

How to access the Patient Portal using a computer

To access the Patient Portal, you need to be a current patient with an active account. To create a Patient Portal account, you **must provide your email address** to the practice and be **web-enabled** by our team.

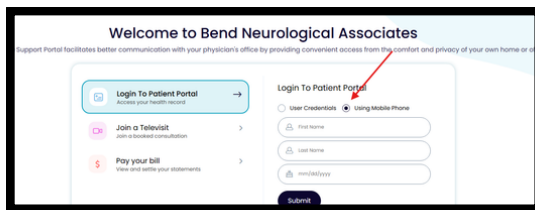
Not sure if you're web-enabled? Reach out to our office, and we'll be happy to verify that for you.

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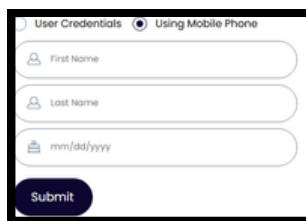
1. Go to our website bendneuro.com Click "Patient Portal"



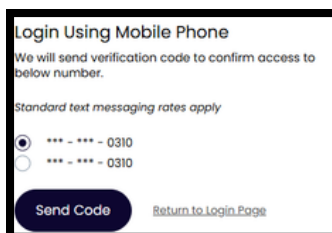
2. It will open a new window then click "Using Mobile Phone" (This option sends a security code to your phone instead of requiring a username and password.)



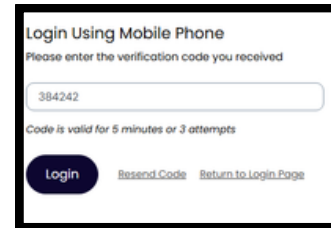
3. Enter your First Name, Last Name, and Date of Birth. Then click "Continue"



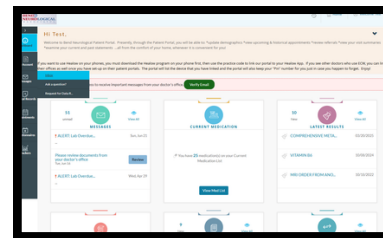
4. Select the phone number on file where you'd like to receive your verification code.



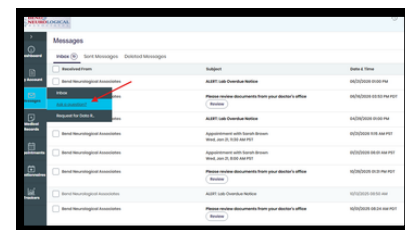
5. Enter the verification code that was sent to your selected phone number.



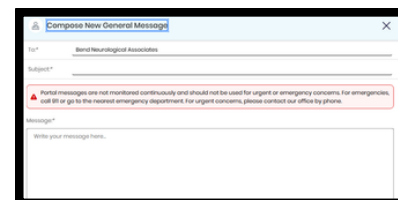
6. You will be taken to your Patient Portal dashboard.



7. To send us a message, click "Messages" on the right side of the screen, then select "Ask a Question."



8. A new window will open where you can compose and send your message.



Portal Message Guidelines

- Please allow 2-3 business days for a response.
- Messages are reviewed during normal business hours only.
- The Patient Portal should not be used for urgent or emergency medical issues.
- For medical emergencies, call 911 or go to the nearest emergency room.

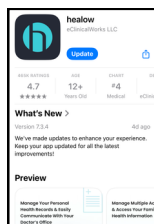
You're now logged in to the patient portal!

How to access the Patient Portal via Healow

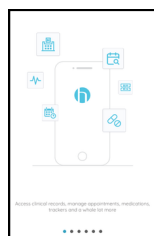
To access the Patient Portal, you need to be a current patient with an active account. To create a Patient Portal account, you **must provide your email address** to the practice and be **web-enabled** by our team.

Not sure if you're web-enabled? Reach out to our office, and we'll be happy to verify that for you.

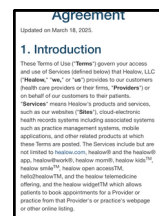
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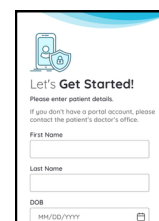
1. Download the **Healow App** from the Apple or Android app store



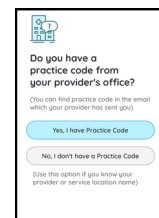
2. Open the Healow App, and click "Get Started"



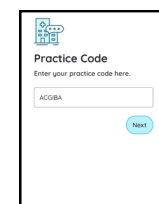
3. Click "I agree to the terms and conditions"



4. Enter your First Name, Last Name, and Date of Birth. Then click "Continue"

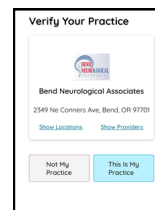


5. Click "Yes, I have a Practice Code"

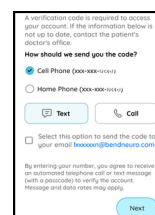


6. Enter the practice code "ACGIBA" and click Next

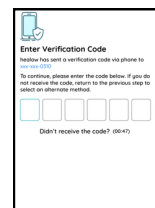
7. If Bend Neurological Associates is displayed, click "This is My Practice"



8. Select your mobile number and click "Send Text"

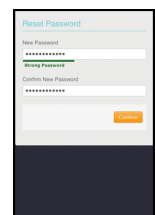


9. Then enter the code received via text message

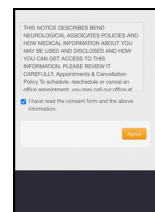


10. Create a password

Minimum of 8 characters in length
Maximum of 64 characters in length
At least one (1) upper case letter (A-Z)
At least one (1) lower case letter (a-z)
At least one (1) Number (0-9)
At least one (1) Special Character



11. Click "I have read the consent form and the above information"



12. Please create a 6-digit PIN and confirm it by entering it twice.



You're now logged in to the patient portal!