

How to Log Into and Use Your MYIO Patient Portal

MYIO is our secure patient portal. You can use it to complete paperwork, view appointments, update your information, join telehealth visits, send secure messages, and manage billing.

Step 1: Watch for Your Invitation

After your account is created, you will receive an invitation to set up your MYIO portal.

You may receive this by email. Please check your spam or junk folder if you do not see it in your inbox.

Step 2: Download the MYIO App or Use a Web Browser

You can access MYIO in two ways:

Option 1: Mobile App

Download the MYIO app from the Apple App Store or Google Play Store.

Option 2: Web Browser---Easier to use.....

Use the portal link provided by our office.

Step 3: Set Up Your Account

Open your invitation and follow the setup instructions.

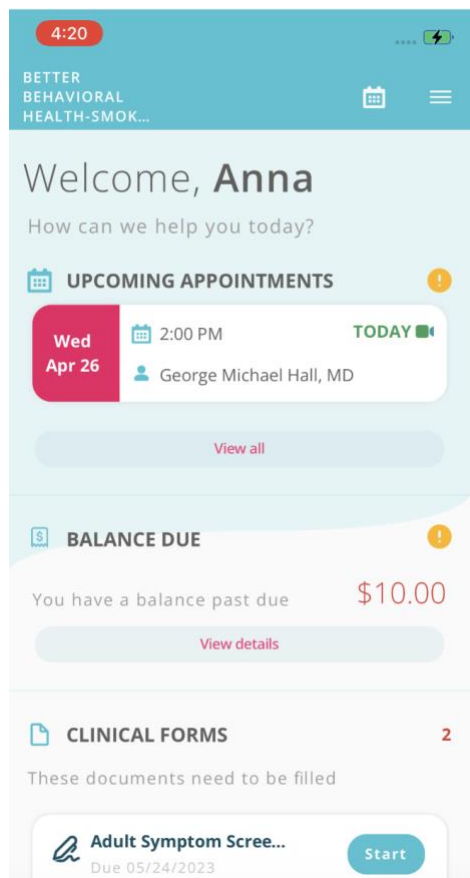
You may be asked to enter an access code sent by our office. You will also create your login information.

Please use an email address and password you will remember.

Step 4: Log Into MYIO

Once your account is set up, log in using your portal email and password.

If you are using the app, you may be able to save your login information for easier access next time.

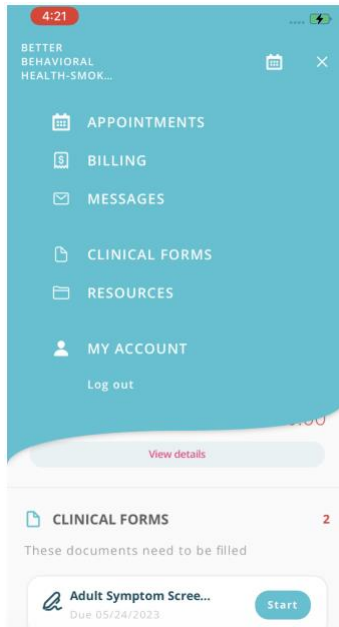


This is what it will look like

Step 5: Complete Your Paperwork--48 hours prior to your appointment.

Once you are logged in, check your dashboard for any forms, intake paperwork, consent forms, or questionnaires that need to be completed. We require that all paperwork is done 48 hours prior to your appointment. If it is not completed in that time frame, we will have to reschedule your appointment. This gives the provider time to review your information and provides you with a better opportunity to ask questions and develop a treatment plan.

These will be under Clinical Forms.



If you don't see the clinical forms under your balance, you can click on the three lines and go to Clinical Forms.

Step 6: Review Your Appointments

In the portal, you can view upcoming and past appointments.

Please check your appointment date, time, location, and whether the visit is in person or telehealth.

Step 7: Join a Telehealth Appointment

If your appointment is through telehealth, log into MYIO before your scheduled appointment time.

Look for your upcoming appointment and select the option to join the virtual visit or waiting room.

For best results:

- Use a phone, tablet, or computer with a working camera and microphone.
- Make sure your internet connection is strong.
- Join from a private, quiet location.
- Log in a few minutes early in case you need help.

Step 8: Send Secure Messages

You may use MYIO to send secure messages to our office when available.

Secure messaging may be used for non-urgent questions such as scheduling, billing, paperwork, or general care coordination.

Please do not use MYIO for emergencies.

Step 9: Update Your Information

You can use MYIO to update important information such as:

- Phone number
- Address
- Email address
- Emergency contact
- Insurance information

- Communication preferences

Please keep your information current so we can contact you and bill your insurance correctly.

Step 10: View Statements or Make Payments

If billing features are available on your account, you may be able to view statements, update payment information, and pay your balance through MYIO.

Trouble Logging In?

If you are having trouble accessing your portal:

1. Make sure you are using the same email address that received the MYIO invitation.
2. Check your spam or junk folder for the invitation email.
3. Try resetting your password.
4. Make sure you have downloaded the correct MYIO app.
5. Contact our office if you need a new invitation or access code.

Step 11: Medication Refill Requests

If you need a refill on your medication, you can do it through the MYIO portal. Click on or scroll to your current medications. Next to your medication, there is a button that says “Request Refill” click on that. A secure message will pop up with your medication in the message. You can add any additional information needed to that message. Then hit the send. This will send the request to our staff. Please know that it can take 48 hours for a prescription to be refilled.

Important Reminder

MYIO is not for emergencies.

If you are experiencing a medical or mental health emergency, call 911 or go to the nearest emergency room.

If you are in crisis and need immediate support, call or text 988 to reach the Suicide & Crisis Lifeline.