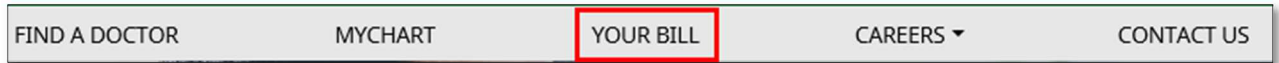


Avita's Online Patient Portal

Access Avita's Online Patient Portal

1. Navigate to Avita's website at <http://avitahealth.org>.

2. Click on **YOUR BILL**



3. Click on **Pay your bill with MyChart**

PAYMENT OPTIONS
Simple. Easy. MyChart.

Through MyChart, you can pay your bill online with or without a MyChart account. If your statement has a **Patient Number**, click below to pay your bill.

Sample bill

Patient Name	Patient Number	Statement Date	AMOUNT DUE
[Redacted]	110	04/19/	\$53.63

Pay your bill with MyChart

Benefits of creating a MyChart account

- View your balance real-time
- View your statements online
- Save your payment methods
- View payment history

You will be directed to MyChart:

MyChart

Welcome to the new MyChart!
We've made it easier for you to find your favorite features in our improved and simplified interface. After you login, try out our new Quick Links on the right hand side for fast access to some of our most popular features.

Communicate with your doctor
Get answers to your medical questions from the comfort of your own home

Access your test results
No more waiting for a phone call or letter – view your results and your doctor's comments within days

MyChart Username
Password

1 SIGN IN

Forgot Username? Forgot Password?

New User?

CREATE YOUR ACCOUNT

2 PAY AS GUEST

Make a payment without signing in – page 2

Benefits of signing in to MyChart:

- Make a payment within your MyChart account – page 3
- View account details, including statements – page 3
- View last statement – page 4
- Contact Avita Customer Service – page 4

You Owe **\$372.78**

Can't pay all at once?
Sign up to pay \$124.26 per month.

PAY NOW **SET UP PAYMENT PLAN**

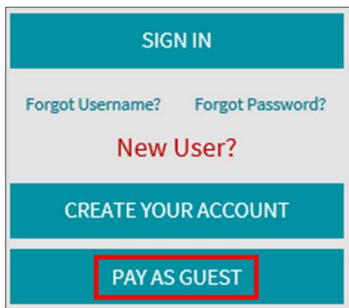
Last paid: \$15.00 on 5/6/2019

- View account details
- View last statement (5/30/2019)
- Contact customer service

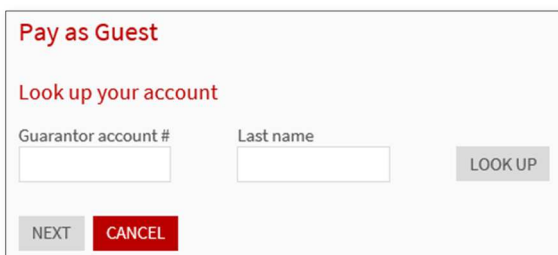
Avita's Online Patient Portal

Make a Payment Without Logging In

1. Click **PAY AS GUEST**



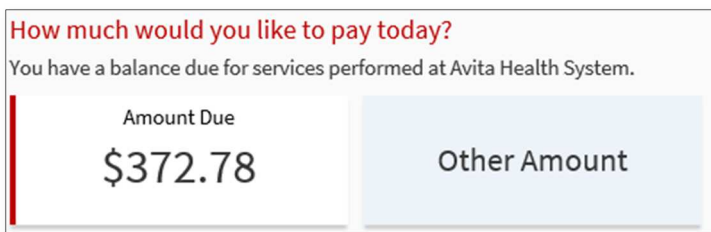
2. Using your statement, enter the account information then click **NEXT**



