

Portal Access Instructions for Patients – Computer Access

1. Look in your email inbox for a message from outpatienttherapy@pennmedicine.upenn.edu that looks like the message below. Click the hyperlink, 'Create Your Password', to take you to the portal login page.


OUTPATIENT THERAPY

Create New Password
Please use the link below to create your new password.

[Create Your Password](#)

Welcome to the Penn Medicine Good Shepherd Rehabilitation Patient Portal
Please use the following instructions to access our Patient Portal to view and/or update your Patient Information.

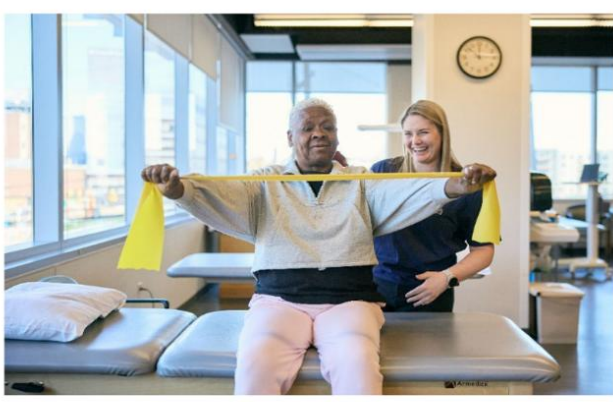
Your temporary password: d4TVkATk!3)

Copy and paste this temporary password in the password field of Patient Portal along with your email address.
The temporary password will expire in a few days. If you did not request to change your password, please ignore this email and no changes will be made to your account.
Use the Forgot Password button to request a new temporary password if yours expires.

2. Log in using your email address and the temporary password provided in the welcome email

Outpatient Therapy Patient Portal


OUTPATIENT THERAPY



Login as Patient

Email Address

Password

[Forgot Password?](#)

Login

Pay Bill Now

[Terms of Use](#) [Privacy Policy](#)

Powered by 

3. You will be prompted to confirm your date of birth then create your own password to be used for future logins.

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4. When viewing the home screen, navigate to and select **“Profile”** located on the left side of the screen.

← Outpatient Therapy Patient Portal

Penn Medicine Good Shepherd Rehabilitation OUTPATIENT THERAPY

Test DO NOT DEL Raintree-Adult (Logged in as Test DO NOT DEL Raintree-Adult)

Change Account Test DO NOT DEL Raintree-Adult Time: 14:44:01

Cambiar a Español Logout

Dashboard Personal Info Profile Contacts Info Records Insurance Info Settings

Title First Test DO NOT DEL MI Last Raintree-Adult

DOB 01-01-1906 Age 120 yrs

Sex Male Female

Preferred Pronoun he

Gender Identity Choose not to disclose

Sexual Orientation Bisexual

Mailing Address 222 Therapy Ave

City Temecula State CA Zip 92589

Marital Status

Employment Status

Preferred language English

5. Verify your information in the **“Personal Info”** tab. Under the **“Contacts Info”** tab, you can add a Referring Doctor, Primary Care Physician, Patient Employer (specifically for Worker’s Compensation) or an Emergency Contact. Select **“Insurance Info”** and verify that the insurance information is accurate. Click **“Save and Return to Dashboard”**.

Save and Return to Dashboard

6. Navigate to and select **“Records”** located on the left side of the screen

← Outpatient Therapy Patient Portal Patient Portal

Penn Medicine Good Shepherd Rehabilitation OUTPATIENT THERAPY

Test Hollyer (Logged in as Test Hollyer)

