



BREEZE

# PATIENT PORTAL ACTIONS



# PATIENT PORTAL ACTIONS

The **Breeze Patient Portal** allows patients to be more connected to their practices. Breeze allows you to communicate with your practice at any time, schedule and manage your appointments, and easily pay your medical bills online. The portal can be accessed on a computer, using any browser of your choice. The following guide covers actions that can be taken in the portal.



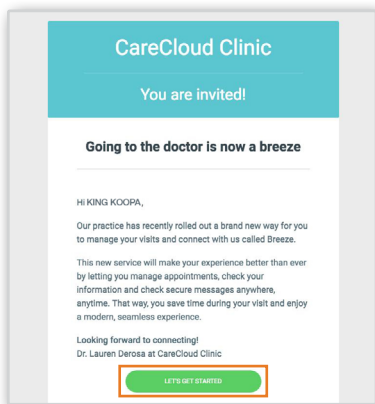


# Signing Into Breeze

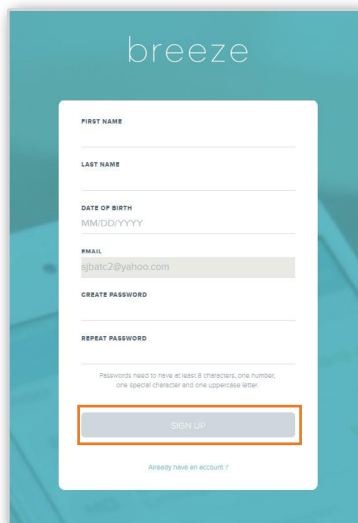
Signing into Breeze can be done in several ways. Once your account is set up, you can access Breeze via a web browser, iOS device or Android device.

## Breeze Invitation

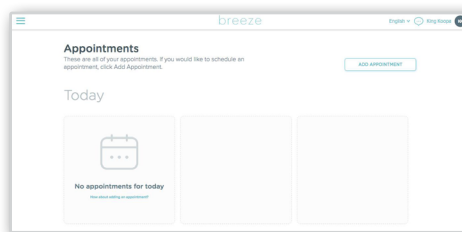
Once your practice has invited you to Breeze, you will receive an email. Click **LET'S GET STARTED**.



Once clicked, Breeze will open in your browser. Fill in the information and click **SIGN UP** to set up your account.

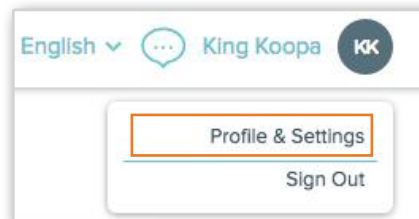


After completion, you will now have access to Breeze.

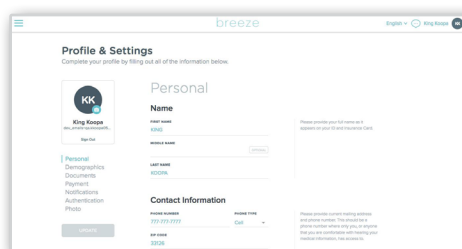


## Modifying Your Breeze Account

To verify your personal information or make any changes to it, click on your name in the top right section and select **Profile & Settings** from the menu.



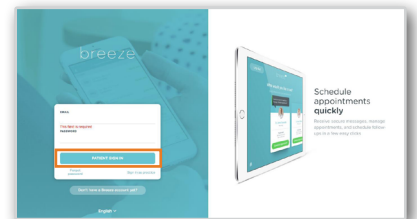
The **Profile & Settings** page will appear and changes in your account can be made.



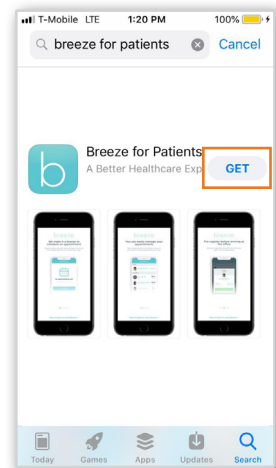
## Signing into Breeze

To sign into Breeze:

- On your computer – Go to **web.gobreeze.com** and enter your email and password. Click **PATIENT SIGN IN**.

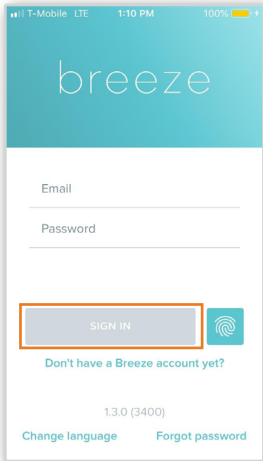



- On your iPhone
  - Download the app in the **App Store** - Search for **Breeze for Patients** and tap **Get** to download the app.



## Breeze Signing Into Breeze

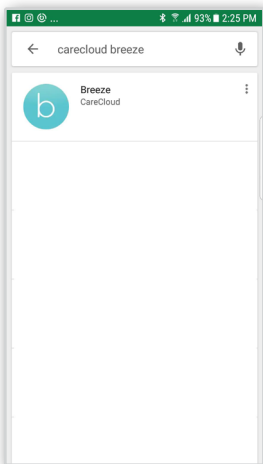
- ii. Open the app, and enter your email and password. Tap **SIGN IN** to access your account.



