

Avita's Online Patient Portal

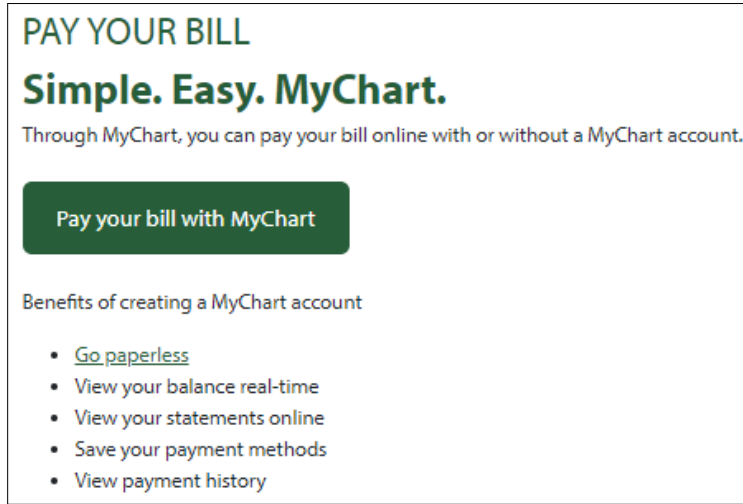
Access Avita's Online Patient Portal

1. Navigate to Avita's website at avitahealth.org.

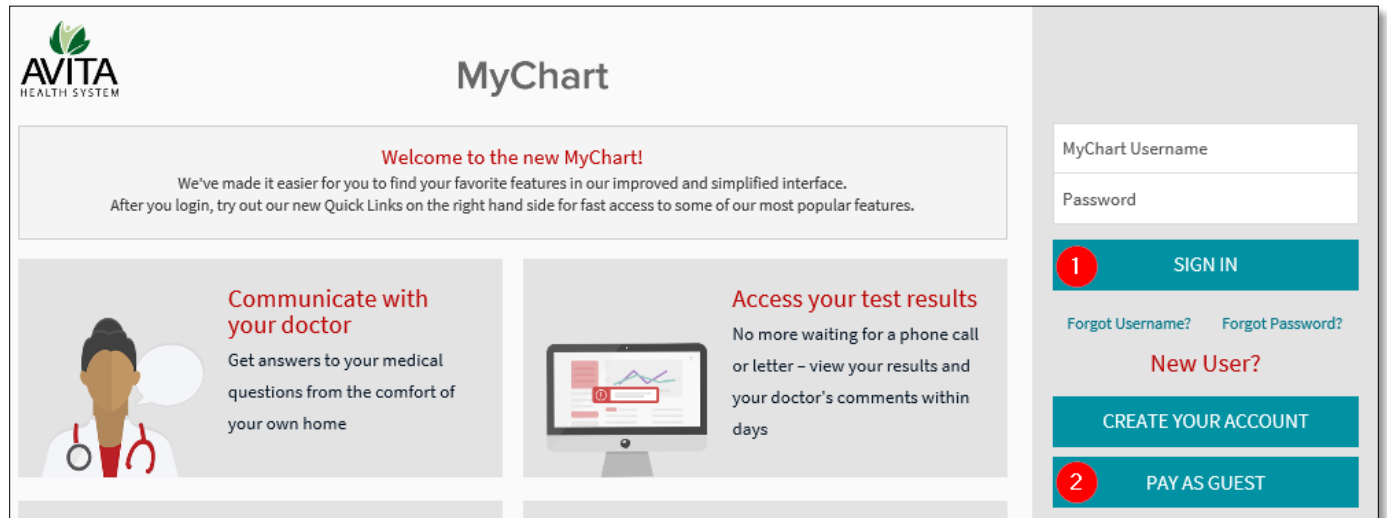
2. Click on **YOUR BILL**



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

A white rectangular box with a thin border. At the top, it says 'PAY YOUR BILL' in green. Below that, 'Simple. Easy. MyChart.' in a larger green font. Underneath, a smaller line of text: 'Through MyChart, you can pay your bill online with or without a MyChart account.' A prominent green button with white text says 'Pay your bill with MyChart'. Below the button, the text 'Benefits of creating a MyChart account' is followed by a bulleted list: 'Go paperless', 'View your balance real-time', 'View your statements online', 'Save your payment methods', and 'View payment history'.

