

# Avita's Online Patient Portal

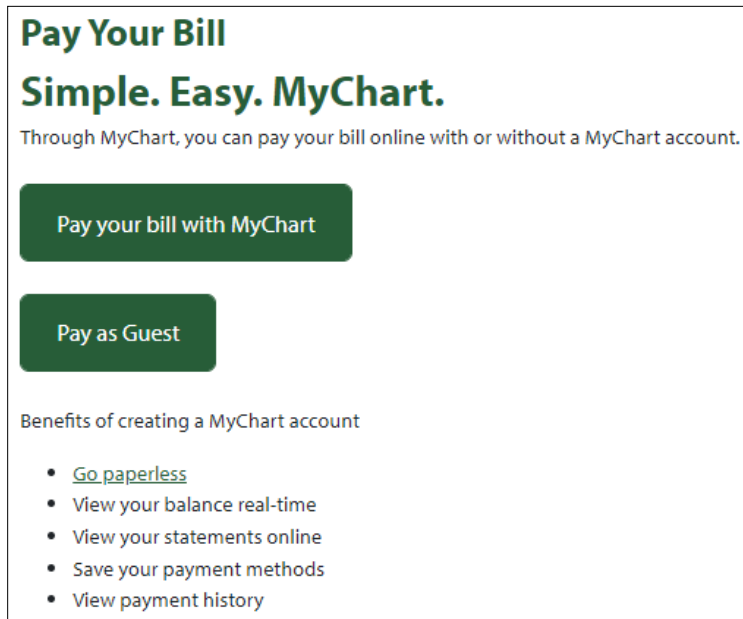
## Access Avita's Online Patient Portal

1. Navigate to Avita's website at [avitahealth.org](http://avitahealth.org).

2. Click on **YOUR BILL**



3. To log into MyChart to make a payment, click **Pay your bill with MyChart**  
To make a payment without logging in, click **Pay as Guest**

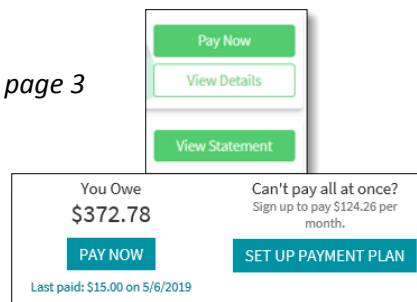


You will be directed to MyChart:

### Make a payment without signing in (Pay as Guest) – page 2

#### Benefits of signing in to MyChart:

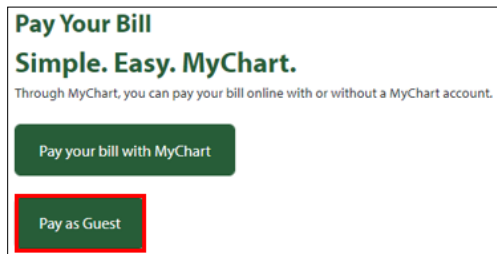
- *Make a payment within your MyChart account – page 3*
- *View account details – page 3*
- *View statements – page 3*
- *Contact Avita Customer Service – pages 4-5*