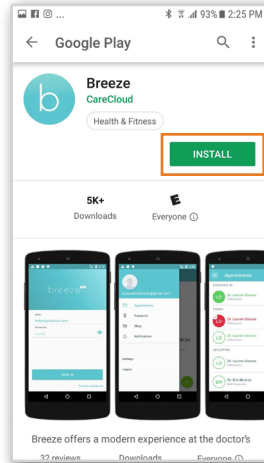
 **Note:** Breeze can be configured to log in via FaceID and TouchID.

### c. On your Android Phone

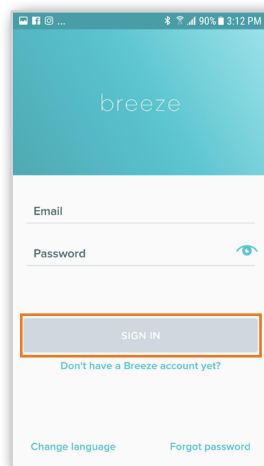
- i. Download the app in the **Google Play Store** - Search for **CareCloud Breeze** and tap on the icon.



- ii. Once the Breeze app page loads, tap on **INSTALL**.



- iii. Once downloaded, open the **Breeze** app. Type your email and password. Tap on **SIGN IN** to access your account.





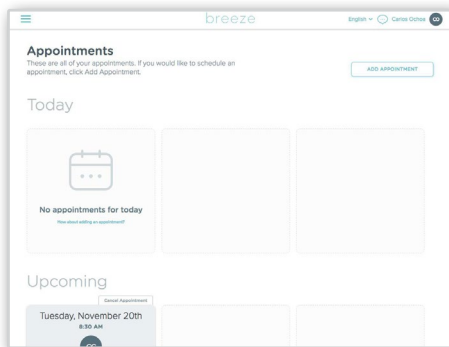
Breeze - Patient Portal

# Understanding the Patient Portal

The Breeze Patient Portal connects you to your medical practice. Breeze helps you access your medical information, request appointments, and make payments.

## Breeze Landing Page

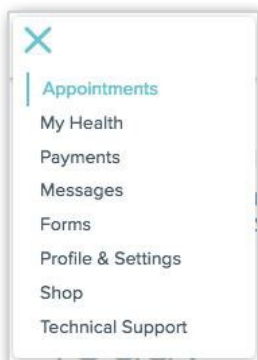
When first signing into Breeze you will arrive in the **Appointments**, displaying future appointment activity.



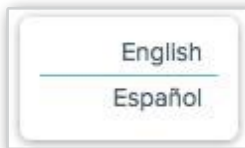
The menu bar at the top serves to provide access to other areas of Breeze.



Provides access to the other areas of Breeze.



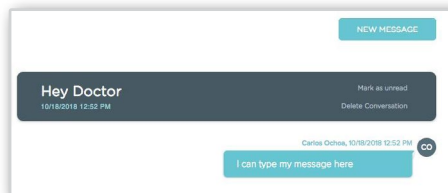
Provides access to pick Spanish as the default language.



**Note:** Your practice may have elected to turn spanish on/off. Please speak to your practice regarding any language questions.



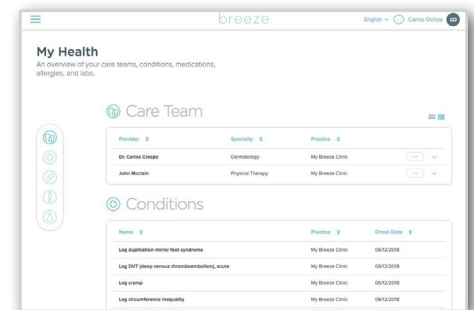
Provides access to message with your provider.



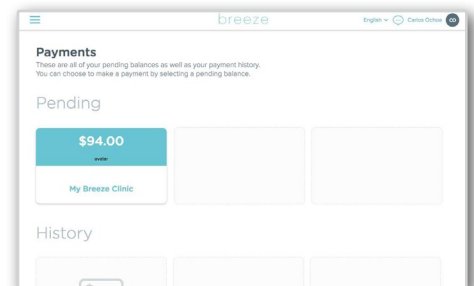
Clicking on your name provides access to your profile and Breeze settings and access to log out.

## Different Sections of the Breeze Menu

**My Health** - Provides an overview of conditions, medications and allergies. You also have access to your medical record in this section.

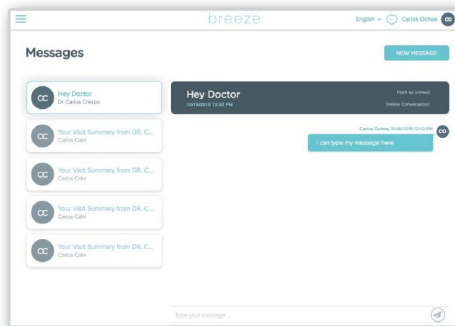


**Payments** - Provides an overview of pending balances as well as payment history. You also have access to make payments in this section.

