

GETTING TO KNOW

Your New Patient Portal

The online Patient Portal is a central place to manage your health anytime, anywhere. Request appointments, send messages or refill requests, access your medical record, and view your test results online.

Features of the Patient Portal



Online Appointment Scheduling

Request an appointment online 24/7. You can also view details of upcoming appointments that you've already scheduled.



Refill Requests

Request prescription refills online without having to take time out of your day.



Private Messaging

Communicate privately with your provider and our care team any time of the day or night with secure messaging.



Test Results

See your lab results and health history instantly without scheduling an appointment.



Medical Record Access

Easily access and view your medical record online.

How do I get connected?

There are several different ways to get connected to the portal:

- **Sign up at your Health Center.**
- **Sign up at home** by submitting a New Portal Login Request Form online [here](#).

Patient Portal Instructions for Online Scheduling

Here are step-by-step instructions to help you navigate the portal with ease to schedule appointments.

- 1 Start by logging into my.proactive.md and click **Appointments**.
- 2 To create an appointment, you will fill out all 4 criteria listed and select **Search**.
- 3 After you click **Search**, the available appointments will be listed on the right. You will select the provider and time slot that work for you.
- 4 Once you select your appointment time and click **Submit & Continue**, it will direct you to the final page to fill out the reason for your appointment request in the description box. It will also require a contact phone number and email address.

Scheduling Appointments Online

On the toolbar on the left-hand side of any page, if you select Appointments, it will lead you to an Appointment Creator page where you can request one of four types of appointments:

- **Annual Physical**
- **Lab Work:**
This appointment type is used when you need to have blood drawn.
- **Follow Up:**
This appointment type is used for follow up from a prior Lab Work or Referral Appointment.
- **Sick Visit:**
This appointment type is used when you want to see a Provider when you are feeling sick and if you want to be tested for a particular illness.

You are able to create an appointment 24 hours out from the time of appointment creation. If you need to get into the Health Center sooner than 24 hours, please call the Health Center at the number listed at the top of any page in your portal.