Blue Ridge
Ear, Nose, and Throat, Inc.
Celebrating 25 Years

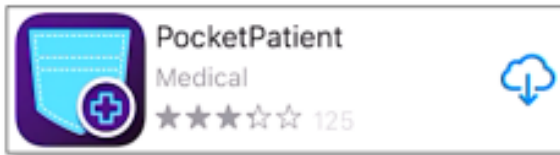## Pocket Patient and Patient Portal Web login (Download and Set up Instructions)

Downloading the PocketPatient™ App

In this section, you will learn how to download the PocketPatient application on the iPad from the App Store. This application can be downloaded on either an Apple iPhone or Android personal device. If the patient received the activation Patient Portal email through their smartphone, they will select the link within the email. This will redirect the patient to the App Store to download the PocketPatient™ application. If the application has already been downloaded, the link will redirect them directly to the downloaded PocketPatient app.
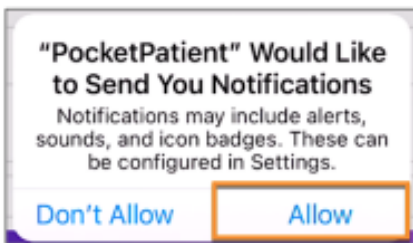
1. Navigate to the **App Store** application.
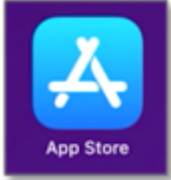
Download the PocketPatient app by selecting *Get* located next to the image of the app.
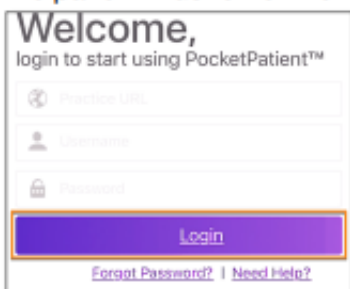

Once the application is opened, a modal will populate stating **"PocketPatient" Would Like to Send You Notifications**.

Note: It is highly recommended for patients to Allow to receive alerts for updates. If the patient does not allow, they will have to log into the app frequently to check for updates

The patient must enter their **Practice URL, Username,** and **Password**. Then, select **Login**.

Practice URL: https://blueridgeent.ema.md/
Username: email address that link was sent to.
Password: you will be asked to reset your password.

The patient will select **Get Started**.

Update Demographic and Medical Information

In this section, you will learn how the patients can verify and/or modify their demographic information, update their medical history, and add in their preferred pharmacy. Their changes will be saved as they continue to navigate.

1. Once the patient logs into the PocketPatient app they'll be directed to the Home Screen. The patient will select *My Health* to enter and/or update their **Medications**, **Pharmacies** and **Allergies**, view any **Test and Results** that the provider has posted, and manage their past *History*.

Web Login

In this section, you will learn how the patients will log into the Patient Portal using the web.

1. If the Patient Portal was enabled via email, the patient will receive an email with your practice name in the title. This will include their **Username**, **Practice URL** and the steps for logging into the portal. The patient will select **Activate Account**.
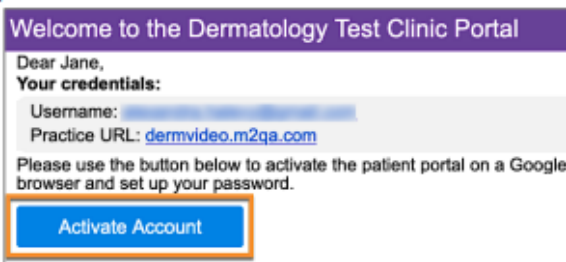
- If the portal was enabled manually, the patient will enter their Practice URL into either a Google Chrome or Mozilla Firefox browser.

Note: Do not type www or https in from of the URL.

- Select Patient Login and enter the username and password that was created by the practice. The first time they log in the patient will be prompted to change their password.

The patient will be directed to the Practice URL, where they will be prompted to reset their password by entering the following:

- **Date of Birth (MM/DD/YYYY)**
- **Last Name**

Then select *Verify Information*. The patient will be prompted to change their password. Once entered the patient will select **Set Password**.

Update Demographic, Medical and Insurance Information

In this section, you will learn how the patients can verify and/or modify their demographic information, update their medical history, and add in their preferred pharmacy. Their changes will be saved as they continue to navigate.

1. Once logged into the Patient Portal, the patient will select **My Health** to enter and/or update their **Medications**, **Pharmacies** and **Allergies** and manage their past **History**.