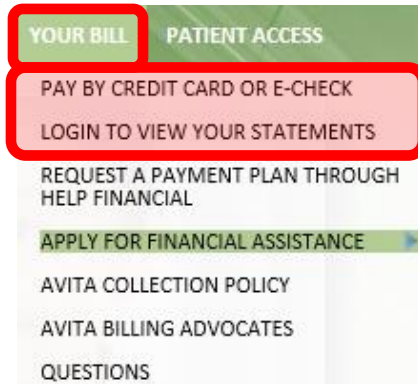


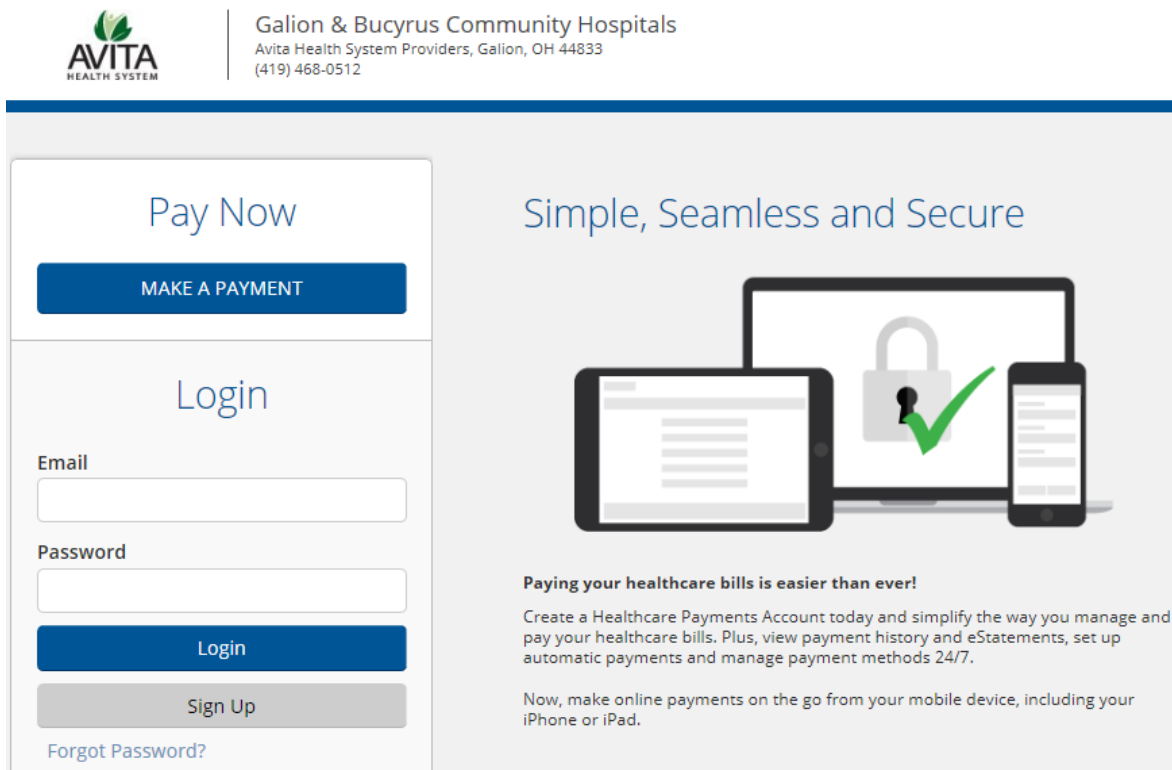
Avita's Online Patient Portal

Access Avita's Online Patient Portal

1. Access Avita's website at <http://avitahealth.org>.
2. Under "YOUR BILL", select "PAY BY CREDIT CARD OR E-CHECK" or "LOGIN TO VIEW YOUR STATEMENTS".



You will be directed to the Online Patient Portal:



Avita's Online Patient Portal

Make a Payment Without Logging In

****Payments made without logging in will not be reflected in your payment history on the portal.****

1. Click "**Make a Payment**".

Pay Now

MAKE A PAYMENT

2. Using your statement, complete the **Patient Information**.

Patient Information

Amount

Account Number

First Name

Last Name

Email Address

Back

Add Item

Next

Amount:

- The amount you are paying on each bill
(*not the total amount you are paying*)

Account Number:

- The account number as listed on the statement

First Name, Last Name:

- The patient's name

3. To add another bill to pay against, click "**Add Item**". Otherwise, click "**Next**".

4. Enter your **Payment Information** and click "**Next**".

Payment Information

Account Type

Credit/Debit Card Bank Account



Cardholder Name

Card Number

Exp Date

CVN

Zip

Phone #

Back

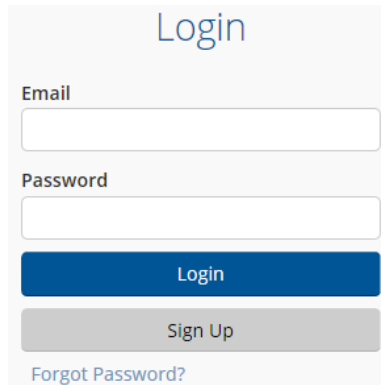
Next

5. After reviewing your payment information, click "**Confirm**". You will be able to print or save your receipt.

Avita's Online Patient Portal

Log In to Your Account

Log in using your email address and password, or create an account by clicking "[Sign Up](#)".



