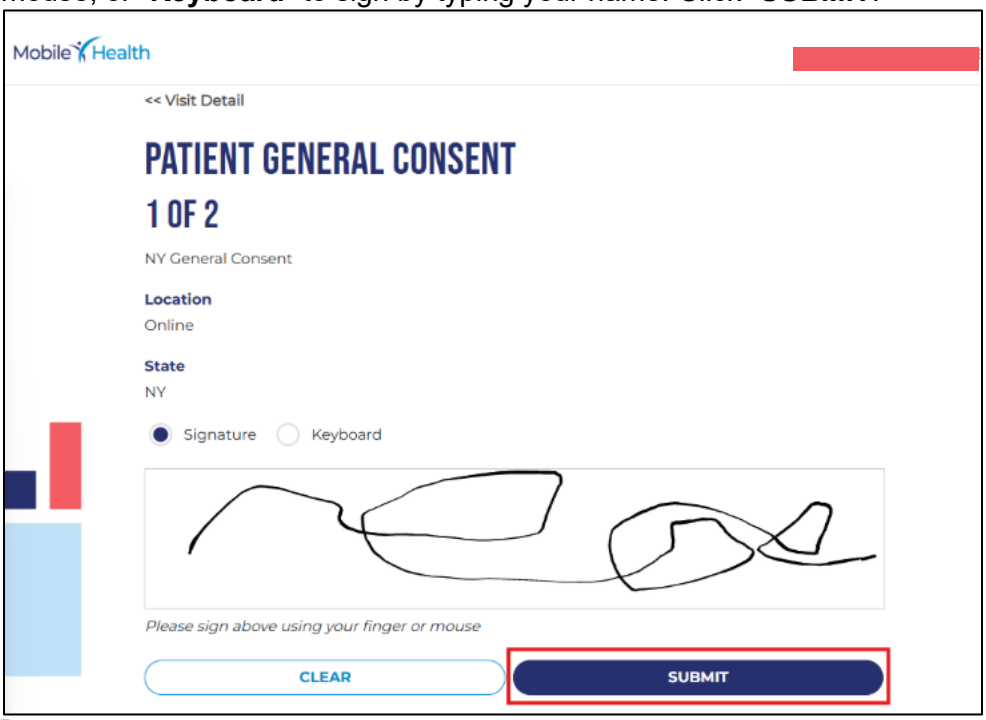
3. Click "**GO TO ONLINE ASSESSMENT**."



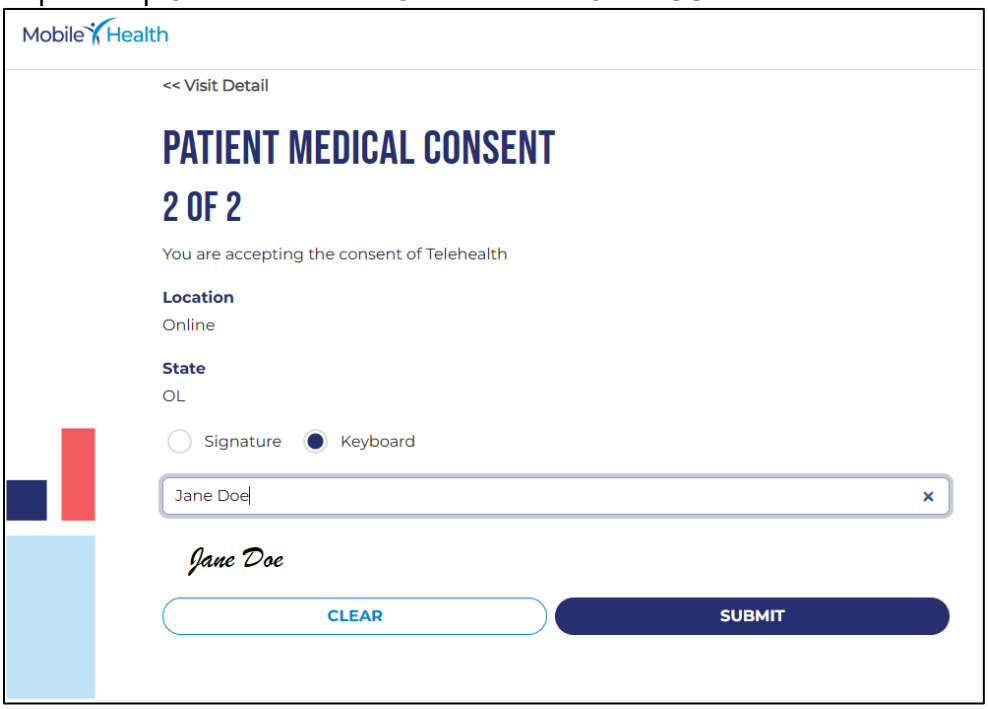
4. Under "Procedure Details" click "**Drug Attestation Form**."



