

Patient Portal Help

Open ACU clinics each have a website for patients to manage their appointments and patient profiles. The articles in this book offer help in using the patient portal.

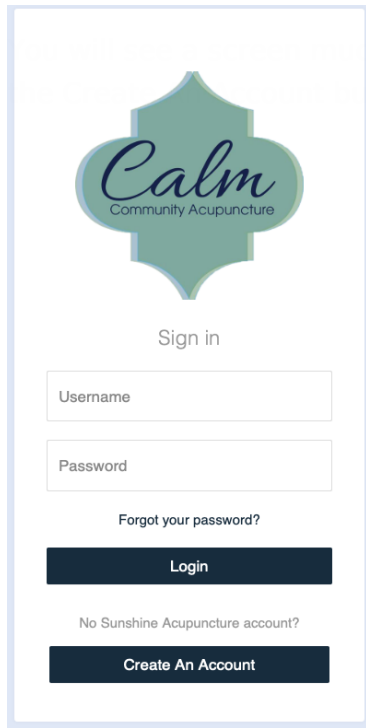
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Your Account

Creating an account with your clinic is an easy process.

Signing Up

Signing up for a patient account with your clinic is an easy process where you enter your email address and a secure password. Before you are able to start making appointments you will need to provide some contact information and fill out an intake questionnaire.

A screenshot of a web page for 'Calm Community Acupuncture'. At the top is a logo with the word 'Calm' in a script font and 'Community Acupuncture' in a smaller sans-serif font below it, all within a green, rounded, leaf-like shape. Below the logo is a 'Sign in' section with two input fields: 'Username' and 'Password'. Below these fields is a link that says 'Forgot your password?'. Underneath is a dark blue button with the word 'Login' in white. At the bottom of the sign-in section is a link that says 'No Sunshine Acupuncture account?'. Below this link is another dark blue button with the text 'Create An Account' in white.

h like this (click to enlarge) when you first visit your clinic's site. Just find tton and click.

You will need to fill out the form, completing all the required fields. Click the image to enlarge.

Enter the following

- Your first and last names
- Your email address, this will be your login userid.
- Your main phone number.
- Your full address including if you live in Canada or the United States
- Create a password, that must be at least 8 characters and no more than 30.

Create Your New Account

And we will appreciate it.

★ Required

First name★

Your First Name

Middle Initial

Middle Initial

Last name★

Your Last Name

Email Address★

Will be your username

We will never share your email with anyone.

Main Phone Number★

Contact Phone Number

Street Address★

Address

City★

City

State/Province★

State

Zip★

zip or postal code

Country★

Choose...

Create password★

Enter your passwo

Repeat password★

Confirm password

☐ I agree to the [terms and contitions](#)★

Register

Edit Your Account

You can change your contact information, notification preferences and more for your Open ACU account on the Account page. There are 5 sections on your account page. Your photo, your basic details, your emergency contact information, changing your password and [your appointments](#).

Change Your Account Photo

1. Click the photo or avatar icon at the top of your account page.
2. Select a file from your computer or device.
3. Click upload.
4. The image must be less than 3000 and greater than 300 pixels.

Add Credit Card Information

If your clinic uses Open ACU's integrated credit card payments option, you can add or edit your credit card details to save a card on file for future use.

Click the Add Credit Card button, enter your card details, then click the Add Card button to save your information. You may add and save multiple cards.

Saved Credit Cards

Add Credit Card

Enter Card Details

Name on card

Full name as displayed on card

Card Number

5555 5555 5555 5555

Expire
(mm/yyyy)

MO/YEAR

CVV

Zip

Postal or Z

Country

USA

By clicking the Add Card button you are agreeing to
[our Online Financial Policy](#).

Add Card

Opt Out of Email Reminders

When you create a patient account, you will automatically be opted in to receive appointment reminders via email. If you would prefer not to receive email reminders, you can opt out by toggling the opt-out switch to ON:

Opt-Out of Email Reminders



You Opted OUT of email reminders

Text Message Reminders

If your clinic enables appointment reminders via SMS/text message, you will need to opt in to receive those (you'll still receive email reminders). To receive text message reminders, enter your mobile phone numbers in the Text Reminders box, then check your phone and follow the prompts to complete the setup process:

Text Reminders

To receive appointment reminders by text, please provide your mobile number. We will send you a verification code to confirm your number.

Enter Your Mobile Phone Number.