- Tip: **Guarantor account #** is the **Patient Number** on the bill

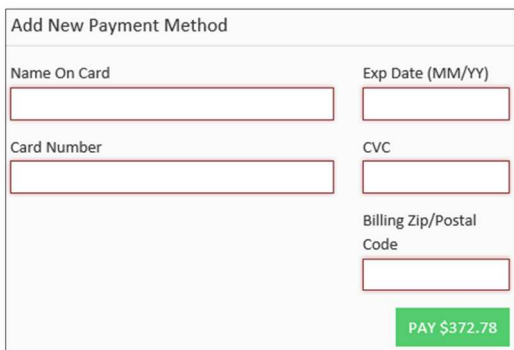
Patient Name	Patient Number	Statement Date
	110	05/30/19

3. Select **Amount Due** to pay in full, or select **Other Amount** to enter a partial payment amount. Click **NEXT**.



If you are unable to pay in full by due date, please call Avita Customer Service to make payment arrangements: 419-468-0512, toll free 833-462-8428, Monday thru Friday 8am-5pm.

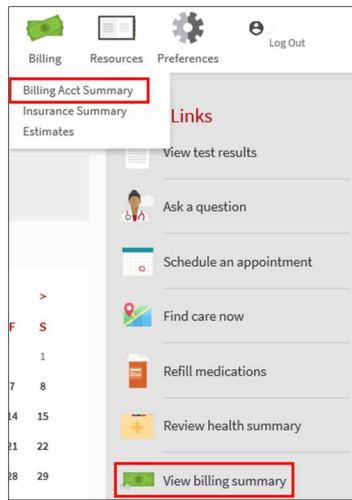
4. Enter your **Card** information and click **PAY \$_____**.



Avita's Online Patient Portal

Benefits of Signing In to MyChart

At the top, click on **Billing** then **Billing Acct Summary**. Or, click on **View billing summary** on the right.



1. Make a Payment:

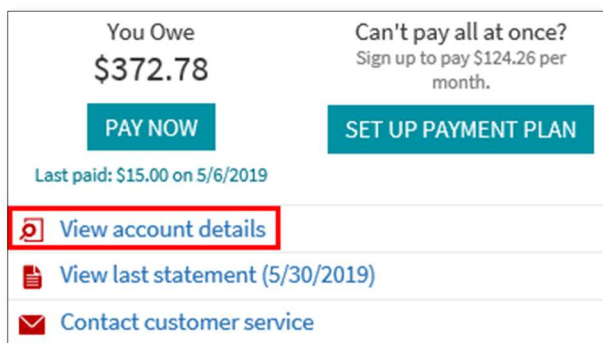
Click **PAY NOW** to pay some or all of the balance.

Or, click **SET UP PAYMENT PLAN** to schedule automatic payments up to 3 months long.



If you are unable to pay in full by due date, would like a longer payment plan or want to learn your payment options, please call Avita Customer Service: 419-468-0512, toll free 833-462-8428, Monday thru Friday 8am-5pm.

2. View Account Details to review information related to your account and balance



- **Overview:** Balances (Pay Now, Set Up Payment Plan), Recent Payments
- **Charges:** Outstanding Accounts, Visit information, Services rendered, Payments, Adjustments
- **Payments:** Customizable date range to view all patient payments
- **Communications:** All statements mailed or emailed

** 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 statement will not be updated. **

Avita's Online Patient Portal

Benefits of Signing In to MyChart *(continued)*

3. **View Your Last Statement** to open an image of the most recent statement mailed or emailed

The screenshot shows a patient's account summary. At the top left, it says "You Owe \$372.78" with a "PAY NOW" button below it. To the right, it says "Can't pay all at once? Sign up to pay \$124.26 per month." with a "SET UP PAYMENT PLAN" button. Below this, it states "Last paid: \$15.00 on 5/6/2019". A list of navigation options is shown below, with "View last statement (5/30/2019)" highlighted by a red box. Other options include "View account details" and "Contact customer service".

** 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. **

4. **Contact Customer Service** to send a secure message to Avita Customer Service regarding your bill

This screenshot is identical to the previous one, but the "Contact customer service" option in the navigation list is highlighted with a red box.

After typing your message, hit **SEND** and Avita Customer Service will respond by the end of the next business day.

The screenshot shows a secure message form. At the top, there is a "Patient Number" field containing "110". Below this is a "Message:" text area with a vertical scrollbar. At the bottom of the form, there are two buttons: "SEND" and "CANCEL".