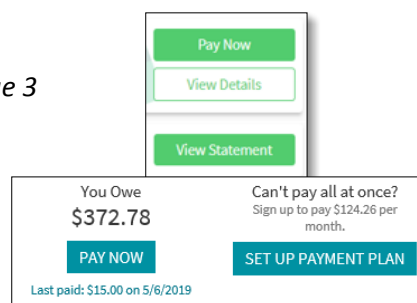
You will be directed to MyChart:

The MyChart login page. On the left is the Avita Health System logo. The main heading is 'MyChart'. A red banner says 'Welcome to the new MyChart!' followed by a message about the improved interface. Below this are two promotional cards: 'Communicate with your doctor' with an icon of a doctor and 'Access your test results' with an icon of a computer monitor. On the right is a login form with fields for 'MyChart Username' and 'Password', a 'SIGN IN' button (with a red '1' in a circle next to it), and links for 'Forgot Username?' and 'Forgot Password?'. Below the login form is a 'New User?' section with a 'CREATE YOUR ACCOUNT' button and a 'PAY AS GUEST' button (with a red '2' in a circle next to it).

Make a payment without signing in (PAY AS GUEST) – page 2

Benefits of signing in to MyChart (SIGN IN):

- *Make a payment within your MyChart account – page 3*
- *View account details – page 3*
- *View statements – page 3*
- *Contact Avita Customer Service – page 4*

A payment summary box. At the top, there are three green buttons: 'Pay Now', 'View Details', and 'View Statement'. Below this, it shows 'You Owe \$372.78' and 'Can't pay all at once? Sign up to pay \$124.26 per month.' There are two blue buttons: 'PAY NOW' and 'SET UP PAYMENT PLAN'. At the bottom, it says 'Last paid: \$15.00 on 5/6/2019'.

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Make a Payment Without Logging In

1. Click **PAY AS GUEST**

SIGN IN
Forgot Username? Forgot Password?
New User?
CREATE YOUR ACCOUNT
PAY AS GUEST

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

Pay as Guest
Look up your account
Guarantor account # Last name LOOK UP
NEXT CANCEL

- **Guarantor account number** is the **Patient Number** on the bill

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

- **Specific visit account number** is the "411xxxxxxx" **SERVICE NUMBER** in the Statement of Services section. This will prompt you to pay **that one visit only**. **You will not see any other open balances.**

CHARGE ACTIVITY	
SERVICE NUMBER: 411C	12
SERVICE DATE: 1/1/2020	

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

How much would you like to pay today?
You have a balance due for services performed at Avita Health System.
Amount Due \$372.78 Other Amount

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 \$_____**.

Add New Payment Method
Name On Card Exp Date (MM/YY)
Card Number CVC
Billing Zip/Postal Code
PAY \$372.78

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Benefits of Signing In to MyChart

In the **Outstanding Balance** section, click **View Details**.

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 Details to review information related to your account and balance

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

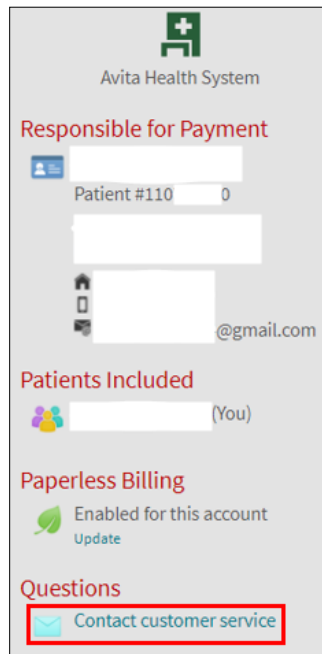
3. View Your Last Statement to open an image of the most recent statement mailed or emailed

** 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 amount due will not be updated on this statement. **

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Benefits of Signing In to MyChart *(continued)*

In the right-side pane, click **Contact Customer Service** to send a secure message to Avita Customer Service regarding your bill.



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

The screenshot shows the messaging interface in MyChart. At the top, there is a red header with the text "Patient Number". Below this, a text input field contains "110". A "Message:" label is positioned to the left of a large, empty text area for typing. At the bottom of the interface, there are two buttons: a grey "SEND" button and a red "CANCEL" button.