



## PATIENT PORTAL GUIDE

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## Logging into the Patient Portal

### How to log into the CRC Patient Portal for the first time?

You will be invited to enroll in the patient portal once your account is created. Check your email you provided CRC to find an activation link. The activation link can be accessed through any browser.

### How do I access the Patient Portal if I am an existing patient?

Go to [www.communityreachcenter.org](http://www.communityreachcenter.org)

Then, click on the Client Portal Login button. This will take you to the CRC Patient Portal Sign in Page.



### What if I forgot my username/password?

On the CRC Patient Portal Sign in Page, scroll down and click on the **I forgot my username and/or password** link.

A Help with Sign In box will appear. Enter your email and click on **Continue**. A help link will be sent to your email.

A screenshot of the CRC Patient Portal Sign In page. At the top is a blue 'Sign In' button. Below it is a 'Remember me' checkbox. A link that says 'I forgot my username and/or password.' is circled in red. Below this is a 'Help with Sign In' section with the text 'Enter your email or user name and we'll help you sign in.' and an input field labeled 'Email or user name:\*'. At the bottom are 'Cancel' and 'Continue' buttons.

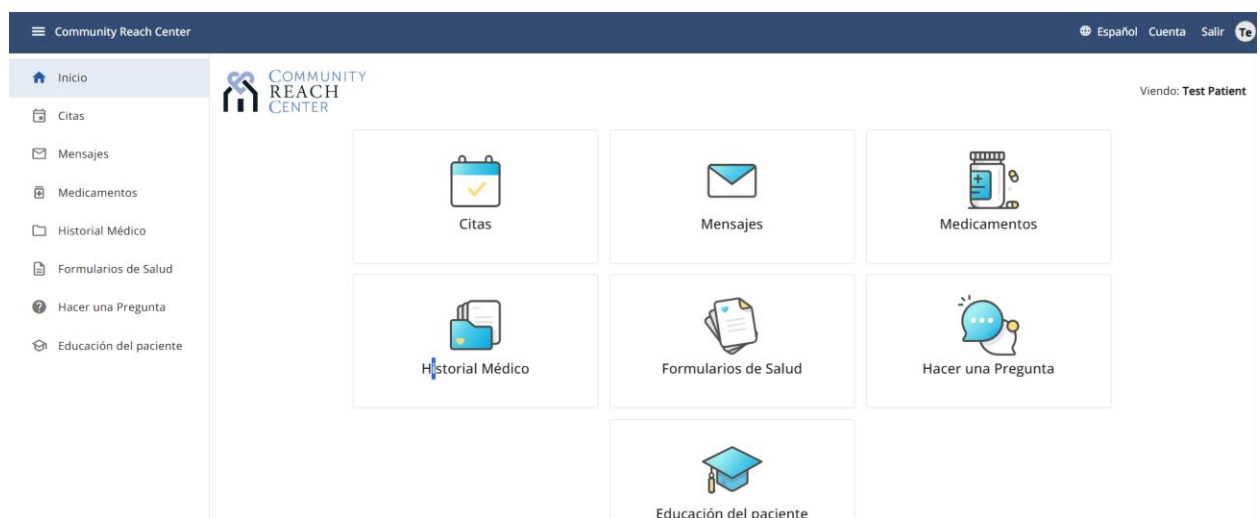
## Language Selection

### How do I change the language displayed on the CRC Patient Portal?

From the CRC Patient Portal Home Page, go to the top right corner of the screen and click on English. A list of languages will be displayed. Click on the preferred language.



Once you click on the preferred language, the displayed language on the CRC Patient Portal will change. On the example below, the displayed language was changed to Spanish.



