

Introducing the Patient Portal

Participating Providers: Carmen Hering, DO & Vanessa Newman, DO

Communicate with us:

Send secure NON URGENT messages to our office about your care

Easy Appointment Management:

Schedule, reschedule, or cancel appointments as you need

View information relating to your care:

- See prescriptions and remedies + usage instructions
- See lab and imaging orders and results
- See hand outs shared to you by your provider

Update information relating to your care:

- Edit or add medications, allergies and supplements
- Share documents (labs, imaging, medical history, doctor notes, etc.)

Billing Management:

- View and pay invoices/superbills
- Update or remove card on file
- View billing history

How to Sign Up

1. Check Your Email: Look for an email with the subject line: "Patient Portal Invitation." Follow the instructions to create your account.
2. Ask for Help: Didn't get the email? Stop by the front desk for assistance, and we'll resend your invitation.

See the back for a Patient Portal How to Guide ->



Scan the QR Code to log into the patient portal



(510) 526-5256



Liveoakmed@gmail.com

Patient Portal How to Guide

1. Schedule an Appointment

- Log in to the portal.
- Navigate to the **Appointments** tab.
- Select **Schedule an Appointment** and follow the prompts.

2. Upload Documents

- Supported file types: PDF, JPEG, PNG.
- Log in and click on **Documents**.
- Select **Upload Document**, choose the file, and provide a brief description.
- Superbills are available in your portal documents, upon request.

3. Send a Portal Message

- Click on **Messages** in the portal.
- Select **Compose Message**.
- Choose the recipient (e.g., Front Desk, Provider) and type your message.
- Click **Send** to deliver your message securely.

4. Update or Add Medications

- Go to the **Medications** tab.
- Click **Add Medication** to list new medications or **Edit** to update current ones.
- Save your changes to keep your provider informed.

5. Access Lab Results

- Visit the **Labs** section in the portal.
- View uploaded results and any notes from your provider upon request.

6. Access Billing Information

- Go to the **Billing** section in the portal.
- View and download invoices.
- Pay bills securely using your card on file or add a new payment method.
- Keep track of your payment history for easy reference.

For further assistance, please call (510)- 526-5256. We're here to help!



Scan the QR Code to log into the patient portal on desktop



You may also download the "Charm mPHR" app