

ARCKC LLC

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PATIENT PORTAL

To provide improved patient access to laboratory results in an ecofriendly way we are asking you to join our patient portal. Email is not considered secure enough for transfer of patient information. The patient portal is a secure website that allows the medical staff to upload laboratory results and laboratory interpretation for your access.

Your email can be used to let you know you have updated information in your portal. The portal is for non-urgent matters only. If you need to contact our office please use the phone system. Medication refills are best handled by having the pharmacy fax the request to our office. If you have a life threatening emergency please call 911.

Join our portal system:

- 1. Let our office staff know you would like to be invited to the patient portal.**
- 2. You will receive an email with instructions for registering.**
- 3. Enter your name as it appears on your insurance card, date of birth, and social security number for verification with our records.** All other information is already in our records and may be skipped.

If you cannot locate your invitation email (please also check your spam), you may register by using the following link:

<https://patientportal.pulseinc.com/patientportalgateway/default.aspx?cid=120045>

Use your email address as your patient ID. After answering the invite it takes 2-3 days to become an active user. Once you are an active user a viewer update called "Silverlight" is needed to open documents and this is may not be compatible with smart devices such as iPad, iPhone, Android phones. Many computers have this installed. If you are prompted to download "Silverlight" please do so.

(If you should need to manually download "Silverlight" enter this link:

<http://silverlight.soft32.com/free-download/?lp=adwords&kw=Download+silverlight&mt=e&ad=25003376238&pl=&ds=s&gclid=Clrh-fDubgCFYuk4AodCy0Arw>

Discuss questions with our office staff or your healthcare provider.