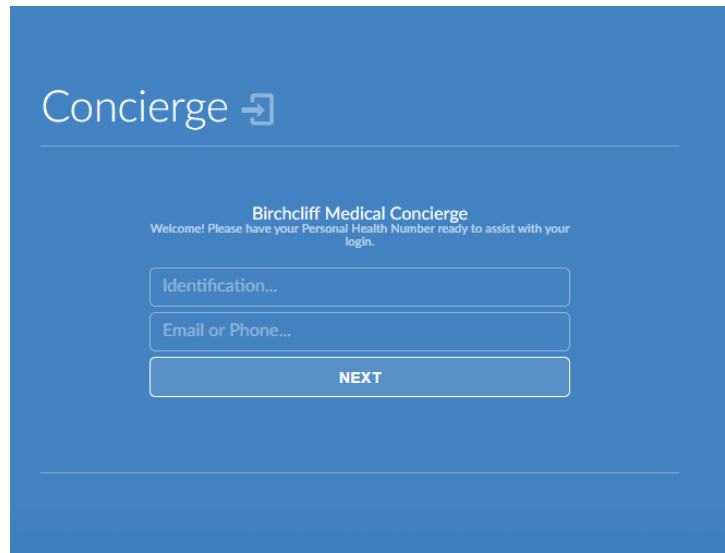


## How to Access Your Secure Medical Portal

**Step 1:** Please go to [www.concierge.inpuhealth.com/portal](http://www.concierge.inpuhealth.com/portal) or visit the Birchcliff Medical Concierge (BMC) landing page [www.birchcliffhealth.com](http://www.birchcliffhealth.com) and click on the access portal icon.

Ensure you have your Personal Health Number (PHN) available to assist with your log-in.



Concierge →

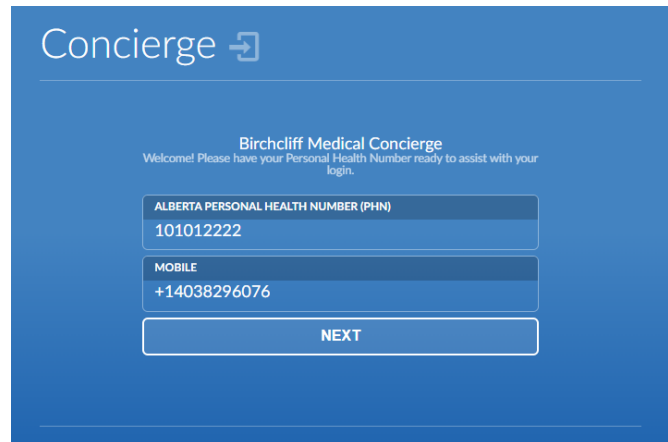
Birchcliff Medical Concierge  
Welcome! Please have your Personal Health Number ready to assist with your login.

Identification...

Email or Phone...

NEXT

**Step 2:** Enter your PHN and preferred method of contact. Please note: The contact information you enter must be the contact information you entered on the Birchcliff Medical Concierge (BMC) Program Consent and Registration form. You will be sent a passcode to the method of contact that you select.



Concierge →

Birchcliff Medical Concierge  
Welcome! Please have your Personal Health Number ready to assist with your login.

