Welcome to Duke City Primary Care Telehealth.

We hope you find these Appointment Instructions helpful and informative.

Computer Requirements for Online Telehealth

Supported Devices

✓ Windows PC/Laptop/Tablet
✓ Mac OS PC/Laptop

✓ iPad - Apple
✓ iPhone - Apple

✓ Android Tablets
✓ Android Phones

Preferred Internet Browser

✓ Google - Chrome

Unsupported Internet Browsers

o Safari   o Internet Explorer   o Firefox

If you already are registered into Patient Portal you will receive this email confirmation of your appointment. You can go straight to www.DukeCityPrimaryCare.com to log in.

If you are new to using Patient Portal you will receive 2 emails. One with a link to the registration page and one with your Username and Activation code. Please follow those instructions to register before logging into the Patient Portal at www.DukeCityPrimaryCare.com.

Hello John Doe-

Your appointment at Duke City Primary Care is confirmed for 03:20PM on Mar 30 2020 at Telehealth.

Call 505-286-2396 if you are unable to keep this appointment.

We look forward to seeing you.

Thank you,
Duke City Primary Care

Please do not reply to this email

AVG This email has been checked for viruses by AVG antivirus software.
www.avg.com

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Welcome to Duke City Primary Care's Patient Portal

Dear John Doe T,

We are pleased to inform you that online access to your electronic health record is now available through Duke City Primary Care's Patient Portal. The Patient Portal is a secure website that allows you to communicate with your health care provider and to view parts of your electronic health record. This tool will help you better manage your care a[nd] your partnership with your health care t[eam]

To activate your patient portal account, [click] the following link or copy and paste it in[to the] bar of your browser. For security reason[s the] activation code will be sent to you sepa[rately]

https://miphr.ipatientcare.net/m3/
PatientPortal.MMCN/VerifyActivationCo[de?]
PatId=8D0wC15di49VFXZ4gNepSXB%[...]
38iBeAFA3uWV7Lcfp1fnycl9JY2udM

We believe that by offering you access [to the] portal, we`ll be able to provide an even [better] medical care.

Thank you for choosing us. If you have a[ny] concerns, please feel free to contact us [at] 505-814-1333

Regards,

Duke City Primary Care

Patient Portal Activation Code

Dear John Doe T,

Thank you for subscribing to Duke City Primary Care's Patient Portal. To activate your patient portal account, please use the following username and activation code:

    Username: jdoe t
    Activation Code: 25248373

If you have not received the link to access patient portal or if you are facing any difficulties accessing the patient portal, please feel free to contact us on 505-814-1333

Regards,

Duke City Primary Care

Step 1
Click on the red `Patient Portal` button.

Step 2
Enter your Username and password. Then click `Login`.

*If you do not remember your username or password click on *Forgot Username* or *Forgot Password* and follow the prompts.

Step 3
Click on the green `Accept` button.

Step 4
Click on the green `Start Visit` button.

