

# Patient Portal

Did you know that  
our office has a  
way for you to see  
portions of your  
medical chart 24/7?

Our Electronic Medical Record,  
eClinicalWorks,  
offers patients free access to  
parts of their record.

This is called the "Patient Portal".  
This also gives you access to things like:

- Medication List
- Refill Request
- Visit History
- Immunization Record
- Blood Work Results
- Send messages to the Practice

And more!

**To gain access to your Patient Portal,  
just ask one of our Staff Members to  
set you up!**

Just a reminder, though this does give you access to  
some of your record, this is not meant to show  
your entire record.

If you have a need for a copy of something  
in your record, please let our office know.



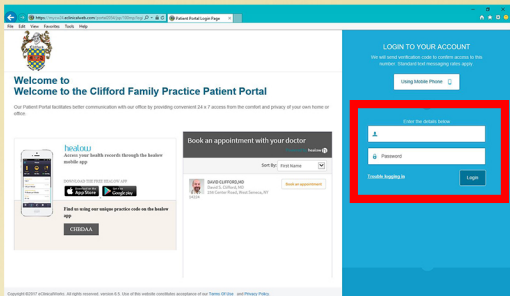
There's an  
app for  
that too!

The "healow" app is your on-the-go  
access to the Patient Portal.

It is available on  
Apple and Android devices.

Clifford Family Practice  
256 Center Rd West Seneca, NY 14224  
P: 716-677-4159      [www.cliffordfp.com](http://www.cliffordfp.com)

# Your First Login



When you first get to the Patient Portal, type in the User Name and Password that our office sent to you via E-Mail. If you did not receive it, please contact our office. This email will have directions on how to get to the Patient Portal.

Next, you will be asked to verify your identity. Just answer these questions and hit submit.

Finally, you'll be asked to reset your password and set up your security question. This will be your password from now on. Just hit submit and you should be on your Portal Page!

From there, feel free to play around and look into what you have access to. Feel free to send us messages with questions and refill requests, or even to make an appointment! Please remember, that this Portal is only for YOU. Your family members have their own. If you ever have any questions, feel free to call the office!