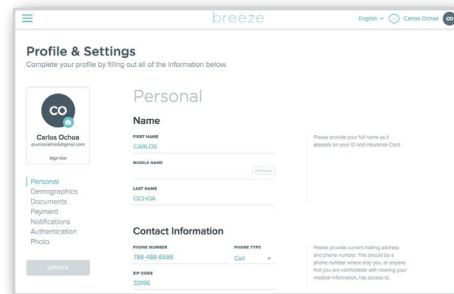


## Breeze - Patient Portal Understanding the Patient Portal

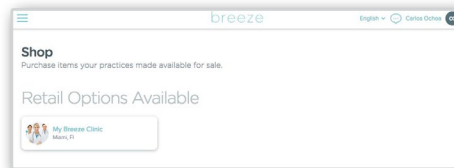
**Messages** - Provides access to communicate with your providers. As you complete visits at the practice, a downloadable visit summary is sent as a message.



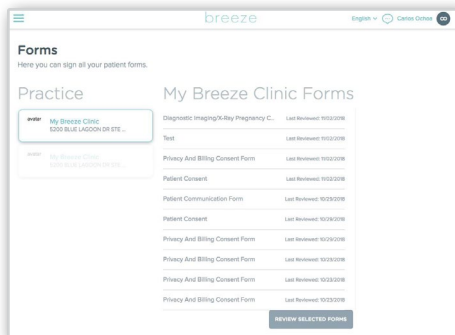
**Profile & Settings** - Provides access to manage and edit your account information.




**Shop** - Provides access to your practice's online shop.

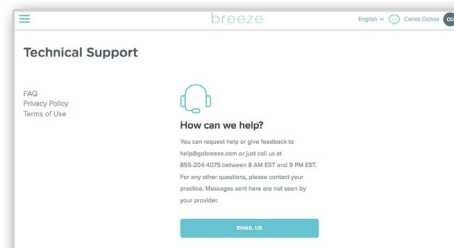


**Forms** - Provides access to forms completed at the office. Forms assigned to you for completion can be accessed here.



 **Note:** This feature will only appear if your practice has set up a shop with Breeze.

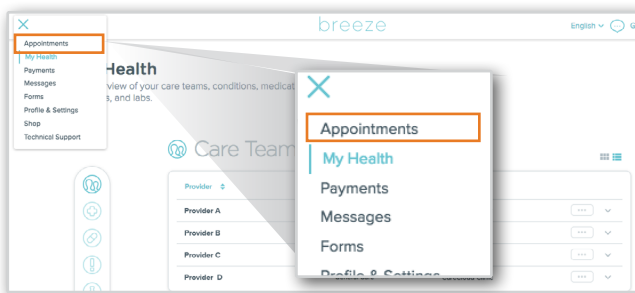
**Technical Support** - Provides access to technical support for Breeze.



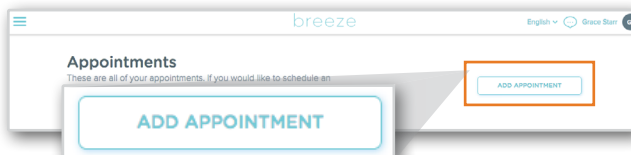
# Requesting an Appointment

Requesting an appointment through [web.gobreeze.com](http://web.gobreeze.com) makes scheduling an appointment easy.

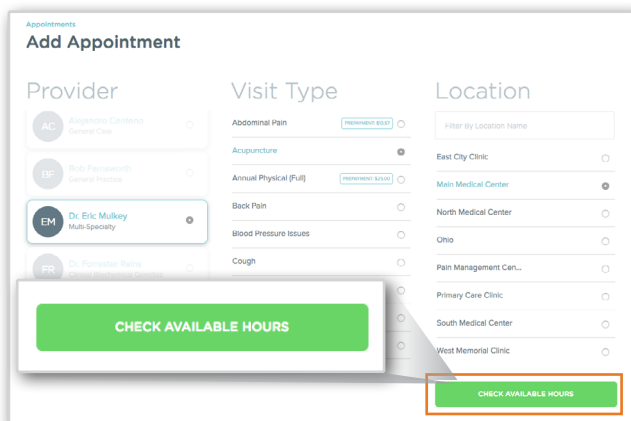
1. On your **web.gobreeze.com** homepage, click the menu button in the top right and click **Appointments**.



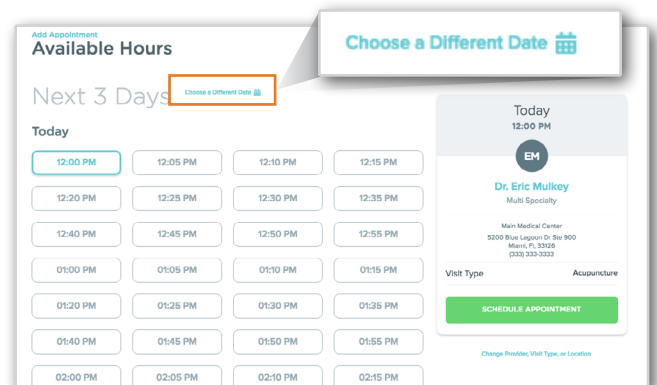
2. On the **Appointments** page, click **Add Appointment**.



