

FAQ's TFC Patient Portal

Setting Up Account - Accessing Account – Forgot Password

Here are FAQs:

- Account Access
- How to Use the Portal
- What to Do If You Can Not Access
- Can't See Your Children in the Portal

Benefits of the TFC Patient Portal Are Many for Our Parents/Patients:

- ❖ Request Camp and School Health Forms
- ❖ Messages to and from the doctors, clinicians, staff and billing
- ❖ Print forms, growth charts, immunization records, messages
- ❖ Request Medication Re-Fills
- ❖ Update contact information (if minor 18 and under that is typically the parents)
- ❖ Update the preferences on how you would like to be notified of appointments, reminders, messages, billing statements

First Step to Create a TFC Patient Portal Account

TOTAL FAMILY CARE
Dr. Hyton Lightman, Medical Director

Your Gateway to Total Excellent Health Care
Total Family Care of the 5 Towns and Rockaway, P.C.
601 Jarvis Avenue
Far Rockaway, NY 11691
718.868.4808

1st Step is to Create a Portal Account

Create Account

Create Account Below

Account Information
Please enter the required information below.

First Name:

Last Name:

Email:

Password:

Verify Password:

Captcha
Please type the letters and numbers you see in the image into the box below.

Captcha Answer:

Create Account

After you create account - check your email for confirmation to authenticate and login in to your account

You Created Account-Verify Email Check Your In Box

Verify the email for confirmation and you will be logged into the TFC Patient Portal

You Verified Account – You Should See This Home Screen

Below you will find screen shots of what the TFC Patient Portal looks like when you login.

Your home screen will look like below – children/family at bottom – tabs to navigate the portal at top:

Home Page Shows Children
Click on Child - Navigate by Tabs (forms, meds, messages)

Family | **My Account** | Patient Information | Form Requests / Med Refill Requests | Messages

Items assigned to you
Above are Tabs for Various Items in Your Childrens Accounts Accessable on Portal

There are new messages for the following patient(s):
JOHNATHAN TEST
Here is a Message Waiting to Be Read

Date Created	Patient	Type	Name	
04/12/2018	JOHNATHAN TEST	Survey	Survey: CRAFFT (Teen Questionnaire)	Take the survey
04/12/2018	JOHNATHAN TEST	Survey	Survey: PHQ 9M	Take the survey

Click on your child's name to access their records

Select a patient's name from the list below to access their records.

Patient name	Sex	Date of birth	Upcoming appointment(s)	Registration Date	Balance due
JOHNATHAN TEST	M	11/28/2003		10/28/1997	\$ 0.00
SISTER TEST	F	03/14/2016		10/21/2014	\$ 0.00

See All Your Children Here

***** IMPORTANT*****

You manage the portal by the “**tabs**” on the home screen – by clicking on each child (their name appears at the top) you navigate the portal by these tabs.

Patient Information is an Important Tab

You will see “options” below and the following tabs to access information:

- Allergies
- Forms
- Growth Chart
- Immunizations
- Labs
- Links and Handouts
- Patient Demographics
- Prescriptions
- Problem List
- Visit History

Account Tab Pertains to Parent/Guardian/Patient over 18:

Access the following and update your contact information that is “synced” with our office

Billing and Statements	(pay online, see statements, balance, print statements)
Contact and Personal Information	(update address, cell, email and notifications)
Portal Account	(if you change an email or want to re-set your password)
Notifications	(show past history of communications)

*****ERROR*****

You Created Account and Do Not See Your Children/Family Listed

If your screen looks like below – this is an issue and you will need to call 718-868-4808 or email office general@totalfamilycaremd.com

Online Patient Services

Family


My Account

Patient Information

Appointments and Requests

Messages

Click on your child's name to access their information

 **You are not authorized to view medical information for any patients. If you are new to the practice, please [use the registration form to register your family with the practice](#). If you are an existing client and you feel you have received this message in error, please [see the help page](#).**

Please email general@totalfamilycaremd.com to update your information in our main database

When you send an email please include:

- Your First and Last Name
- Email you used to create your account on the patient portal
- Children’s First Names

The Patient Portal at Total Family Care benefits our patients, parents and families with improved communications as we continue to update the practice to easy automations and online efficiencies.

ALL communications on the portal are HIPPA compliant. Messages are integrated into the patient chart and there to discuss in future sick and well visits for your child/children.

For non-urgent questions – SEND A MESSAGE – Our doctors, clinicians and staff answer messages throughout the day as they see patients Monday 830am to Friday 3pm (hours/times subject to change) .

