

Patient Portal Instructions

We have established an internet-based Patient Portal to help effectively and securely manage your healthcare information. The content in this document will guide you through the secure portal’s most frequently-required functions. **Should you have other questions about using the portal, please contact our office at 360-254-5267.**

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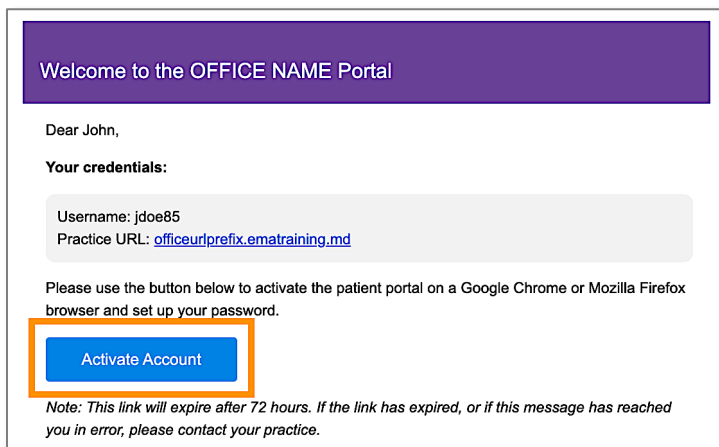
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Access the Patient Portal

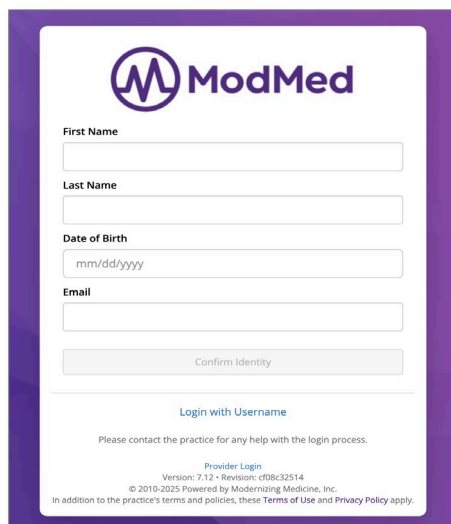
Activate Your Patient Portal Account

An account must be created before you can use or access your data on the Patient Portal. Providing us with your email address will allow us to send you an email from the office that includes a link to activate your Patient Portal account.

1. Open the email from us with the subject, “Welcome to Your Dermatology Associates of SW WA Patient Portal”.
2. The email will include your Patient Portal *Username*, *Practice URL* (patient portal web address) and the steps for logging into the portal.
3. Select Activate Account.



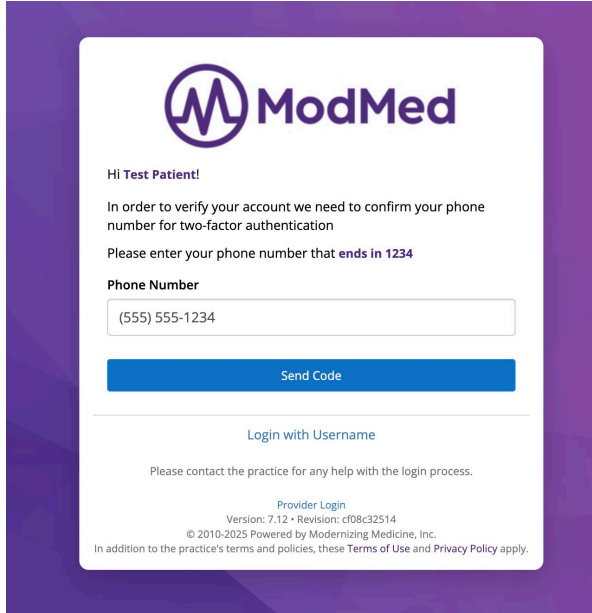
4. You will be prompted to verify your identity by entering your **First Name**, **Last Name**, **Date of Birth** and **Email**. Once entered, select **Confirm Identity**.




The image shows a screenshot of a verification form with a purple border. At the top is the ModMed logo. Below the logo are four input fields: "First Name", "Last Name", "Date of Birth" (with a placeholder "mm/dd/yyyy"), and "Email". Below these fields is a grey button labeled "Confirm Identity". At the bottom of the form, there is a link "Login with Username" and a small note: "Please contact the practice for any help with the login process." At the very bottom, there is fine print: "Provider Login Version: 7.12 - Revision: cfb8c32514 © 2018-2025 Powered by Modernizing Medicine, Inc. In addition to the practice's terms and policies, these Terms of Use and Privacy Policy apply."

Patient Portal Instructions

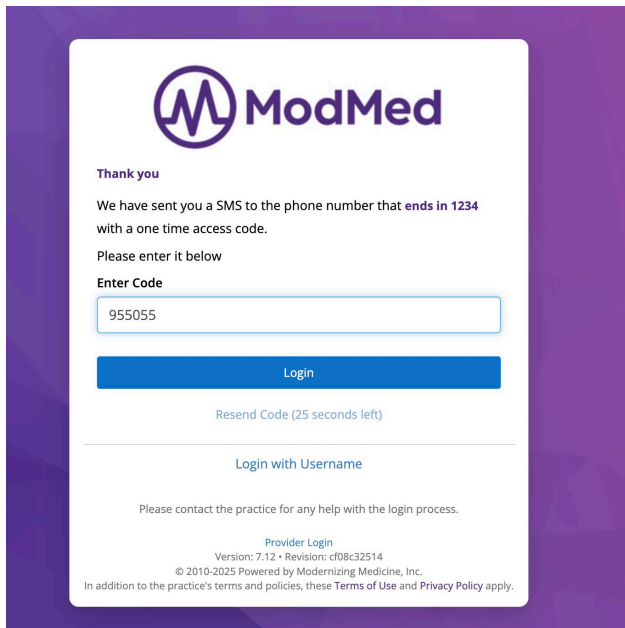
5. Enter your cell phone number. Then, select **Send Code**.





Hi Test Patient!
In order to verify your account we need to confirm your phone number for two-factor authentication
Please enter your phone number that ends in 1234
Phone Number

Send Code
[Login with Username](#)
Please contact the practice for any help with the login process.
Provider Login
Version: 7.12 • Revision: cf08c32514
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In addition to the practice's terms and policies, these Terms of Use and Privacy Policy apply.