ALBERTA PERSONAL HEALTH NUMBER (PHN)  
101012222

MOBILE  
+14038296076

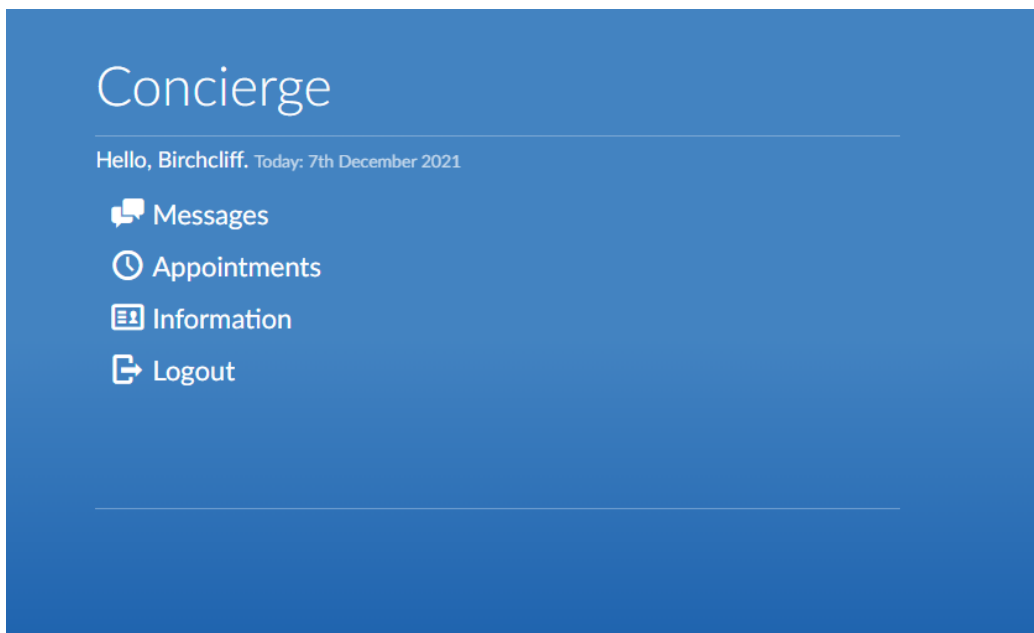
NEXT

**Step 3:** Once you have entered your passcode you may select if you would like to remain logged in. By selecting this feature, you will be able to log back into the portal without requiring a passcode for 30 days.

## Welcome to the Portal!

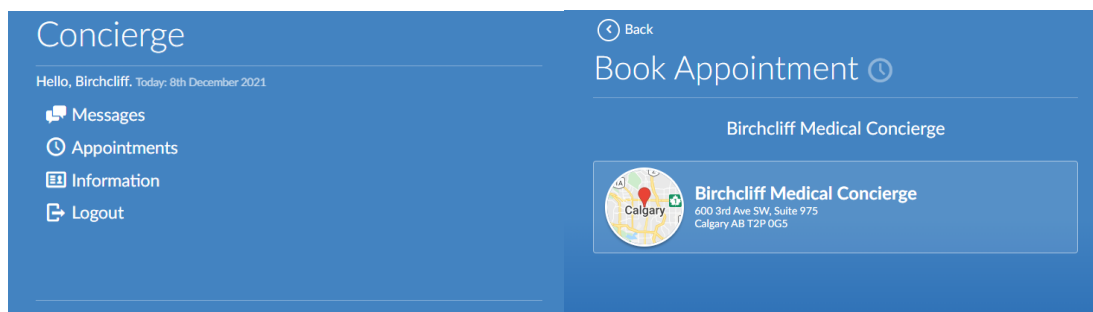
From the portal you will be able to:

1. Send and receive secure messages from the Birchcliff Medical Concierge (BMC) Team
2. Book a service request at a time that works best for you
3. Update your personal and demographic information, should it change



## How to Book a Service Request

**Step 1:** Once logged into the portal, please click on the icon labelled "Appointments" and follow the prompts outlined on the screen.



# BIRCHCLIFF | Medical Concierge

**Step 2:** Please ensure that you enter any relevant details surrounding your service request. This will help us prepare for your time with the BMC team. Please note: there is a 200-character maximum in this section.

← Back

## Book Appointment ⌚

How may Birchcliff Medical Concierge assist with your care today?  
Please provide relevant details surrounding your service request.

I require assistance expediting an Ultrasound that is already booked.

Submit

**Step 3:** You will be prompted to select the type of appointment request and also, an available date and time which is most convenient for you to connect with the BMC team.

← Back

## Book Appointment ⌚

Please choose what type of service request you would like to book from the list below.  
Once you have clicked on an appointment type you will be directed to select your preferred date and time.

