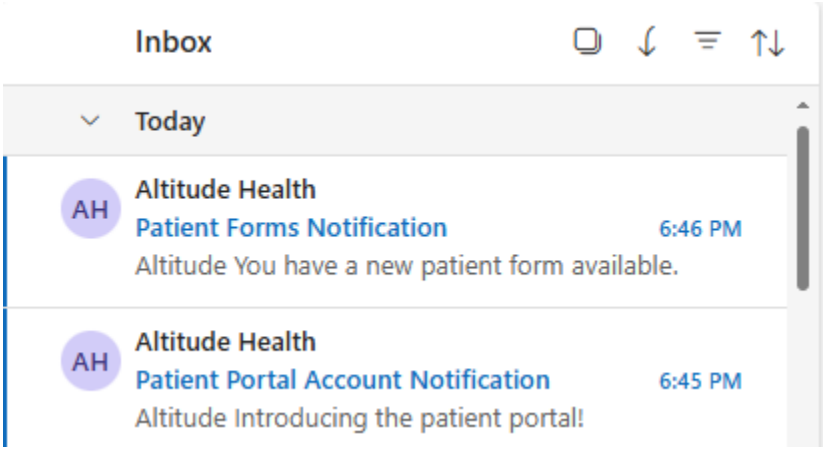
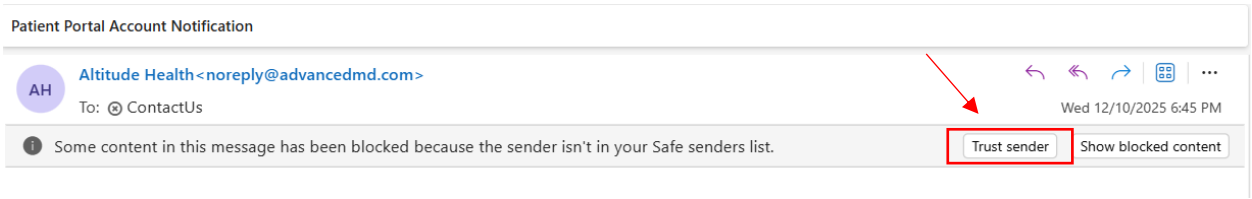
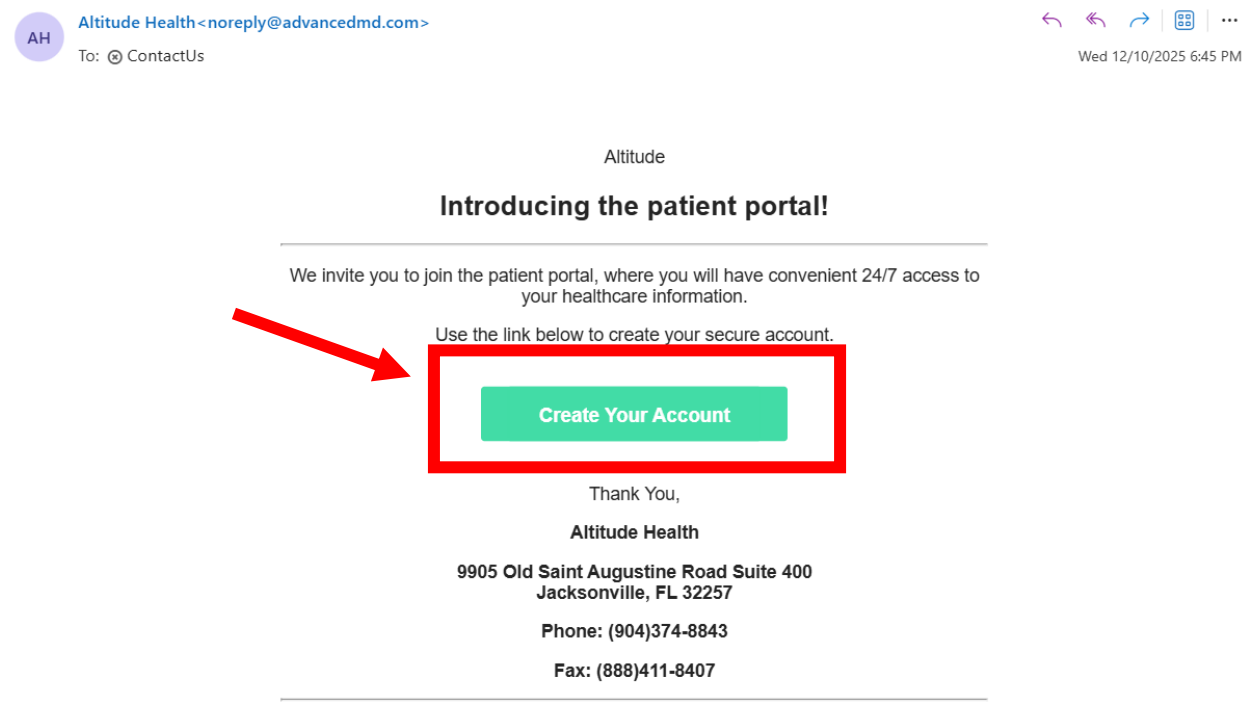
After being scheduled by our team, you will receive two emails: one invitation to register for your patient portal and one alerting you that we sent forms for you to complete:



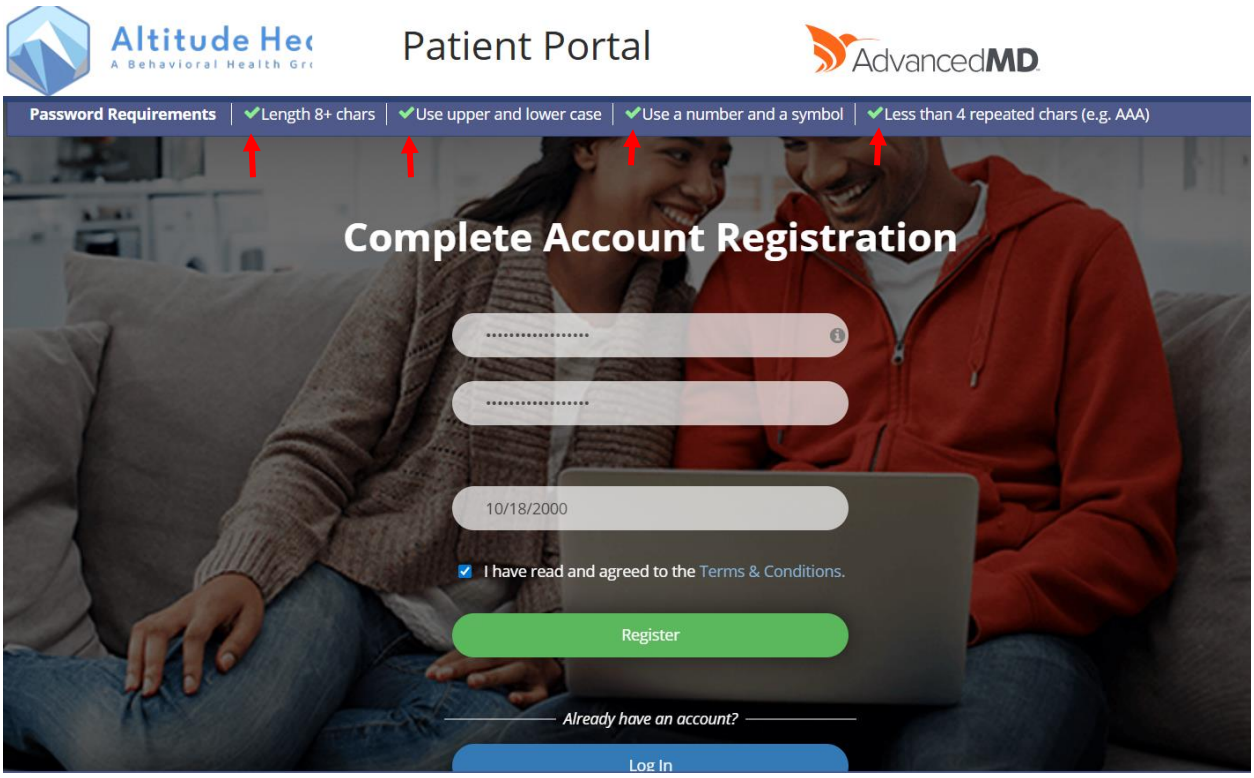
You will want to add Altitude as a trusted sender to view the entire message:



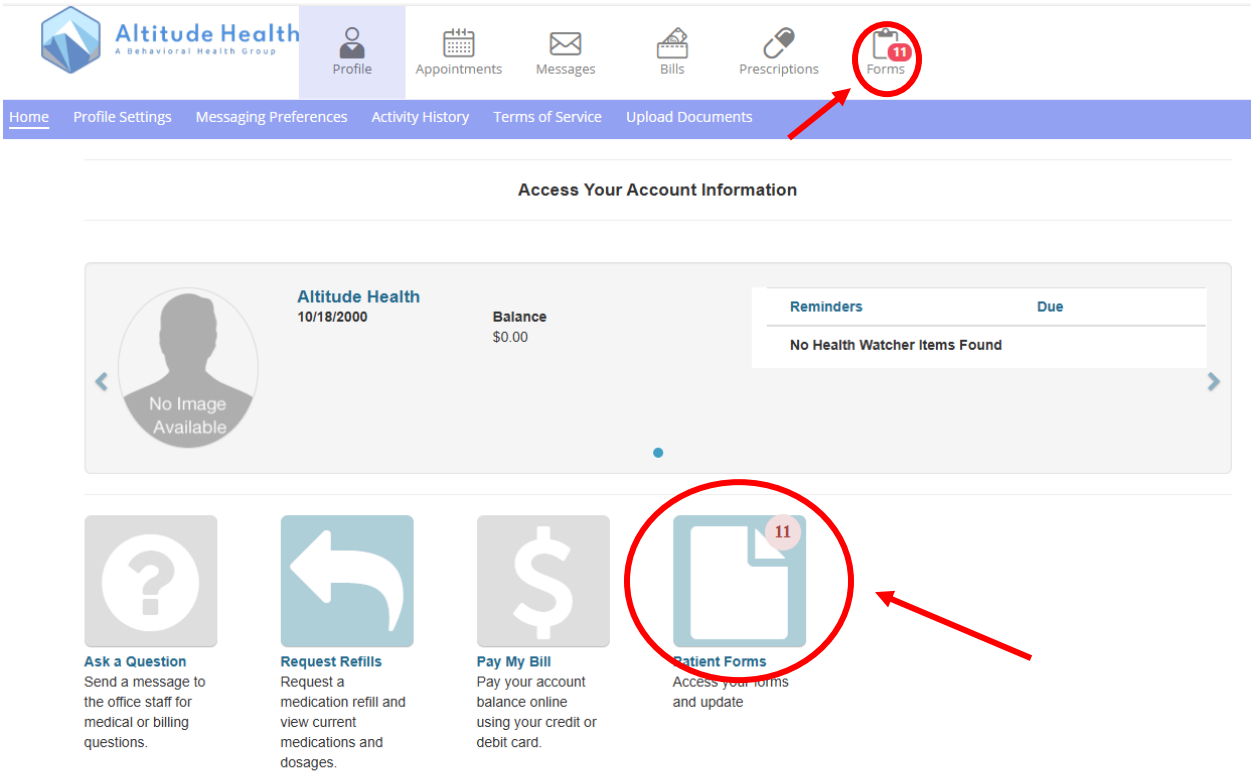
First, open “Patient Portal Account Notification” and click “Create Your Account.”