6. You will receive an SMS message with a confirmation code. Enter the code and select **Login**.




Thank you
We have sent you a SMS to the phone number that ends in 1234 with a one time access code.
Please enter it below
Enter Code

Login
[Resend Code \(25 seconds left\)](#)
[Login with Username](#)
Please contact the practice for any help with the login process.
Provider Login
Version: 7.12 • Revision: cf08c32514
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Log in to the Patient Portal

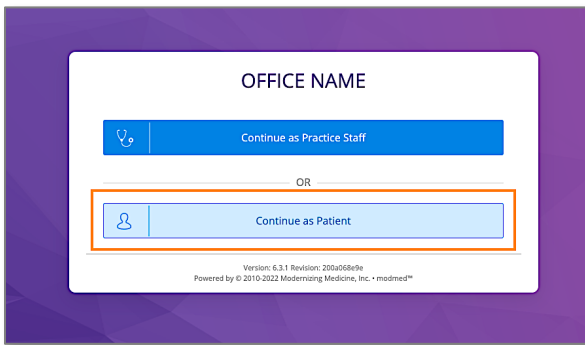
After your account has been activated, you will be able to log in to the Patient Portal as needed. Follow the steps below to log in.

Patient Portal Instructions

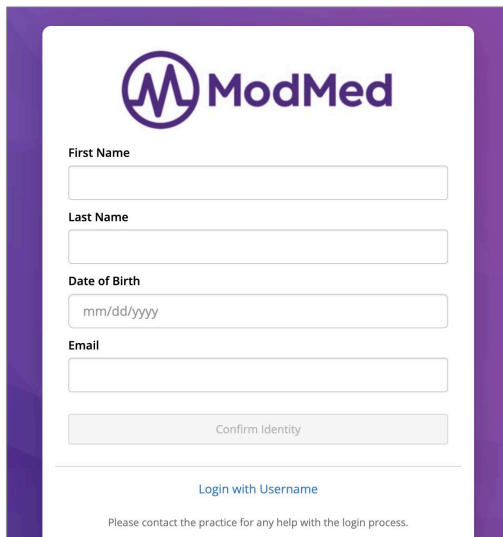
- Open your internet browser on a computer or laptop and enter the following website URL into the address bar:
https://vancouverdermassoc.modmedapp.com.



- Select Continue as Patient.

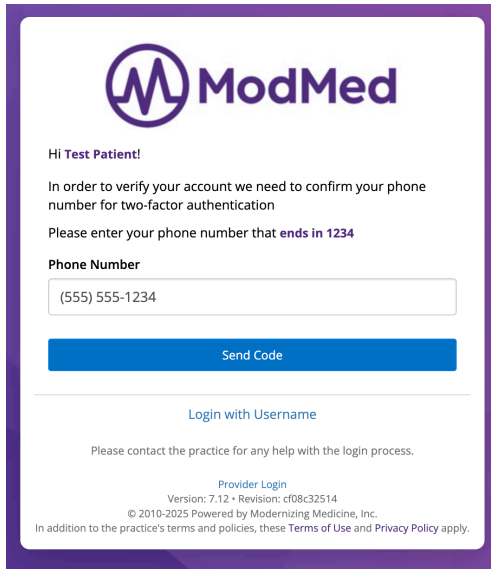


- Enter your First Name, Last Name, Date of Birth and Email then select Login.

A screenshot of the ModMed login form. The form is white with a purple border. At the top is the ModMed logo. Below the logo are four input fields: "First Name", "Last Name", "Date of Birth" (with a placeholder "mm/dd/yyyy"), and "Email". Below the "Email" field is a "Confirm Identity" button. At the bottom of the form is a link "Login with Username" and a small note: "Please contact the practice for any help with the login process."

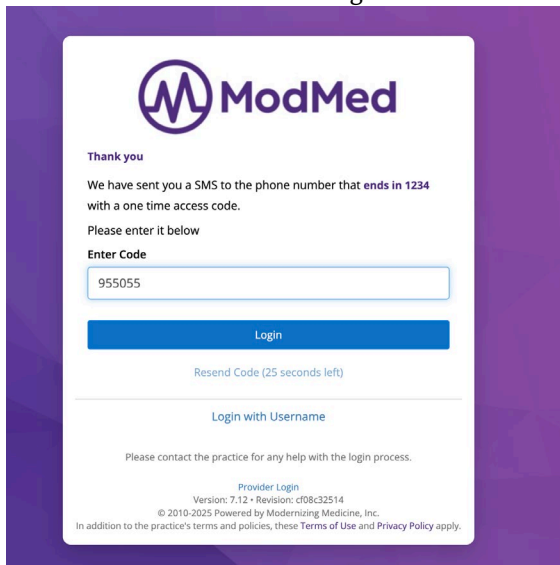
- Enter your cell phone number. Then, select **Send Code**.

Patient Portal Instructions



The screenshot shows the ModMed logo at the top. Below it, the text reads: "Hi Test Patient! In order to verify your account we need to confirm your phone number for two-factor authentication. Please enter your phone number that ends in 1234". There is a text input field labeled "Phone Number" containing "(555) 555-1234". Below the field is a blue button labeled "Send Code". At the bottom, there is a link for "Login with Username" and a note: "Please contact the practice for any help with the login process." Footer text includes "Provider Login", "Version: 7.12 • Revision: cf08c32514", "© 2010-2025 Powered by Modernizing Medicine, Inc.", and "In addition to the practice's terms and policies, these Terms of Use and Privacy Policy apply."

11. You will receive an SMS message with a confirmation code. Enter the code and select **Login**.



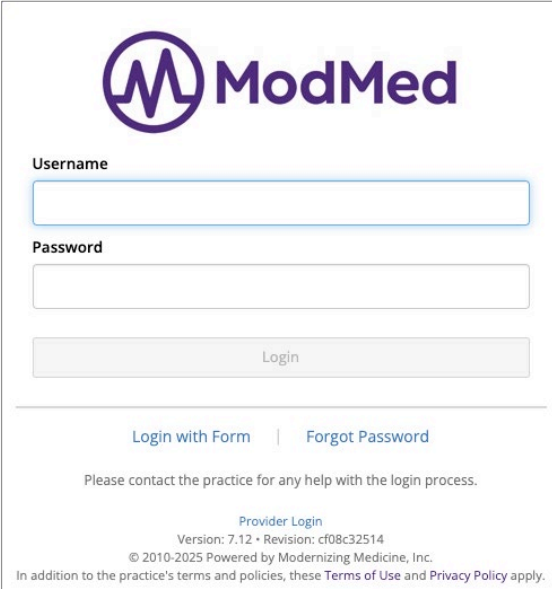
The screenshot shows the ModMed logo at the top. Below it, the text reads: "Thank you We have sent you a SMS to the phone number that ends in 1234 with a one time access code. Please enter it below". There is a text input field labeled "Enter Code" containing "955055". Below the field is a blue button labeled "Login". Below the button is a link for "Resend Code (25 seconds left)". At the bottom, there is a link for "Login with Username" and a note: "Please contact the practice for any help with the login process." Footer text includes "Provider Login", "Version: 7.12 • Revision: cf08c32514", "© 2010-2025 Powered by Modernizing Medicine, Inc.", and "In addition to the practice's terms and policies, these Terms of Use and Privacy Policy apply."