Change Account Test Hollyer Time: 15:23:29

Cambiar a Español Logout

Dashboard Profile Records Settings

Appointments

No Future Appointment Found

Click on the button below to request an Appointment

Request Appt Print Appointment Card Add To Calendar

Billing

No pending balance

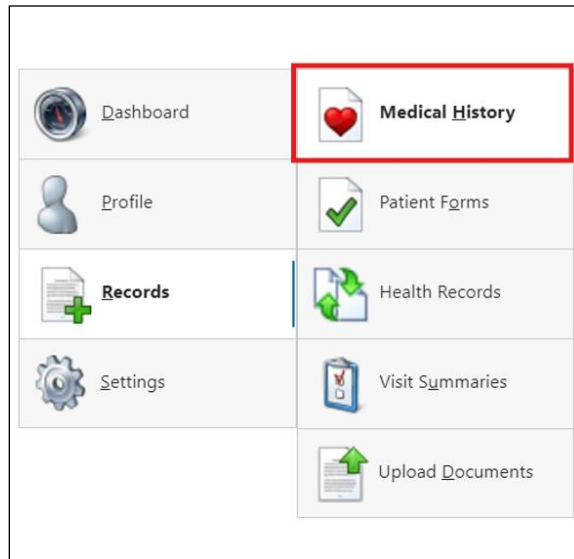
Make a Payment

Messages

You have no new messages

Portal Access Instructions for Patients – Computer Access

7. Select “*Medical History*”



8. At the bottom of the screen, select the case you are currently being seen for therapy from the drop-down menu.

A screenshot of a form section. On the left, a dropdown menu is open, showing 'ankle pain Case' selected. The dropdown is highlighted with a red box. To the right of the dropdown is a blue button labeled 'Add Medical History'.

9. Click “*Add Medical History*”

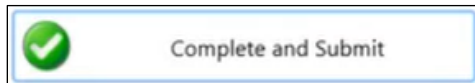
A screenshot of the same form section as in step 8. The 'Add Medical History' button is now highlighted with a red box. The dropdown menu is closed, and 'ankle pain Case' is still visible in the selection field.

10. When completing the medical history form for the first time, all required tabs will be highlighted in yellow. **Every tab** must be completed, even if the appropriate response is "No". For future updates, all mandatory fields will be identified by **bold text and an asterisk (*)**.

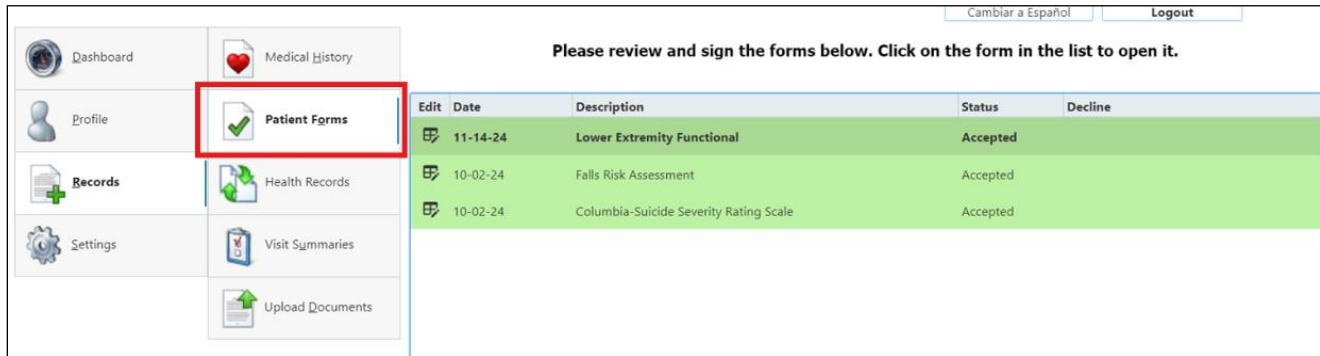
A screenshot of a form titled '← Adult Medical History'. Below the title is a list of tabs, each highlighted in yellow: 'Reason for Therapy', 'Medical Conditions', 'Surgeries', 'Medications', 'Allergies', 'Living Arrangements', 'Social History', 'Work', 'Equipment', 'Feeding', 'Memory', 'Speech', and 'Complete'.

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11. Once all required fields have been completed, select on the **“Complete”** tab and click **“Complete and Submit”**.



12. Next, select **“Patient Forms,”** located underneath “medical history” in the “records” tab. All forms that **are not** green need to be completed.

A screenshot of a patient portal interface. On the left is a sidebar menu with icons and labels: Dashboard, Medical History, Profile, Patient Forms (highlighted with a red box), Records, Health Records, Settings, Visit Summaries, and Upload Documents. The main content area has a header with "Cambiar a Español" and "Logout" links. Below the header is a title "Please review and sign the forms below. Click on the form in the list to open it." followed by a table of forms.

Edit	Date	Description	Status	Decline
	11-14-24	Lower Extremity Functional	Accepted	
	10-02-24	Falls Risk Assessment	Accepted	
	10-02-24	Columbia-Suicide Severity Rating Scale	Accepted	

13. Fill out the assigned forms and select **“I have completed and accepted”** to save the form.