The login form is titled "Login" and contains the following elements:

- An "Email" label above a text input field.
- A "Password" label above a text input field.
- A blue "Login" button.
- A grey "Sign Up" button.
- A link labeled "Forgot Password?" below the buttons.

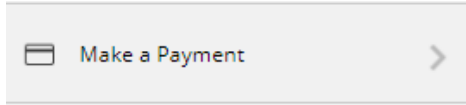
Once logged in, you can:

Go to My Profile	<i>See page 6</i>
Make a Payment	<i>See page 4</i>
View Statements	<i>See page 5</i>
View Payment Activity	
Manage Payment Methods	

Avita's Online Patient Portal

Make a Payment after Logging In

1. Click on **"Make a Payment"**.



2. For each bill you are paying on, complete the **"Patient Information"**:

Patient Information

Amount

Patient
NEW

Account Number

First Name

Last Name

Email Address

Back Add Item **Next**

Amount:

- The amount you are paying on each bill
(not the total amount you are paying)

Patient:

- Select the account number from the **"Patient"** dropdown list – it will populate the remaining fields.
- If the account number is not listed:
 - Select **"NEW"** from the **"Patient"** dropdown list.
 - Complete the remaining fields.

Back: View previous screen.


Add Item: Add another statement you'd like to pay.

Next: Continue to payment method screen.

3. Enter your payment method (credit/debit card or banking account) and click **"Next"**.

Payment Information

Account Type
 Credit/Debit Card Bank Account



Cardholder Name

Card Number

Exp Date CVN
MM/YY

Zip

Phone #

Save Payment Method on File - [Add Nickname](#)

Back **Next**

4. Review your payment details and click **"Confirm"**.

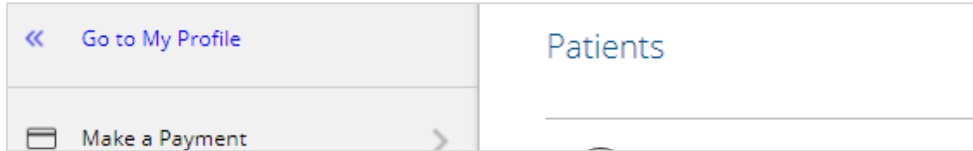
5. You will be able to print or save your receipt.

Avita's Online Patient Portal

View Your Statements after Logging In

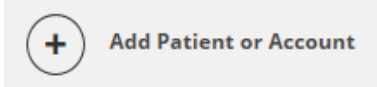
**** The amount due on the statement was the balance as of the statement date. If charges, payments or adjustments posted after the statement date, the amount due will not be updated on the portal.****

1. If you do not see the account number listed under “**Patients**” on the main page, continue to Step 2. If you see the account number listed, skip to Step 4.



While physician accounts have one account number for all office visits (examples: P9999, 2019999), each hospital visit has a unique account number with ten digits (00#####). Each account must be added.

2. Click “**Add Patient or Account**”.



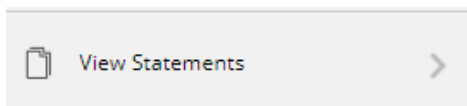
3. Complete the statement information and click “**Save**”.

Amount Due:

- **Physician Statements:**
Enter amount shown in “**PAY THIS AMOUNT**”
- **Hospital Statements:**
Enter amount shown in “**AMOUNT DUE**”
(not the discounted amount)

****By adding a Patient to your Home page, you are automatically enrolled in eStatements. See page 6 for instructions on managing eStatements.****

4. You can view the statement by clicking “**View Statements**”.

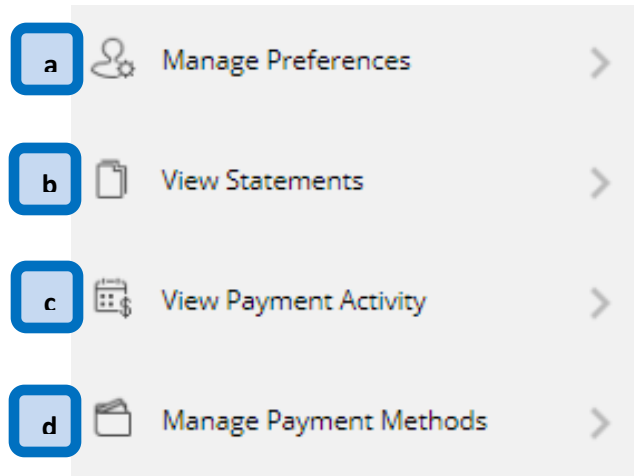


****The amount due on the statement was the balance as of the statement date. If charges, payments or adjustments posted after the statement date, the amount due will not be updated on the portal.****

Avita's Online Patient Portal

Manage Your Account after Logging In

By clicking on "[Go to My Profile](#)", you can:



a) Manage Preferences

- Contact Information: Update your email address and phone number
- Statement Delivery: Manage your statement preferences
 - By adding accounts to your Home page, you are automatically enrolled in eStatements (*instructions on page 4*)
 - Discontinue paper statements
- Password: Change your password
- Security Questions: Update/Change your security questions

b) View Statements

- To view your statements, you must first add the accounts to your Home page (*instructions on page 4*)

c) View Payment History

- View payments you have made on the Patient Portal
- ****Payments not made on the portal will not be accessible through the Patient Portal (such as payments mailed in, called in, made in person, or made online without logging in to the portal)****

d) Manage Payment Methods

- Save your credit/debit card or banking information online
- Modify or remove a previously-added payment method