Patient Portal Help Desk

Phone: **(423) 551-4745**

Email: **helpdesk@galenmedical.com**

Hours of Operation
Monday - Friday 7:30am - 5:00pm

The **Patient Portal** provides Patients with the freedom to:

• Request Appointments

• Change demographic information

• View and receive online statements

• Pay bills online

• Receive lab results

• Send/Receive clinic messages

• View or print:
  -Problem List
  -Medications
  -Allergies
  -Visit Summary
  -Test Results
  -Immunizations

Patient Portal **Brochure**

A complete guide of our online service

WWW.GALENMEDICAL.COM

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You can access the patient portal at **www.mygalenmedical.com** or through the link on the Galen Medical Group home page, **www.galenmedical.com**.

From the Log in screen click on *Register as a new user*. If you are setting up an account for yourself, please enter your name exactly as it is at your doctor's office.

To send a secure message to your physician's office regarding medical information or the Galen billing office regarding your financial information, please follow these instructions.

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🏠 Home   ✉ Messages ⌄   ☤ Medical ⌄

Create Message
Inbox
Sent Messages

1. Click the Messages tab and from the drop-down choose Create Message.

2. Select the Medical or Billing category depending on the type of question. Choose your provider's name and the subject. Compose your message in the text field.

3. Click Send Message

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Log in

Please enter your user name and password to login or click below to register as a new user.

User Name

Password   👁

☐ Remember me

Log in

Register as a new user

Forgot your user name

This will take you to the Account Registration screen to enter your information. Select Register. Next, set up a security question. The system will send you a confirmation email. From your email account open the confirmation email and click the link to confirm. This will take you back to the portal to finish setting up your account. Click on Add Yourself (if adding someone else you must have a clinic code). Follow the last few steps to complete the registration process.

🏠 Home   ✉ Messages ⌄   ☤ Medical ⌄   🗔 Billing ⌄   📅 Appointments ⌄   👤 Profile ⌄

👤 Test Patient ⌄

Create Message
Inbox
Sent Messages

Create Message

Category	Medical
Recipient	Bhushan, Susan, MD ~ (423)870-2450 ~ PORTAL MESSAGE
Subject	I have a question about a test result message

Can you please update me on my positive test result from my office visit on 10/3/16. Thank you.

Account Registration

Fill out the following information to create a new portal account. Once an account is created you may associate it with one or more patients.

First Name

Last Name

Email Address

Create a user name

Password requires at least 6 characters total, consisting of at least 1 capital letter, 1 lower case letter, and 1 number.