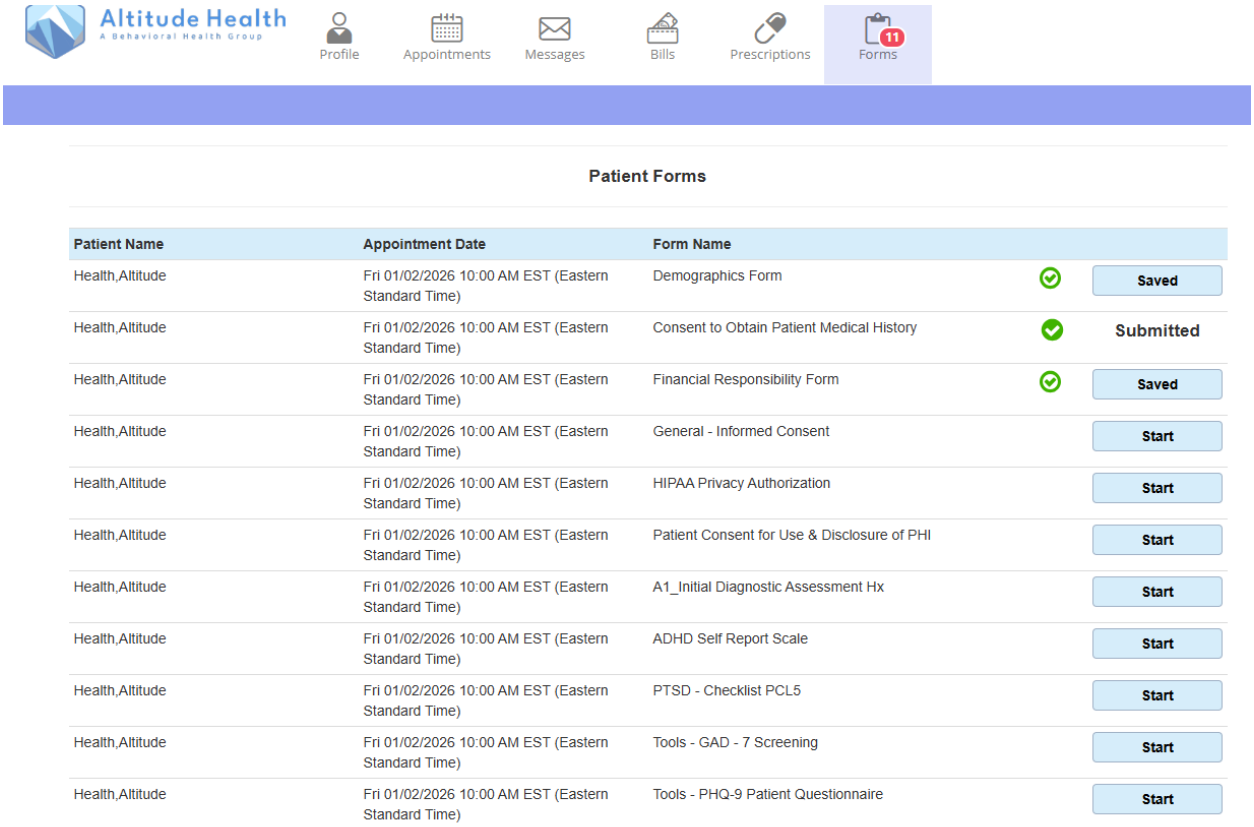
This will take you to the registration screen to create a password and enter your DOB (MM/DD/YYYY). Make sure your password meets all criteria as indicated by the green checkmarks at the top of the page:



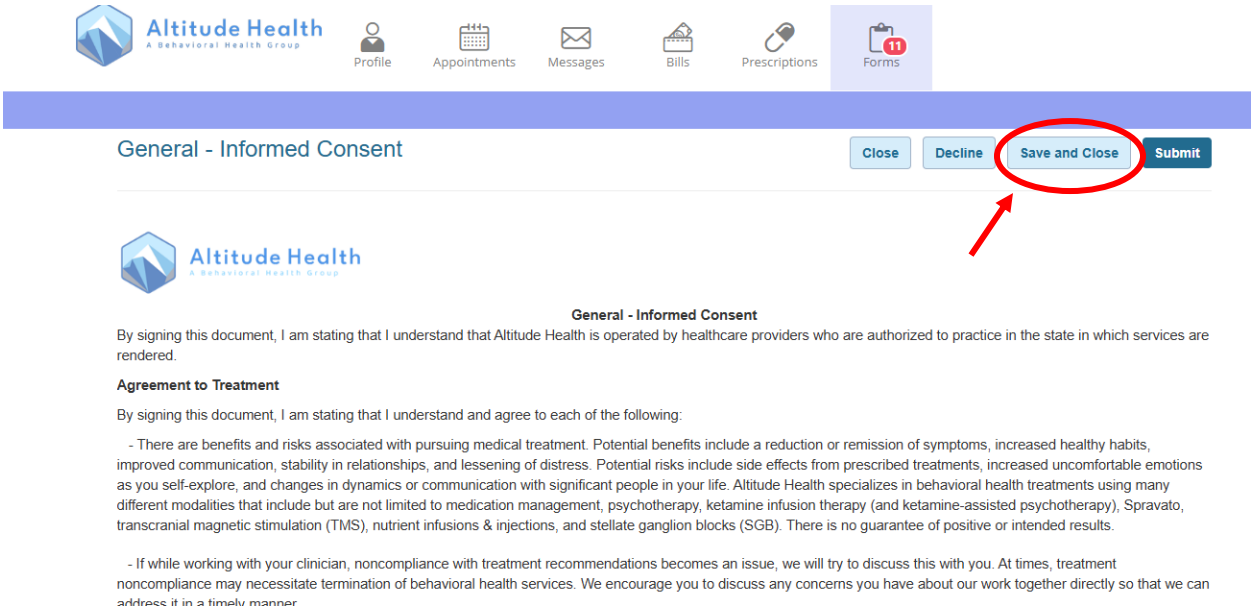
After creating a password, click “Register.” IMPORTANT: You need to use an email address that is yours and accessible in order to receive the confirmation email with a login link and any future telehealth or password reset links. After registering, it will log you into the patient portal, shown below. In case you forget your login credentials, we can always send a password reset link via email.