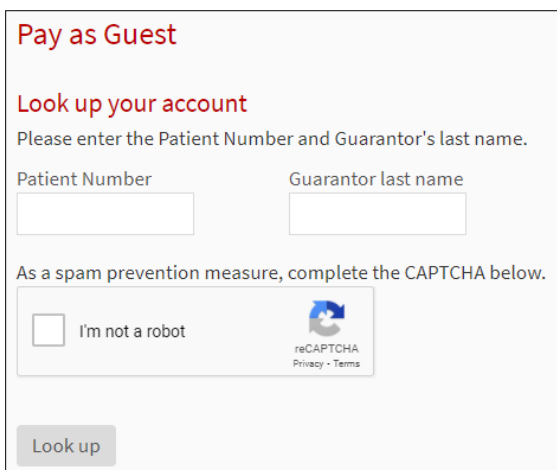
# Avita's Online Patient Portal

## Make a Payment Without Logging In

1. Click **PAY AS GUEST**



2. Using your statement, enter the account information then click **Look up**

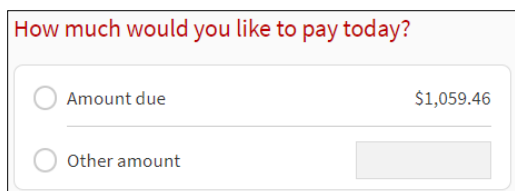


- **Patient Number** is located at the top of the bill

Patient Name	Patient Number	Statement Date
	110	05/30/19

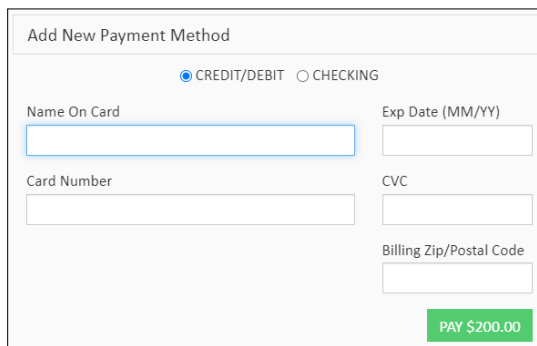
- **Guarantor last name** is the addressee's last name on the bill (This may be different than the Patient Name)

3. Select **Amount Due** to pay in full, or select **Other Amount** to enter a partial payment amount. Click **Next**.



*If you are unable to pay in full by due date, please call Avita Customer Service to make payment arrangements: 419-468-0512, toll free 833-462-8428, Monday thru Friday 8:00am-4:30pm.*

4. Enter your **Card** information and click **PAY \$\_\_\_\_\_**.



# Avita's Online Patient Portal

## Benefits of Signing In to MyChart

The screenshot shows two notification banners. The top banner, titled "Outstanding Balance", displays "You owe \$241.35" with a sub-note "Last paid: \$68.82 on 11/04/2022". It includes the Avita Health System logo and "Guarantor #110 0". On the right, there are two buttons: "Pay now" (highlighted with a red circle 1) and "View details" (highlighted with a red circle 2). The bottom banner, titled "The account for guarantor #110", states "4 at Avita Health System has a new statement available" and features a "View Statement" button (highlighted with a red circle 3).

### 1. Pay Now: Click to pay some or all of the balance, or to set up a payment plan

- **Make a payment:** Select **Amount Due** to pay in full, or select **Other Amount** to enter a partial payment amount.

The form asks "How much would you like to pay today?". It has two radio button options: "Amount due" with a value of "\$1,059.46" and "Other amount" with an empty input field.

- **Set up a payment plan:** On the right, click **Set up payment plan** to schedule automatic payments up to 3 months long.

The message reads: "Can't pay all at once? Set up a payment plan and pay as little as \$110.36 per month." Below the message is a blue button labeled "Set up payment plan".

*If you are unable to pay in full by due date, would like a longer payment plan or want to learn your payment options, please call Avita Customer Service: 419-468-0512, toll free 833-462-8428, Monday thru Friday 8:00am-4:30pm.*

### 2. View Details to review information related to your account and balance

The navigation menu includes four items: "Overview" (house icon), "Details" (magnifying glass icon), "Payments" (dollar sign icon), and "Communications" (speech bubble icon).

- **Overview:** Balances (Pay now, Set up payment plan), Recent Payments
- **Details:** Outstanding Accounts, Visit information, Services rendered, Payments, Adjustments
- **Payments:** Customizable date range to view all patient payments
- **Communications:** All statements and letters that have been mailed or sent through MyChart

### 3. View Your Last Statement to open an image of the most recent statement mailed or emailed


The "Statements" section shows a table with one entry: "Oct 25 2022" with a "View (PDF)" link and "Sent via postal mail". The amount due is "\$135.00".