## Patient Portal Activities

### What can I do on the CRC Patient Portal?

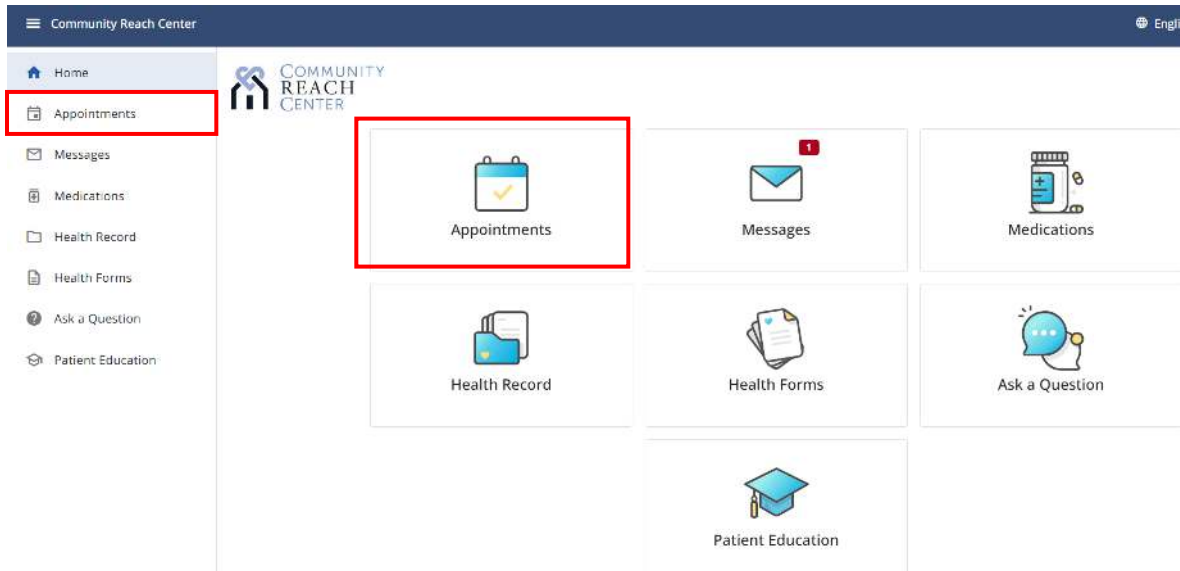
With your account, you will be able to:

- View your appointment history.
- Request medication refills.
- Access patient education materials.
- Complete select forms online.
- Ask billing questions.

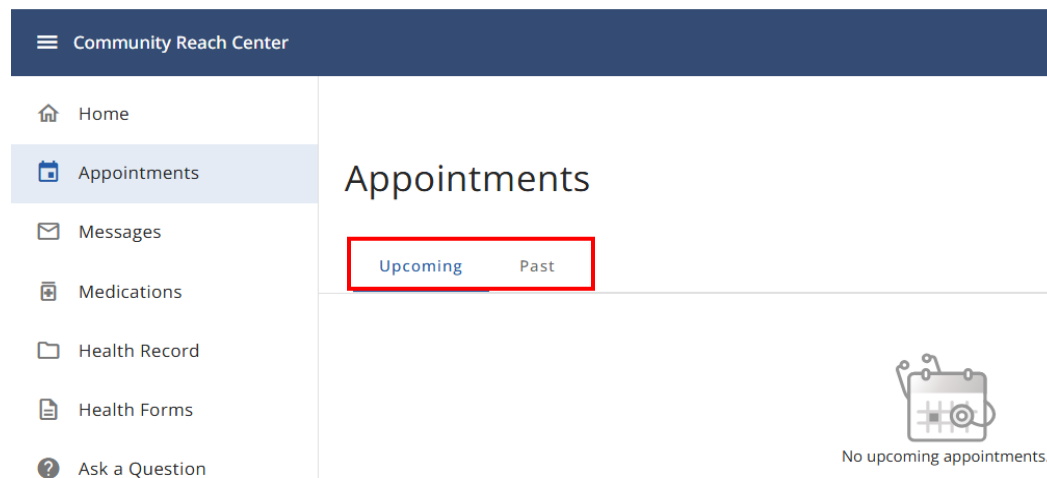
## Appointments

### How do I view my appointments?

1. On the CRC Patient Portal, click on the Appointments Icon at the center of the screen or the Appointments link on the left of the screen.



2. On the Appointments Menu, you can view any **Upcoming Appointments** by clicking the Upcoming Tab. In addition, you can also click on the Past Tab to view any **Past Appointments**.