7 December 2021

Appointment Types

- Prescription Renewal/Refill - Phone Appointment ONLY  
Please appointment. Prescription Renewal/Refill Request  
15 minute appointments
- Phone Discussion  
30 minute appointments
- Laboratory appointment  
Laboratory Appointment  
30 minute appointments
- In-Clinic Appointment  
General Medical Appointment Request  
45 minute appointments

← Back

## Book Appointment ⌚

Please select your preferred appointment date and time. We will do our best to accommodate your request.

December 2021

SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

← Back

## Book Appointment ⌚

Please select your preferred appointment date and time. We will do our best to accommodate your request.

December 2021

8th Dec 2021

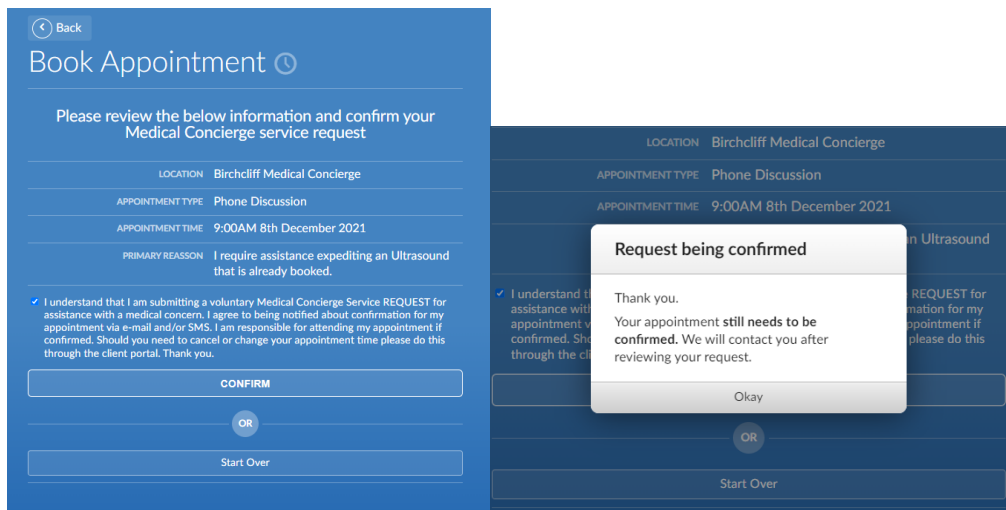
11:30 AM

FILTER BY HOUR: 9 AM | 11 AM | 1 PM | 3 PM

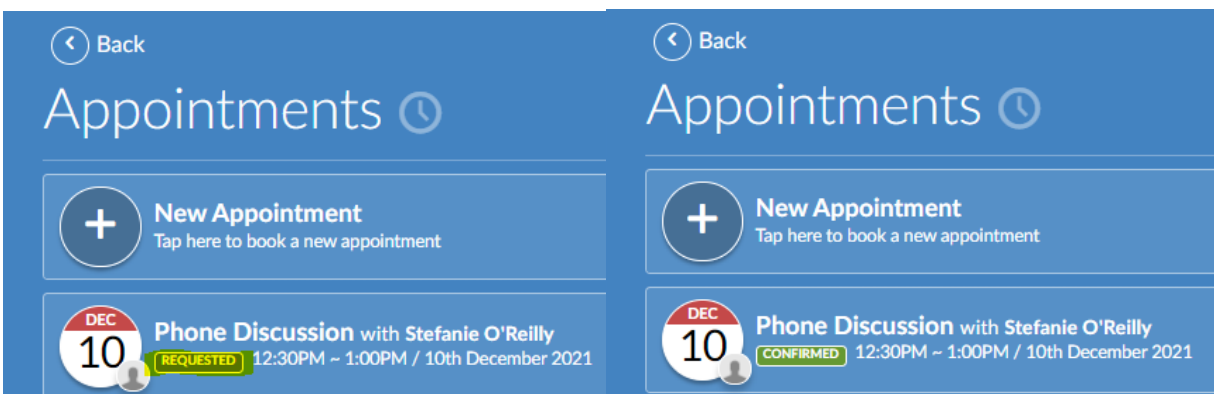
Cancel Next

# BIRCHCLIFF | Medical Concierge

**Step 4:** Confirm your information and submit your service request. All service requests are required to be confirmed by the BMC team. Should we need to change your service request date/time or if we need to schedule an alternate type of appointment, we will contact you.



