

PatientNotebook Self-Registration Guide

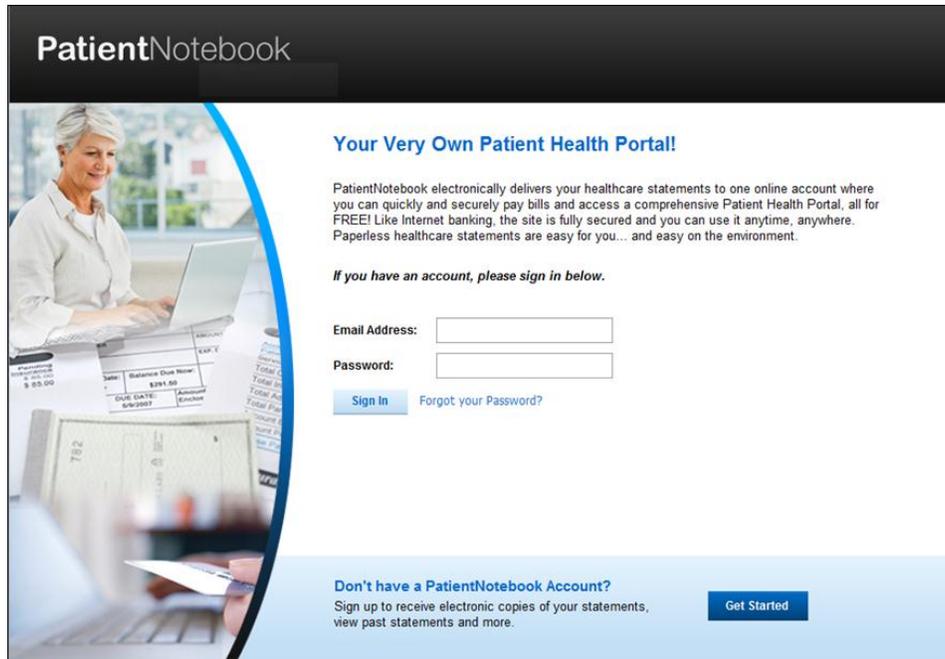
Patients now have the ability to sign up for electronic delivery of statements and correspondence from their healthcare providers. The paper statement the patient receives from the provider includes information needed to register for eDelivery. They should refer to the statement as needed as they follow the instructions below.

PATIENT INSTRUCTIONS

If you have not registered with PatientNotebook please proceed, **but if you have already registered, please skip to Section B to see the Add a New Provider instructions.**

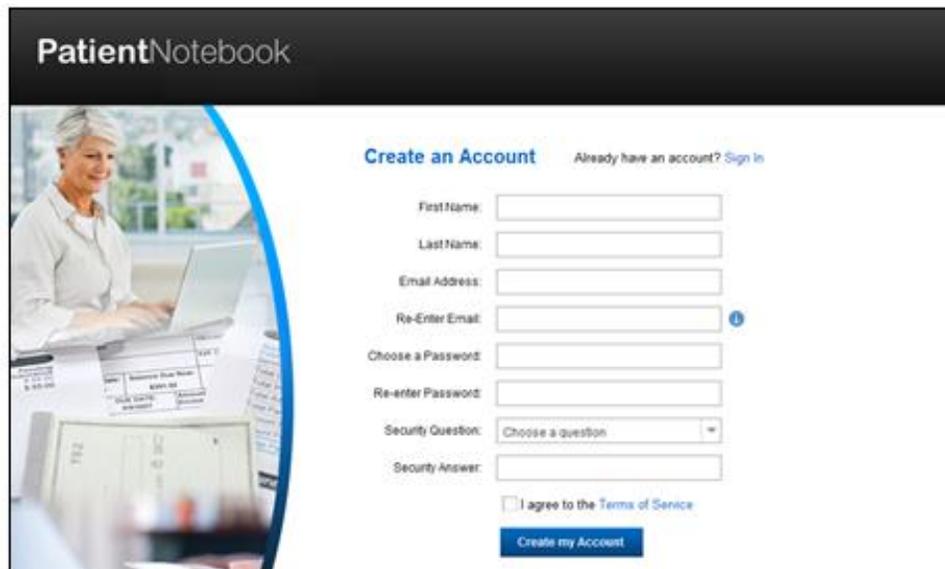
A. To Register and sign up for eDelivery

