



## Patient Portal Registration Guide

At CCRM New York you will be set up on our patient portal after you schedule your initial consultation. This document is intended to help with the setup process. Additionally, we ask that you complete certain paperwork on the portal before your appointment.

For your first time visiting the portal, you will receive emails from the portal and should initially access the portal via these emails. After your initial portal setup, you should access the portal through our website at: <https://www.ccrmivf.com/nypatientportal/>.

A screenshot of the CCRM New York Patient Portal welcome page. The page has a white background with two vertical pink bars on the left and right sides. The main heading is "Welcome to the CCRM New York Patient Portal" in a dark green, serif font. Below the heading, there are two columns of content. The left column is titled "Patient Portal" and lists several services: Request prescription refills, Access test results, Access and update health history information, Privately message office staff, Pay or view your bills (if applicable), Complete new patient consents, Upload your photo ID and insurance card, and Upload medical records. At the bottom of this column is a pink button that says "PORTAL SIGN IN". The right column is titled "HELPFUL INFORMATION" and lists several resources: Portal Registration Guide, Recommended Medical Records &amp; Medical Records Release Form, CCRM Fertility Education Videos, Zika Information and Consent Form, Insurance Participation, Questions to Ask Your Insurance Provider, About Fertility Benefits, Fertility Financing Options, CCRM Fertility Support &amp; Mentorship, and Facebook Group.

# Welcome to the CCRM New York Patient Portal

## Patient Portal

- Request prescription refills
- Access test results
- Access and update health history information
- Privately message office staff
- Pay or view your bills (if applicable)
- Complete new patient consents
- Upload your photo ID and insurance card
- Upload medical records

PORTAL SIGN IN

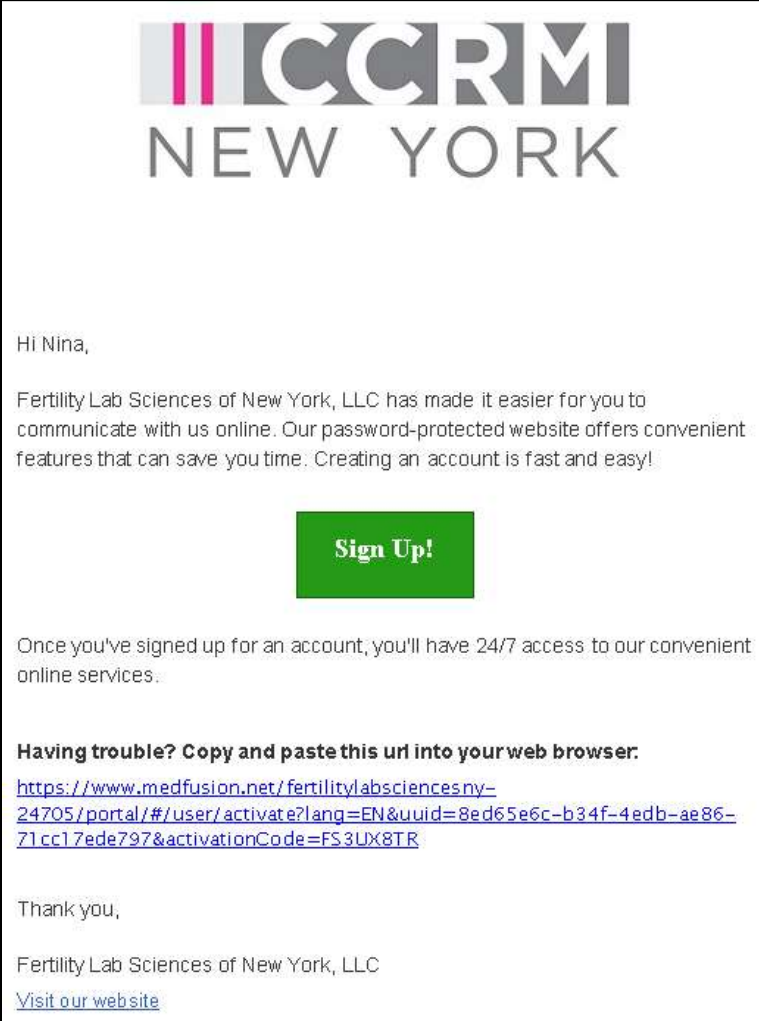
## HELPFUL INFORMATION

- [Portal Registration Guide](#)
- [Recommended Medical Records & Medical Records Release Form](#)
- [CCRM Fertility Education Videos](#)
- [Zika Information and Consent Form](#)
- [Insurance Participation](#)
- [Questions to Ask Your Insurance Provider](#)
- [About Fertility Benefits](#)
- [Fertility Financing Options](#)
- [CCRM Fertility Support & Mentorship](#)
- [Facebook Group](#)

## Setting Up Your Portal Account

Within 24 hours of scheduling your appointment you will receive an email from the portal. You can create your portal account from your smart phone or computer. It is recommended to use Google Chrome to access your portal if creating your portal account from your computer.

