

"Life is a series of steps. Things are done gradually. Once in a while there is a giant step, but most of the time we are taking small, seemingly insignificant steps on the stairway of life."

-Ralph Ransom

Thank you for taking your first "Steps" towards your mental health. 

Here are the "Steps" we are taking to assure you have a smooth walkway into our practice.

### The First

Our Intake team is creating your electronic medical record for you. Once your record is completed you will receive an email in the next 1-3 business days from



[noreply@patientonlineportal.com](mailto:noreply@patientonlineportal.com)

**Check you spam folder if you do not receive the link within 1-3 business days and email [intake@lsbhtherapynv.com](mailto:intake@lsbhtherapynv.com) to help you.**

### The Second

You will register on our Patient Portal by pressing on the link sent to your email. It is recommended that you bookmark the link on your computer and use google chrome. You will need to create a login and passcode.

If you have multiple family members who are part of our practice, you will need create a unique email address for each member of your family to be able to set up a Patient Portal for that family member. You cannot have more than one email address associated with our Patient Portal.

**We have learned that other providers outside of our organization use the same Patient Portal as part of their medical record systems. This means that you might need to create a unique email for our Patient Portal if you are not able to receive the link because your email address is associated with the other providers portal system. There is no way for us to know this will occur until it occurs so when you email us, we might ask you to create a new Gmail and wanted you aware ahead of time why we are asking you to do so.**



We suggest if you must create new email addresses to use Gmail and to set up each family members email as their DOB (using two digits for each part), Capital letter of their First Name and Lower-case letter of their Last Name. For example, John Smith July 23, 1973, would be [072373Js@gmail.com](mailto:072373Js@gmail.com).

Once inside the Portal you must fill out all the Forms located under the "FORMS" tab at the top of your screen. The forms will be on left-hand side of your screen.

At the end of the Forms on the left-hand side of the screen is an Upload/Downloads tab where you can Upload any medical reports, id cards, legal agreements, or any other document you will need as part of your medical record.

You will need to go to the "PROFILE" tab at the top of your screen. Once you press on the Profile tab you will then be taken to your "Current Information" tab and make changes (if needed). Remember to press Save at the end of the form.

Next to the "Current Information" tab there will be a "Patient History" tab where you need to enter your complete health information so your provider can understand your needs prior to meeting with them. You will use the Patient History tab to update any medical information from other providers while you are under our care.

### The Third

We will be looking for your completed consent forms, id cards and documents that need to be uploaded. Once we receive all the requested information you will be notified by email and phone call within 1-3 business days after receipt of your documents to schedule your appointment.

**If you do not receive communication from our intake team after 3 Business Days, please email [intake@lsbhtherapynv.com](mailto:intake@lsbhtherapynv.com) to inquire about a status. Our intake team will look for completion of everything requested in each of the "STEPS" prior to contacting you. Please assure you have completed everything prior to inquiring about the status of your appointment.**

Note: Business Days are Monday -Friday and do not include Federal Holidays or Seasonal Holidays. For example: If you submit your intake on a Thursday, the first business day we would review your submission would be Friday. If Monday is a holiday than the second and third business days would Tuesday and Wednesday.

**The Fourth** 

*"People seldom see the halting and painful steps by which the most insignificant success is achieved." - Anne Sullivan*

When you receive your appointment, we will begin to verify your insurance benefits. Three days before your appointment, we will send an email with your expected payment which can be paid prior to your appointment by pressing this link [Pay My Bill](#) or by calling our dedicated billing team at IOU Billing 1-800-819-7570 who can answer all your questions. Please press on the link below to know your rights when it comes to expected payments [No Surprise Medical Bills](#).

Thank you and we look forward to "Taking Steps Together".



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