1. Register with PatientNotebook at www.PatientNotebook.com.



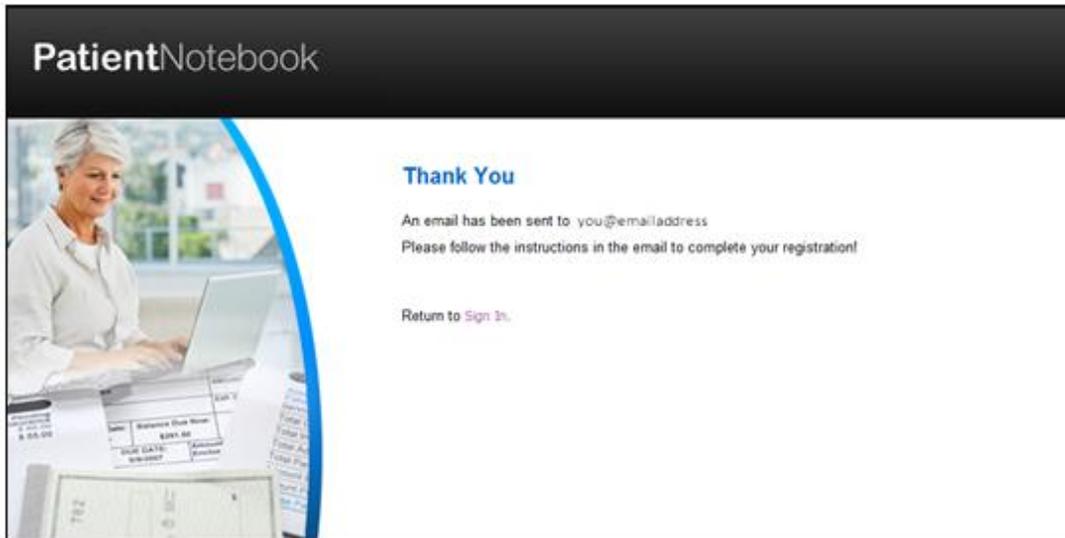
The screenshot shows the PatientNotebook homepage. On the left, there is a circular image of an elderly woman sitting at a desk with a laptop, with a medical bill overlaid on the screen. The bill includes fields for 'Date', 'Balance Due Now', 'Total Due', 'Total Paid', and 'Total Payable'. The main content area has the heading 'Your Very Own Patient Health Portal!' and a paragraph describing the service. Below this is a sign-in section with 'Email Address:' and 'Password:' input fields, a 'Sign In' button, and a 'Forgot your Password?' link. At the bottom, there is a 'Get Started' button and a link to 'Don't have a PatientNotebook Account?'.