Log In with Username

If you previously created an account with a username and password, you can log in with this information instead of using SMS verification.

1. From the login screen, select **Login with Username**.
2. Enter your Username and Password. Select Login.

Patient Portal Instructions



ModMed

Username

Password

Login

[Login with Form](#) | [Forgot Password](#)

Please contact the practice for any help with the login process.

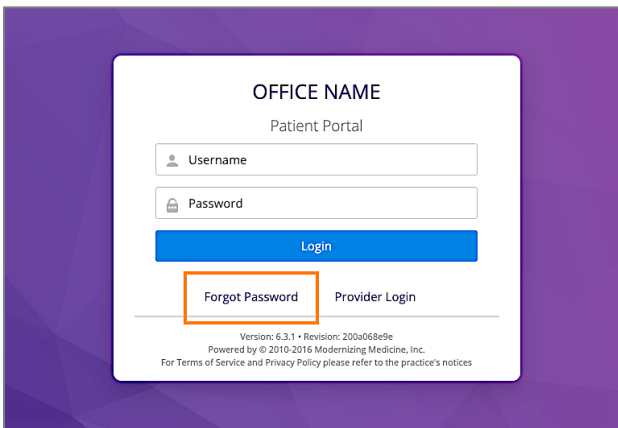
Provider Login
Version: 7.12 • Revision: cf08c32514
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In addition to the practice's terms and policies, these Terms of Use and Privacy Policy apply.

Forgot Password

Follow these instructions if you forgot your password and need to create a new one.

Note: These instructions will only work successfully if your Patient Portal account is already created and the information entered is correct according to our records. If you have any trouble receiving your password reset link, please contact our office.

1. From the Patient Portal login screen, select **Forgot Password**.



OFFICE NAME
Patient Portal

Username

Password

Login

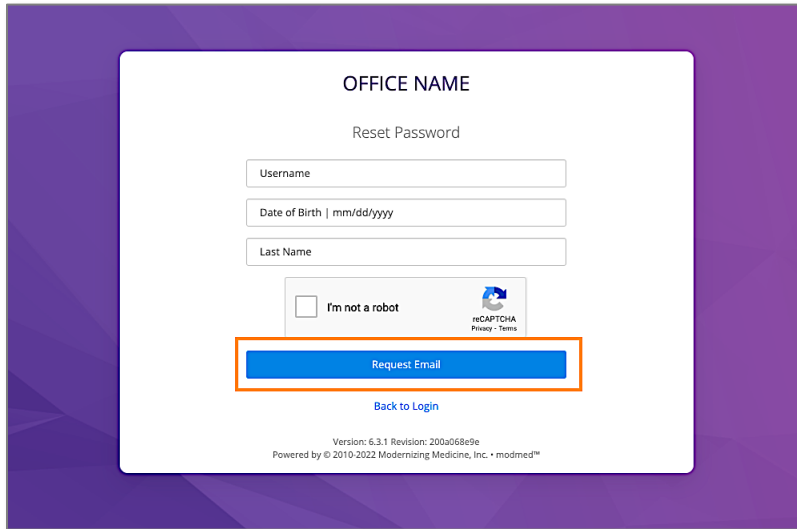
Forgot Password | Provider Login

Version: 6.3.1 • Revision: 200a068e9e
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2. Enter the requested information, then select **Request Email**.

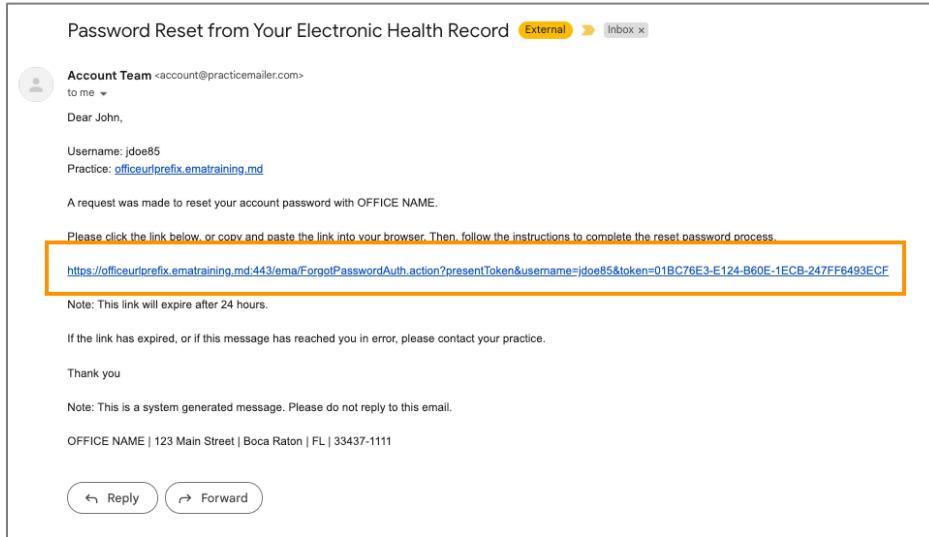
Patient Portal Instructions

JOEL DATLOFF, MD
ELIZABETH S. DAWSON, MD
LAURA BRANDT, PA-C
MARY BURNELL, MPAS, PA-C

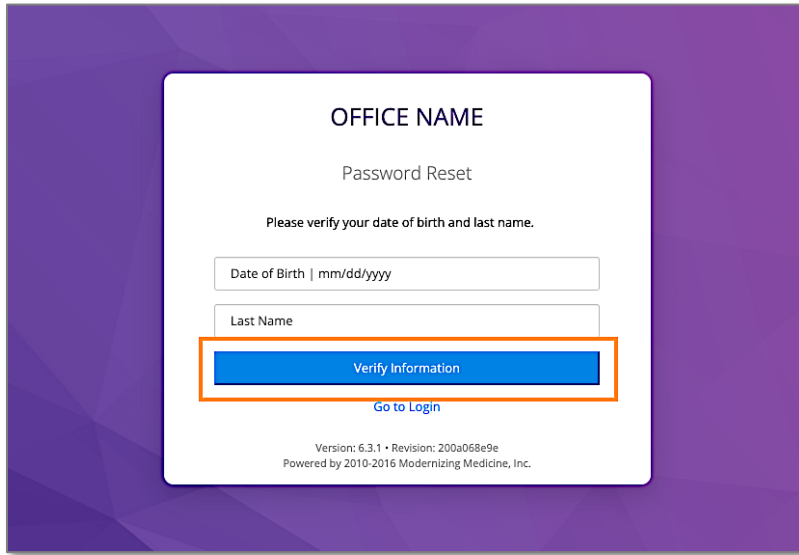


The screenshot shows a web form titled "OFFICE NAME" with the sub-heading "Reset Password". It contains the following fields: "Username", "Date of Birth | mm/dd/yyyy", and "Last Name". Below these is a reCAPTCHA "I'm not a robot" checkbox. A blue "Request Email" button is highlighted with an orange border. Below the button is a "Back to Login" link. At the bottom, it says "Version: 6.3.1 Revision: 200a068e9e" and "Powered by © 2010-2022 Modernizing Medicine, Inc. • modmed™".

