



Your New Patient Portal is Here – Here's How to Make the Most of It!

We're excited for you to dive into your new digital patient experience at AllerVie Health! Our goal is to make your healthcare journey easier, faster, and more convenient. With the launch of our enhanced patient portal and upgraded technology, we're providing you with a seamless way to stay connected with us — securely and at your convenience.

Here's how to make the most of your new patient portal and digital experience:

- **Access Your Health Records:** Access visit summaries, immunizations, and treatment details anytime.
- **View Lab and Test Results:** View test results quickly, without waiting for an office visit.
- **Secure Messaging:** Communicate directly with your care team through HIPAA-compliant messages.
- **Medication Management:** Manage prescriptions, request refills, and stay organized.
- **Request and View Appointments:** Request, view, and reschedule visits online.
- **Bill Pay Options:** Pay securely and conveniently from any device.
- **Complete Forms and Documents at Home:** Complete documents at home to save time at your appointment.

Reminder: Enroll in Your New Patient Portal

As a reminder, **you'll need to enroll in our new patient portal to be able to stay connected to use and take advantage of all the features our patient portal has to offer!** We encourage you to enroll through the new web portal and download the app to ensure you have easy access to the healthcare information you need.

Download the Mobile Patient Portal App

1. From your smartphone, open your preferred app store and search for the IMS Care App. Download the app to your mobile device: [Download for Apple Devices](#) | [Download for Google Devices](#)
2. Open the app and swipe through the welcome screens until you see "Get Started" in the bottom right corner. Tap to proceed and agree to the end-user license agreement.
3. When prompted, enter **Clinic ID: P1317812**, then tap "Search." Select AllerVie Health from the list and tap "Confirm" when the pop-up appears.
4. Log in using your username and password. New user? Tap "New User? Register" to create your account.

Access the Web Patient Portal

1. Go to portal.allerviehealth.com from your desktop or internet browser and click the "Register Here" link under the login button.
2. Follow the prompts to verify your identity, You'll then create your username and password.
3. Use your new credentials to log in utilize your patient portal

We're here to help! If you have questions about how to enroll in the web portal or download the mobile app, visit allervie.com/digital-patient-experience or call your clinic directly.

Your health and well-being are our top priority, and this upgrade is just one more way we're working to improve the care we provide. We are committed to making your healthcare experience seamless, and we hope you enjoy the convenience and efficiency of our new system. If you have any questions or need assistance setting up your patient portal, please don't hesitate to contact us. We're here to help! Thank you for trusting us with your care. We look forward to continuing to serve you with the best in healthcare technology.

Sincerely,
AllerVie Health – Ohio