Epworth Patient Portal
Create an account

To access the Patient Portal, click this link patient.epworth.org.au and follow the steps below. We recommend the use of the Chrome browser on all devices.
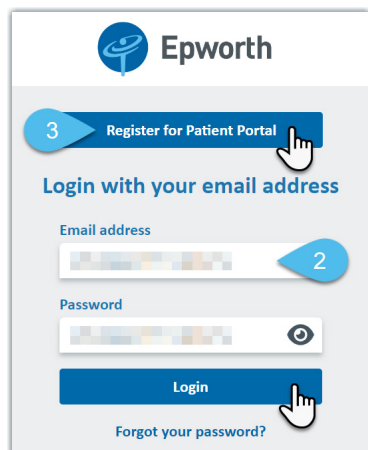
Sign Up

If you are **under 18 years of age**, you will need a guardian to sign up as your account owner.

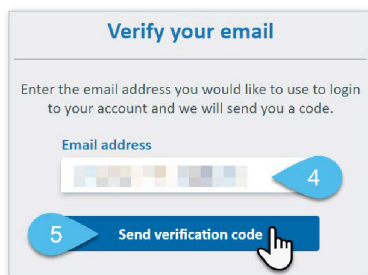1. Click the **Epworth Patient Admissions Portal** button.

Patient admission

Please use our **Epworth Patient Admissions Portal** (below) to:

1. **Create an account**
   Account owners must be over 18 years.
2. **Add a Patient Profile**
   For yourself, or someone you care for.
3. **Complete admission forms**
   Provide admission details and medical history.

* Payments (if required) can be settled online or on the day of admission.

1 Epworth Patient Admissions Portal

Need help?

2. If you already have an account, enter your **email address**, **password** and click the **Login** button.

Epworth

3 Register for Patient Portal

Login with your email address

Email address

2

Password 👁

Login

Forgot your password?

Use the **Forgot your password?** link located under the **Login** button, to reset a forgotten password.

3. If you are a **new user**, create a Portal account by clicking the **Register for Patient Portal** button.

4. Enter your **email address**.

Verify your email

Enter the email address you would like to use to login to your account and we will send you a code.

Email address

4

5 Send verification code

5. Click the **Send verification code** button once (clicking more than once will expire your first verification code sent).
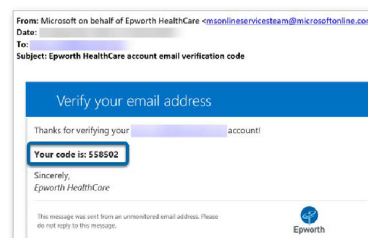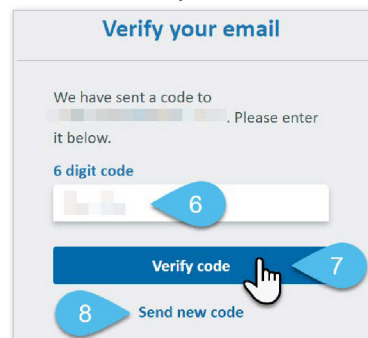
💡 **Verification tips:**

Keep the Epworth Patient Portal page open during the email verification process or you will have to start again.

Use another web browser window or your phone to view the email. Check your spam or junk folder, if you cannot locate this email.


A **6-digit verification code** will be sent to the email address entered *(verification codes expire after 3 minutes)*.

From: Microsoft on behalf of Epworth HealthCare <msonlineservicesteam@microsoftonline.com>
Date:
To:
Subject: Epworth HealthCare account email verification code

Verify your email address

Thanks for verifying your ▮▮▮▮ account!

Your code is: 558502

Sincerely,
Epworth HealthCare

This message was sent from an unmonitored email address. Please do not reply to this message.

6. Enter the **6-digit code**, as indicated.

7. Click the **Verify code** button.

Verify your email

We have sent a code to ▮▮▮▮. Please enter it below.

6 digit code

6

Verify code **7**

8 Send new code

8. If your verification code has expired, click the **Send new code** link.

9. Next enter your **First name** and **Surname**.

Personal details

Please provide your name below

First name

Surname

9

10 Continue

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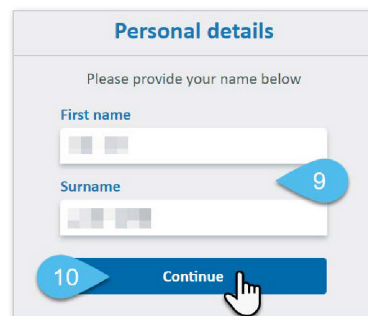
10. Click the **Continue** button.

11. Enter a **New password** and repeat the password to confirm it.

Create new password

Password requirements
Your password must meet the following criteria:
> Between 8 and 16 characters long.

Containing at least three out of four types of characters:
> Lowercase letters,
> Uppercase letters,
> Digits (0-9),
> Symbols: @ # $ % ^ & * - _ + = [ ] { } | \ : ', ? / ` ~ " ( ) ; .

New password
11 5GoV89/$m204/

Confirm new password
••••••••••••

12 Continue

Clicking the **eye** 👁 icon located in each password field enables you to view or hide the data you are entering.
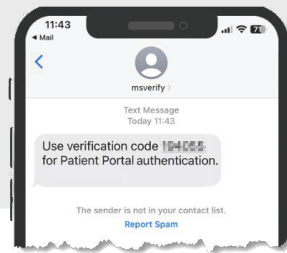
12. Click the **Continue** button.

To protect your account and personal health information, we require a mobile number as a secondary verification method. We will send you an **SMS 6-digit code** each time you log in.

13. Enter the **Mobile phone number.**

14. Click the **Send verification code** button.

Verify your phone

Add your mobile number to further protect your account. We will send a SMS code every time you login.

Country   Mobile number
Australia(+61)   041 ____ **13**

14 Send verification code

A **6-digit SMS code** will be sent to the mobile phone number entered. *(SMS codes expire after 3 minutes)*

15. Enter the **6-digit code**, as indicated.

16. Click the **Verify code** button.

Verify your phone

We have sent a code to Australia(+61) 041____ Please enter it below.

6 digit code
____ **15**

Verify code **16**

17 Send new code

17. If your verification code has expired, click the **Send new code** link.

Add an Account

Next step is to create a basic Portal account.

The account owner creates a basic Portal account before adding any patient/s and admission information.

*The **account owner** receives all communications via email, for all listed patients and admissions on their Portal account.*

Your **First name/Surname/ Primary phone number** and **Email** fields are prefilled with data entered from the previous screens.

18. Select the **'I'm over 18 years old'** checkbox.

19. Click the **Register** button.

Register as an account owner
You'll need to be over 18 years old to register as an account owner. If you are under 18 years old, you need a guardian to be your account owner.

First name
____

Surname
____

Primary phone number
____

Email
____

☑ I'm over 18 years old **18**

Register **19**

Your new portal account **dashboard** (home page) will display.

20. A **Welcome to Epworth** page will display on your dashboard, when you first create an account prompting you to complete a short patient profile. The patient could be yourself or someone you care for.

Epworth   Dashboard Admissions Payments   Help
Dashboard **20**

Welcome to Epworth
To start an admission, you'll first need to complete a patient profile by pressing 'Add a new patient'.

+
Add a new patient

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Next Step: Add patient and upcoming admission details to your Portal account. View our other user guide Complete an online admission pdf.