- 1) Within 24 hours of scheduling your appointment you will receive an email from the Clinical Portal. Select the "Sign Up!" button.



**CCRM**  
NEW YORK

Hi Nina,

Fertility Lab Sciences of New York, LLC has made it easier for you to communicate with us online. Our password-protected website offers convenient features that can save you time. Creating an account is fast and easy!

**Sign Up!**

Once you've signed up for an account, you'll have 24/7 access to our convenient online services.

**Having trouble? Copy and paste this url into your web browser:**

<https://www.medfusion.net/fertilitylabsciencesny-24705/portal/#/user/activate?lang=EN&uuid=8ed65e6c-b34f-4edb-ae86-71cc17ede797&activationCode=FS3UX8TR>

Thank you,

Fertility Lab Sciences of New York, LLC

[Visit our website](#)

- 2) You'll be asked to verify your zip code and date of birth. Enter the information and select continue.

The screenshot shows a web form titled "Please Verify Some Information" with the ICRM New York logo at the top left. Below the title, it says "Please enter your date of birth and zip code so that we can verify you." There are two input fields: "ZIP code" and "Date of birth". The "Date of birth" field consists of three sub-fields: "Month" (a dropdown menu), "Day", and "Year". At the bottom of the form, there are two buttons: "Cancel" and "Continue". The footer includes the "medfusion" logo and the text "© 2020 Medfusion, Inc. All rights reserved. All other trademarks are the property of their respective owners."

- 3) Create your user name, password, secret question and answer, and enter your phone number. Select the "Enter Portal" button.

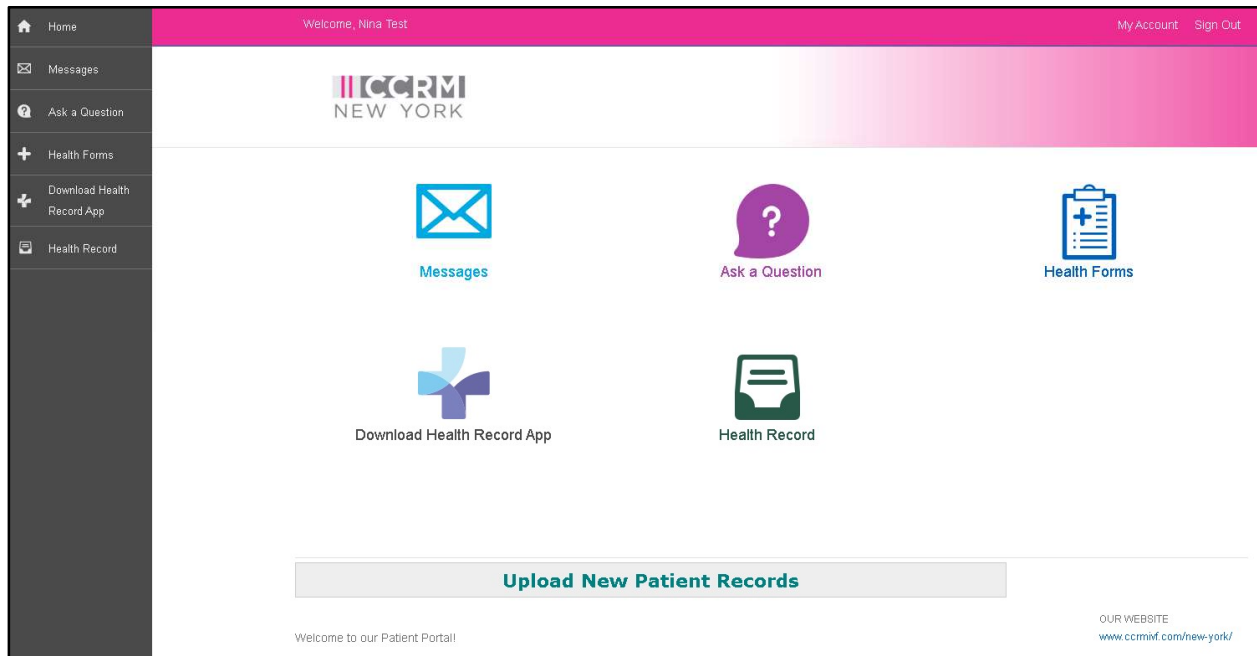
The screenshot shows a web form titled "Welcome! Create Security Details" with the ICRM New York logo at the top left. Below the title, it says "Thank you for joining the portal. Please create a password and answer a secret question." There are four main input areas: "User name" (with a text box and a red error message "Please enter a user name."), "Secret Question" (with a dropdown menu), "Password" (with a text box and a list of requirements: "Your password must contain 8-32 characters, include no common words, and fulfill three of the following: one capital letter, one lower case letter, one number, one symbol (&%#@!?)"), and "Phone" (with three text boxes for digits and a "Type" dropdown menu set to "Mobile"). At the bottom, there is a checkbox area with the text "By creating an account, I accept my health care provider's Notice of Privacy Policy and the Terms of Service." and an "Enter Portal" button.

