



## Family Care Associates of Effingham, S.C.

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[www.familycareassociates.com](http://www.familycareassociates.com)

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### Patient Portal User Guide

1. Request access from Family Care Associates.
2. Once you are enabled, you will receive a "welcome email" with details and temporary log in information. Click the link to our website [www.familycareassociates.com](http://www.familycareassociates.com) and click on the Patient Portal link on the left.
3. You will be routed to the Portal log in screen. Enter your log in information and follow the instructions to set up your account. You must agree to the "Terms and Conditions" which includes our Portal Policy and Procedures. This agreement will become part of your medical record. Once you agree, you will then be routed to your home screen. From here, use the menu on the left to send messages, check appointments, etc.

### Available Features:

1. **Questions/Concerns-** Send a message to FCA regarding non-urgent questions.
2. **Messages-** Check your inbox for messages from FCA, review sent and deleted messages.
3. **Account Information-** View and/or update your personal information, reset your password.
4. **Review-** Lab/Diagnostic reports, current and past statements, personal health record, and visit summaries.
5. **Appointments-** Request a new appointment, view upcoming and past appointments
6. **Requests-** Medication refill requests, lab requests