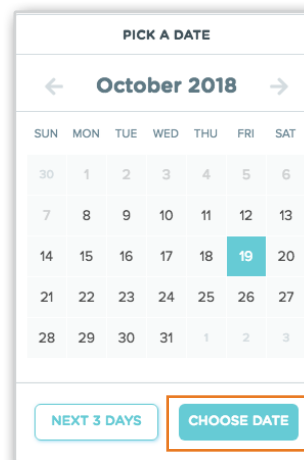
3. Once clicked, the Add Appointment page appears. Select the **Provider**, **Visit Type**, and **Location** for your appointment request. Click **Check Available Hours**.



4. By default, Breeze will provide you with the next available appointments. Click **Choose a Different Day** to select a different date for your appointment.

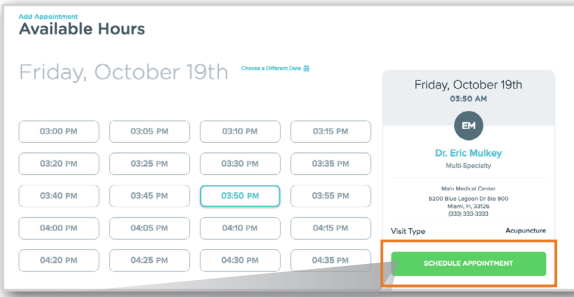


5. On the pop up calendar, click on the date you would like to see your provider and select **Choose Date**.



## Breeze - Patient Portal Requesting an Appointment

- Click on the desired appointment time and click **Schedule Appointment**.



**Add Appointment**  
**Available Hours**

Friday, October 19th [Choose a Different Date](#)

03:00 PM	03:05 PM	03:10 PM	03:15 PM
03:20 PM	03:25 PM	03:30 PM	03:35 PM
03:40 PM	03:45 PM	03:50 PM	03:55 PM
04:00 PM	04:05 PM	04:10 PM	04:15 PM
04:20 PM	04:25 PM	04:30 PM	04:35 PM

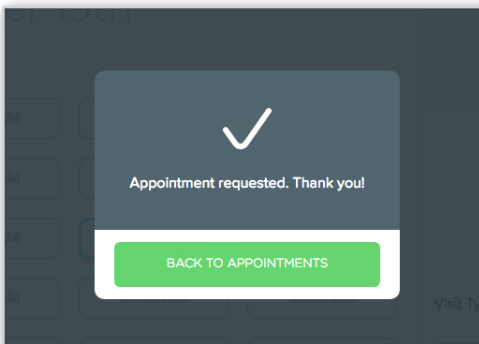
Friday, October 19th  
03:50 AM  
EM  
Dr. Eric Mulkey  
Multi-Specialty  
Main Medical Center  
6200 Bush Lagoon Dr Box 900  
Miami, FL 33166  
(305) 335-9333

Visit Type: Acupuncture

**SCHEDULE APPOINTMENT**

**SCHEDULE APPOINTMENT**


- The appointment request is now complete. Click **Back To Appointments**.



✓

Appointment requested. Thank you!

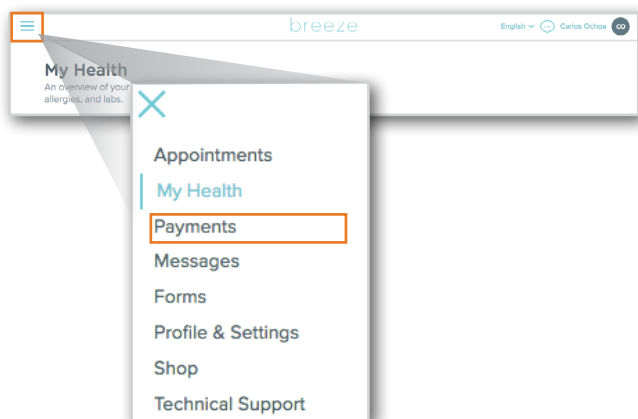
**BACK TO APPOINTMENTS**

 **Note:** Requesting an appointment does not mean the appointment is confirmed. A staff member at the practice may need to confirm the appointment. Please speak with your practice regarding their appointment confirmation practice.

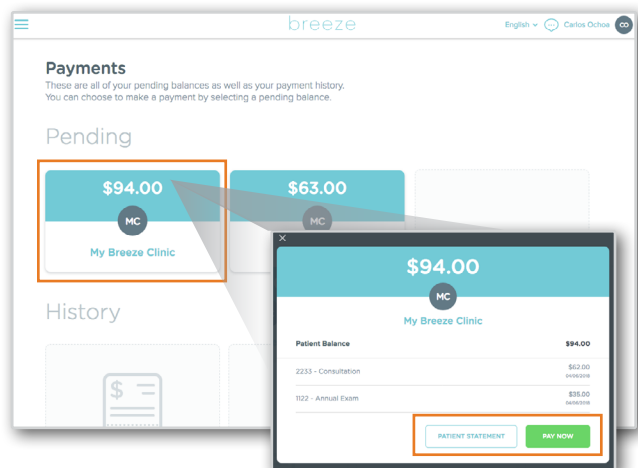


# Making a Payment

1. On your [web.gobreeze.com](http://web.gobreeze.com) homepage, click the menu button in top right and click **Payments**.



