

# Baker Foot Solutions

## Patient Portal Policy and Procedures



**Policy:** It is the policy of Baker Foot Solutions to provide patients and authorized family members or Care managers the opportunity to enroll in a secure, confidential and easy to use Web site that gives patient and their families 24 hour access to elements of their medical records 24/7 and to their clinical team Monday through Friday 8:00 a.m. to 5:00 p.m.

**Purpose:** The Baker Foot Solutions patient portal uses technology to deliver secure communication between patients and clinical teams.

**Step 1:** Log into the website [www.bakerfoot.com](http://www.bakerfoot.com)

**Step 2:** NEW PATIENTS: Patient must click New Patient Sign up button. This will provide the patient our new patient paperwork that you can print, fill out all applicable sections and bring to the clinic for your first appointment. Please see the location tabs for the clinic telephone numbers. Only established patients will receive a username and password to the patient portal.

**Step3:** If you are a new patient being established at the clinic you must provide an email address to the clinic in order to access the portal. At that time the clinic employee can send you your username and password or you can wait and call Amy to walk you through the access process. If you are already an established patient and do not currently have an email in our systems you must call and give us a working email address. Patients can call Amy McCune (317)910-0622 or email [SupportBilling@bakerfoot.com](mailto:SupportBilling@bakerfoot.com) to get the email established in the systems. Please if you do have any questions call Amy and not the clinics. We have not provided the clinics with the extra personnel to take care of portal questions and problems.

**Step 4:** To verify the email address over the phone with Amy you will be asked three security questions to verify your identity. This is solely for security reasons so that no one can access your information that isn't authorized to access the information.

1. Patients Social Security Number
2. Patients Date of Birth (DOB)
3. Patients full address including zip code

**Step 5:** Login credentials will be emailed to your personal email. Login credentials will be attached in an encrypted PDF attachment. If you are having trouble finding the email sent by our staff it may be located in your junk mail. You will have to click and move it to your inbox in order to open the PDF attachment.

**Step 6:** Password to unlock the Pdf file is the patient's 8-digit DOB from Patient Register. This password is good for 1-use only and immediately expires upon 1<sup>st</sup> use.

**Step 7:** Reset temporary password. There will be a secret question asked of the patient, this is used if/when the patient forgets his/her password; upon answering it, the system will email the password reminder.

**Step 8:** Once logged into the portal you must click I ACCEPT before they can go any further.

**Step 9:** After these steps you will be able to access your demographics/insurance updates, portal user interface, and patient reminders, visit history, scanned and attached lab results, radiology results, personal information and billing inquires. We do not have access to your primary care provider's documents or reports you must contact them for that information.

**I know this is all new to everyone, but I will be happy to answer any questions you may have. I am here to help Monday through Friday 8:00 am to 5:00 pm. Thank you very much**

**Amy McCune**

**(317)910-0622**

**[SupportBilling@bakerfoot.com](mailto:SupportBilling@bakerfoot.com)**