

ACCESSING THE PATIENT PORTAL

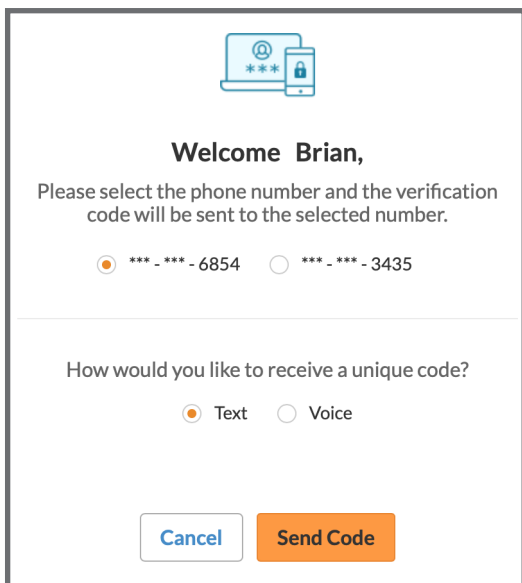
Using the METRO patient portal and Healow app, you can direct message your provider, request refills, check lab results and make and reschedule visits in just a few clicks, and at any time.

Setting up your METRO Patient Portal is the first step to accessing your information and Televisit appointments. If you require any assistance, please contact our scheduling department at **727-321-3854 x 9002**.

SETTING UP YOUR PATIENT PORTAL

☐ **Metro Inclusive Health** ☒ **Portal login information from your doctor's office**

1. Check your email inbox for a message from Metro Inclusive Health titled: **Portal login information from your doctor's office**. Open the email and click **Set Up Portal Account**.





Welcome Brian,

Please select the phone number and the verification code will be sent to the selected number.

☒ *** - *** - 6854 ☐ *** - *** - 3435

How would you like to receive a unique code?

☒ Text ☐ Voice

2. Follow the instructions to pick a preferred **mobile phone number** and **verification method**.

SETTING UP YOUR PATIENT PORTAL (CONTINUED)

Verification Code

Please enter the verification code we sent to your phone number *** - *** - 6854

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🔑▼

Code is valid for 5 minutes or 6 attempts
Didn't receive the code?

Resend Code

Please enter the verification code you received

Cancel

Verify

Security questions

Select security question below. This question will help us verify your identity.

Customize your security question.

Security Question

What was your mother's maiden name

Answer

.....

🔑▼

Cancel

Next

3. Check your mobile phone texts and **enter the verification code** provided. Codes are set to expire. Use immediately.

4. Follow the instructions to **reset your password**, then select a **Security Question** and answer.

☒ I Have Read The Consent Form And The Above Information.

5. Agree to the **Consent Forms** (for first-time users only).

Congratulations! You're now registered with METRO's Patient Portal. Please be sure to store your personal information in a safe location.