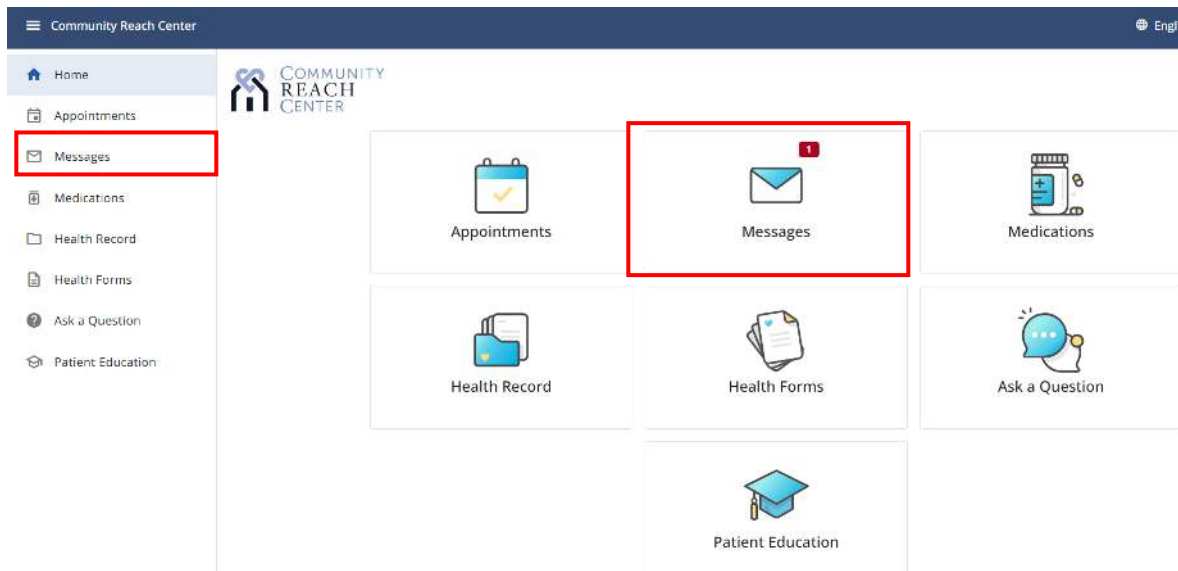
How do I request an Appointment?

Please call 303-853-3500

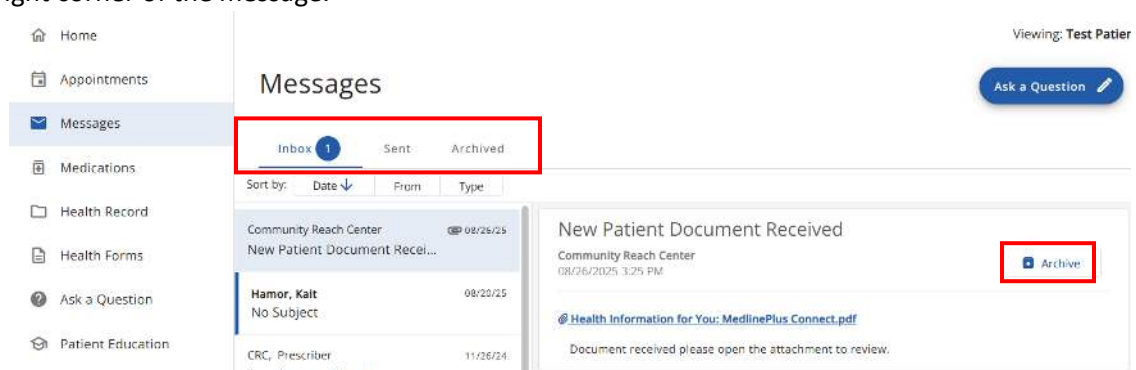
## Messages

How do I view messages?

1. On the CRC Patient Portal, click on the Messages Icon at the center of the screen or the Messages link on the left of the screen.

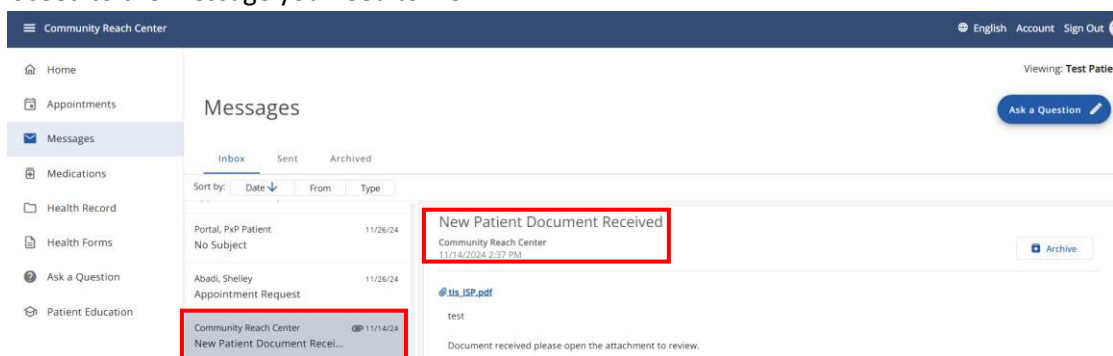


- On the Messages inbox, you can read messages from your CRC care team and administrative staff. Clicking on Inbox Tab allows you to view any incoming messages. Clicking on Sent Tab allows you to view messages you sent. Clicking on the Achieved Tab allows you view messages that have been archived. Messages can be archived after clicking the Archive button on the top right corner of the message.