This is your dashboard. You can send messages directly to clinic staff, request medication refills, upload ID/insurance cards or important documents, make payments, and access forms assigned to you. Intake forms must be completed prior to your initial evaluation, or the provider may request that the appointment be rescheduled. To access your forms, click “Forms” at the top right or “Patient Forms” at the bottom right. Note: the circle badge with number indicates that new forms have been assigned to you.

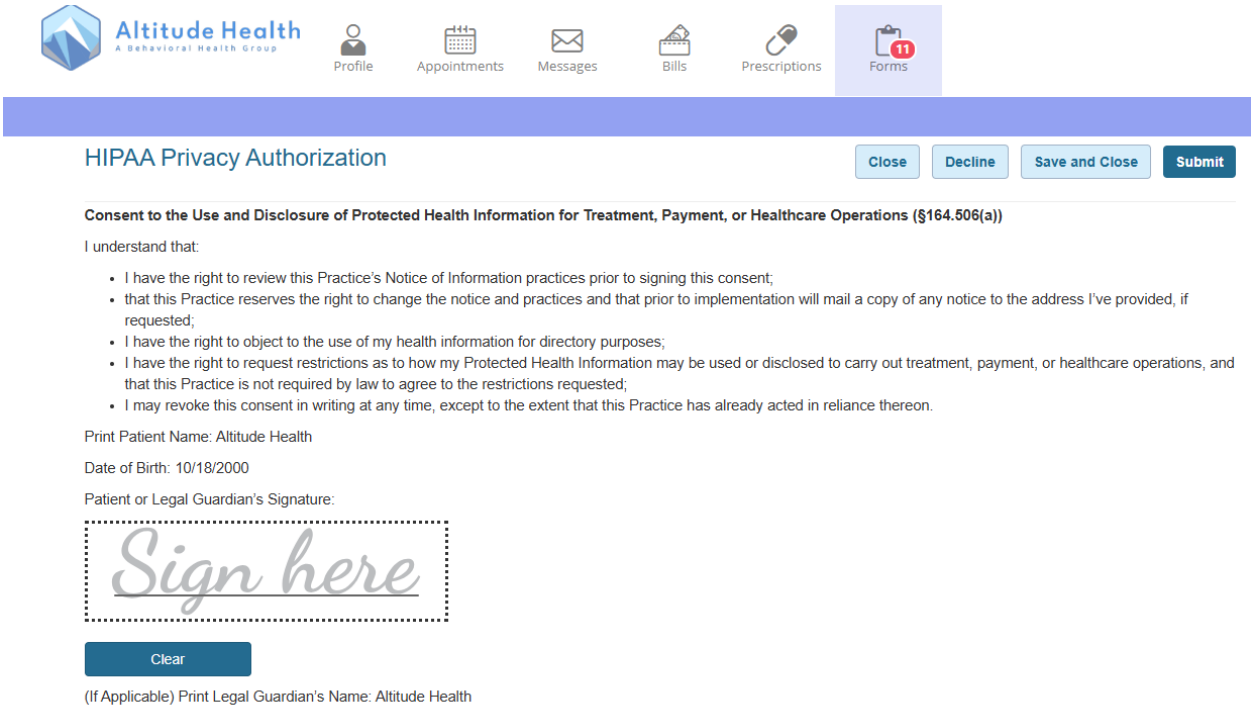


In the “Forms” section, you will see all forms currently assigned to you. Click “Start” to begin working on a form. Once one form is completed, you will automatically move to the next form until all are completed. Forms are not complete until all say “submitted.” You can save your progress at any time and return to where you left off later, as shown below:

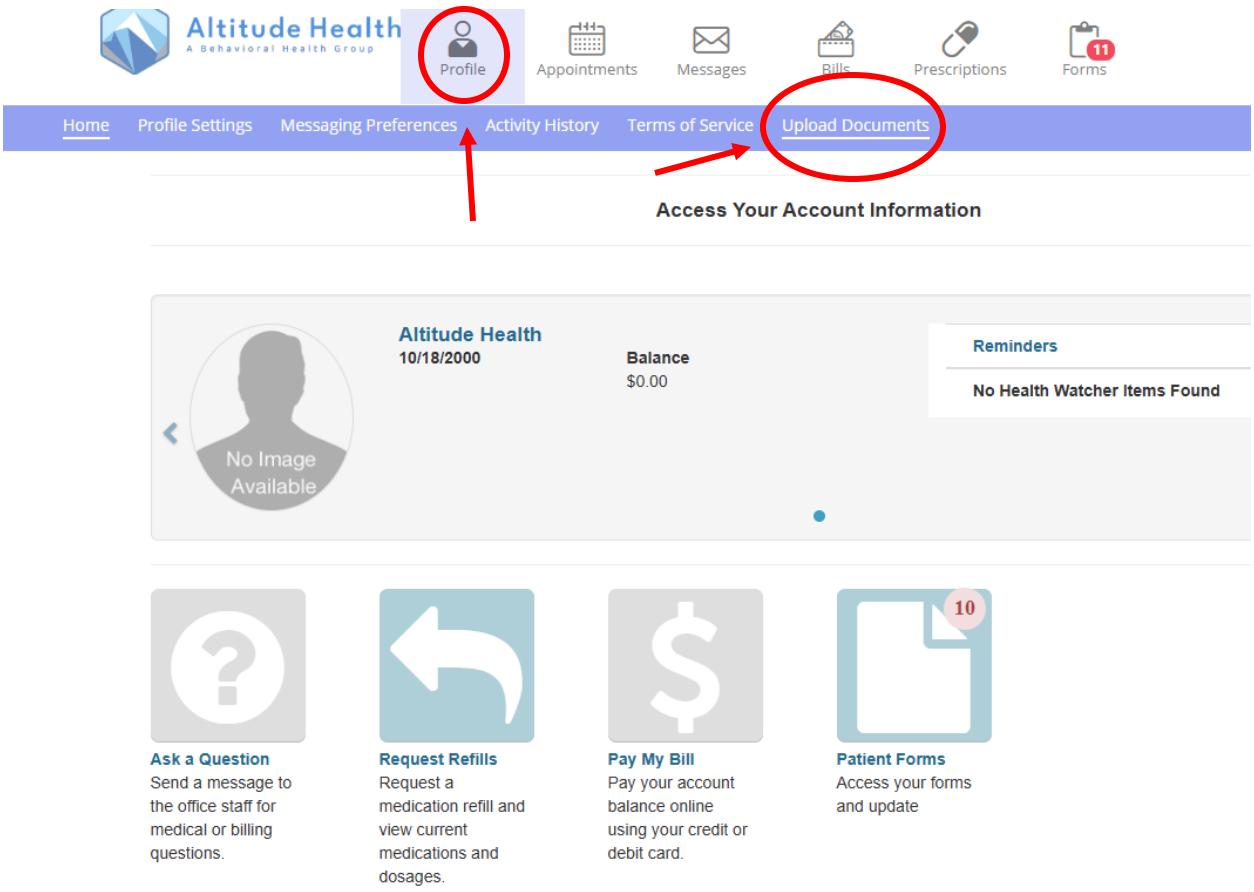


Note: You may decline forms such as consent to obtain past medical history. However, some forms are required to move forward, such as the general consent for provider treatment and financial responsibility form.