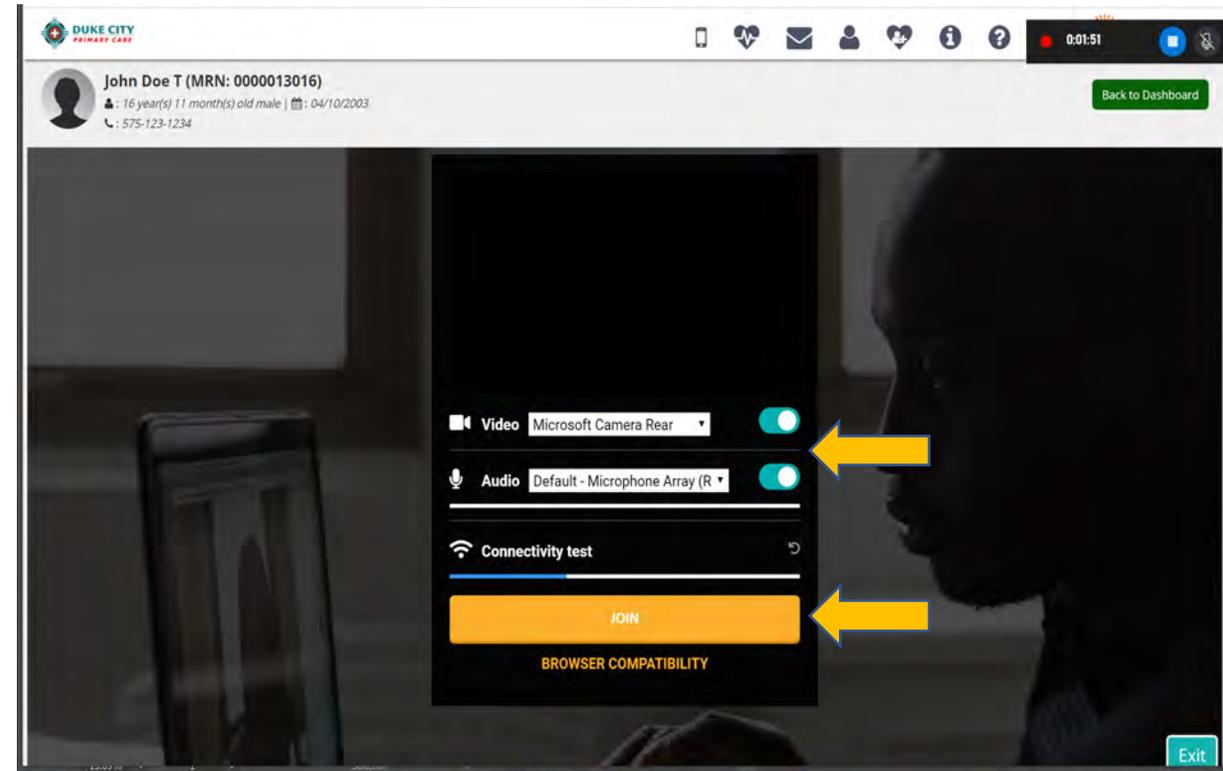## Step 5
Click on the Accept button.
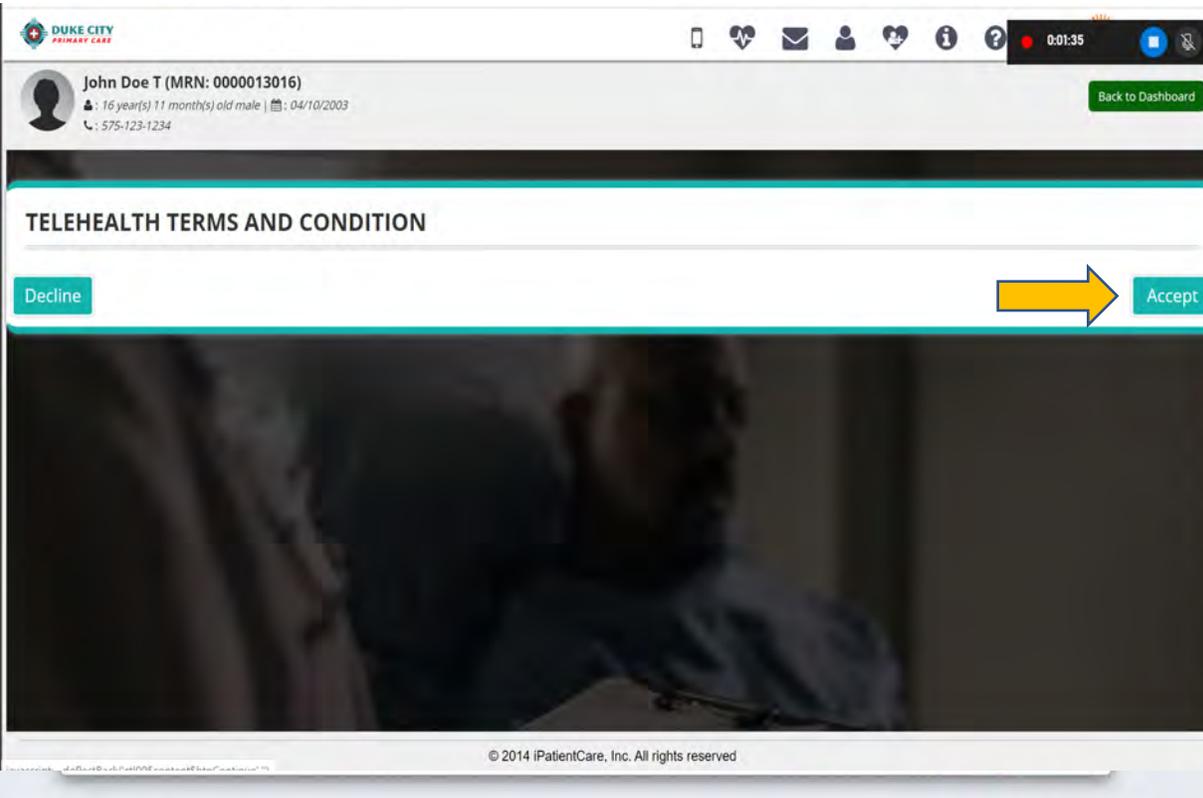
Step 6
Click on the orange Join button **AFTER** the connectivity test. *It may ask you to allow your camera and microphone to connect – please accept. You can also turn on the video and audio next to the icons.

