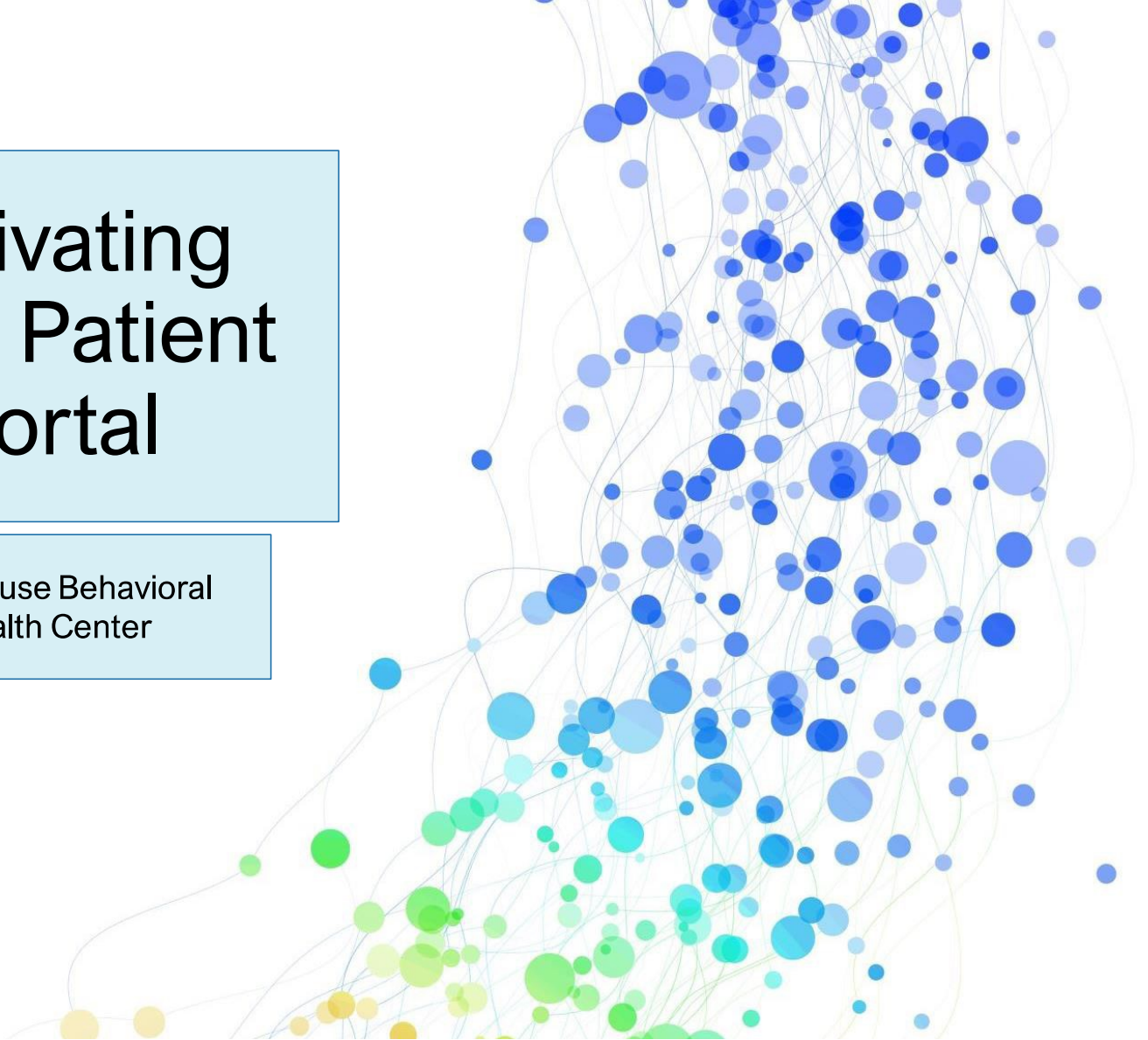


Activating Your Patient Portal

Lighthouse Behavioral
Health Center



Patient Portal Features

The patient portal is the only place that providers can send forms and paperwork to be filled out