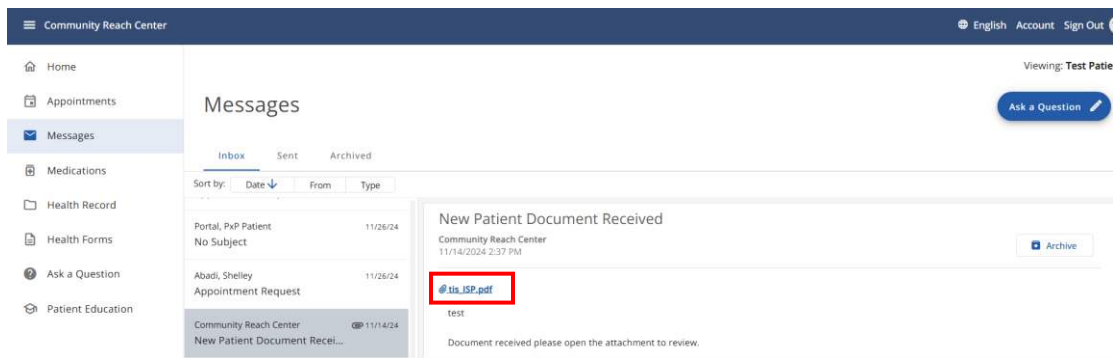


On the Messages Menu, you can view messages or documents sent from staff.

- Proceed to the message you need to view.



- Click on the linked pdf to download the attachment.



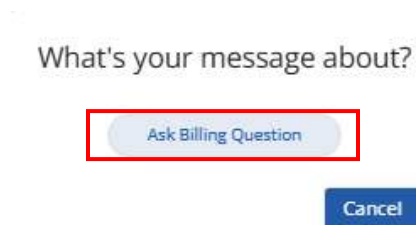
5. After you read the attachment, you may be instructed to complete a form. Click on the Health Forms link on the left of the screen to go to the Health Forms Menu.

### How do I ask a billing question?

1. Patients **can only send messages about billing for now.** To send a billing question, click on the **Ask a Question** button on the top right corner of the screen of the Messages Menu.



2. A question asking about the kind of message you want to send will appear. Click on **Ask Billing Question** button.



3. Write the subject of the question and the question in the text boxes. Then, click on continue.

## Ask Billing Question

If you are experiencing a medical emergency, please dial 911 or your local emergency number for immediate assistance.

Subject\*

Billing

Max 30 characters  
7/30

What is your question?\*

When is my bill due?

Max 4000 characters  
20/4000

Attachments

Choose file

You can add up to 5 files at a time. Maximum size 10MB.

[Back](#)

[Continue](#)

4. Review your message before sending. If changes are needed, click on the [Back](#) link. If the message is ready to be sent, click on [Submit question](#) button.

## Ask Billing Question

Subject  
Billing  
What is your question?  
When is my bill due?

[Back](#)

[Submit question](#)

OR

Another way to ask a question about billing is found on the CRC Patient Portal Menu. Click the [Ask a Question](#) button on the right of the screen or the [Ask a Question](#) link on the left of the screen.

Community Reach Center

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Messages

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Health Forms

[Ask a Question](#)

Patient Education

COMMUNITY REACH CENTER

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Health Forms

[Ask a Question](#)

Patient Education

The “What’s your message about?” box will appear. Follow the process as previously indicated by clicking on [Ask Billing Question](#) button.

What's your message about?

