

## Feature Guide: Avadyne Patient Portal (ePFXpatientportal)

The Avadyne Patient Portal (ePFXpatientportal) empowers our client's patients financial experience with online tools to pay, manage, understand and resolve their financial obligation. Read on for more detail about the portal's features.

### Login Page

#### QUICK PAY BILL

- Pay a bill (or a portion of a bill) without registering.
- Patients need to know the account number, patient's DOB and ZIP Code.


#### REGISTER

- Register an account with the account number, patient's DOB and ZIP Code.
- Emails can only be attached to one account number and will error if already registered.
- Patients need to set up answers to 3 security questions.
- After registering, patients will get an email with a verification link which they must click.

### Once Logged In...

## PAY BILL

In this area, patients can either make a one-time payment or setup a payment plan.

QUICK PAY   HELP ▾   LOGOUT

HOME   PAY BILL   VIEW BILL ▾   MY PROFILE ▾   HOSPITAL LINKS👤 ▾

### PAY BILLS

RECENT BILLS FOR:

Pay All ?

Account Number	Statement Date	Amount Due	Enter Payment
<input type="checkbox"/> <input type="text"/>	01/01/2017	\$12.80	\$ <input type="text"/>
<input type="checkbox"/> <input type="text"/>	01/01/2017	\$464.15	\$ <input type="text"/>
<b>Total Amount</b>		<b>\$0.00</b>	<b>\$0.00</b>

**Select Payment Date**

### ONE-TIME PAYMENT

- Patients can choose individual accounts to pay different amounts on, if needed, or use the 'Pay All' button to pay on all accounts.
- Once they start the payment process, they'll be prompted to enter payment information which will be saved automatically to their profile (credit/debit or bank).
- Patients can print receipts once the payment has been submitted.

### PAYMENT PLAN

- Patients can choose individual accounts to pay different amounts on, if needed, or use the 'Pay All' button to pay on all accounts.
- Patients can view statements.
- They will be prompted to set up a saved payment method (credit/debit or bank).
- Patients can choose number of months and the system will calculate the payment amount, or they can choose a payment amount and the system will calculate the number or months.
  - NOTE: Payment plans are set up according to hospital financial guidelines.

## VIEW BILL

Patients can view Bills, Payment History and Payment Plan details in this section

### BILLS

ABC HOSPITAL

QUICK PAY HELP LOGOUT

HOME PAY BILL VIEW BILL MY PROFILE HOSPITAL LINKS

VIEW BILL

BILLS PAYMENT HISTORY PAYMENT PLAN

Recent bills:

Statement Date	Statement
No Bills	

### PAYMENT HISTORY

ABC HOSPITAL

QUICK PAY HELP LOGOUT

HOME PAY BILL VIEW BILL MY PROFILE HOSPITAL LINKS

VIEW BILL

BILLS PAYMENT HISTORY PAYMENT PLAN

Account	Payment Date	Amount	Payment Method	Status
	04/23/2018	\$12.00	CreditCard	Paid
	04/23/2018	\$50.00	CreditCard	Paid
	04/23/2018	\$45.00	CreditCard	Paid
	04/17/2018	\$4.00	CreditCard	Paid

Disclaimer:  
The information displayed on this website is for informational purposes only and is not intended to replace your bills or any billing notices that are mailed to you.  
This information is a helpful summary only and is not a comprehensive explanation or statement of all bills, payments, charges, adjustments, etc. Please consult your statements and your hospital billing department for more information.  
Also the information displayed on this website may not reflect payments and/or transactions on your account. Please allow up to three business days for your new information to be reflected in these records.

### PAYMENT PLAN

ABC HOSPITAL

QUICK PAY HELP LOGOUT

HOME PAY BILL VIEW BILL MY PROFILE HOSPITAL LINKS

VIEW BILL

BILLS PAYMENT HISTORY PAYMENT PLAN

Account Number	Statement Date	Amount Due
	01/01/2017	\$12.80
	01/01/2017	\$464.15

Initial Balance	Term	Remaining Balance	Remaining Payments	Monthly Payment
\$476.95	5	\$476.95	5	\$100.00

Last Payment	Last Payment Date	Payment Account
\$76.95	09/10/2018	My Visa Visa *****1111

If you would like to make changes to this payment plan, please [Contact Us](#)

[View Payment Schedule](#)

## MY PROFILE

Patients can view their own contact information here, their saved payment methods, and adjust their notification settings.

### CONTACT INFORMATION

This is view only

The screenshot shows the 'MY PROFILE' section of the ABC Hospital website. The 'CONTACT INFORMATION' tab is selected. The page includes a navigation bar with 'HOME', 'PAY BILL', 'VIEW BILL', 'MY PROFILE', and 'HOSPITAL LINKS'. Below the navigation bar, there are three tabs: 'CONTACT INFORMATION', 'PAYMENT METHODS', and 'NOTIFICATION SETTINGS'. A message states: 'If you would like to update any of your information on this page, please Contact Us.' The contact information fields are: Name (blurred), Billing Address (blurred), Email (emorlino@avadynehealth.com), Home Phone (blurred), and Mobile Phone (blurred). In the top right corner, there are links for 'QUICK PAY', 'HELP', and 'LOGOUT'.

### PAYMENT METHODS

Patients can add or delete saved payment information

The screenshot shows the 'MY PROFILE' section of the ABC Hospital website. The 'PAYMENT METHODS' tab is selected. The page includes a navigation bar with 'HOME', 'PAY BILL', 'VIEW BILL', 'MY PROFILE', and 'HOSPITAL LINKS'. Below the navigation bar, there are three tabs: 'CONTACT INFORMATION', 'PAYMENT METHODS', and 'NOTIFICATION SETTINGS'. There are two main sections for payment methods: 'BANK ACCOUNT(S)' with an 'Add' button, and 'CREDIT/DEBIT CARD(S)' with an 'Add' button. Under the credit/debit card section, a card is listed: 'My Visa Visa \*\*\*\*1111' with a delete icon. In the top right corner, there are links for 'QUICK PAY', 'HELP', and 'LOGOUT'.

### NOTIFICATION SETTINGS

Patients can opt in/out of email notifications (go paperless) and change/add email and phone numbers.

The screenshot shows the 'MY PROFILE' section of the ABC Hospital website. The 'NOTIFICATION SETTINGS' tab is selected. The page includes a navigation bar with 'HOME', 'PAY BILL', 'VIEW BILL', 'MY PROFILE', and 'HOSPITAL LINKS'. Below the navigation bar, there are three tabs: 'CONTACT INFORMATION', 'PAYMENT METHODS', and 'NOTIFICATION SETTINGS'. The 'Preferred Email' field contains 'emorlino@avadynehealth.com'. The 'Your Preferred Phone Number' section has radio buttons for 'Home' (selected) and 'Mobile'. There is a checkbox for 'I agree to the email consent' which is currently unchecked. A 'Save' button is located at the bottom left. In the top right corner, there are links for 'QUICK PAY', 'HELP', and 'LOGOUT'.

## HOSPITAL LINKS

This page is configurable per client and can contain important links to their own website.