Patients can message therapists and administrative staff securely – therapists can only send secure emails which some clients have difficulty opening

All appointments that have been scheduled can be accessed via the patient portal

How to set up your patient portal

Once your first appointment has been scheduled, the Outpatient Coordinator will send you a link to access your patient portal

This information can be sent via email or text depending on the personal preference of the client – in the email or text will be a link to download the app or to access the portal via a browser on a computer

The patient portal can be accessed by in the future downloading the free MYIO app on any mobile app store, or by searching "MYIO Lighthouse Behavioral Health" and clicking the first available link

You can also find the link to the patient portal by going to www.lbhc.org and clicking "Patient Portal" in the upper right-hand corner.

Be aware that the only browsers supported are Google Chrome and Microsoft Edge – The patient portal cannot be accessed on Safari or Firefox

About 9,970,000 results Any time Open links in new tab

valant.io
https://www.valant.io/myio/LighthouseBHC/login
MYIO Portal - valant.io
Web MYIO Portal - valant.io



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MYIO Patient Portal | Valant
Web The only app enabled behavioral health portal fully integrated with your EHR. Automated Outcome Measures Engaged patients enjoy better outcomes. MYIO supports your patients' success by helping them stay focused on ...



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https://www.valant.io/myio/LighthouseBHC
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https://www.valant.io/Portal/LighthouseBHC
MYIO Portal - Valant
Web MYIO Portal Lighthouse Behavioral Health Center ACCOUNT INFORMATION Username Password Log in Forgot your password? Create an Account?

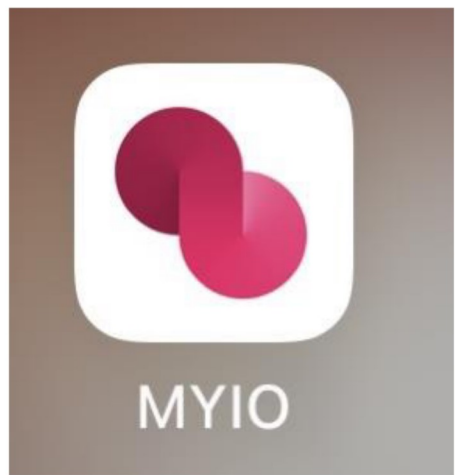
valant.io
https://www.valant.io/myio-download
MYIO Download - Valant
Web When you download the app, enter your current username and password to log into your account. Is the MYIO app secure? Yes! The MYIO app and web browser are HIPAA-compliant and backed by market-leading secure cloud ...



ellmentalhealth.com
https://ellmentalhealth.com/client-portal

If you are accessing the portal via a browser, click the first available link after searching "MYIO Lighthouse behavioral log in"

Pictured below is the icon for the MYIO app





When you launch the website or open the app, ensure that at the top of the screen it says "Lighthouse Behavioral Health Center" -- If a different facility is written at the top, you will be unable to access the patient portal.

ACCOUNT INFORMATION

USERNAME

PASSWORD

Log in

[Forgot your password?](#)

[Create an Account?](#)



Step 1: Click "Create an account"

After you have created your account, you can sign in using your username and password.

Account Setup

ACCESS CODE*

Invalid access code format

Next

[Log in with Username](#)

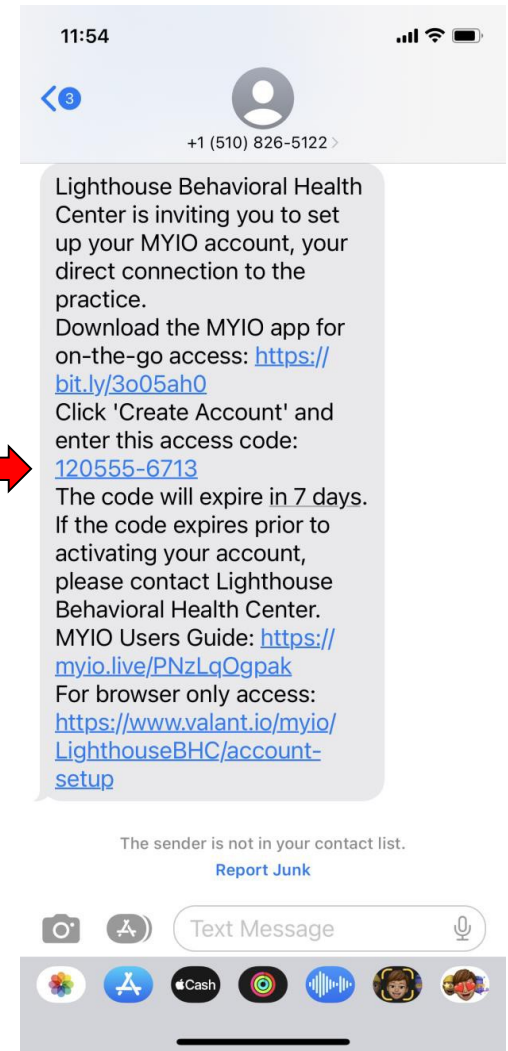
Once you click "Create an account" it will bring you to this screen. You will need to input the access code sent to your email or via text.

