

Andrea Neal, PhD
Licensed Psychologist

600 Stewart St., Suite 724
Seattle, WA 98101

P: 206-678-6976
F: 206-420-4742

Patient Portal

You have the option to sign up for the patient portal for this office, provided by the practice management software, Therapy Appointment. The patient portal allows for online appointment scheduling and the sending and receiving of secure email. This is an option you may choose to use. By signing this form below, you are indicating that you understand the risks and benefits of using the patient portal.

Once you have provided a login name and password to this office and it is entered into Therapy Appointment, then these are the steps for you to access the patient portal:

1. Go to the website www.andreanealphd.com and find the tab: "Patient Portal" and click on the "Therapy Appointment Patient Portal" link.
2. Enter your login name and password.
3. You will then see a page in which you will have several options, including viewing scheduled appointments, updating your insurance information, and sending this office a secure encrypted email message.

Important Information

- The system will not allow you to make any changes to the schedule for appointments that are within **the following 48 hours**, including scheduling or cancelling appointments.
- You may change your password through the system, and this office will not have access to the new password.
- Your personal information, including your full name, birth date, address, and insurance information, is available through this system, so **please keep your login information secure for your own privacy and security**.
- Sending a message through this system is rarely the quickest way to get a message to me. Exchanging emails through therapyappointment.com is encrypted, which is the requirement by HIPAA to keep your personal health information protected. For clinical reasons, I do not exchange emails with clients about clinical issues. Emails about clinical issues will be placed in your electronic health record. **Please only email me about administrative issues, e.g., scheduling, insurance items, etc.**

Appointment Reminders, Paperless Statements, and Your Preferences

- You have the option of choosing to receive appointment reminders; and you may choose email, text message, or an automated phone call.
- Very occasionally there is a system error and no reminder email or text is sent. You are still responsible for keeping track of the appointments even if you do not receive the appointment reminder.

Would you like an appointment reminder?

No reminder Email Text message Automated Phone Call

May I email you through the patient portal if I need to cancel an appointment with very short notice (e.g., illness, emergencies)? Yes No, please call me instead.

Would you like your monthly statements emailed to you, rather than receiving a paper copy?

Yes No

Signature of client

Date

Printed Name