3. Open your email and look for the message with the subject *Password Reset from Your Electronic Health Record*. The email will include your *Username* and *Practice* information, as well as a link to reset your Password. Select the link to continue.



4. You will be prompted to enter your *Date of Birth* and *Last Name* to verify your identity. Once entered, select **Verify Information**.



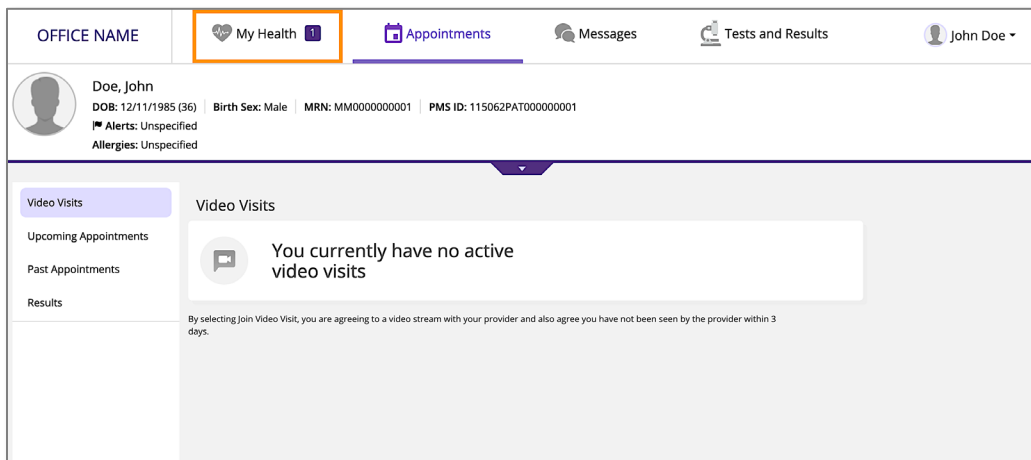
5. If the information is verified successfully, you will be logged in to the portal.

Prepare for Your Visit

Complete Forms on the Patient Portal

After you have activated your account, you may use the Patient Portal to complete visit forms and view your health information.

1. From the Patient Portal, select **My Health** from the main navigation bar.



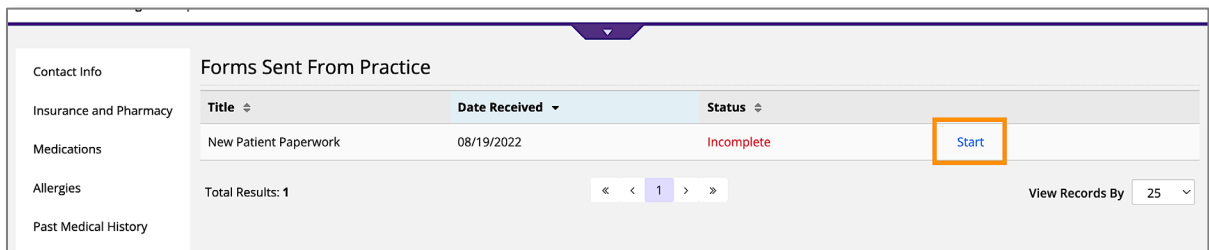
2. From the *My Health* page, select **My Forms**.

Patient Portal Instructions



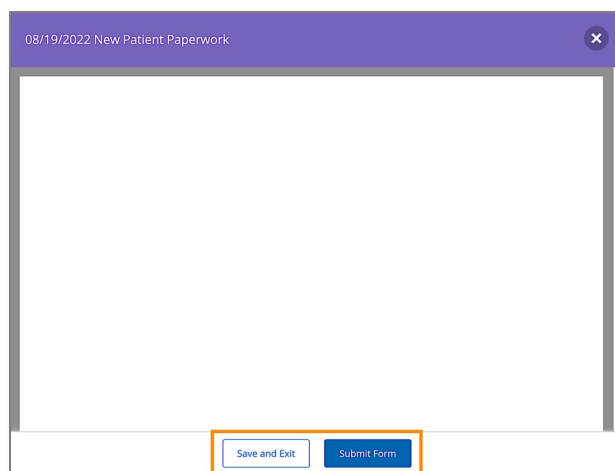
A screenshot of a patient portal navigation menu. On the left, there is a vertical list of options: 'Family History', 'Problem List', and 'My Forms'. The 'My Forms' option is highlighted with an orange border and has a small purple square with the number '1' next to it. To the right of this menu is a form with several dropdown menus: 'Language' (set to 'English'), 'Ethnic Group' (set to 'Not Hispanic or La'), 'Gender Identity' (set to 'Unspecified'), and 'Patient Preferred Pronoun' (set to '- Select One -').

- Any forms that have been assigned to you will be available to review and edit. Select **Start** to begin reviewing the forms and making applicable changes.



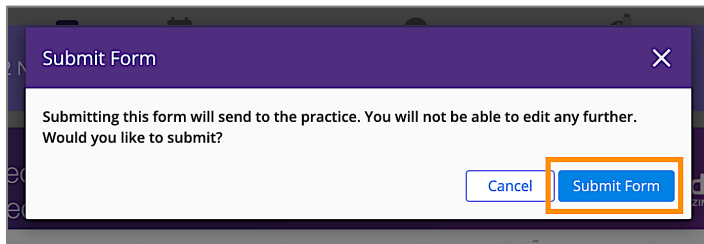
A screenshot of a table titled 'Forms Sent From Practice'. The table has three columns: 'Title', 'Date Received', and 'Status'. There is one row of data: 'New Patient Paperwork', '08/19/2022', and 'Incomplete'. A 'Start' button is located to the right of the 'Incomplete' status, highlighted with an orange border. Below the table, there is a pagination control showing 'Total Results: 1' and a 'View Records By' dropdown set to '25'.

- A pop-up window will appear with the specified form. You can place your cursor in the appropriate fields and enter the applicable information. You have the option to **Save and Exit** or **Submit Form**.
 - Save and Exit** - Marks the form In Progress and allows you to continue to edit.
 - Submit Form** - Closes the form and submits it to the office.



