



## Patient Portal Instructions for Clients

Welcome to Provident Behavioral Health's Patient Portal! Access your upcoming appointments, billing information, and complete forms within the portal. You will receive a link to verify your account from "ClinicTracker Patient Portal" ([NoReply@ClinicTracker.com](mailto:NoReply@ClinicTracker.com)).

**Please click the link in the email to set your password and verify your account.** Your login ID is your email address that you provided to Provident staff. Write your login information below and store in a secure place.

### Patient Portal Links:

- From Provident's Website: <https://www.providentstl.org/counseling/client-portal/>
- From ClinicTracker: <https://portal.clinictracker.com/Index.aspx?clinicid=PRO>

**Clinic ID:** PRO

**Login:**

\_\_\_\_\_ *(email address)*

**Password:**

\_\_\_\_\_ *Write you login & password in the space above and keep them in a secure place for future reference.*

### Navigating the Patient Portal

**Form Requests:** Access forms your provider needs you to complete prior to your next appointment in the "Form Request" tab. New clients can complete our Consent Forms and Intake Survey before their first appointment. Click "Save" to save your progress along the way, especially if you need to come back and complete the rest of the form later. Click "Submit" to send to your provider.

**My Schedule:** View, cancel, or confirm your upcoming appointments and join telehealth appointments from this tab.

**My Account:** Pay your bill online and view your payment history.

**Messages:** Send and receive secure messages to your provider within the portal. Please note: Messages sent through the portal may not be read right away. Please do not use this messaging system for urgent matters.

**Authorized Representatives:** Does someone else need to access your Patient Portal account? Let our staff know so we can set them up as Authorized Representatives on your account.