

Each Patient Must Have:

- Personal E-mail Address
- Updated Web Browser: Chrome or Edge

Sign-Up:

1. Visit: www.tananachiefs.org
2. Under **Patient Support** - Click **Patient Portal**, then **Access the Patient Portal**
3. Follow step-by-step directions to sign-up— or, scan QR code.



Log In:

If you have a portal set up, but have not signed in for months, call Registration to reset your account.
907-451-6682 Ext. 3601

Message Clinic Team:

1. In Patient Portal fill out boxes, use drop down menu to select options for Provider, Office Location and Subject.
2. Complete Message using up to 1000 characters. *Be as detailed as possible.*
3. Click **Attach files**, if you have something to upload. Up to 10 attachments allowed, attached one at a time.
4. Select appropriate file from your browser or photo library.
5. Click **Send Message**.

We're Here to Help!

Chief Andrew Isaac Health Center
1717 West Cowles St. • Fairbanks, AK
907-451-6682 • www.tananachiefs.org

Patient Registration Ext. 3601
Customer Experience Ext. 1918

Suggestions?

We would like to hear from you!
patientconcerns@tanachiefs.org



Tanana
Chiefs
Conference

How to Access the **PATIENT PORTAL**



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Conference

Our **24/7** online Patient Portal lets you:

- View upcoming and past appointments
- Message Clinical Team
- View Uploaded Test Results
- View Medical History
- View Vaccination History
- Update your contact information
- Personalize and change family access settings
- Research Health Topics

For the Following Please Call Us:

Scheduling Appointments:

907-451-6682 Ext. 1053

Billing and Payments:

907-451-6682 Ext. 3003

Refill Medications

907-459-3807, Option 1
or use RefillPro app on your smart phone (see Patient Handbook for more information).

Family Access

- Family cannot share the same e-mail address
- Patients must have a Patient Portal to provide access to family members
- Parents/Legal Guardians may view minor's portal until the age of 13. Teens (13-18) have the option to establish their own portals that will require their permission to access. TCC is following Alaska Law and Industry Standards. (See Patient Handbook for more information).
- Does not work for billing

Set Up Family Access

1. Click Arrow next to your name at top of Patient Portal and select **Family Access Settings**
2. Click **Invite Family Member**
3. Enter the information about your family member (Must use family member's personal e-mail - *cannot be shared e-mail*)
4. For access level - select **Full**
5. Click **Invite** - Family member will receive an email to access your Patient Portal

View Family Access

Click **My Profile**, then **Family Access**. This displays a list of family members whose account can be accessed by this patient. This also displays a list of family members and others who can access this patient's Patient Portal. You can change or remove access for those people.

Patient Portal Options

Click drop down arrow by **Profile Name** on the top right of screen.

Here, you will be able to:

- Personalize
- Update Patient Information
- Customize Family Access Settings
- Log Out

Recommendation

To receive user-friendly access to the Patient Portal, it is recommended to use a **laptop, desk computer**, or a **large screen tablet** in order to see the full portal website. On a smart phone, change view to **Full Site** to get a better experience.

That's it! You now have **24/7 access to your health information.**