Step 7 – PLEASE WAIT

The screen will say *Connecting* then *Waiting for Organizer*
WAIT for the screen to connect to the server.
Please **DO NOT** click anywhere else on the screen or exit.
It could take up to 15 minutes or more for your Doctor to join.
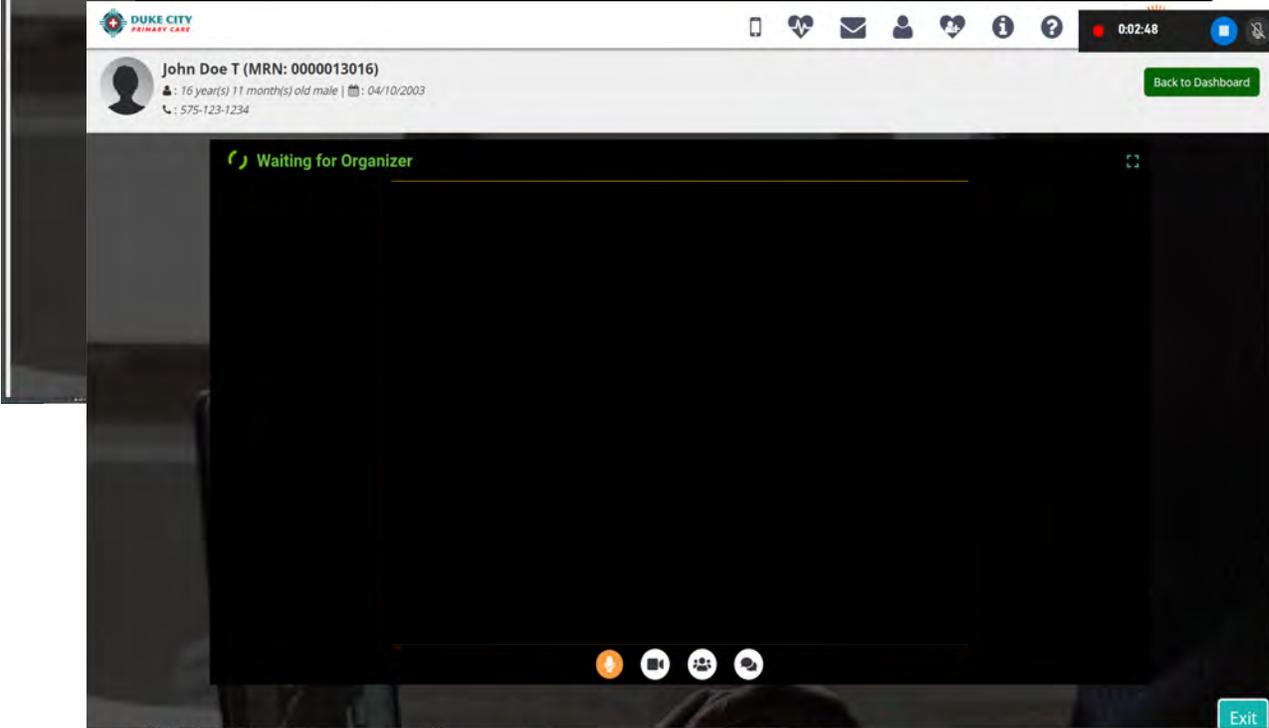