

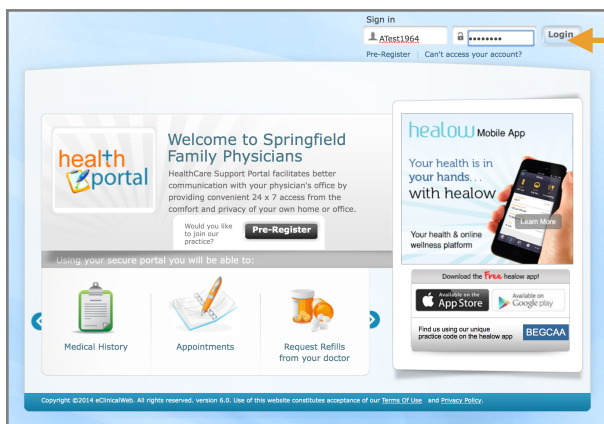
Patient Portal User Guide

To guarantee your information remains private, we ask that you never share your log-in or password.



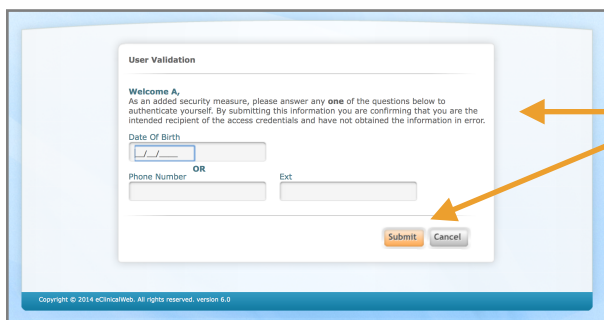
STEP 1

The best way to access your portal is by going to our website at: www.SpringfieldFamilyPhysicians.com and click on Patient Portal as seen in this picture.



STEP 2

You then will be taken to the Patient Portal login screen, please enter your username and temporary password that was provided to you. Then click login.



STEP 3

You will be prompted to confirm your identity with either a phone number or your birth date. Please enter your birthdate or the phone number our office has on file. Then click submit.

For information about creating a strong password, you can click the [Password Guidelines](#) link. The Portal displays a dialog presenting guidelines for a strong password.

STEP 4

Now you will be asked to create a new secure password for your account and select a security question. If none of these questions apply, you do have the option to create your own question. If you create your own question there will be a box right under this drop down option to type your question. Then click submit.

STEP 5

Then you will come to the eClinicalWorks and Practice consent form/tabs. Please read and then when finished check the box that you have read and accept the conditions under the Practice consent form tab. Then click agree, this will mark your consent for both consent agreements.

STEP 6

Congratulations! You have successfully registered for your access to Springfield's Family Physicians Patient Portal. You can now access your medical records, lab results, prescription and appointment requests, and statements. Please take some time to look around and become familiar with the sidebar menu on the left side.

Our Patient Portal is designed to help you monitor your personal medical records. Please do not use this portal for email for urgent or emergency medical concerns. If you have a medical emergency, call 911.