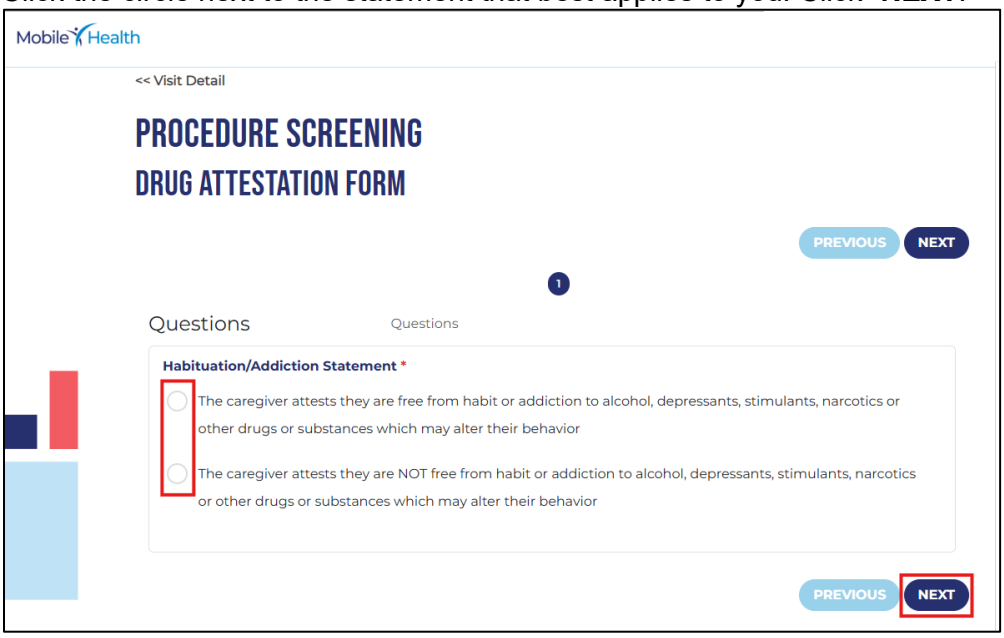
5. The General Consent form will be first. Select “**Signature**” to sign using your finger or mouse, or “**Keyboard**” to sign by typing your name. Click “**SUBMIT**.”



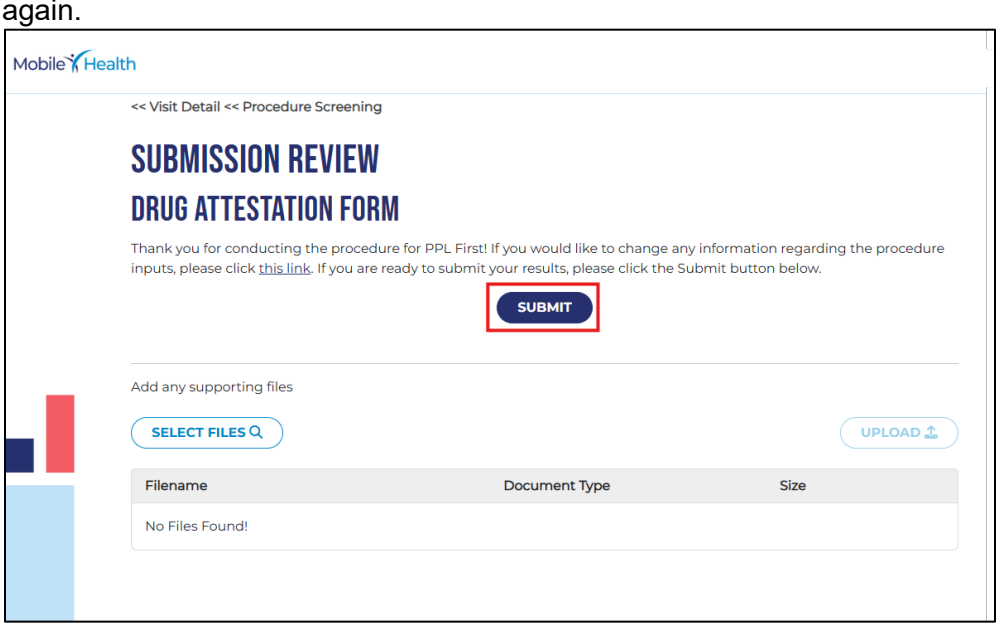
6. Repeat step 5 for the Medical Consent form. Click “**SUBMIT**.”