Save Number

Edit Account Details

1. Open the Edit Account Details Section (click the title to open the accordion section)
2. Make the changes you need (most of the information is required, including your birthday).
3. Make sure you click Save Details.

Edit Emergency Info & Insurance

1. Click the section title to open the form.
2. Make the changes necessary
3. Click Save Emergency/Insurance

Change Your Password

1. Click the section title to open the form.
2. Enter your new password
3. Confirm your new password
4. Click Save Password

➤ Edit Account Details

➤ Edit Emergency Contact Info & Insurance

▼ Change Password

Edit Your Password

User Password

At least 6 characters

Confirm Password

Confirm Password

Save Password

Printing Appointment Receipts

Once your appointments are completed and you've paid you can view your appointment history and print your receipts.

1. Go to your account page by clicking the user icon or your name on the top right.



2. Under the Appointments Menu click "Load My Transactions"
3. Find the transaction you want to print, then click the printer icon. The receipt will open in a new window.

Appointments

You cannot cancel appointments if the appointment is less than 6 hours before now. If you have an emergency or an urgent matter that prevents you from making your appointment please call Sunshine Acupuncture at (615) 319-0316

Load My Appointments		Load My Transactions
Dec 6, 2023 for 10 mins @ Main Street With Alexa Hulsey Community Acupuncture		 \$ 30.00
Sep 13, 2023 11:00 am for 10 mins @ Main Street With Alexa Hulsey		 \$ 0.00

You can also print receipts using the Load My Appointments button. If you don't see the printer icon, that means there is no payment associated with the appointment, or the appointment is in the future:

@ Main Street, with Joe Smith

Wed, Apr 15 2020 @ 8:10:00 AM 10 minutes

@ Main Street, with Joe Smith



Retrieving a Lost Password

With your clinic's Open ACU account you cannot retrieve a lost password because passwords are encrypted. You can request your password to be reset. If you request a password reset you will be sent an email with a link. That link will give you an opportunity to reset the password. Be advised that reset links expire after 4 hours.

Forgot Your Password?

Enter your email address and we will send you an email with instructions on how to reset your password.

Send Reset Email

Opt In to Text Message Reminders

Opting In

If your clinic enables appointment reminders via SMS/text message, you will need to opt in to receive those (you'll still receive email reminders). To receive text message reminders, first go to the Your Account page. Enter your mobile phone numbers in the Text Reminders box, then check your phone and follow the prompts to complete the setup process:

Text Reminders

To receive appointment reminders by text, please provide your mobile number. We will send you a verification code to confirm your number.

Enter Your Mobile Phone Number.

Cell Phone with Areacode

Save Number

Opting Out

To opt out of appointment reminders via SMS/text message, simply reply STOP to any of your appointment reminder text messages.

Opting back in after opting out

If you want to turn appointment reminders via SMS/text message back on after opting out, follow these steps:

1. Text the word **START** to +1 (272) 236-2766. This is the number you receive reminders from.

2. Reinitiate text reminders on the Your Account page, following the instructions for Opting In (above).
3. Confirm with the code sent to your phone.

Appointments

Making and managing appointments for patients

Making an Appointment

First go to the date you want an appointment.

On the right hand side of the page, next to the date, you'll see a calendar icon. Click the calendar icon to open a calendar. The dates with available appointments will be highlighted in blue. Use the left and right arrow at the top of the calendar to navigate between months.

Today

Sat Jul 6, 2024

▼ Main Street

Waiting List

Switch to a different location for more available appointments

◀

July 2024

▶

S	M	T	W	T	F	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

Click the calendar icon or outside the calendar grid to close the calendar.

Dates that are not highlighted indicate no availability.

Location Selection

If there is more than one location you can navigate to the location you wish to use by selecting the location found on the left under the date.

Today Sat Jul 11, 2020

▼ Main Street

Main Street

West Side

Choosing From A Block (practitioner)

A block is a range of time for one practitioner. For example 9:00AM to 11:00AM with Joe. The Services available for that Block will appear at the top of the schedule. If multiple Services are available, there will be a drop down menu. Click the menu to see your Service options. If only one Service is available, you'll simple see the Service name:

Main Street (Park Around Back) with Yellow Emperor 6:00 am to 1:00 pm Services Available: ✓ 45 Minute Massage 60 Minute Massage Therapy 90 Minute Massage	Main Street (Park Around Back) with Joe Smith 9:00 am to 11:00 am Service Available: Community Acupuncture
6:00 am Reserve	9:00 am Reserve
6:45 am Reserve	9:10 am Reserve
7:30 am Reserve	9:50 am Reserve
8:15 am Reserve	10:40 am Reserve
9:00 am Reserve	10:50 am Reserve

Click the image to enlarge it. On a mobile device the blocks will not be side by side.