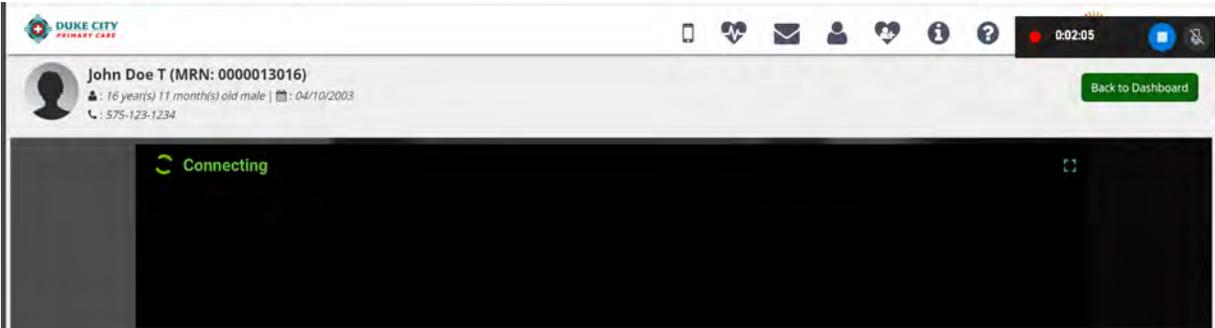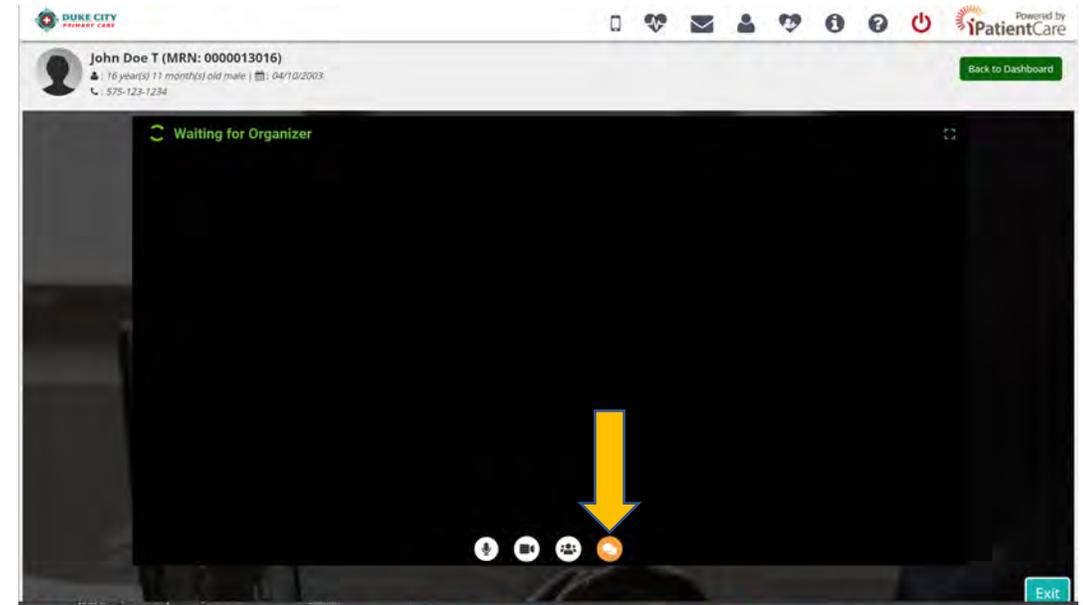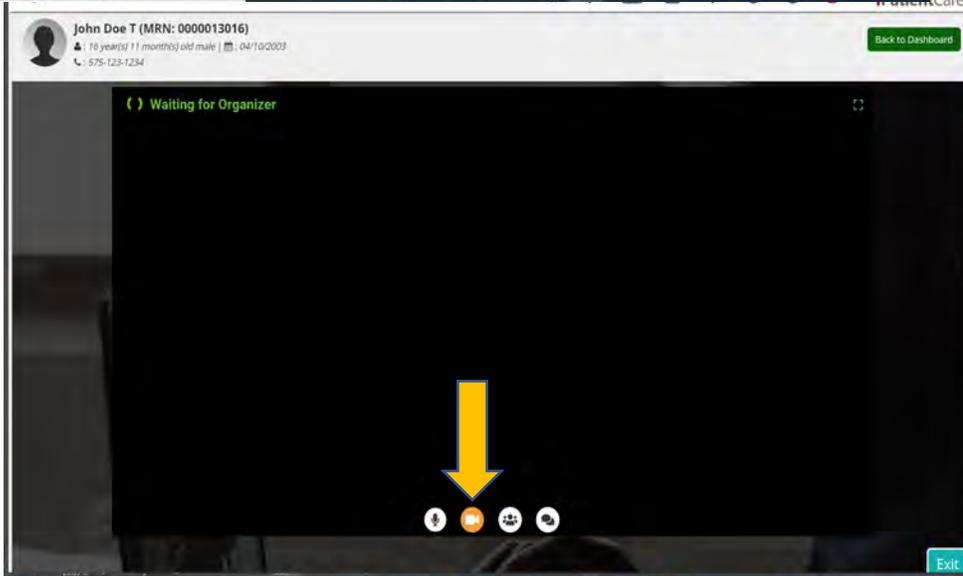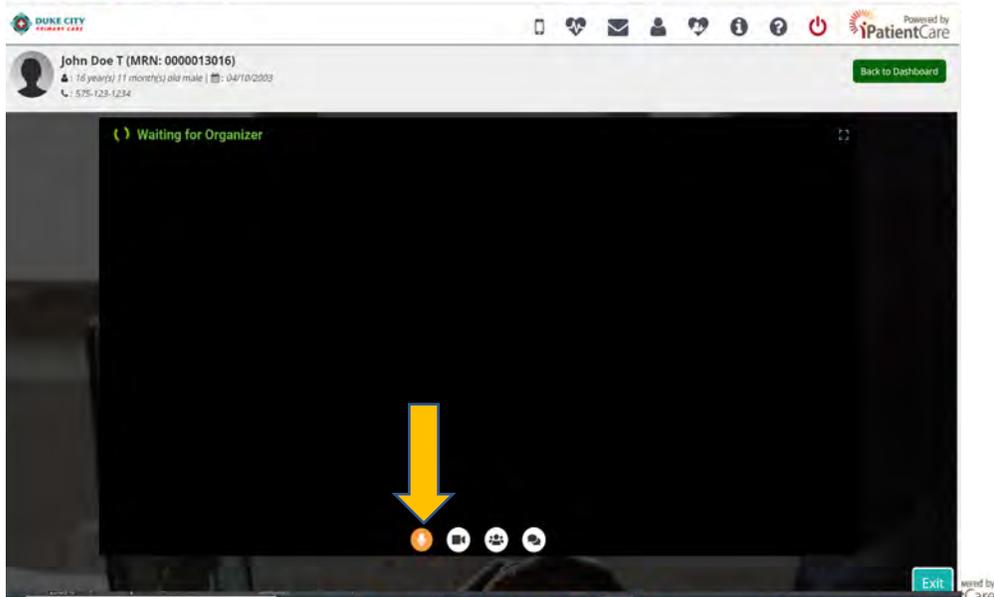