This is an example of the text you would receive

Note that the text states the name of the facility as well as provides a link you can tap to download the MYIO app. This text also includes the browser access link.

The access code needed for the previous slide is in this message.

Step 2. Enter your access code into the box and click next.



Confirm your identity

WHEN WERE YOU BORN?*



Next

Step 3. Confirm your identity by entering in the **patient's date of birth** and click "next"

Account Setup

Create your username and password below

Step 4. Enter in the information for your account set up including a username, password and security questions.

USER NAME*



PASSWORD*





CONFIRM PASSWORD*



SECURITY QUESTION 1*

ANSWER*



SECURITY QUESTION 2*

ANSWER*



SECURITY QUESTION 3*

ANSWER*



Next

Note: all this information is case sensitive.

Welcome to Patient Portal onboarding

We will take you through a series of screens to capture information.
Some items are required, others are optional.
Required fields will be marked with an *.

Start 

Step 5. Click "Start"

Tell us about yourself

Before you can access the portal, we need some information about you.

- Personal Details
- Email Addresses
 - 🚫 Portal Email is required
- Contact Information
 - 🚫 Street 1 is required
- Insurance

Step 6. Click "Next"

Personal Details 1

The form consists of several input fields and a navigation bar. The fields are: 'FIRST NAME*' (with a red arrow pointing to it), 'M.I' (with a 'Type here' placeholder), 'LAST NAME*' (with a red arrow pointing to it), 'SUFFIX' (with a 'Type here' placeholder), 'PREFERRED NAME' (with a 'Type here' placeholder), and 'SEX AS MATCHING YOUR INSURANCE POLICY*' (with a red arrow pointing to it, a 'Select here' dropdown menu, and a link 'Why is this relevant?'). The navigation bar at the bottom contains 'Back' and 'Next' buttons.

FIRST NAME* M.I

Type here

LAST NAME*

SUFFIX

Type here

PREFERRED NAME

Type here

SEX AS MATCHING YOUR INSURANCE POLICY* Why is this relevant?

Select here 1

Back Next

Step 7. All patients are required to enter in the following information **about the patient** as shown by the red arrows. You can fill in additional information if you would like.

Step 8. Once that information has been entered click "Next"

Personal Details 2

SOCIAL SECURITY NUMBER

MARITAL STATUS

[Why is this relevant?](#)

Select an item

ETHNICITY

[Why is this relevant?](#)

Select an item

PREFERRED LANGUAGE

Select an item

EDUCATION LEVEL

[Why is this relevant?](#)

Select an item

RACE

[Why is this relevant?](#)

Choose 'Declined to specify' only if you would rather not specify race. Any other selected option will be ignored if 'Declined to specify' is selected.

Select items

You can pick more than one.

[← Back](#)

[Next →](#)

Information on this slide is not mandatory to be provided however it is encouraged that you complete as much information as possible.

Step 9. Click "Next"

Email Addresses

HOME EMAIL

WORK EMAIL

PORTAL EMAIL*

Please verify Portal Email before proceeding.