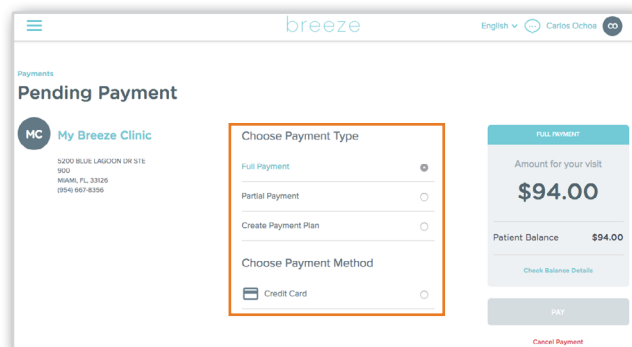
2. On the **Payments** page, the **Pending** section will display any pending balances that exist at the practice. Click on the balance to review the charges and make a payment



3. Once clicked, a pop up window appears displaying current balance information. This window provides 2 options. Clicking **Patient Statement** will generate the

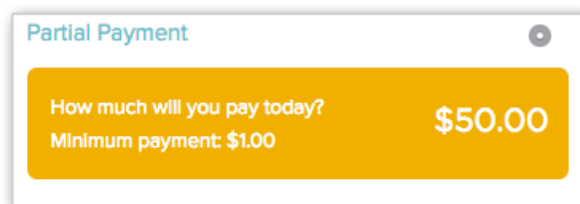
statement associated to the charges. To make the payment, click **Pay Now**.

4. On the **Pending Payment** page, choose your **Payment Type**.



Depending on your Practice's configuration, you may have 3 options for **Payment Type**:

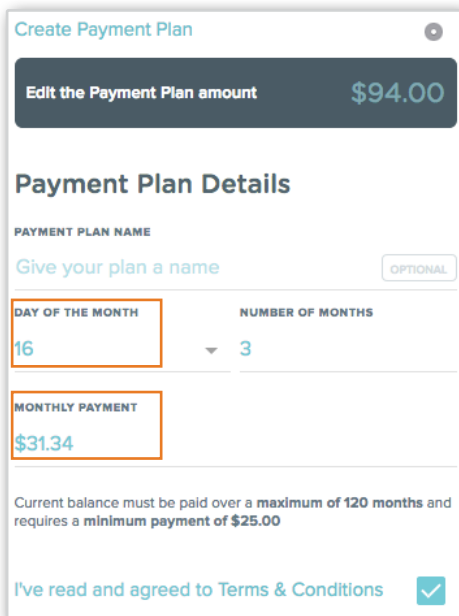
- a. **Full Payment** – This option allows you to make the full payment towards your balance.
- b. **Partial Payment** – This option allows you to make a partial payment toward your balance. Your practice sets the threshold for balances that qualify for this function.



- c. **Create Payment Plan** – This option allows you to set up a monthly payment

# Breeze - Patient Portal Making a Payment

plan. Select the **Day of the Month** for your payment collection and the **Monthly Payment** you would like to make.



**Create Payment Plan**

Edit the Payment Plan amount **\$94.00**

**Payment Plan Details**

**PAYMENT PLAN NAME**  
Give your plan a name OPTIONAL


**DAY OF THE MONTH**  
16

**NUMBER OF MONTHS**  
3

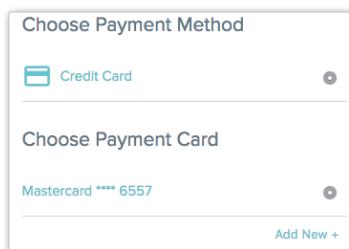
**MONTHLY PAYMENT**  
\$31.34

Current balance must be paid over a **maximum of 120 months** and requires a **minimum payment of \$25.00**

I've read and agreed to Terms & Conditions ☒

 **Note:** Your practice sets the maximum months and minimum payment threshold for your account.

5. Choose the **Payment Method**. Selecting **Credit Card** provides the opportunity to choose a previously saved credit card or enter a new one.



