Steward CONNECT Patient Portal
Frequently Asked Questions

What is the Patient Portal?

The Patient Portal is an online service that provides patients secure access to their health information. Various features are available on the portal, including the ability to send messages to your health care providers, request appointments, and pay bills online.

Who can use the Patient Portal?

Any active patient may be eligible to register for and use the Patient Portal. If you are authorized, a family access account can be created that will allow you to access selected family members' health information.

How secure is the Patient Portal?

All communications between you and your provider's office are carried over a secure, encrypted connection. This secure connection utilizes industry standard Secure Socket Layer (SSL) encryption to ensure secure data transmission as well as server-side digital certificate authentication. To prohibit unauthorized access, all medical information is stored behind our firewall in our electronic medical record system.

You should always make sure that the email address on file for your account is accurate, as notifications from the portal are sent to the email address on file. Make sure to sign out of your account each time you are finished using the portal.

What if my password is stolen?

Change your password immediately by completing one of the following options:
- Sign in to the Patient Portal, go to athenahealth Profile, and reset your password.
- Click Forgot your password on the sign-in page and enter your email address to request a password reset email.
- Contact your provider's office and request a password reset email.

What if I forget my password?

On the sign-in page, click Forgot your password and enter your email address to request a password reset email.

What if I'm unable to access the Patient Portal?

If you are having technical difficulties, call the Technical Support line at 833-727-2498; select Option 1.

How do I sign out?

Click the Sign Out link at the top right of the screen. Alternatively, if your keyboard remains idle for 10 minutes or more, you will receive a pop-up window asking if you are still actively using the portal. If you do not click the OK button, you will be signed out automatically. Any information you have typed and not saved or sent will be lost.

Note: Do not use a public computer to access your health information.

What do I need to access the Patient Portal?

- an email address
- access to a computer and the internet

How do I register for the Patient Portal?

To register for the Patient Portal, click the Sign up today link on the sign-in page, then enter your information.

How do I sign in to the Patient Portal?

To sign in to the Patient Portal, click on the Login with athenahealth button. Next, enter your email address and password, then click the Log in button.

How do I edit my profile information?

1. Click the My Profile tab.
2. Click on the athenahealth profile section and then the athenahealth profile button.
3. Update your information as required.
4. Click on the back arrow to return to the Patient Portal.

How do I edit how my contact preferences for different types of notifications?

1. Click on the My Profile tab.
2. Select My Notifications.
3. Indicate your contact preferences for different types of notifications.
4. Click the Save button.

Note: Portal users cannot deactivate email notifications, as at least one method of communication is required.

How do I view my insurance information?

1. Click the My Profile tab.
2. Select Insurance.

Note: If your insurance information has changed, please contact your provider's office.

How do I request an appointment?

Yyou can request an appointment by sending a message to your provider. To do so:

1. Click the Messages tab.
2. Click the Compose Message button.
3. Select the Appointments and scheduling option from the message type dropdown menu.
4. Select your provider, office location, and your preferred time of day and days of week.
5. Type your subject and message.
6. Click the Send button.

How do I view upcoming appointments?

Click the Appointments tab. Your scheduled appointments will be listed under Upcoming Appointments.

How do I view past appointments?

1. Click the Appointments tab.
2. Select Past.
3. Select the desired timeframe from the Past Appointments dropdown menu.

How do I ask my provider a question?

1. Click the Messages tab.
2. Click the Compose Message button.
3. Select the message type from the dropdown options based on the topic of your question.
4. Select your provider and office location.
5. Type your subject and message.
6. Click the Send button

How soon can I expect a response from my provider?

Your provider's office will make every effort to respond to your messages within a timely manner. Please do not expect a response on weekends or holidays. If you need to speak with the office sooner, please call the office directly. Urgent matters should not be dealt with via the Patient Portal.

How do I view messages and/or responses from my provider?

1. Click the Messages tab.
2. Select Inbox.
3. Click the desired message in your inbox to read the message.

Why can't I delete my sent and archived messages?

You cannot permanently delete sent or archived messages. This is because all messages that you send and receive in the Patient Portal are part of your medical record.

How do I view my account balance?

Click the Billing tab. Your list of charges will be listed by date of visit, followed by your account balance, under Recent Charges Payable Online.

How do I ask a question about my account balance?

1. Click the Messages tab.
2. Select Compose Message.
3. Select the Billing and Payments option from the message type dropdown menu.
4. Select your provider and office location.
5. Type your subject and message.
6. Click the Send button.

How do I view my payment history?

1. Click the Billing tab.
2. Select Payments.
3. Select the payment you would like to view.
4. Click the View detail link.

How do I view my account statements?

1. Click the Billing tab.
2. Select Statements.
3. Select the patient statement you would like to view.
4. Click the View detail link

How do I manage my saved credit and debit cards?

1. Click the Billing tab.
2. Select Payment Methods.
3. From here you can:
   a. Click Add a Credit Card to save a new card for future payments.
   b. Click Make Default to set a saved card as your default payment method.
   c. Click the Delete link to remove a saved card from the portal.

Why doesn't anything happen when I click "View Detail" or "View Receipt?"

Adobe Acrobat is required to view and print statements and forms on the Patient Portal. When you click the Billing tab, you will see a note indicating this requirement, along with a link to download this program for free.

Why can't I view my test results?

It is at your provider's discretion to make test results available. Your provider must authorize the release of your test results in order for them to post to your Patient Portal account. Only test results which are considered appropriate for release will be accessible through the Patient Portal.

How do I request a prescription?

1. Click the Messages tab.
2. Select Compose Message.
3. Select Prescriptions and refills from the message type dropdown menu.
4. Select your provider and office location.
5. Type your subject and message.
6. Click the Send button.