Ask Billing Question

Cancel

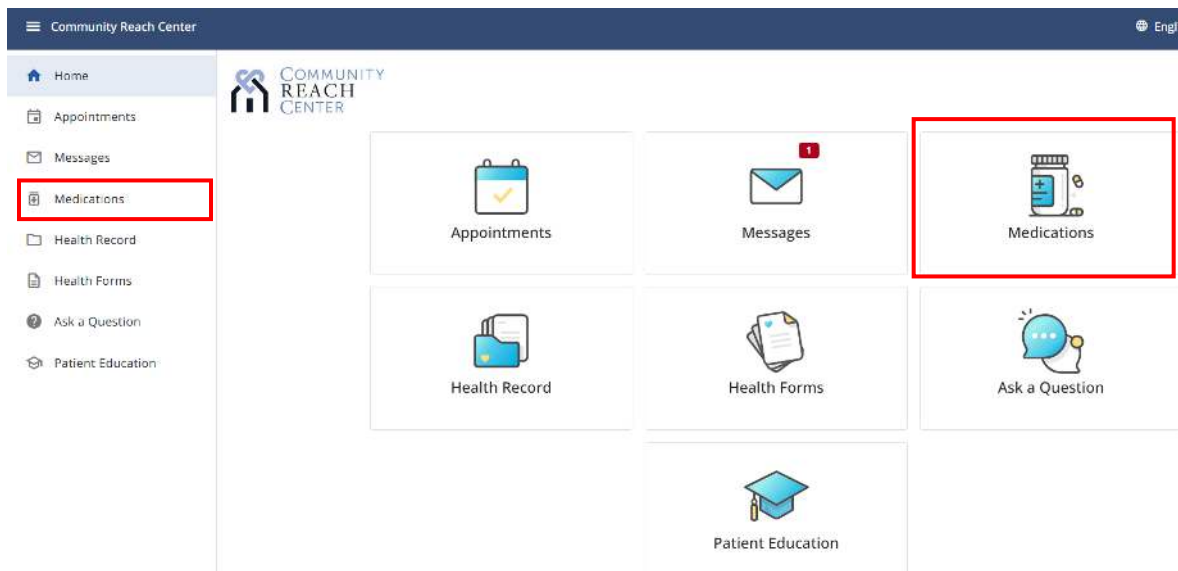
OR

If you have billing questions you can call 303-853-3440 or email  
crcbillingquestions@communityreachcenter.org

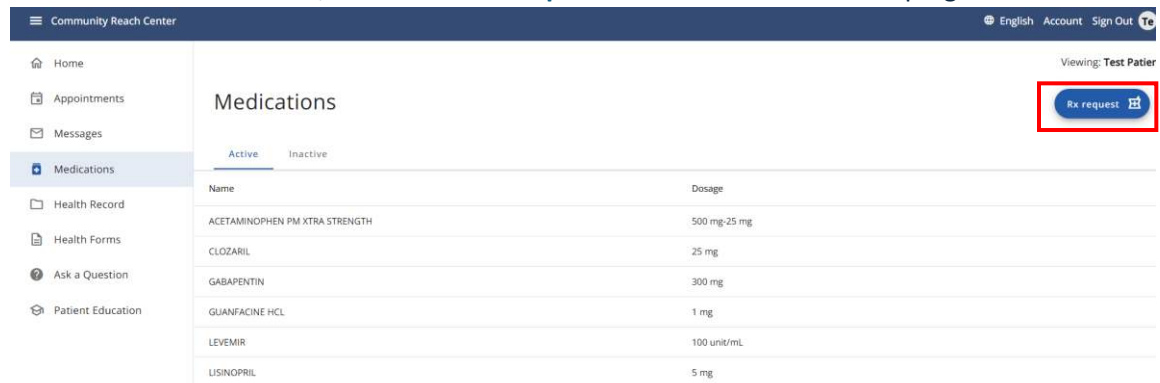
## Medication Refills

How do I request a medication refill?

1. On the CRC Patient Portal, click on the Medications Icon at the center of the screen or the Medications link on the left of the screen.



2. On the Medications Menu, click on the **Rx request** button located on the top right corner.



3. Select the CRC Location and the Provider. Then, click Continue.

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## Rx Request

### Choose a Location and Provider

Location  
Main Office

Provider  
Mary Bobye, CNS APN

Back Continue

Choose a Location and Provider

Select a pharmacy

Select Medications

Confirm your renew details

4. Select your preferred pharmacy. Then click on continue. To add a pharmacy to the list, click on the **Add a pharmacy** link.