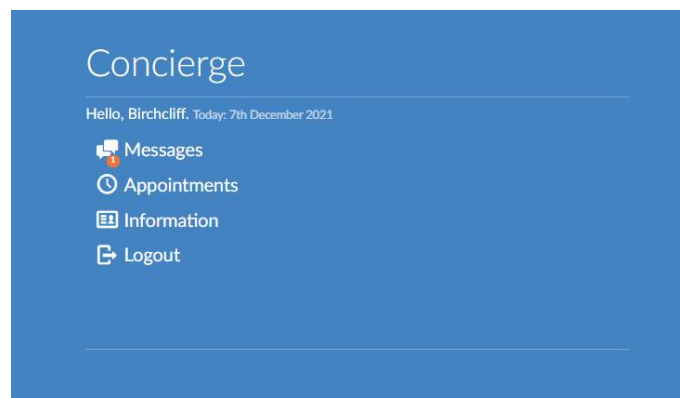
Once you have submitted your service request, you will see a new appointment "Requested" in your portal. The BMC team will review your service request. Once your request has been confirmed you will receive notification (SMS Text or Email) indicating confirmation. Your Appointment information will also be updated in your portal to reflect the confirmed appointment.



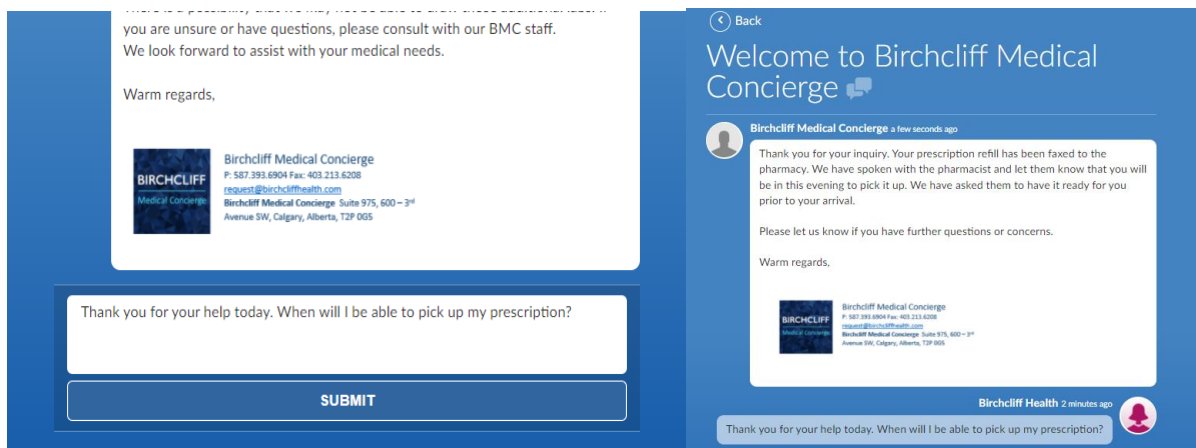
## How to Contact the Birchcliff Medical Concierge Team

Messaging within the portal will replace e-mail communication between yourself and the Birchcliff Medical Concierge (BMC) team to ensure security. The Message section of the portal can be used to contact BMC if you have questions or concerns that require answers, or if you simply would like to supply BMC with information and/or updates.

**Step 1:** Log into your portal and click on the “Messages” icon. You will see a Welcome to Birchcliff Medical Concierge message. This message is a continuous and open messaging thread.



**Step 2:** Simply type your question, service request or general message into the dialogue box, and the concierge team will be able to review and take the next appropriate steps with you.



Similar to text messaging, this is where the BMC team will also correspond with you. For instance, as in the above example, if you have a prescription refill, BMC will send you a message via the portal notifying you that your prescription has been faxed and is ready to pick-up at your preferred pharmacy.