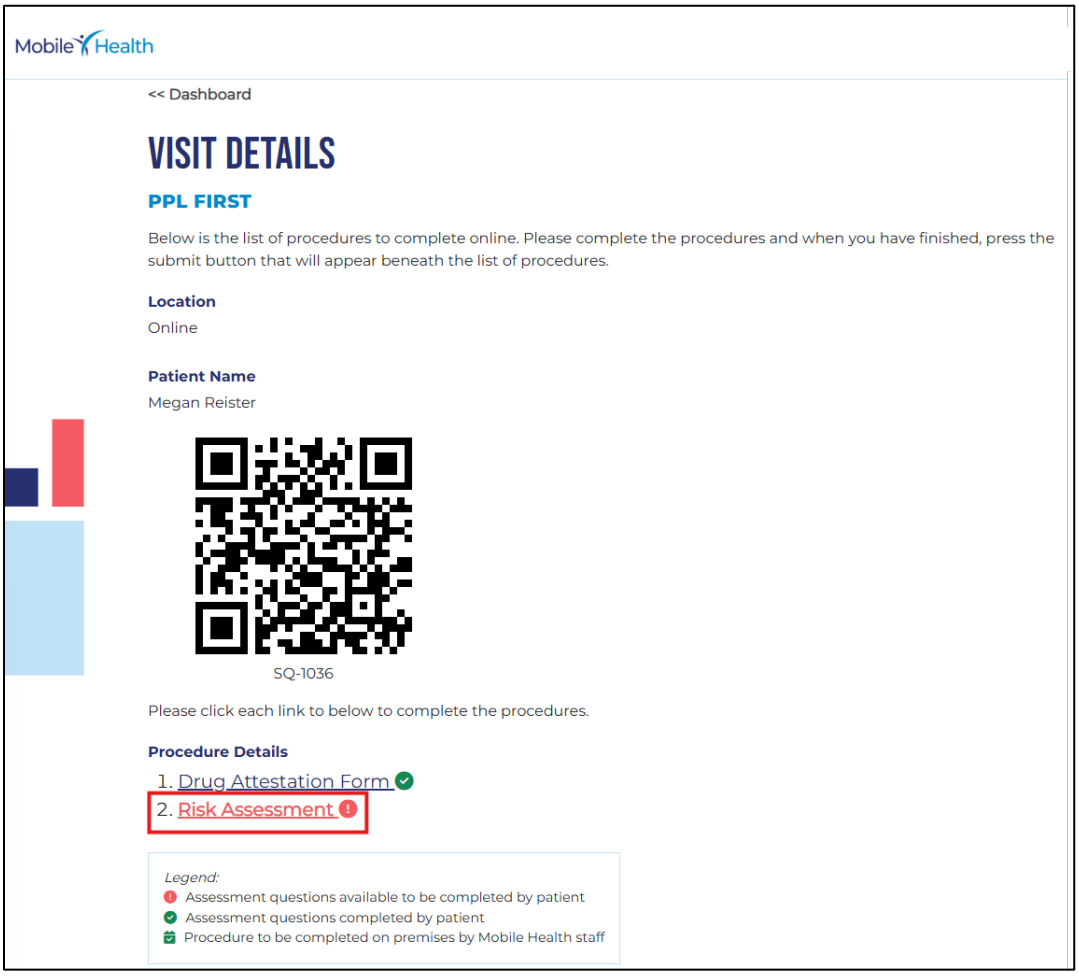
7. Click the circle next to the statement that best applies to you. Click "**NEXT**."