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## Select a pharmacy

ACA Compounding Pharmacy

1911 Church Street Suite 210  
Nashville, TN, 37203  
Phone 8443443060  
Fax 8006747830

Accredo

1620 Century City Parkway  
Memphis, TN, 38134  
Phone 8445163319  
Fax 8883021028

+ Add a pharmacy

Back Continue

Choose a Location and Provider

Select a pharmacy

Select Medications

Confirm your renew details

5. Select the current medication(s) for which you need a refill. After the medications are selected, click on continue.

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## Rx Request

Select Medications

☐ ACETAMINOPHEN PM XTRA STRENGTH  
500 mg-25 mg
☒ CLOZARIL  
25 mg
☒ GABAPENTIN  
300 mg
☒ GUANFACINE HCL  
1 mg
☐ LEVEMIR  
100 unit/mL
☐ LISINOPRIL  
5 mg

Back
Continue

Choose a Location and Provider
Select a pharmacy
Select Medications
Confirm your renew details

- Review the details of the medication refill request. You can write any comments about the prescription refill request on the Comment Box if needed. If the information on the medication refill request is correct, click on confirm.

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## Rx Request

Confirm your renew details

Location
Main Office
Edit

Provider
Mary Bobye, CNS APN

Pharmacy Information
Accredo
1628 Century City Parkway
8445163319

New medication request
CLOZARIL
25 mg
New medication request
GABAPENTIN
300 mg
New medication request
GUANFACINE HCL
1 mg

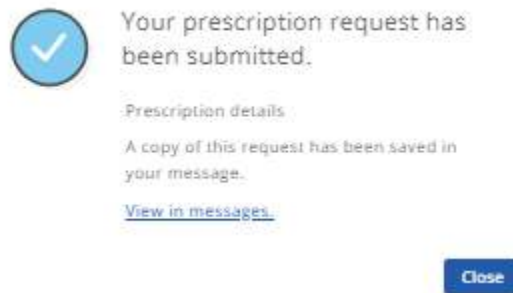
Comment:

Back
Confirm

Choose a Location and Provider
Select a pharmacy
Select Medications
Confirm your renew details

10

A confirmation that the medication refill request has been submitted will appear on the screen. A copy of the request will be sent to your message inbox.



You may also call the nurse line for medication refills by calling 303-853-3517.

## Health Record Request

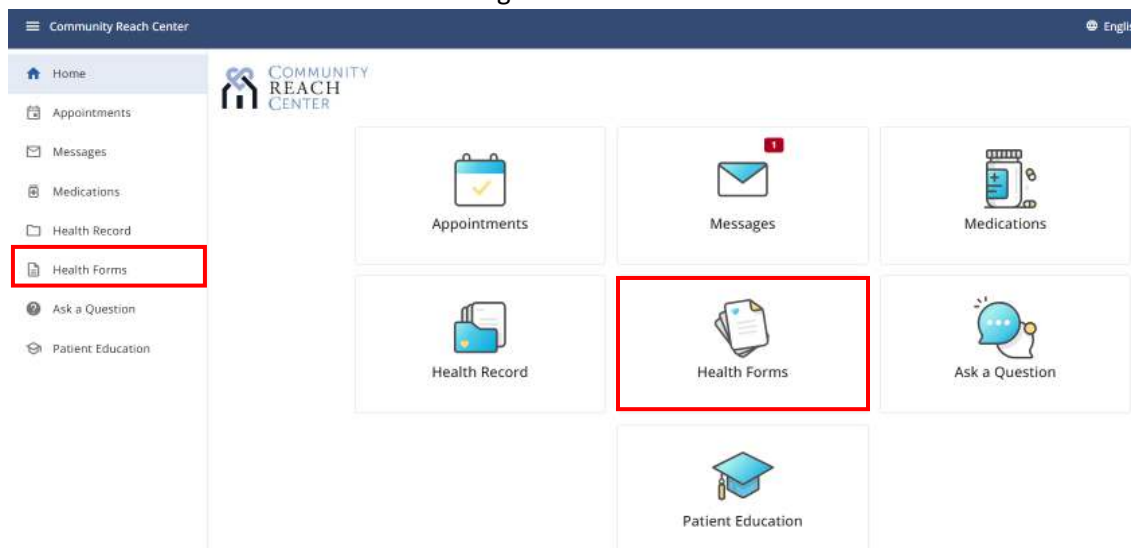
### How do I request health records?

The health record request function is not active on the CRC Patient Portal currently. To request a copy of your records please email [CRCMedRecords@communityreachcenter.org](mailto:CRCMedRecords@communityreachcenter.org), call 303-853-3510, or speak to the front desk representative in person.