A screenshot of a pop-up window titled '08/19/2022 New Patient Paperwork'. The window is mostly empty, with a large white area for text entry. At the bottom of the window, there are two buttons: 'Save and Exit' and 'Submit Form', both highlighted with orange borders.

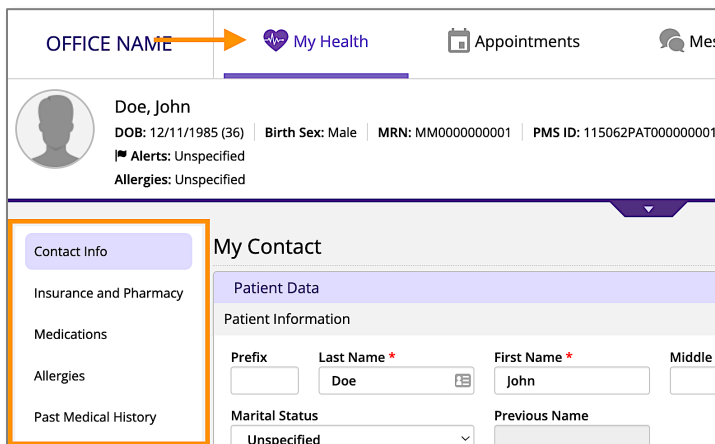
- After your form is complete, select **Submit Form**. You will receive a pop-up alerting you that you are submitting the form to the office and you will not be able to edit it further. When ready, select **Submit Form**.



Add or Update Medical Information

In this section, you will learn how you can verify your contact and insurance information, update your medical history, and add your preferred pharmacy.

1. From the Patient Portal, select **My Health** and navigate through the sections to enter and/or update your *Medications, Allergies* and Past Medical History.



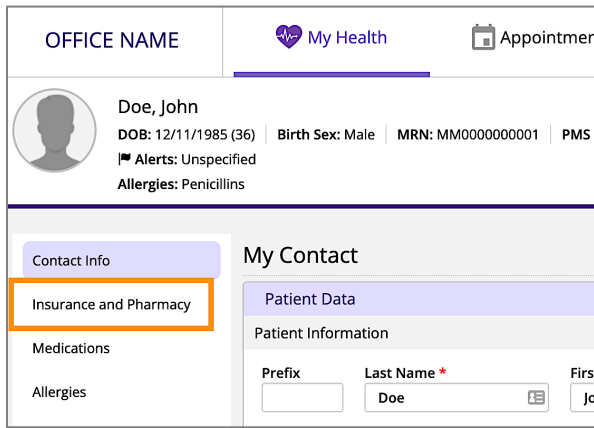
12. **Contact Info** – View basic contact and demographic information.
13. **Insurance and Pharmacy** – View insurance information and add or edit pharmacies. See below for additional instructions.
14. **Medications** - Add or edit your medications list.
15. **Allergies** - Add or edit your allergies.
16. **History** – Add or update Past Medical History, Specialty-Specific History, Social History and Family History.
17. **Tests & Results** - View any result that your medical provider has posted.

Add Your Preferred Pharmacy

In this section, you will learn how to add your preferred pharmacy to your patient chart. Adding your pharmacy will assist our office with sending electronic prescriptions and medication refills.

18. From the *My Health* section of the portal, select **Insurance and Pharmacy**.

Patient Portal Instructions



OFFICE NAME My Health Appointment

Doe, John
DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS
Alerts: Unspecified
Allergies: Penicillins

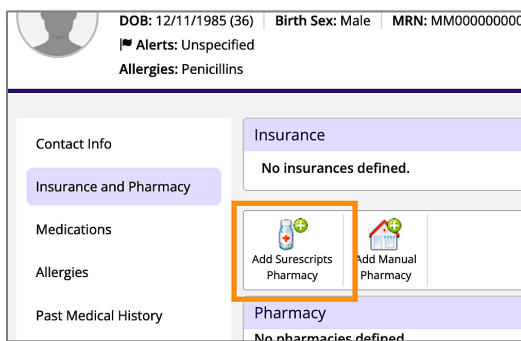
Contact Info
Insurance and Pharmacy
Medications
Allergies

My Contact
Patient Data
Patient Information
Prefix Last Name * First
 Doe Jo

19. There are two options to enter your pharmacy information, *Add Surescripts Pharmacy* and *Add Manual Pharmacy*.

- **Add Surescripts Pharmacy** (*try this option first*) – Allows you to search for registered pharmacies that are capable of sending and receiving electronic prescription requests.
- **Add Manual Pharmacy** – If you were not able to find your preferred pharmacy through the Surescripts option, you can use Add Manual Pharmacy to manually enter pharmacy information to your chart. It is recommended that you first attempt to add a Surescripts pharmacy before using this method.

20. Select Add Surescripts Pharmacy.



DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001
Alerts: Unspecified
Allergies: Penicillins

Contact Info
Insurance and Pharmacy
Medications
Allergies
Past Medical History

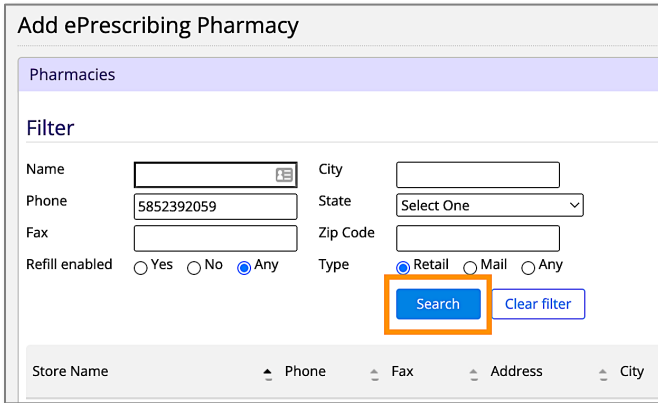
Insurance
No insurances defined.

Add Surescripts Pharmacy Add Manual Pharmacy

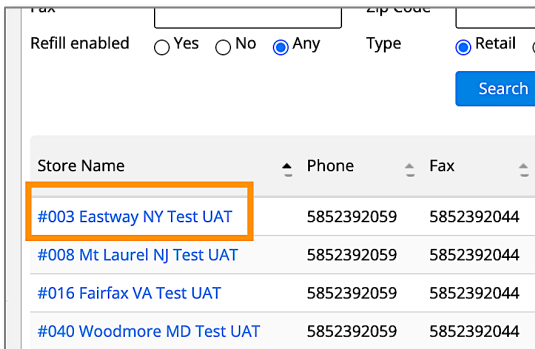
Pharmacy
No pharmacies defined.

21. Use the *Filter* options to find your preferred pharmacy. Then, select **Search**.

Note: Not all fields are required. Use any combination of the criteria to locate your pharmacy. Common search methods include *Phone* number only, or *Name* and *Zip Code*.