IF YOU BECOME DISCONNECTED FOR ANY REASON.....
Click on the Green Camera in the blue APPOINTMENTS box
on your home screen when you are logged into Patient Portal
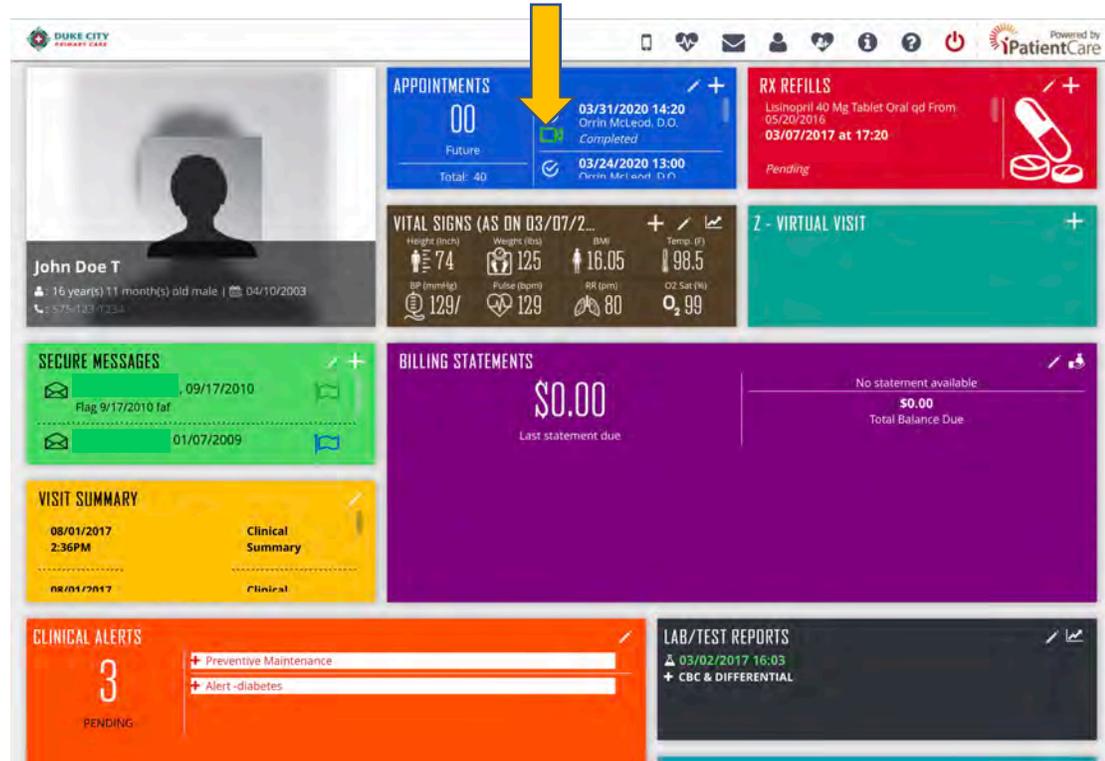
TROUBLE WITH THE VIDEO?

Try clicking on the microphone and video icons at the bottom of the screen. If they do not work, you can use the messaging icon to type to your doctor or MA for assistance.

You can also call customer service to walk you through any problems you are having at (505) 281-5180