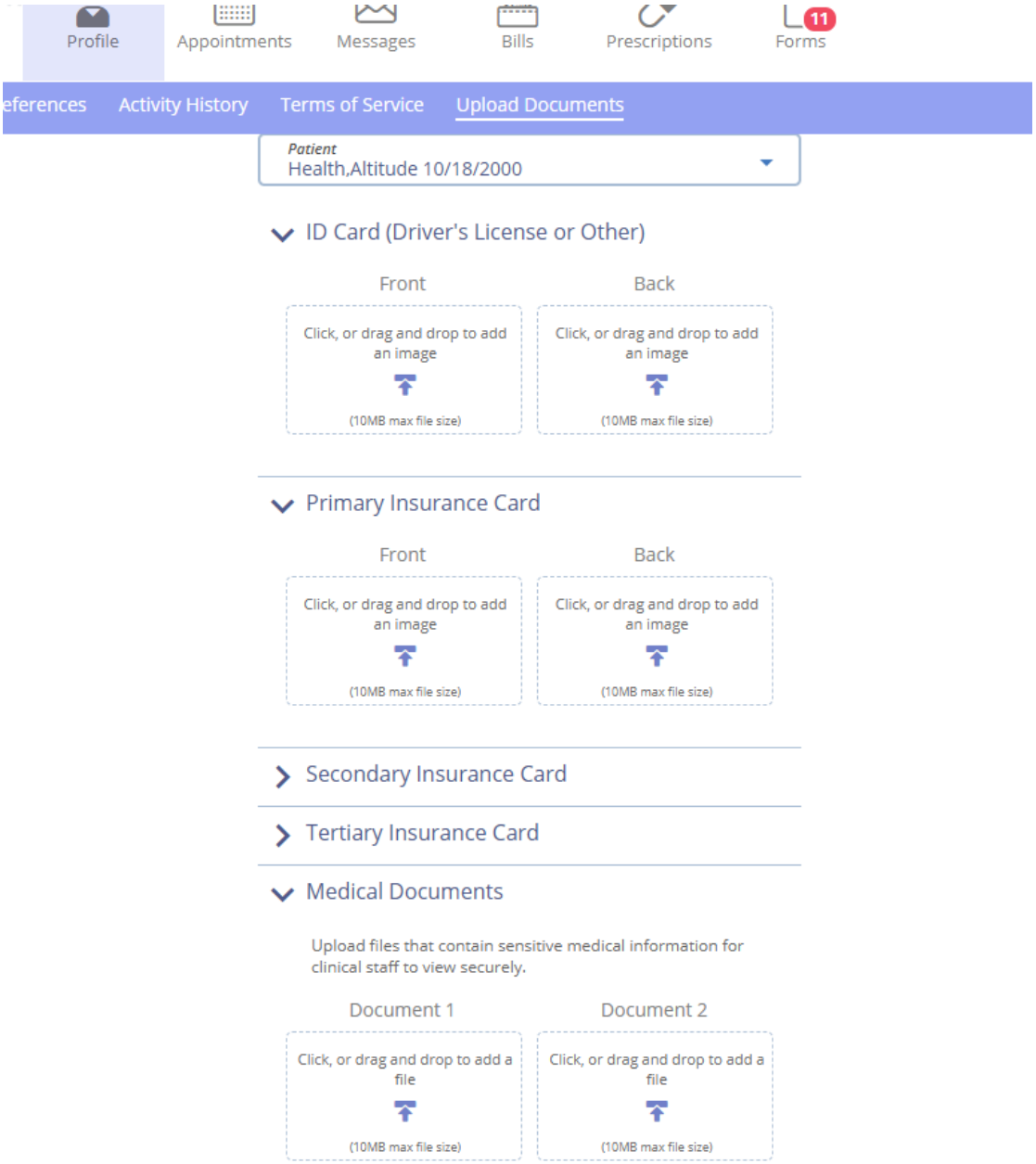
Some forms require signature and will be rejected if missing. Please be sure to scroll all the way to the bottom and add signature prior to saving to submitting:



Once paperwork is completed, it is highly recommended to upload your identification and insurance cards by clicking “Profile” at the top left to return to the main dashboard and then “Upload Documents.”



When uploading identification or insurance, please upload front and back photos. You can also upload important documents such as past medical records, radiology images, or medication lists:


Profile
Appointments
Messages
Bills
Prescriptions
11
Forms
eferences
Activity History
Terms of Service
Upload Documents
Patient
Health,Altitude 10/18/2000
ID Card (Driver's License or Other)
Front
Back
Click, or drag and drop to add an image
(10MB max file size)
Click, or drag and drop to add an image
(10MB max file size)
Primary Insurance Card
Front
Back
Click, or drag and drop to add an image
(10MB max file size)
Click, or drag and drop to add an image
(10MB max file size)
Secondary Insurance Card
Tertiary Insurance Card
Medical Documents
Upload files that contain sensitive medical information for clinical staff to view securely.
Document 1
Document 2
Click, or drag and drop to add a file
(10MB max file size)
Click, or drag and drop to add a file
(10MB max file size)