## Completing Forms

### How do I sign forms online?

1. Click the Health Forms link on the left navigation or select Health Forms icon in the main menu.



2. On the Health Forms Menu, click on **Select Location**.

3. Select the form that you need to sign. Forms available to sign electronically include Service Agreement, Service Plan, Disclosure Statement, Financial Update, and Income Attestation Form.

4. A welcome message will appear providing a reminder to read the documentation before signing it. Click on continue.

5. Enter any required fields and sign electronically using your mouse or your finger on 'Please Sign Below' box. If you need to re-do your signature, you can click on Clear Signature. Click on Save & Continue to save your electronic signature on the document.

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English Account

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**Health Forms**

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### Health Forms

Treatment Plan Page 1/1

Acknowledgement of Treatment Plan

I have read and understand my treatment plan

Please sign below \*

Clear Signature

By signing the box above, you are agreeing to the consent statement.

Save and finish another time

**Save & Continue**

- The last step to sign documents electronically is to submit the document that you signed. Click on the **Submit** button.

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**Health Forms**

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### Health Forms

**Congratulations Test - You're All Done!**

**Thank you for providing us with this information!**

The final step is to submit this information to us, Community Reach Center. If you are ready to send your answers, please click the **Submit** button below.

**Submit**

If you need to update your information first, choose from one of the sections below.

Choose a section...

#### How do I complete financial Forms?

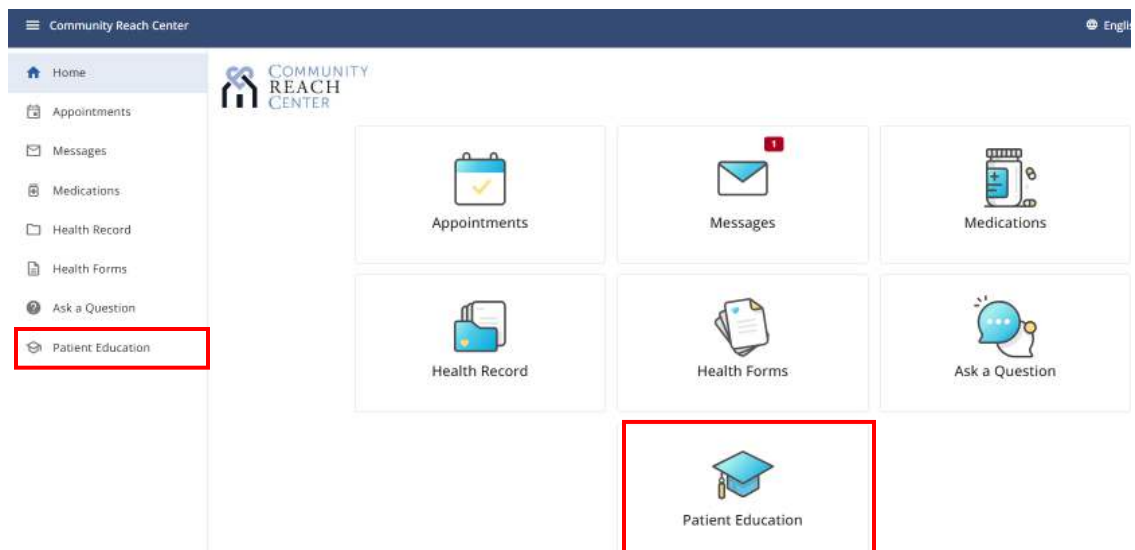
- Locate your [Message](#) from CRC with your Facesheet. Review your Facesheet linked in the message. If information is incorrect call 303-853-3500 to update the information.
- Navigate to the [Health Forms](#) and complete the forms labeled, Financial Update and Income Attestation Form. Make sure you work through the form until the submit button is clicked.

If you have billing questions

## Patient Education

#### How do I access education materials?

- On the CRC Patient Portal, click on the Patient Education Icon at the center of the screen or the Patient Education link on the left of the screen.



2. A Patient Education box will appear and ask to launch the Patient Education tool. Click on Launch.



3. You will be redirected to <https://medlineplus.gov/> where you can find health information resources.

## Logging out of the Patient Portal

How do I log out of the CRC Patient Portal?

On the top right corner of the screen, click on Sign Out.



## Technical Issues

How do I get help for technical issues?

Please use the Get in Touch form located at <https://www.communityreachcenter.org/contact/>