- 4) Your clinical patient portal account will now be registered and you will be directed to the portal's homepage.

## Utilizing the Clinical Portal

In the clinical patient portal, you will be able to complete your new patient medical history forms, message with a member of your clinical care team, download the Medfusion Plus app, and upload your medical records.

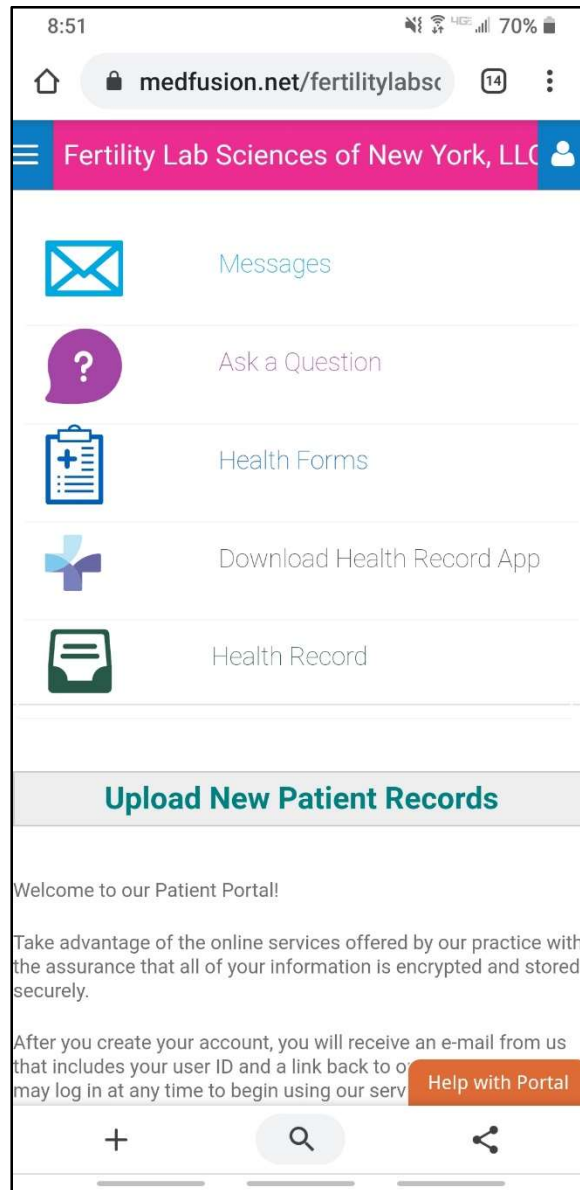
### Clinical Portal Homepage



- 1) Messages – Select to view past messages with the CCRM business office team or your CCRM clinical care team.
- 2) Ask a Question – Select to compose a message to the CCRM business office team or to your CCRM clinical care team
- 3) Health Forms – Select to complete your Family and Personal Medical History form. **This form must be completed prior to your New Patient Consult appointment.**
- 4) Download Health Record App – Select to download the Medfusion Plus app for your tablet or mobile device.
- 5) Health Record – Select to view the clinical summaries of your previous visits.
- 6) Upload New Patient Records – Select to upload digital copies of your medical records to CCRM. This option is also available on the clinical portal sign in page. You will be prompted to create a login and password the first time you attempt to upload your records. This login and password will not be associated with the logins used to access your clinical portal or administrative portal.

## Accessing the Clinical Portal from Your Mobile Phone

You can conveniently access your clinical portal via the Medfusion Plus mobile app, available for both Apple and Android devices. The clinical portal is also mobile-friendly, allowing you to access your clinical portal and message with your clinical care team directly from your smartphone.



## How to Get Help

If you need assistance while completing your patient portal registration prior to your new patient appointment, please contact the CCRM New York at (212) 290-8100. We are here to help and answer any of your questions.

Once you have completed your new patient appointment, your local care team will provide you with the appropriate support resources for any needs that arise.

Thank you for being a patient with CCRM.