Step 10. Add in your preferred email addresses

Step 11. Enter in the email you would like linked to your patient portal and click "Verify My Email" – this email must be readily accessible as you will need to enter a code to verify your account – If you ever need to reset your password, this email will be where instructions are sent to

We encourage patients to use personal email accounts – not those linked to schools or work if possible



no-reply@valant.io

To [redacted]

Welcome to MYIO and thank you for getting your account set up!

Verify your email by entering this verification code into your MYIO account:

181765 

The code expires 15 minutes after receiving this email. If you need a new code, go to your MYIO account and click "Resend code." Then delete this email and wait for the new one!

Lighthouse Behavioral Health Center uses email, text, and/or calls to notify you of information available regarding care, appointments, and financial statements. Log in to update your communication preferences.

Please do not reply to this message, which was sent from an unmonitored email on behalf of Lighthouse Behavioral Health Center. The email and its contents are only intended for use by the named addressee. If you are not the intended recipient or received this message in error, please inform Lighthouse Behavioral Health Center at (804) 447-6382, then permanently delete this email.

Step 12. Go to the email that was set up for verification. The red arrow indicates the code needed to move to the next step.

Email Addresses

HOME EMAIL

WORK EMAIL

PORTAL EMAIL*

Please verify Portal Email before p

Verify My Email


Verification code ×

Check your email for the verification code.

You have 15 minutes to input the code.

Resend code (19s)

Confirm



Step 13. Enter the verification code from the email into the "Verification Code" box shown with the red arrow.
 If you need a new code, you can click the "Resend Code"

✓ Portal email verified

Email Addresses

HOME EMAIL

WORK EMAIL

PORTAL EMAIL*

Verify My Email ✓

[← Back](#) [Next →](#)

Step 14. Once your email is verified click "Next:"

Contact Information 1

STREET 1*
123 Abc Lane

STREET 2
Type here

CITY* STATE* ZIP*

Richmond VA 23230

Back Next

A screenshot of a contact information form titled "Contact Information 1". The form contains several input fields: "STREET 1*" with the value "123 Abc Lane", "STREET 2" with the placeholder "Type here", "CITY*" with the value "Richmond", "STATE*" with a dropdown menu showing "VA", and "ZIP*" with the value "23230". There are also empty fields for a hyphen and a plus sign. At the bottom, there is a blue bar with "Back" and "Next" buttons. Red arrows point to the "STREET 1*" field, the "CITY*" field, and the "STATE*" and "ZIP*" fields.

Step 15. Input all contact information needed – these slots are denoted by the red arrows
Step 16. Click "Next"

Contact Information 2

PREFERRED METHOD OF CONFIDENTIAL COMMUNICATION

Select an item

MAIN PHONE* EXT MAIN PHONE TYPE*

Type here EXT Select an item

PHONE 2 EXT PHONE 2 TYPE

Type here EXT Select an item

PHONE 3 EXT PHONE 3 TYPE

Type here EXT Select an item

PHONE 4 EXT PHONE 4 TYPE

Type here EXT Select an item

EMERGENCY CONTACT

Type here

EMERGENCY CONTACT PHONE

Type here

Back Next

Step 17. Input all contact information needed – these slots are denoted by the red arrows

Step 18. Click "Next"




Insurance Information

If you intend to use insurance to pay for services, this information is required.

Primary Insurance

INSURANCE COMPANY NAME AS IT APPEARS ON CARD

 Type 'self pay' to decline insurance

STREET 1

STREET 2

CITY

STATE

ZIP

 -

GROUP NUMBER

MEMBER ID NUMBER

Add another 

 Back

Next 

Step 19. Our office will process all insurance information – however it can be helpful to back check – **Patients do not have to put insurance information in**

Step 20. Click "next"



Welcome, Your Name

How can we help you today?



Fill required forms

UPCOMING APPOINTMENTS

0

You have no appointments scheduled for the next 6 months.

CLINICAL FORMS

0

You have no new measures or clinical forms.

At this point, your patient portal is complete!

If your provider or the coordinator has sent you any forms to complete you can find them here. Additionally, you will be able to view all your upcoming appointments.

Remember to write down your username and password to be able to access your portal again in the future!

A few things to note:

- If multiple patients attend our facility, they will all have to create separate portals – The same email can be used to verify multiple portals