Navigating Your Patient Portal Account
How-To Guide
Accessing Your CPC Patient Portal Account

Visit www.cpcva.com and select the Patient Portal link on our homepage. This will open the CPC Patient Portal in a new window.

Registering An Account

If you have not received your Patient Portal username and password, you will need to contact your provider’s office to be registered for the Patient Portal.

A welcome email will be sent to your email on file. You will not be able to log into the Portal until you have received the email.
How To Log In

Sign in with your username and password that was sent in the welcome email to the email address provided at check-in.

Another option for logging in is to enter your mobile phone number in the 'Using Mobile Phone' field. You will be directed to a new log-in page to enter your information.

After completing all fields, a text message with a one-time passcode will be sent to you to enter when prompted.
How To Use the Portal on Mobile Devices

You can also access the Portal by using the Healow app, available for free in the Apple Store and Google Play Store.

After downloading the Healow app, click ‘Get Started’ and enter CPC’s practice code: EBHACA.

Then, log in using your CPC Portal username and password to have mobile access to the Portal on your device.
How To Navigate the Portal Set-Up

On the homepage, the different features are listed on the left side of the screen.

You can hover over the feature icons to reveal additional items and menus.

The Dashboard will display your latest results, messages, and medical records from previous appointments. You can always revisit this page by clicking on the Dashboard icon.
The Portal Menus

There are a few important menus on the side-bar that reveal different actions on hover.

The Messages Menu & Inbox
Under the 'Messages' menu, you can view messages from your provider, CPC-wide messages, and write to your provider.

The Appointments Menu
Under the 'Appointments' menu, you can see upcoming appointments and view past appointments. Please note that the ‘Appt Center’ feature does NOT work.

The Medical Records Menu
Under the ‘Medical Records’ menu, you can view your history at CPC, including lab results, diagnostic testing, visit summaries, and more.
How To Use More Portal Features

Message Your Provider
Under the ‘Messages’ menu, click ‘Ask Doctor’ and select a provider to message. *Urgent medical problems should NOT be communicated via Portal Messaging. Provider mailboxes are NOT monitored 24 hours a day.

View Current Medications
See your current medications and view your medication history.

Access Test Results
Visit the Dashboard to access your most recent test results and history.

Set Health Trackers
Set specifics from your visit reports to see an overview of your health data *ie: blood pressure, glucose levels, etc.
How To Use More Portal Features

Request Medication Refills
To submit a request, visit the Dashboard and click ‘Current Medications.’ Press the ‘Request a Refill’ button and complete the information.

View Appointments
View your upcoming appointments and appointment history at CPC by visiting the ‘Appointment’ menu.

Pre-Visit Questionnaires
Select ‘Fill Questionnaire’ to complete the visit questions.

Your answers will be sent to your medical record and be loaded into your appointment after your arrival.
How To Trouble-Shoot Failed Portal Log-In

For issues logging in, click ‘Trouble logging in’ to recover your username or password on the Portal website; www.cpcvca.com.

You will then be directed to the ‘Account Recovery’ webpage to retrieve your account information.

If you are unable to recover your account information, please contact your primary care provider's office for assistance.
How To Sign On For A CPC TeleVisit

You must be connected to the Patient Portal to use TeleHealth. The Portal will allow you to receive secure messages from CPC.

To sign on for your visit, log into the Portal, click 'Join TeleVisit', and fill out any patient questionnaires. Then, click 'Proceed' and 'Start Visit', where you will enter the virtual waiting room until joined by your provider.

You can also sign on with the Healow app by logging in and clicking 'Appointments' on the wheel home screen. Scroll to the bottom and click 'Start Visit'. Enter your vital signs and wait until your provider joins.

*To schedule a TeleHealth visit, please call your provider; this can NOT be done online.