



To better serve you, we would like to invite you to access our Updox Patient Portal.

If you would like to have access to Updox to view your personal health Information, you will meet with an Oaklawn staff person to start the process. Ask about this when you check in or out of your appointment. The Administrative Assistant will arrange a meeting or you may call this phone number to arrange for Updox enrollment: **574-538-9198**

- **Email address** - You will need an email address to start the process. If you don't already have an address, we can set one up for you.
- **Set up** - When you provide consent for us to set up the Updox site on your behalf, we will note that in our system and you will receive an email that provides a link to the site, **oaklawn.updoboxportal.com**, along with your username and temporary password. We will also give you a **VERIFICATION CODE** that you will need (that is not included in the email).
- **Click on the link in the email.** When you click on the link, you are agreeing to the Terms of Use. Once on the site, you will need to change your password and enter the **VERIFICATION CODE** we gave you. You now have access to Updox.
- **Anytime we send you a message**, you will get a notification in your personal email. You can click on the portal link to go to Updox (**oaklawn.updoboxportal.com**). We will send a new clinical summary after each visit with your prescriber.
- **Navigate to the Messages menu item**, you can click and read messages and read/download any files attached to messages.
- **To send a message to Oaklawn**, click on Messages menu item, and then click on the, "Send MSG" button. Select "Staff Records" in the drop-down list. You can also attach a file. Click "Send" when ready.

Keep in Mind:

- Updox email is for **non-emergency** communication only. Your nurse still remains available by phone and is happy to take your call.
- The portal is used to keep a record of office visit clinical summaries which we transmit to Updox. Please allow up to **24 business hours (Monday through Friday) after your appointment/request** for us to submit your clinical information.
- If you forget your password, there's a "Forgot Username" and "Forgot Password" button on the Updox login screen.

oaklawn.updoboxportal.com