**Choose Payment Method**

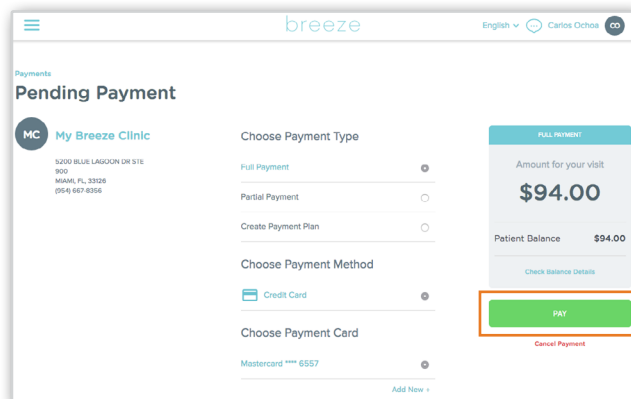
☒ Credit Card

**Choose Payment Card**

Mastercard \*\*\*\* 6557

Add New +

6. Now that you have made your selections, click **Pay**.



**Pending Payment**

**My Breeze Clinic**  
5200 BLUE LAGOON DR STE  
300  
MIAMI, FL 33126  
(305) 667-8356

**Choose Payment Type**

Full Payment ☒

Partial Payment ☐

Create Payment Plan ☐

**Choose Payment Method**

☒ Credit Card

**Choose Payment Card**

Mastercard \*\*\*\* 6557 Add New +

**PAYMENT SUMMARY**

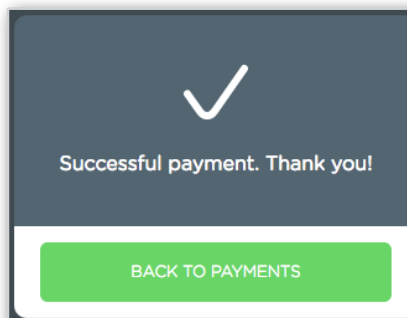
Amount for your visit  
**\$94.00**


Patient Balance **\$94.00**

Check Balance Details

**PAY** Cancel Payment

7. Once the payment is processed, Breeze will present a confirmation.





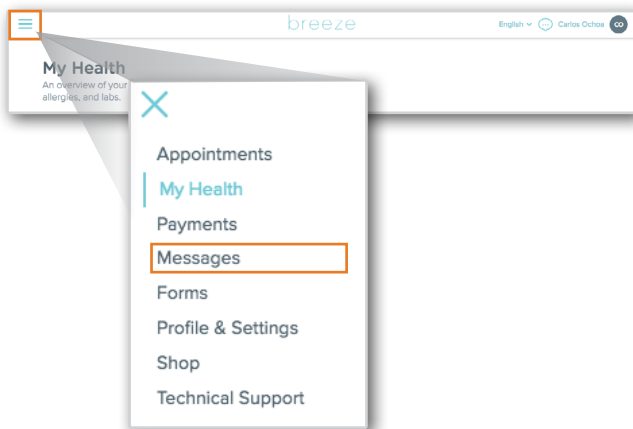
**Successful payment. Thank you!**

**BACK TO PAYMENTS**

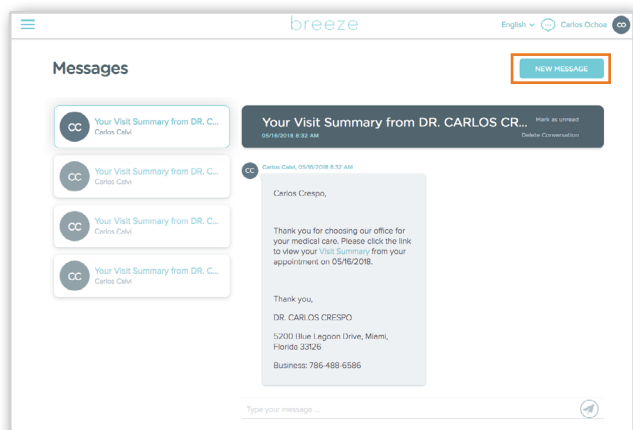
# Messaging Your Provider

The **web.gobreeze.com** patient portal makes it easy to communicate with your provider.

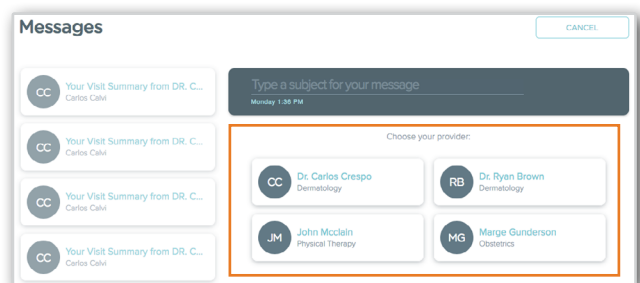
1. On your **web.gobreeze.com** homepage, click the menu button in the top right and click **Messages**.




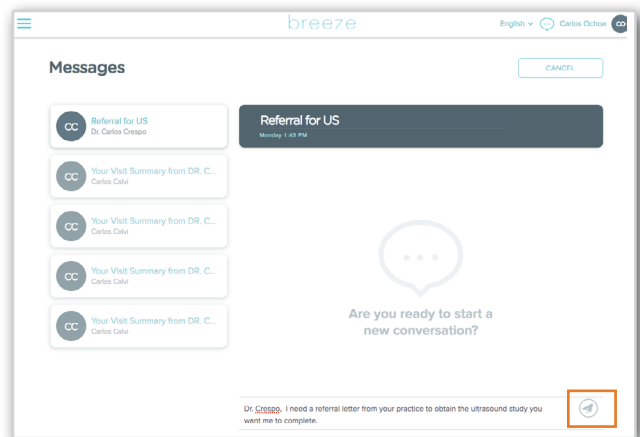
2. On the **Messages** page, previous messages and visit summaries will display. Click **NEW MESSAGE** to start a message for your provider.




3. Click on the provider you'd like to message from the list.



4. The message window will appear. Type the **Subject** in the gray box and the **Message** in between the gray lines below the box. To submit the message, click the  button.

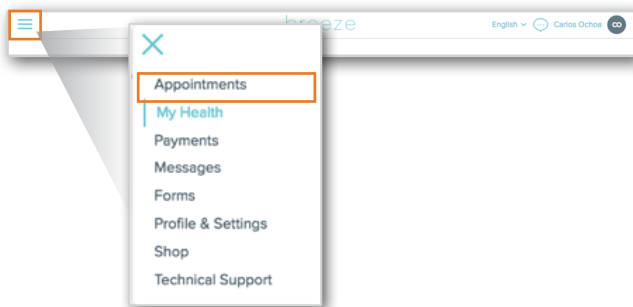


The message is now sent and your practice will receive a notification.