2. Click the **Get Started** button to create an account on PatientNotebook. The **Create an Account** screen displays.

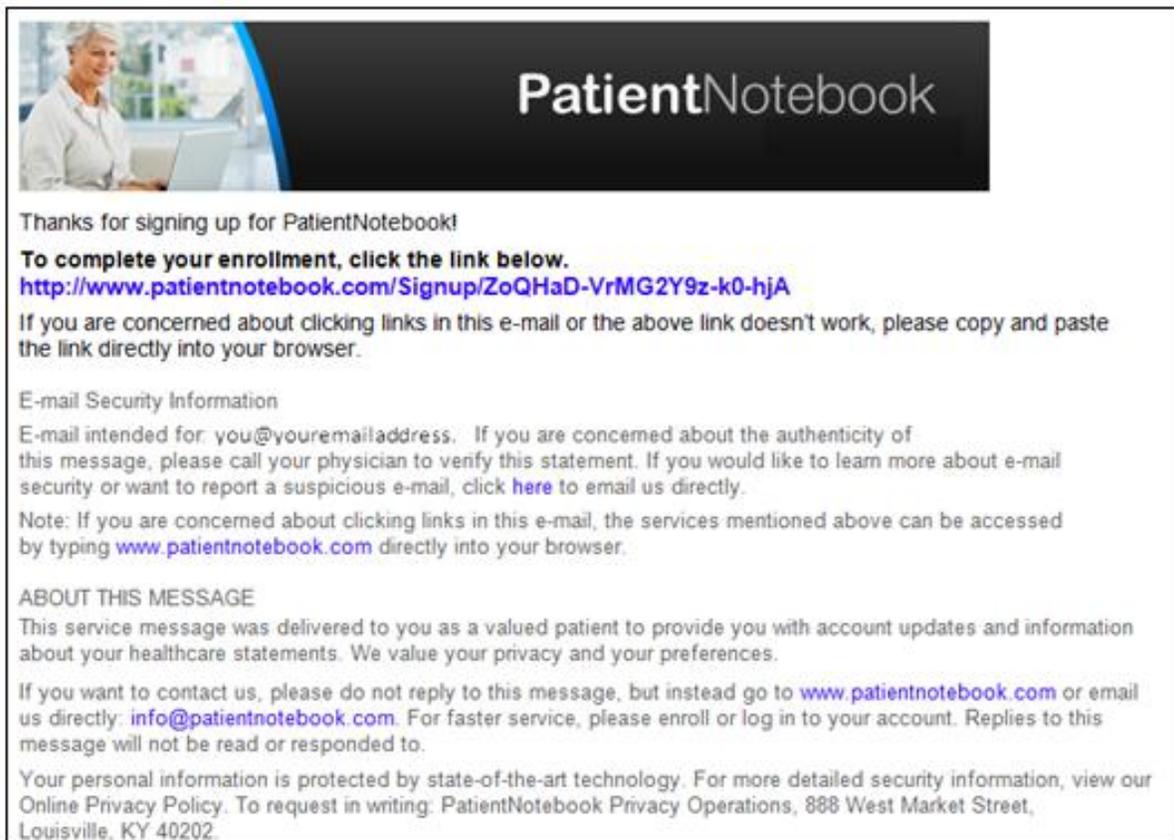


The screenshot shows the 'Create an Account' registration form. On the left, there is a circular image of the same elderly woman from the previous screenshot. The form includes the following fields: 'First Name:', 'Last Name:', 'Email Address:', 'Re-Enter Email:' (with an information icon), 'Choose a Password:', 'Re-enter Password:', 'Security Question:' (with a dropdown menu), and 'Security Answer:'. Below the form is a checkbox for 'I agree to the Terms of Service' and a 'Create my Account' button. A link for 'Already have an account? Sign In' is located at the top right of the form area.

- Supply the requested information and, when finished, click **Create my Account**. You will be informed that an email has been sent to your email address.



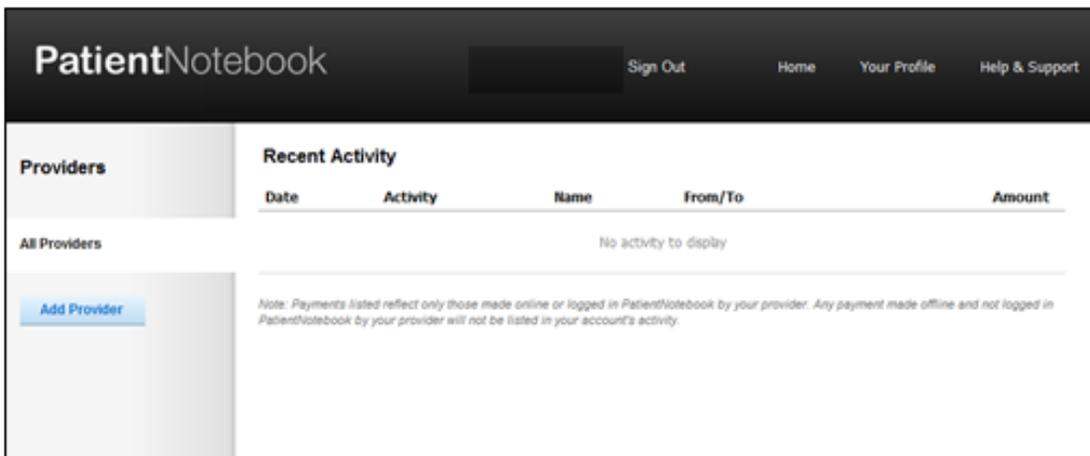
- Check your email for a message from **PatientNotebook.com**.



