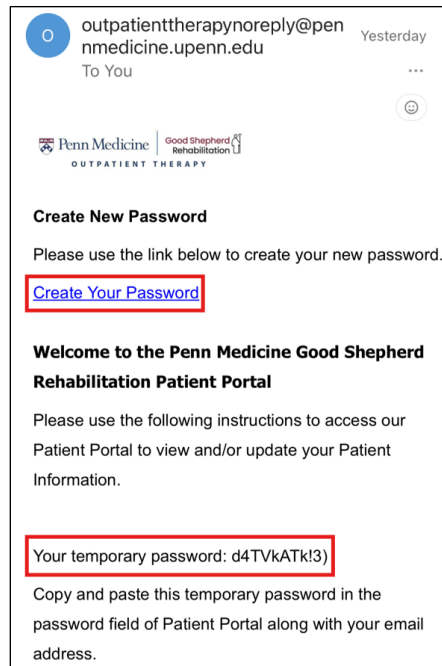


Portal Access Instructions for Patients – Phone Access

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



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

The screenshot shows a web browser window with the address bar displaying 'goodshepherd.raintreeinc.com'. The page has a blue header with the text 'Patient Portal'. Below the header, the main heading is 'Login as Patient'. There are two input fields: 'Email Address' with the placeholder text 'YOUR EMAIL ADDRESS' and 'Password' with the text 'd4TVkATk!3}'. To the right of the password field is an eye icon. Below the password field is a link that says 'Forgot Password?'. There are two large buttons: a blue 'Login' button and a green 'Pay Bill Now' button. At the bottom, there are two links: 'Terms of Use' and 'Privacy Policy'. The footer text says 'Powered by Raintree SYSTEMS' with a logo.

Portal Access Instructions for Patients – Phone Access

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

Patient Portal

← Reset Password

Penn Medicine | Good Shepherd Rehabilitation
OUTPATIENT THERAPY

Account Verification

Test, please verify the account by entering your date of birth

Date of Birth

Verify

Cancel

Terms of Use Privacy Policy

Powered by Raintree SYSTEMS

New Password

Confirm Password

Confirm

4. From your dashboard, navigate to the three horizontal lines at the top left corner of the screen to open the main menu.

← Patient Portal

☰

Time: 14:20:02 Logout

Change Account Test DO NOT DEL ↕ Cambiar a Español

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

Dashboard

Appointments

No Future Appointment Found

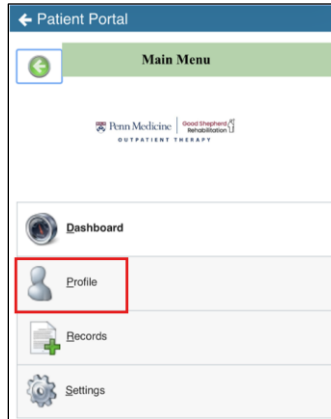
Click on the button below to request an Appointment

Request Appt Print Appointment Card

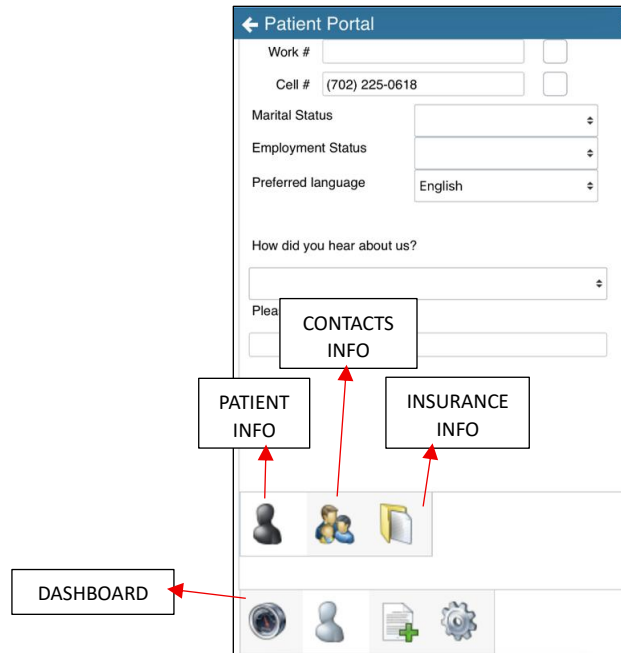
Add To Calendar

Portal Access Instructions for Patients – Phone Access

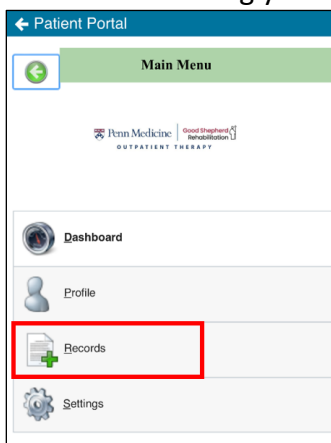
5. Select **“Profile”** from the main menu which will bring you to Patient Information.



6. Scroll down through the screen to verify the patient information. Select the **persons icon** (Contacts Info) to add a Referring Doctor, Primary Care Physician, Patient Employer (specifically for Worker's Compensation) or an Emergency Contact. Select the **folder icon** (Insurance Info) to verify that the insurance information is accurate. Click the **Dashboard** icon.



7. Select **“Records”** from the main menu which will bring you to the medical history.



Portal Access Instructions for Patients – Phone Access

8. Scroll to the bottom of the medical history page and select the case you are currently being seen for in physical therapy from the drop-down menu. Then Click ***“Add Medical History”***.

Please select a case and then add medical history record for it.

Case Add Medical History

Heart Checkmark Document Folder Upload

9. 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 (*)**.

← Adult Medical History

Reason for Therapy

Medical Conditions

Surgeries

Medications

Allergies

Living Arrangements

Social History

Work

Equipment

Feeding

Memory

Speech

Complete

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

Complete and Submit

11. Next, click on the icon that looks like a piece of paper with a green check mark in the middle to access additional patient forms. All form that ***are not*** green need to be completed.

← Patient Portal

Status Legend -

Not Available - Form not available to sign

Signed - Form is signed

Accepted - Form is marked accepted

Unsigned - Form is not signed

Fill/Review - Form is not accepted or declined and is not available to sign

Heart Checkmark Document Folder Upload

Portal Access Instructions for Patients – Phone Access

12. Fill out the assigned forms and select ***“I have completed and accepted”*** to save the form. Repeat this step for every form assigned in your portal.