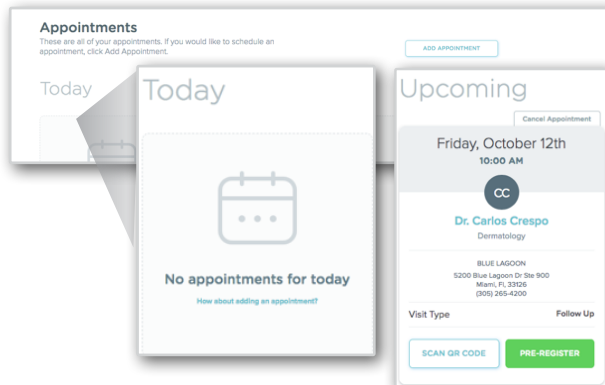
 **Note:** Please check with your practice regarding expected response times for portal messages.

# Pre-Registering Your Appointment

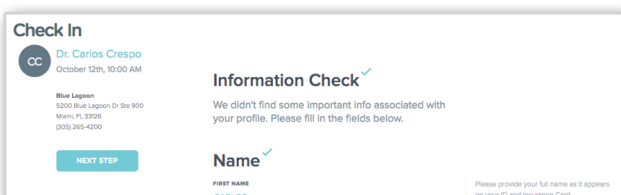
1. From your [web.gobreeze.com](http://web.gobreeze.com) homepage, click the menu button in the top right and click **Appointments**.



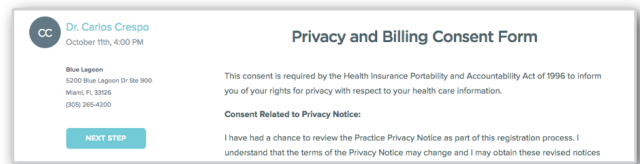
2. On the **Appointments** page, future appointments appear in the **Today** or **Upcoming** sections. Click **PRE-REGISTER** to pre-register for your appointment.



3. On the **Information Check** page, review all the information and update where necessary. Click **NEXT STEP** to continue.

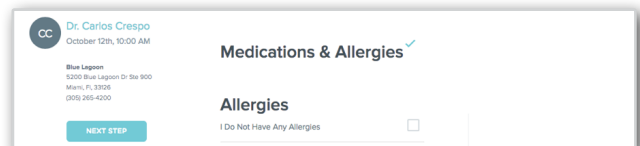


4. On the **Patient Forms** page, read through the forms and complete any information required. Click **NEXT STEP** to continue.

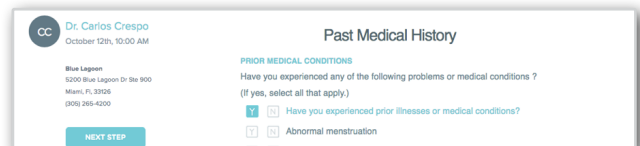


**Note:** Your practice's patient forms may be different than the example given above.

5. On the **Medications & Allergies** page, review and make any appropriate changes. Click **NEXT STEP** to continue.

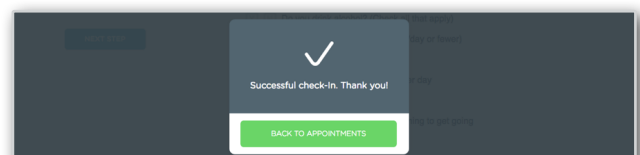


6. On the **Intake** page, review and fill out the form. Click **NEXT STEP** to continue.



**Note:** Your practice's intake forms may be different than the example given above.

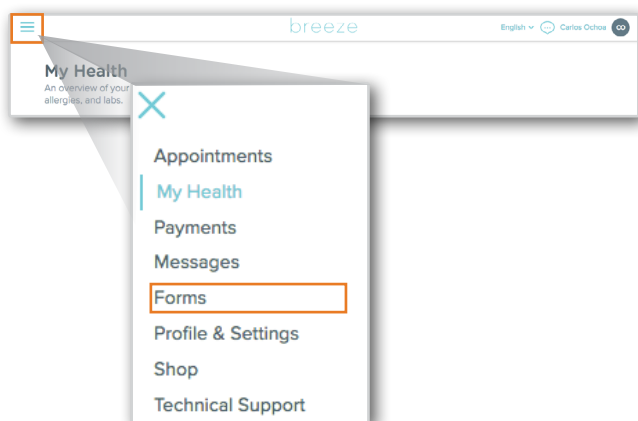
7. Your pre-registration is now complete. The practice will receive notification of your completion.



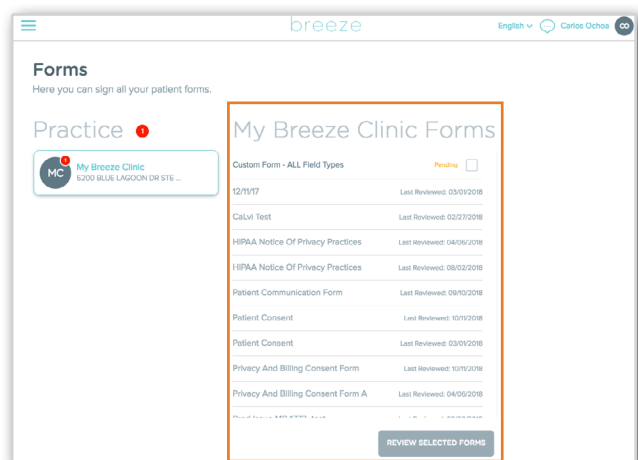
# Completing Forms

Your practice may require you to complete forms prior to visiting the office. **Web.gobreeze.com** simplifies this process by allowing you to fill these forms out on any web browser.