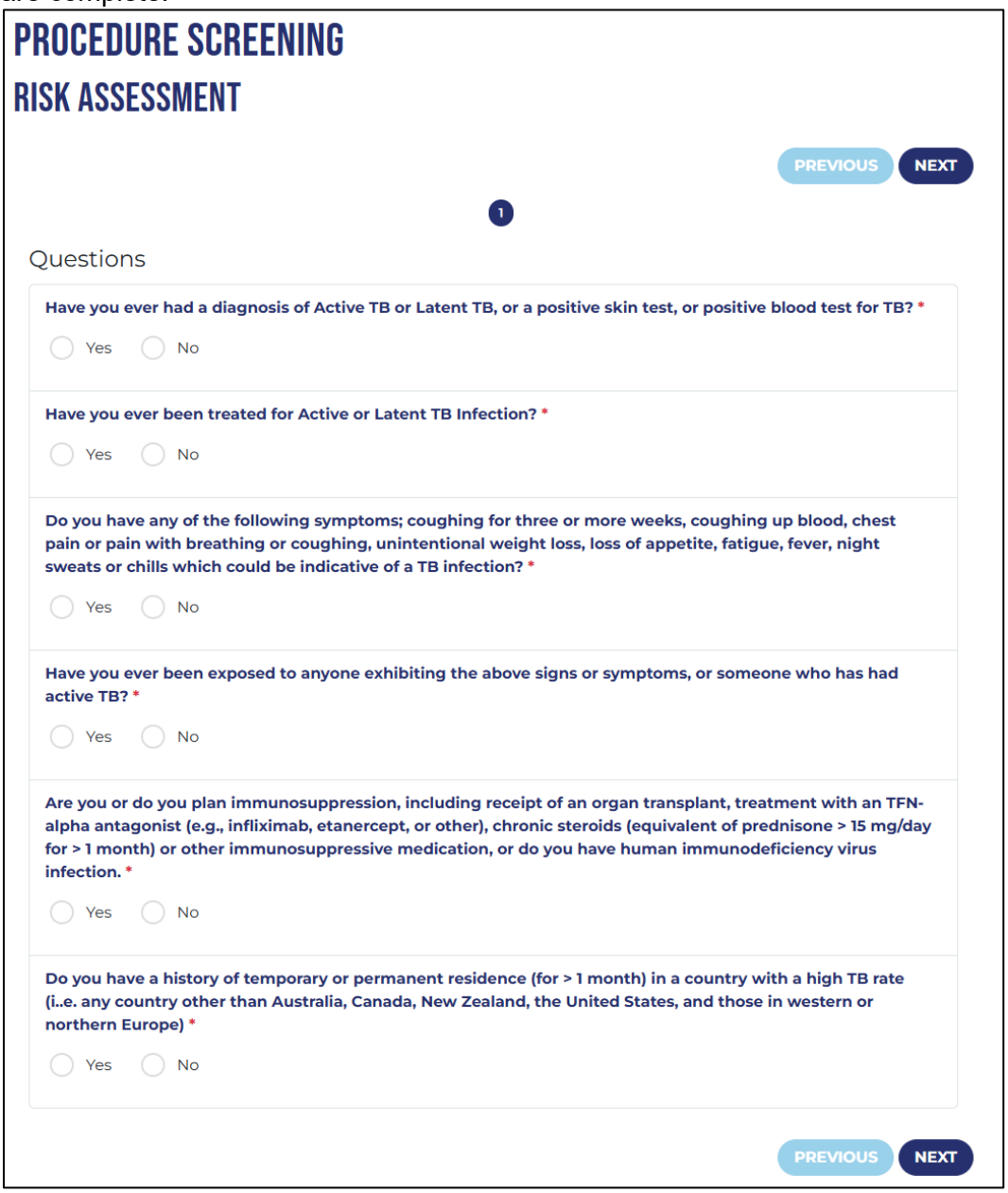
8. Click "**SUBMIT**" on the next screen to submit your completed Drug Attestation Form. If you need to change your answer, click where it says "**this link**" and you can complete it again.



