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Introduction

What is PatientWeb?

PatientWeb (PW) is a multi-faceted tool designed to provide comprehensive patient communication within and outside a particular practice. It provides a HIPPA compliant platform where multiple practitioners can discuss a patient's needs in a central and secure area.

Getting Started

Accessing PatientWeb

There are a few ways to gain access to PatientWeb.

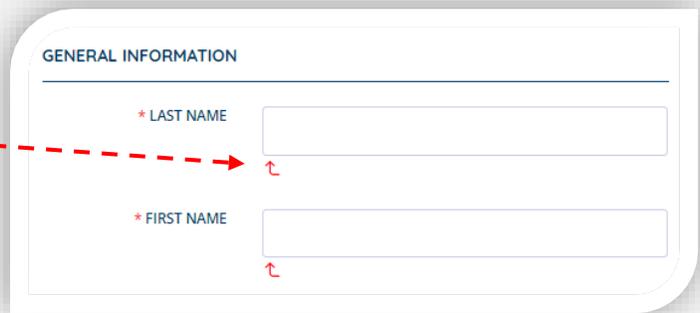
- Sign up for an account by going to www.patientweb.com and click "Create Account".
- If you are already a member simply enter your username and password and click "Log In".
 - If you have forgotten your Username or Password OR this is your first time logging into the new system, use the recovery feature. Your username and a temporary password will be emailed to you.
- If another doctor sends you an action request from PatientWeb you will receive an email containing a username and temporary password. After logging in, click on "Account Setup".

The screenshot shows the PatientWeb login interface. At the top left is the PatientWeb logo with the tagline "ADVANCING THE STANDARD OF CARE". Below the logo are two input fields: "Username" and "Password". To the right of the "Password" field is a link that says "Forgot Username or Password?". Below these fields are two buttons: a green "Log In" button and a blue "Create Account" button. At the bottom of the form area, it says "SECURELY CONNECTING DOCTORS TOGETHER".

Callout arrows from the text on the left point to the "Forgot Username or Password?" link and the "Create Account" button.

Account Setup

- Required fields are marked with a *.
Additionally, if you skip a required field, a red arrow  will indicate the missing data.
- Practice NPI is optional but may expedite the approval process if provided.
- Only one (1) office location is required for setup. Additional offices may be added once account is approved.
- It is recommended that the initial account setup be completed for an administrative user.
- Once submitted, the application will be reviewed. If approved, an email will be sent to the address provided during account setup.



The screenshot shows a form titled "GENERAL INFORMATION" with two input fields. The first field is labeled "* LAST NAME" and the second is labeled "* FIRST NAME". Both fields are empty. A red dashed arrow points from the text in the first bullet point to the "LAST NAME" field, and another red dashed arrow points from the text in the second bullet point to the "FIRST NAME" field. Small red arrows are also visible at the bottom right of each input field.

Technical Support

Tech Support requests may be emailed directly to customersupport@patientweb.com.