1. On your **web.gobreeze.com** homepage, click the menu button in the top right and click **Forms**.



2. On the forms page, you will be able to complete new forms and review previously completed forms.

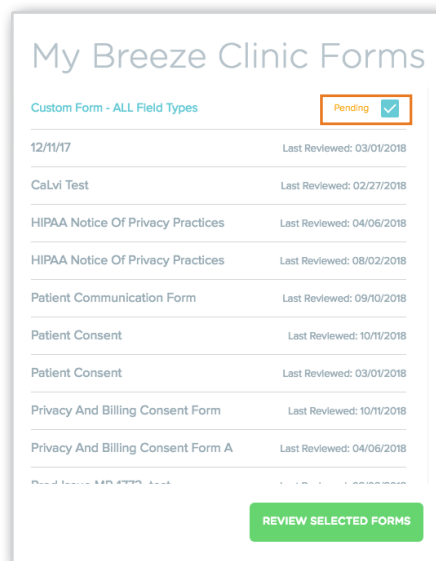



If your practice has assigned you a form to complete, a notification badge will appear on the practice tile.



To complete the form in question:

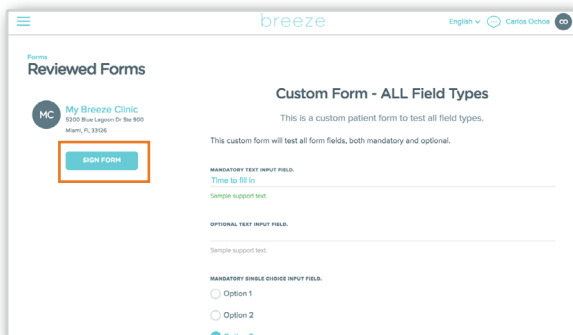
- a. Review the **Forms** list and click on any forms listed as **Pending** then click **Review Selected Forms**.



 **Note:** Your practice may have its own specific forms required for completion. Please speak to your practice regarding any questions you may have about those forms.

## Breeze - Patient Portal Completing Forms

- b. On the **Reviewed Forms** page, fill in the required fields and click **Sign Form** when completed.



**Reviewed Forms**

**Custom Form - ALL Field Types**

This is a custom patient form to test all field types.

This custom form will test all form fields, both mandatory and optional.

**MANDATORY TEXT INPUT FIELD:**

Time to fill in

Sample support text

**OPTIONAL TEXT INPUT FIELD:**

Sample support text

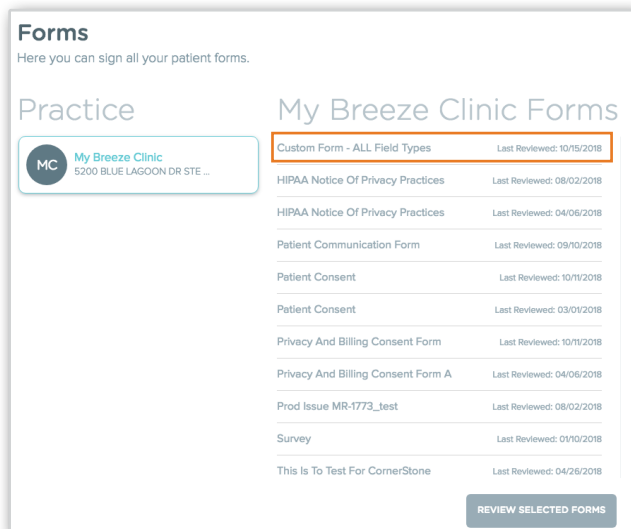
**MANDATORY SINGLE CHOICE INPUT FIELD:**

☐ Option 1

☐ Option 2

[Custom 3](#)

3. Once completed, the form will appear on the list with a **Last Reviewed Date**.



**Forms**

Here you can sign all your patient forms.

**Practice**

**My Breeze Clinic Forms**

Form Name	Last Reviewed
Custom Form - ALL Field Types	Last Reviewed: 10/15/2018
HIPAA Notice Of Privacy Practices	Last Reviewed: 08/02/2018
HIPAA Notice Of Privacy Practices	Last Reviewed: 04/06/2018
Patient Communication Form	Last Reviewed: 09/10/2018
Patient Consent	Last Reviewed: 10/11/2018
Patient Consent	Last Reviewed: 03/01/2018
Privacy And Billing Consent Form	Last Reviewed: 10/11/2018
Privacy And Billing Consent Form A	Last Reviewed: 04/06/2018
Prod Issue MR-1773_test	Last Reviewed: 08/02/2018
Survey	Last Reviewed: 01/10/2018
This Is To Test For CornerStone	Last Reviewed: 04/26/2018

**REVIEW SELECTED FORMS**



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