5. Click the link or copy and paste it in a web browser address bar. The **Complete Your Registration** screen displays.



6. Answer the security question as instructed, and then click **Complete Registration**. You will be taken to PatientNotebook and given the option to connect with a healthcare provider.



7. Click the **Add Provider** button. The **Add a Provider** screen is displayed.

The screenshot shows a window titled "Add A Provider" with a close button (X) in the top right corner. At the top, there are three progress indicators: "1. Enter Info" (highlighted in blue), "2. Confirm Provider", and "3. Success". Below the progress indicators, the text reads: "Please enter the following information using your most recent statement from the provider you are adding. *All fields required.*". There are two text input fields: "Account #:" and "Statement ID#:". At the bottom, there are two buttons: "Cancel" and "Continue".

8. Using your most recent statement from the provider, enter the requested information in the textboxes.

- **Account #** – Your account number is usually found in the Account Number field of your statement's payment coupon. Sometimes the Account Number is labeled as Patient Account Number.
- **Statement ID #** – Your Statement ID is listed in the instructions to register for eDelivery found on your statement. This is currently an 8- or 9-digit number.

9. Click the **Continue** button. A popup asks you to verify the provider and patient information.

The screenshot shows a window titled "Add A Provider" with a close button (X) in the top right corner. At the top, there are three progress indicators: "1. Enter Info", "2. Confirm Provider" (highlighted in blue), and "3. Success". Below the progress indicators, the text reads: "Is this the Provider you would like to add?". There are two sections of information: "Provider" and "Patient". The "Provider" section lists: "America Health Care, LLC", "600 Medical Center Drive", and "Louisville, KY 40202". The "Patient" section lists: "REBECCA COOPER", "12345 MAIN ST", and "LOUISVILLE, KY 40201". At the bottom, there are two buttons: "< Edit Information" and "Continue".

10. If the information is correct, click **Continue**. Otherwise, click the **Edit Information** link. You will be returned to your account verification screen. Enter the correct information on the screen.)

11. If desired, click the **Add Provider** button again to add another provider.

NOTE: If the provider you wish to add does not offer eDelivery, the following message will pop up: *"We're sorry. Your healthcare provider does not currently use this service. Please contact them to request eDelivery of statements."*

12. View the electronic statement when it appears in your PatientNotebook mailbox.

The screenshot displays the PatientNotebook user interface. At the top, the user is logged in as 'Hi Rebecca Cooper' with options for 'Sign Out', 'Home', 'Your Profile', and 'Help & Support'. The main content area is divided into two sections: 'Providers' on the left and 'Recent Activity' on the right. The 'Providers' section lists 'All Providers', 'America Health Care, LLC' (with a statement of \$40.00), and 'ZirMed's Test Account' (with no activity in the last 6 months). An 'Add Provider' button is located at the bottom of the providers list. The 'Recent Activity' section contains a table with the following data:

Date	Activity	Name	From/To	Amount
07/11/12	Statement	Rebecca Cooper	America Health Care, Llc	\$3.00
07/11/12	Statement	Rebecca Cooper	America Health Care, Llc	\$40.00
07/11/12	Statement	Rebecca Cooper	America Health Care, Llc	\$112.00

Below the table, a note states: *Note: Payments listed reflect only those made online or logged in PatientNotebook by your provider. Any payment made offline and not logged in PatientNotebook by your provider will not be listed in your account's activity.*

B. If you're already registered with PatientNotebook

If you have already registered with PatientNotebook, follow the instructions below to add a new provider.

1. Sign on to **PatientNotebook.com**.
2. Click the **Add Provider** button to connect with a provider.

NOTE: If the provider you wish to add does not offer eDelivery, the following message will pop up: *"We're sorry. Your healthcare provider does not currently use this service. Please contact them to request eDelivery of statements."*

3. Follow steps 8 through 11 above.