

Utilizing the Patient Portal

When enrolling in services at Lighthouse Behavioral Health Center, our patients/patient guardians best form of contact with a therapist or provider will be through our patient portal. Lighthouse therapists/providers may utilize other forms of contact, but the patient portal is the standard practice in our facility. Additionally, patients/guardians can fill out paperwork, update personal information, and check appointment dates all via the patient portal. While new patients are not required to fill out paperwork online it is highly encouraged prior to a first appointment.

Activating Your Portal:

Each patient/guardian will receive an email from our documentation and scheduling system "Valant" to the email the patient/guardian provided to Lighthouse prior to their appointment.

Once the patient/guardian clicks the link in the email, they will be prompted to enter the patients last name and validation code. The validation code is provided at the time the outpatient coordinator schedules the first appointment and takes patient information. If you have lost this code, or never received it, please contact the office for a new code.

Last Name: _____

Validation Code: _____

Please be advised that this validation code does expire. If you are unable to access your portal it is possible that your code has expired, *please contact the office if this occurs.*

Patients/guardians will be prompted to make a username and password as well as validate their email address to complete their portal initiation. If these steps are not completed the office cannot send over any paperwork/communication to the patient. The email validation can take a few prompts, please note after clicking "validate email" you will have to click it a second time in the upper left-hand corner. If the portal continues to request an email validation after you have already attempted it, please log out and try again.

Lighthouse will not have access to the patient's password.

Paperwork on the Portal for First Time Patients:

If this is your first time utilizing the patient portal, you may find paperwork on the front page.

Typically, there are three pieces of paperwork:

1. Clinical History Form
2. DSM-5 Self-Rating Scale for patients over 18 or the Child Symptom Screener for patients under 18.
3. Lighthouse Policies, Procedures, and Insurance Information Intake Packet is located under the “home” tab of the patient portal (not with the rest of the paperwork) and MUST be filled out prior to an appointment taking place.

If a patient is under the age of 18 a legal guardian is required to sign and complete all paperwork.

Intake Appointments via Telehealth:

Intake appointments taking place via Telehealth (online) REQUIRE patients to have completed the Lighthouse Policies, Procedures, and Insurance Information Intake Packet Prior to their appointment. If it is not filled out at least 15 minutes prior to a Telehealth appointment, the patient will be required to reschedule their intake to have more time to complete the paperwork. Please note that due to high demand, Lighthouse can only reschedule an intake appointment once.

I Was Unable to Access the Patient Portal Prior to My In-Person Appointment:

If you were unable to fill out this paperwork prior to your in-person appointment, you will not have to complete this paperwork online. The intake paperwork would have been completed upon your arrival at Lighthouse and the provider/therapist would have conducted the Clinical History form and DSM-5/Child Symptom Screener.

We ask that each patient/guardian prioritize the usage of the patient portal for ease of communication and clarity with their therapist/provider, regardless of if the patient completed the paperwork in-person.

If you have issues, please do not hesitate to give us a call, we are always here to help:

(804) 447-6382

Thanks, from the Lighthouse Team!