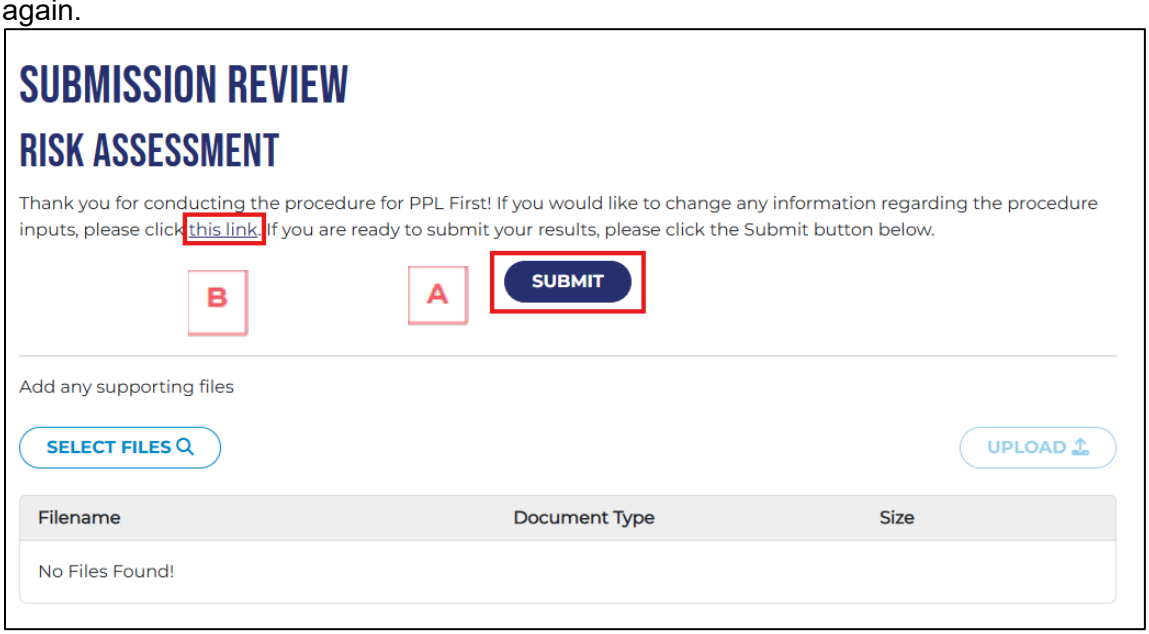
9. Under “Procedure Details” click “**Risk Assessment**.”



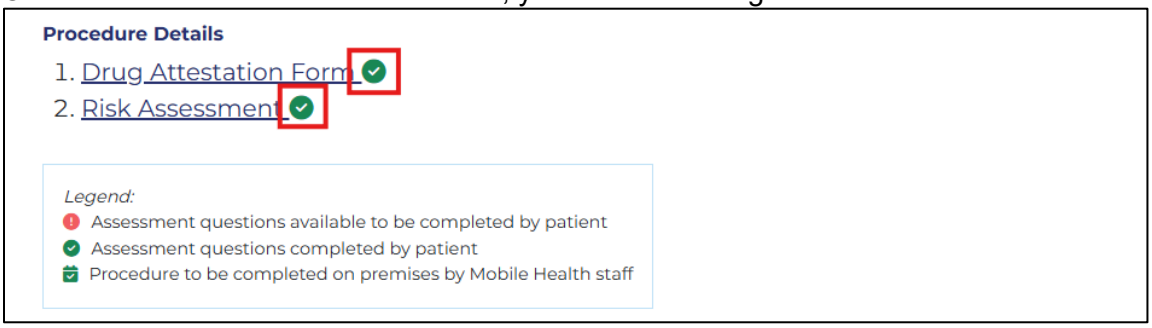
10. Carefully read and answer each question truthfully. Click “**NEXT**” when all the questions are complete.



11. Click "**SUBMIT**" (**A**) to submit your Risk Assessment. If you want to change any of your answers, click where it says "**this link**" (**B**) and you'll be able to answer the questions again.



12. Once both assessments are submitted, you should see a green checkmark next to them.



You have now finished scheduling your appointment and submitting your online procedures. Your compliance is PENDING.

Depending on the results from your in-person appointment and your answers on the forms, additional procedures may be required. You can log in to the Patient Portal to see need any, what they are, and schedule an appointment for them. Mobile Health will also contact you if a follow-up is needed.

To return to the Patient Portal, log in following the "Subsequent Logins" directions on the next page.

To Reschedule/Cancel an Appointment

If you need to reschedule your appointment, you will need to cancel the existing appointment and schedule a new one. Here's how:

1. Log in to Patient Portal following the directions on page 1.
2. From the "Welcome" page click on your upcoming appointment.
3. Click "**CANCEL APPOINTMENT**."

You'll receive an email notification confirming you've cancelled your appointment. Once it's cancelled, you can schedule a new one.

Subsequent Logins

After you've logged in once, here's how to log in again:

1. Open your web browser and go to **https://patientportal.prod-azure.mobilehealth.com/login/user-login?authcode=6ZyeDynu**
2. Enter your email address if it isn't auto filled. Click "**SEND PASSCODE**."
3. Retrieve the passcode from your email (check your spam folder if you don't see it in your inbox). Copy and paste the code into the "ENTER PASSCODE" field. Click "**AUTHENTICATE.**"

You are now logged into Patient Portal and will be taken to the WELCOME page.

Logout

To ensure your information remains private and secure, please click “**LOGOUT**” from the menu (top right) each time you finish using Patient Portal.