MI EXPRESS PRIMARY CARE
PATIENT PORTAL

Welcome to MI Express Primary Care's Patient Portal, your easy way to book appointments, message providers, view results, and request refills. Take control of your care in just a few clicks.

1. GETTING STARTED: SETTING UP YOUR PATIENT PORTAL

Step 1: Check Your Email

- You will receive an invitation email from your provider's office.
- Click the link in the email to begin registration.

Step 2: Create Your Account

- Verify your identity (date of birth or phone number)
- Create a username and password
- Set up security questions for account recovery

Step 3: Log In

- Go to: [Insert your clinic's portal link here]
- Use your new credentials to log in anytime

Didn't receive an email?

If you haven't received an invitation:

1. Go to the portal login page.

2. Click "Sign Up" or "Register as a New User."

3. Enter your personal information to verify your identity.

4. Complete the registration process by creating login credentials and setting up recovery options.

2. SUPPORTED BROWSERS FOR BEST PERFORMANCE

To ensure the portal works smoothly, use one of the following up-to-date browsers:

- Google Chrome (recommended)
- Mozilla Firefox
- Safari (for Mac users)
- Microsoft Edge

Avoid using Internet Explorer, as it is no longer supported and may cause display or functionality issues.

For mobile users, ensure you're using the latest version of Chrome **(for Android)** or Safari **(for iOS)**.

3. REQUESTING PRESCRIPTION REFILLS

Step-by-Step Instructions:

1. Log in to the patient portal.

2. Click "Medications" or "Prescription Refills."

3. Select the medication you wish to refill.

4. Click "Request Refill."

5. Add any notes for your provider (optional), then submit your request.

NOTE: Refill requests may take 1–2 business days to process. You will receive a message when your refill is approved or if the provider needs more information.

4. MESSAGING YOUR PROVIDER OR MAKING A CASE

1. Click "Messages" or "Inbox" from the dashboard.

2. Choose "New Message" or "Ask a Question."

3. Select the appropriate department or provider.

4. Choose a subject (e.g., "Medical Question," "Follow-Up," or "Request Forms").

5. Type your message and include any relevant information.

6. Submit your message. You will receive a response via portal notification or email alert.

NOTE: This feature is not for emergencies. For urgent concerns, call the office or 911.

5. SENDING MESSAGES WITH ATTACHMENTS (SMARTPHONE ONLY)

1. Log in to the Patient Portal on your smartphone

2. Tap Messages, then Compose Message

3. Complete the fields:

   Provider: Select a provider you've previously seen

   Location: Choose the practice location (routes the message correctly)

   Message Type: Select reason (e.g., Medical question, Appointments)

   Subject and Message: Enter your message (up to 1000 characters)

4. Tap Attach Files (optional)

   - Choose a file from your device or image library

   - You can upload up to 10 files

   - To remove, tap the "X" next to the file name

5 . Tap Send Message to route it to your provider's

   Clinical Inbox

6. VIEWING YOUR TEST RESULTS

- Click "Health Records" or "Test Results."

- Select the test you'd like to review.

- You may also view provider comments or next steps under the test

  result details

7. MANAGING APPOINTMENTS

To Schedule:

- Click "Appointments" → "Schedule Appointment" and follow prompts.

To View or Cancel:

- Go to "Appointments" → View your upcoming appointments → Select "Cancel"

  if needed.

8. ONLINE CHECK-IN PROCESS (BEFORE YOU VISIT)

- **Log In:** Go to the portal, find your appointment, and click "Manage Appointment."

- **Update Info:** Confirm contact details and add a pharmacy (up to 5; one primary).

- **Billing:** Pay copays or balances online, or choose to pay at the clinic.

- **Consent Forms:** Sign digitally or opt to sign at the front desk.

- **Health History:** Review or update medical info, or click "No Changes."

- **Optional Message:** Send a brief note (up to 500 characters) to your provider.

9. SETTING UP BILLING AND PAYMENT

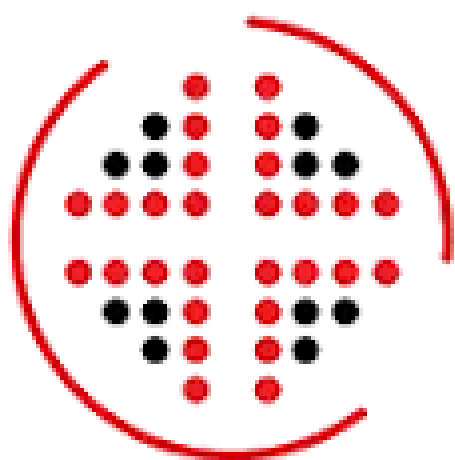You can access your billing details through the portal:

1. Log in to the portal.

2. Click on the "Billing" or "Payments" section.

3. From there, you can:

- View outstanding balances
- Make secure online payments
- Update insurance information
- Download your billing statements

For additional billing questions, contact our front desk.

10. NEED HELP ACCESSING THE PORTAL?

Our support team is here for you. If you run into trouble accessing your account or using the portal features, just give us a call:

🌐 **Visit Our Website:**

https://www.miexpresscare.com/primary-care-canton-mi
https://www.miexpresscare.com/primary-care-ann-arbor

📍 Canton: 734-339-2661
📍 Ann Arbor: 734-212-8443

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