

Accessing Your Health Information Using the CLINICAS PATIENT PORTAL



COMMUNICATE & COLLABORATE

Communicate securely with your care teams to ask and resolve questions.



VIEW YOUR LAB RESULTS

Access most of your lab results as soon as they are ready.



MEDICATION REFILL REQUESTS

Medication refills are as easy as a click of a button.

CLINICAS PORTAL INSTRUCTIONS

It only takes a moment to register for the Clinicas del Camino Real, Inc. (Clinicas) patient portal. You will receive a PIN number via text message and/or email. If you cannot locate your PIN, please call (805) 647-6353 to obtain another one.

How you enroll depends on whether you are a new user of the Clinicas Patient Portal (either as a patient or a person authorized by a patient) or have previously registered (either as a patient or a person authorized by a patient).

- ✓ If you have NEVER registered to the Clinicas Patient Portal as a patient or an authorized person for a patient, follow instructions # **1**
- ✓ If you have already enrolled in the Clinicas Patient Portal as a patient or authorized person for a patient, follow instructions # **2**

1 Follow if you are NEW to the Clinicas portal and are a PATIENT or a PROXY (person authorized by patient to access their health information)

- Access portal by one of the following options:
 - Click on the link that was sent to you via text message and/or email.
 - Open a browser and go to <https://patientportal.clinicas.org>
- If you connected using the website, click on **"Create a New Account"**
- If you connected using the link sent to you via text or email message, click **"Let's Get Started"**
- Review the Terms & Conditions and scroll to the bottom of the screen (**Please note: The Terms & Conditions are in English, followed by the Spanish version.**)
 - Scroll to the bottom of the screen, check the box next to **"I verify I am at least 18 years of age"**
 - Click **"I Accept"**
- When asked if you have a pin, click **"Yes"**.
- Enter your **PIN** number and click **"Next"** (if you followed text or email link, the PIN number will auto-populate)

- Read the Confirm Identity message and click **"Next"**
- Enter and confirm your email address and click **"Next"**
- Create a user name by following the on-screen instructions and click **"Next"**
- Create a password by following the on-screen instructions and click **"Next"**
- Choose a security question, provide an answer and click **"Next"**.
- You're all set!
 - Take a **"tour"** (found on top right-hand corner under your name) or go to the home page.
 - Download the App for **iOS** or **Android**

2 Follow if you are ALREADY ENROLLED on the Clinicas Patient Portal (as a patient or an authorized person for another patient) and will also be an authorized person for the patient being enrolled.

- Have the text message or email invite available including the patient's PIN number
- Open a browser and go to <https://patientportal.clinicas.org>
- Enter your user name and password and click **"Log In"**
- Click on the down-arrow next to the patient name on the top left-hand side of the screen.
- Click on **"Connect With New Patient"**
- Enter the patient's PIN
- Read the Confirm Identity message and click **"Next"**
- Complete the Challenge Questions by entering the patient's **first name, last name** and **date of birth**. Click **"Next"**
- Verify the patient's demographic information and click **"Next"**
- You're all set! You can now view the patient's health information.

Some exclusions apply for seeing lab results. Patients ages 12-17 will not have access to the portal.