22. Locate the pharmacy in the list of results by verifying the name and address. Select the blue *Store Name* to add the pharmacy.



Store Name	Phone	Fax
#003 Eastway NY Test UAT	5852392059	5852392044
#008 Mt Laurel NJ Test UAT	5852392059	5852392044
#016 Fairfax VA Test UAT	5852392059	5852392044
#040 Woodmore MD Test UAT	5852392059	5852392044

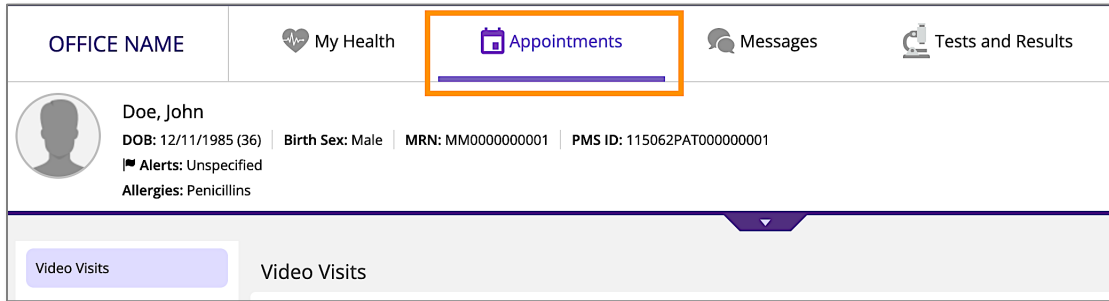
Access Your Medical Records

View, Download, and Print Your Visit Notes

The Patient Portal allows you to access your medical records, including completed visit documentation from your doctor or other qualified healthcare provider. The following instructions will guide you through how to locate these records within the portal.

23. From the portal, select **Appointments** from the main navigation bar.

Patient Portal Instructions

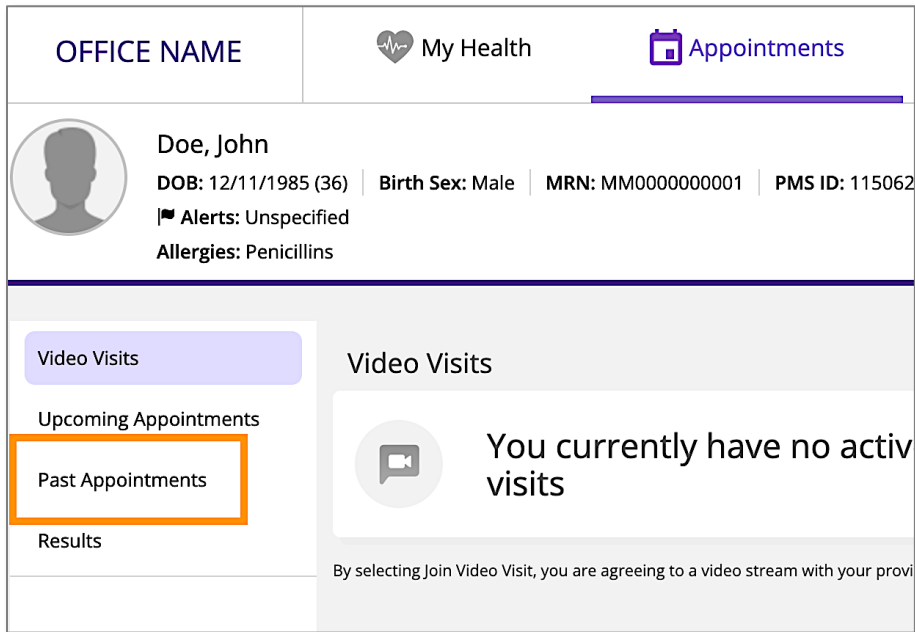


OFFICE NAME | My Health | **Appointments** | Messages | Tests and Results

Doe, John
DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS ID: 115062PAT000000001
Alerts: Unspecified
Allergies: Penicillins

Video Visits | Video Visits

24. Select Past Appointments.



OFFICE NAME | My Health | Appointments

Doe, John
DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS ID: 115062
Alerts: Unspecified
Allergies: Penicillins

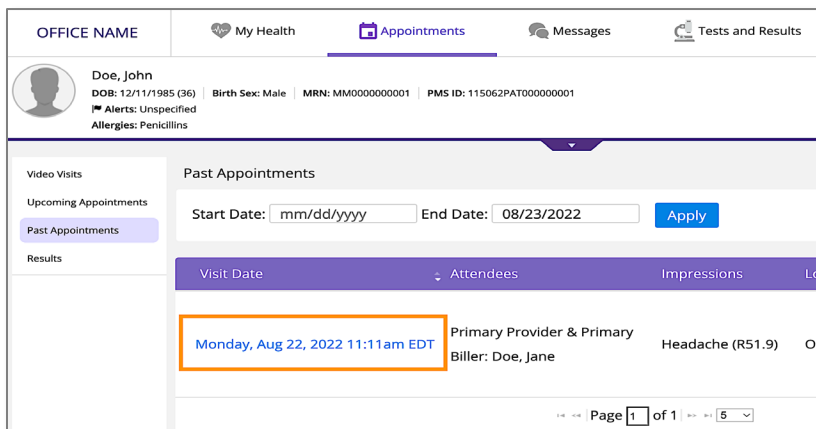
Video Visits | Video Visits

Upcoming Appointments
Past Appointments
Results

You currently have no active visits

By selecting Join Video Visit, you are agreeing to a video stream with your provider.

25. From the *Visit Date* column, select the hyperlink for the visit documentation you would like to view.



OFFICE NAME | My Health | Appointments | Messages | Tests and Results

Doe, John
DOB: 12/11/1985 (36) | Birth Sex: Male | MRN: MM0000000001 | PMS ID: 115062PAT0000000001
Alerts: Unspecified
Allergies: Penicillins

