RYTHER

WHERE KIDS FIND HEALING AND HOPE

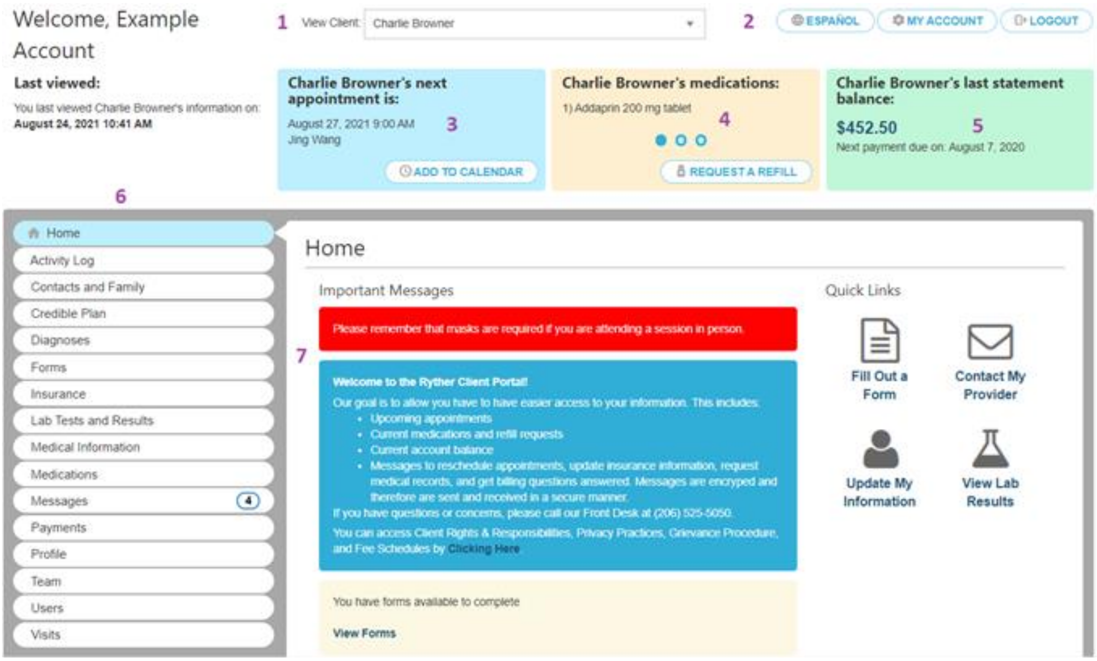
Portal FAQ

Contents

Resetting a lost password

On the Login screen select **Forgot your password?** You will then be asked the security questions you selected during registration. Once answered you'll be able to reset your password.

Portal Navigation



1. If you are a designee for multiple Ryther clients at the top of the page, you will have a drop-down menu where you can toggle between accounts.
2. Users have the option to switch displayed language to Spanish.
3. Displays next scheduled visit for the client.
4. Shows current medications. If prescribed multiple medications, this box will roll through them.
5. Balance from the latest statement will be displayed. By clicking you can view the statement.
6. Alongside the page is the Navigation Bar. Here you can view information, send secure messages to our admin team, and complete forms.
7. Here you will introduction bulletin (in blue). In case of emergencies, closures, or delays a red bulletin will display at the top of the page

Updating portal account information

After logging in select **MY ACCOUNT** at the top of the page. Here you can update your information, change your password, and select different security questions. If you would like us to update the name, address, and/or contact information we have for you update these fields and then choose **SAVE AND REQUEST SYNC**. You'll automatically be taken to a message and your changes will be embedded. Simply press **SEND** and our administrative team will be notified to update these fields. Please be aware that our medical record system may take 60-90 minutes to sync to the client portal after we've made the update.

Updating medical record information

Thank you for taking the time to review the account and making sure our records are accurate.

Insurance

This section of the portal will display the payers we have on file. If you notice an error, on the navigation bar select **Messages**. For **Message Type** select **Insurance Change**. **Message To** will automatically be filled out and questions will populate in the message. When you are done answering the questions press **SEND**. Please be aware that our billing team will need to verify coverage prior to making changes. If a new plan is added, you may be asked to complete a new Financial Agreement form.

Profile

This section of the portal will display basic demographic and contact information. If you notice an error, on the navigation bar select **Messages**. For **Message Type** select **Update Client Information**. **Message To** will automatically be filled out, but you can use the body of the message to enter anything you would like updated and then press **SEND**. Be aware that that any changes will be reviewed with the primary clinician first and they may want to talk with you prior to making the updates.

How do I send a message?

Messages are a secure way to communicate with Ryther's administrative, scheduling, and billing teams. On the navigation bar select **Messages**. Here you can see messages you have sent and replies you have received. If you have a new message to read it will be bolded. By pressing **NEW MESSAGE** you can start a new message. Select an option from the drop-down list of **Message Types**. Once selected, the **Message To** will automatically be filled in so that it gets to the correct team. You can then enter a subject and a message before pressing **SEND**.

Why can't I access all parts of the portal?

Caregivers of clients who are over the age of 13 have restricted access to what they can do and view in the portal. To be granted greater access please talk with the client's primary clinician.

How do I view other clients in the portal?

If you are a caregiver or designee for multiple Ryther clients, you can view each account with the same login information. After logging in you'll have a drop-down list of clients to select from.

How do I complete forms?

Select **Forms** from the navigation bar. A list of available forms to complete will be displayed. To begin them press **START**. Read through the information and answer any questions. Questions with an asterisk are required and you won't be able to complete the form until it is answered. Once you are done, use your mouse or touch screen to add your signature before clicking **SUBMIT**. A PDF version of the form will be saved in Forms that you can review at any time.

An incomplete version of the form will be saved if you leave the page or are timed out. Simply go back to Forms and scroll down and select **CONTINUE**.

Note that caregivers of clients who are over the age of 13 will only have access to forms prior the intake date. After that they will no longer be able to complete or see forms.

Why won't the Credible Plan load?

Please make sure you are using Chrome of Edge as your browser. If you still receive an error clear your cache, close your browser, and then try logging back into the Client Portal. Note, these fields do take longer to load compared to other parts of the portal.

Why does only my legal name/gender appear?

While Ryther values affirmative care there are barriers with our electronic health record, Credible, as it requires the use of legal name and genders to identify individuals based off what insurance entails. Ryther does have the capability to include preferred name and gender, however it does not come up in most documentation due to Credible restrictions. While Ryther has submitted a request to Credible asking for the ability to modify this, the agency has not received any updates. In the meantime, please note that our agency will do the best that we can to affirm your identity and will speak to you using your preferred name and pronouns.