



Benefits



Start

Now!

With the portal
you can...

Take an active role
in your healthcare.

We have an interactive
online portal designed
specifically for you,
our valued patient.

- Request appointments
- Check your results
- Send a message to our practice
- Update your personal medical records
- Log-on virtually anytime and anywhere
- Create a user name and password today
- Recommended for Internet Explorer (8 or higher) or Mozilla Firefox.

Patient Portal by



Contact:

Gastrointestinal Associates &
Endoscopy Center of Northeast Tennessee, PC
310 North State of Franklin Road, Suite 202
Johnson City, TN 37604
Phone: 423-929-7111 • Fax: 423-929-9448
Website: www.giassociatesofnetn.com



To Register...

- 1 Contact the office so we can send you an invitation email with a link and unique ID, that will take you through the registration process.
- 2 Click on the link in the invitation email to create a unique user ID and password.
- 3 Once registered, complete your medical, family and social history.
- 4 Click “send” to submit your information directly to our office.



How to...

Send a message to our office?

- Click on the “message” tab
- Click “new” and compose your message
- Remember to hit “send”

Receive messages through Patient Portal?

- You will receive a notification email when you have a message waiting in Patient Portal
- Click on the “message” tab
- Click on “new messages” to view your messages

Update my personal information?

- Click on “health summary”, then click on “update”
- Change the information you want
- Click on “send” to submit changes

Reset my Password?

- Click on “my account/change password”
- Enter your username, DOB and registered email address

Access via API?

- Practice ID: _____



Questions...

Can I schedule my appointment online through Patient Portal?

You may send a request to schedule your appointment and our practice will contact you.

Does Patient Portal allow me to send a message directly to your office?

Yes, you may send a message directly to our office through Patient Portal. Select “clinical” for any type of questions related to your health. You can also send billing or other types of inquiries.

Can I refill my prescription through Patient Portal?

No, you must go directly through your pharmacy in order to refill your prescription.

What do I do if my account is locked due to too many failed log-in attempts?

Click on the “change password” tab and follow the instructions to create a new password.