Video Visits | Upcoming Appointments | **Past Appointments** | Results

Past Appointments

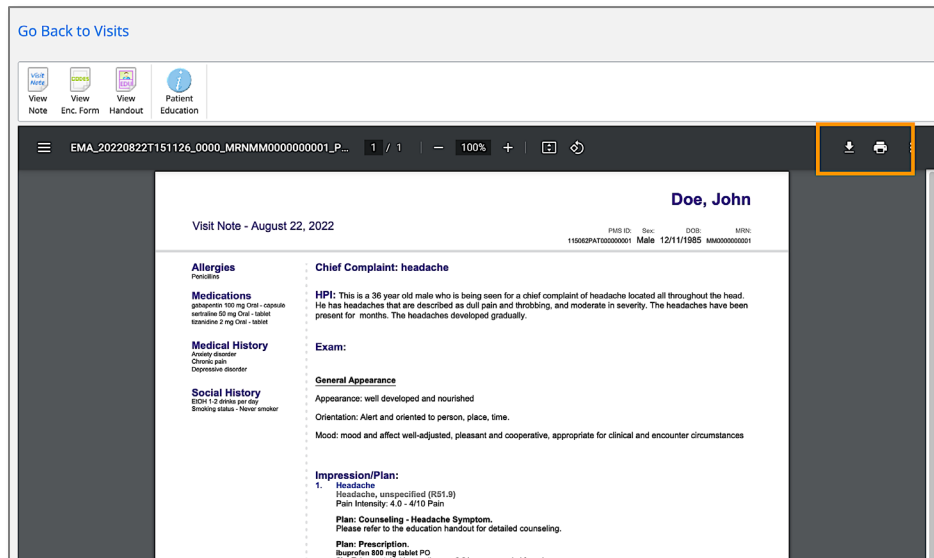
Start Date: mm/dd/yyyy | End Date: 08/23/2022 | Apply

Visit Date	Attendees	Impressions	Location
Monday, Aug 22, 2022 11:11am EDT	Primary Provider & Primary Biller: Doe, Jane	Headache (R51.9)	Office

Page 1 of 1

Note: If the visit link is in plain black font, this means the visit is not ready to be viewed. Check back later, or contact our office.

- Your internet browser's PDF viewer should open the document for you to view. You should also have options to download or print the document.



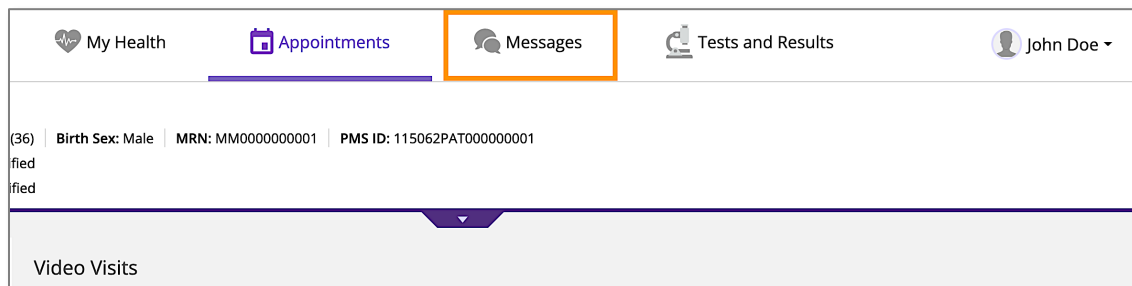
Communicate with Our Office

Send a Portal Message to Our Office

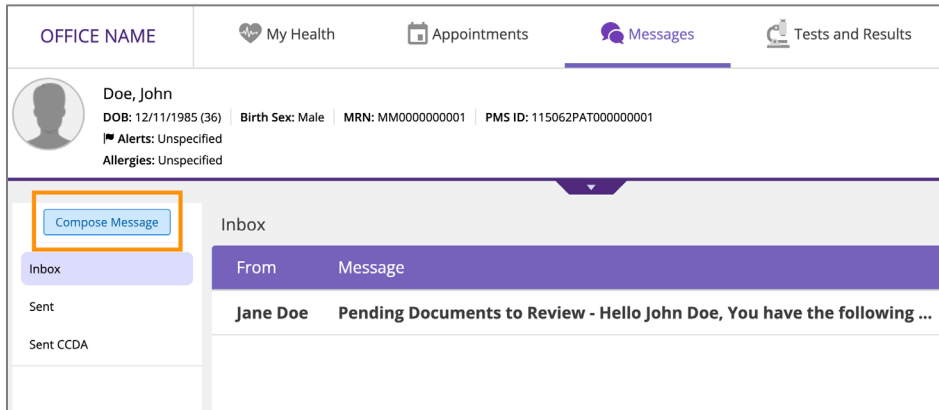
The Patient Portal provides a self-contained method of communicating with our office using secure messaging protocols.

Note: If you are experiencing a medical emergency or need immediate assistance, please call 911.

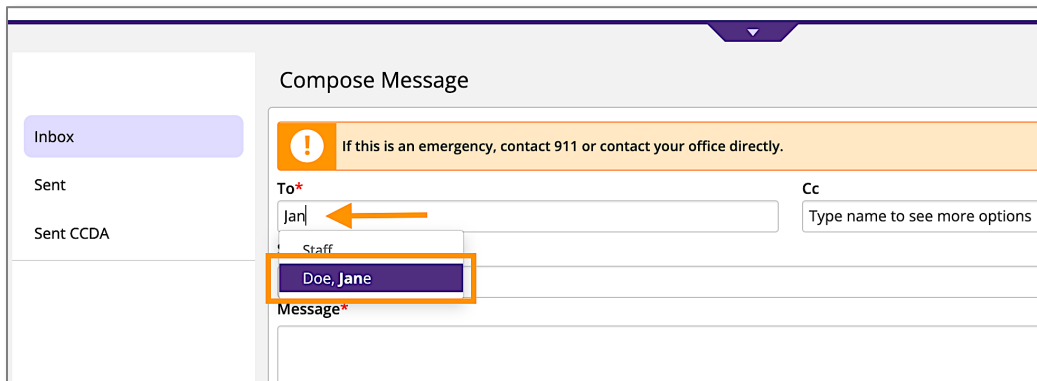
- From the Patient Portal, select **Messages** from the main navigation bar.



2. Select Compose Message.



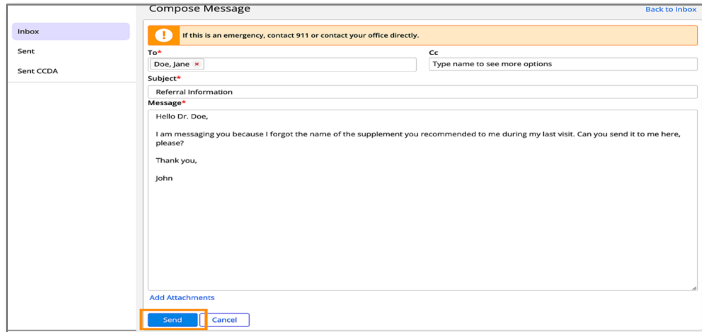
3. Enter the recipient into the *To* field.



Note: If you start typing the first few letters of the recipient's name, it will narrow the list and allow you to find them more quickly and easily.

4. Enter the subject of the message into the **Subject** field.
5. Enter your message into the **Message** field.
6. When you are ready to send your message, select **Send**.