Choose Your Appointment

- Find the slot you'd like with a reserve button in it.
- Click "Reserve"
- Click "Reserve it!" to confirm
- It is yours!

Service Available:
Community Acupuncture

9:00 am



Reserve it!

Confirm making an appointment

9:10 am

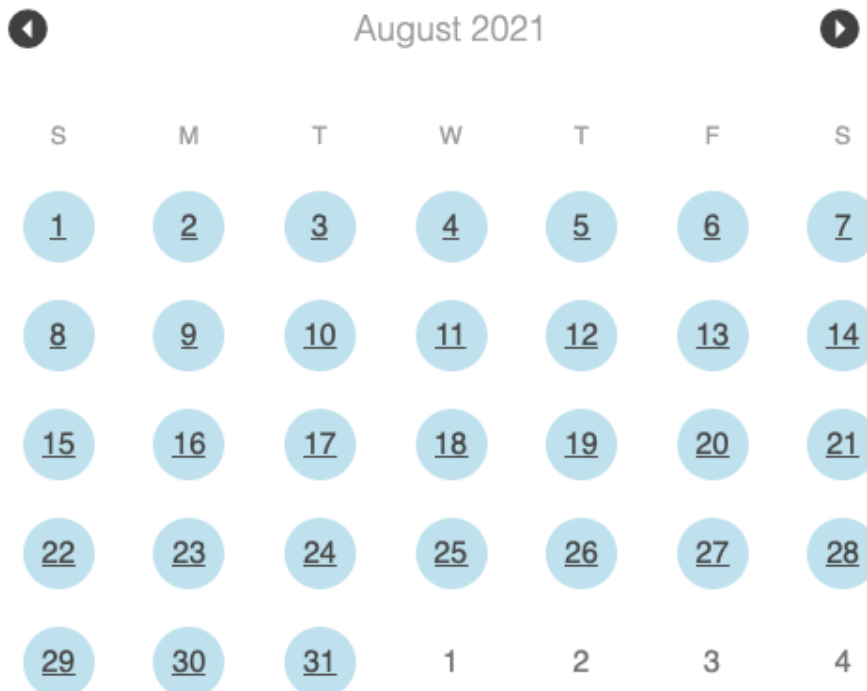
Reserve

No schedule for that day

If there are no appointments available for today's date, you will see a calendar to choose a future date.

There are no appointments available today.
Choose a date from the calendar below.

Switch to a different location for more available appointments



Cancelling An Appointment

Find your appointments.

- Go to your account page from the user icon on the right at the top. You can also click your

Welcome! Minnie



Under the appointments you may need to click "Load My Appointments"

- Click the date on any appointment in the future (you cannot cancel appointments in the past).
- You will be taken to the date of your appointment.
- Find your appointment.
- Click Cancel.
- Confirm.

8:40 am Your Appointment

Cancel

If You Cannot Cancel

Make sure you know your clinic's rules when it comes to cancellations. If there is no cancel button on your appointment you may be outside the cancellation period.

Open ACU clinics may choose to charge a no-show fee if you don't cancel within the cancellation window.

No Appointments Indicator

When a you pull down the calendar dropdown menu, days with appointments available will be highlighted in blue. If a day is not highlighted, that means there are no appointments available:

Today

Wed Jul 3, 2024

▼ Main Street

Waiting List

Switch to a different location for more available appointments

◀

July 2024

▶

S	M	T	W	T	F	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

Add a credit card payment method

You can add a securely store a credit card payment method on your patient account by logging into the patient portal. Click Your Account in the upper right hand corner to get to your Account page.

Below your name, you will see an Add Credit Card button:

My Account



Jane Q. Patient
janeq@encircleacu.com

Credit	Tokens
\$ 0.00	0

Saved Credit Cards

[Add Credit Card](#)

Once you click Add Credit Card, you can enter your credit card information:

Saved Credit Cards

Add Credit Card

Enter Card Details

Name on card

Full name as displayed on card

Card Number

5555 5555 5555 5555

Expire

MO/YEAR

CVV

Zip

Postal or Z

Country

USA

By clicking the Add Card button you are agreeing to
[our Online Financial Policy](#).

Add Card

By clicking Add Card, you are agreeing to the clinic's Financial Policy. Click "our Online Financial Policy" to view the full policy.