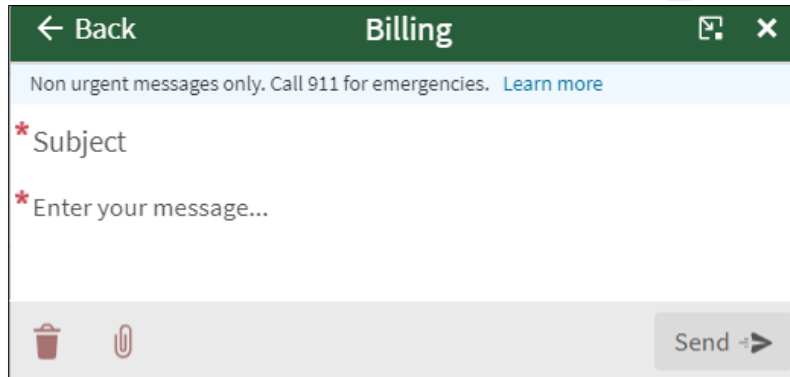
*\* The amount due on the statement was the balance as of the statement date. If charges, payments or adjustments posted after the statement date, the amount due will not be updated on this statement. \**

# Avita's Online Patient Portal

## Benefits of Signing In to MyChart *(continued)*

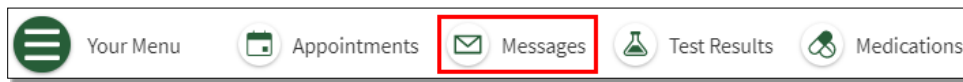
### Contact Avita Customer Service

regarding your bill via a secure message (with attachments  if applicable).

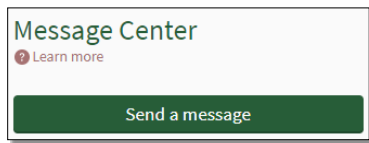


To send a message from the home page:

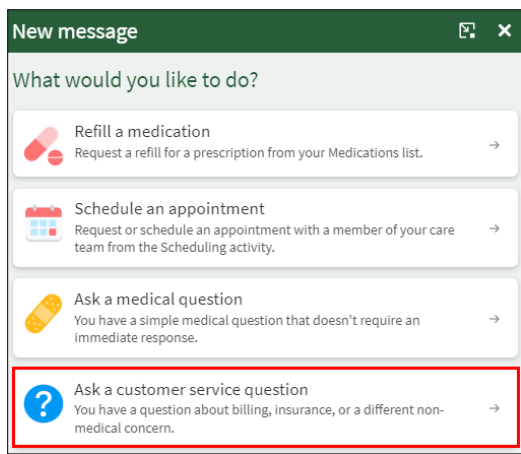
1. Click **Messages**



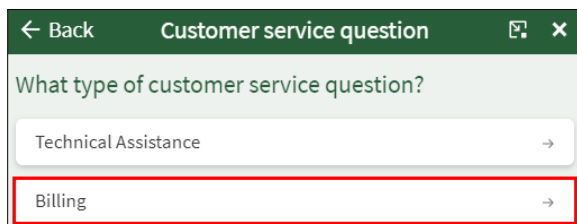
2. Click **Send a message**



3. Click **Ask a customer service question**



4. Click **Billing**

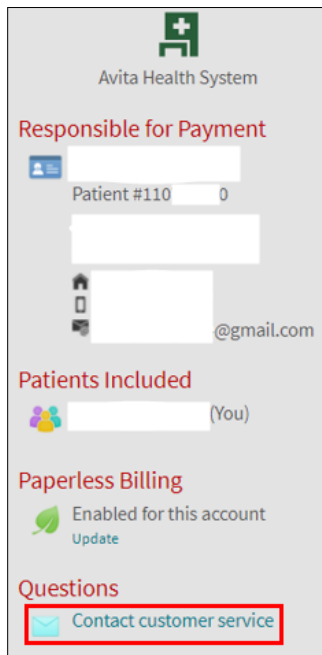


See page 5 for sending a message from Outstanding Balance's View Details or replying to a message from Avita.

# Avita's Online Patient Portal

To send a message from the Outstanding Balance's View Details (see page 3):

1. In the right-side pane, click **Contact customer service**

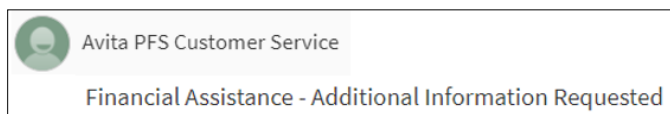


To reply to a message from an Avita representative:

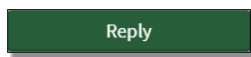
1. Click **Messages**




2. Select the message from Avita



3. Click **Reply**



Once you access the message:

- Enter your **Subject** and **Message**
- Attach any files 
- Click **Send**

Avita Customer Service will respond by the end of the next business day.