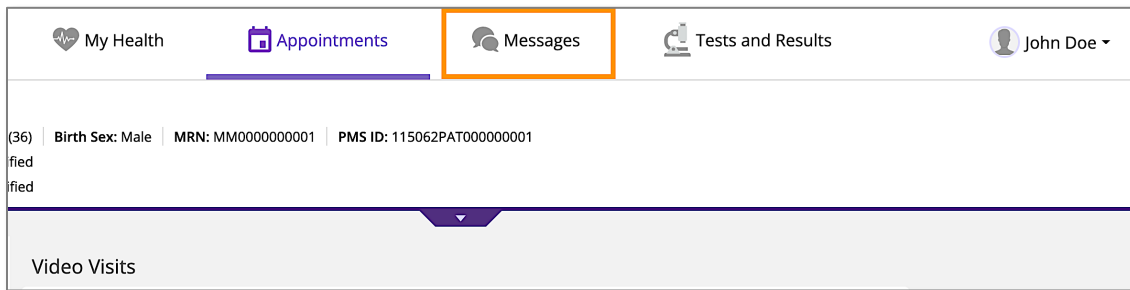
Patient Portal Instructions



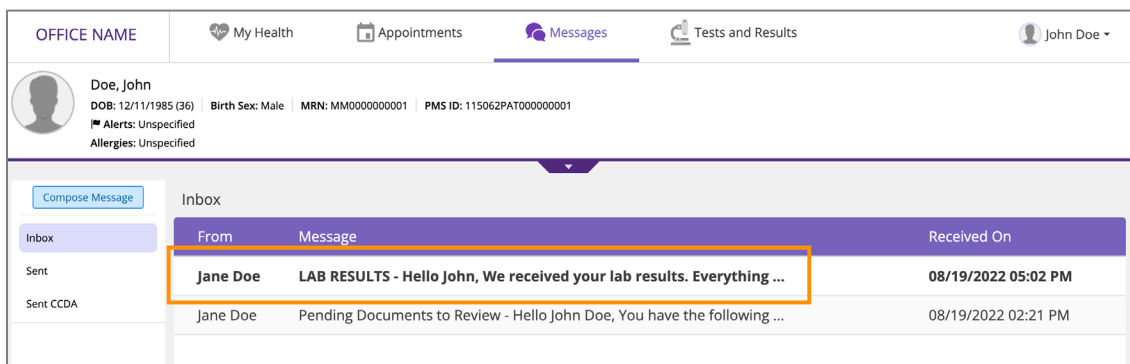
Read and Reply to Portal Messages

Our office may send messages to you through the portal. These messages could include documents; such as test results, or just a general message regarding your care. Follow these steps to view and/or reply to a portal message.

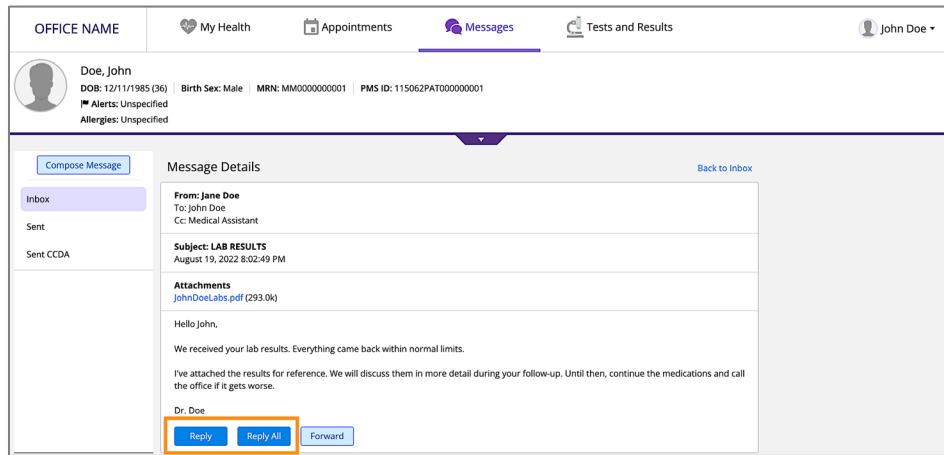
27. Log in to the Patient Portal and select **Messages** from the main navigation bar.



28. To read a message, select anywhere in the corresponding line.



29. To reply to a message, select **Reply** or **Reply All**.



30. Enter your response into the *Message* field, then select **Send**.

Billing Actions

View Account Balance, Statements, and Receipts

You have the ability to view your statements, payment receipts, and saved card on file information in this section. You may also submit a payment through the Patient Portal.

1. Log in to the Patient Portal and select **Billing** from the main navigation bar.



2. You can view the Account Balance and Billing Statements here.

Account Balance				
Remaining Balance Due:		Default Credit Card		Make a Payment
\$2,950.98		No card added	Manage	
Billing Statements				
Date	Number	Total Charges	Status	
11/23/2019	Thank-3308	\$3,122.91	120 days past due	View Statement
10/22/2019	Thank-3081	\$3,122.91	120 days past due	View Statement

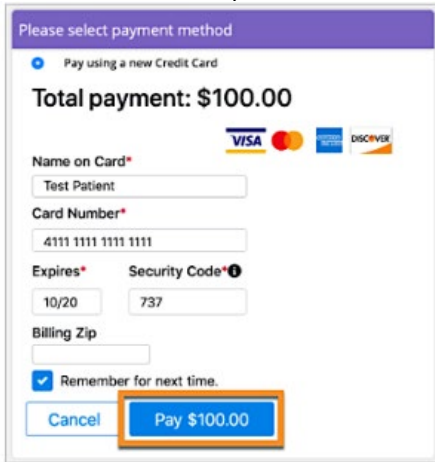
Make a Payment

1. To make a payment towards your balance, select **Make a Payment**.

Account Balance		
Remaining Balance Due:	Default Credit Card	Make a Payment
\$2,950.98	No card added	
	Manage	

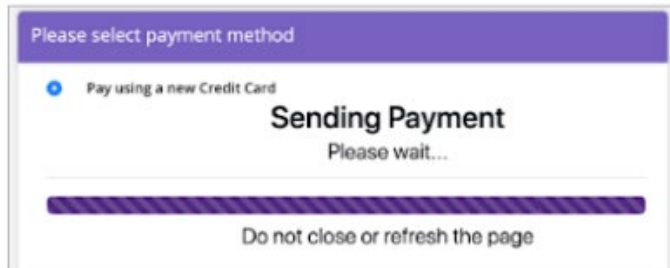
Patient Portal Instructions

2. Enter the required information; specify amount of payment; input credit card information. If you'd like to save the credit card on file for future payments, select the checkbox to the left of the statement **Remember for next time**. Then, select **Pay**.



Note: If you already have a credit card on file, you can select to use that card or pay with a different card.

3. You must wait until the payment process is complete prior to closing or refreshing the screen.



4. Once the page updates, you can either select **View My Receipt**, or select **Close** to close the window.

