A GUIDE TO YOUR SENTARA ACCOUNT
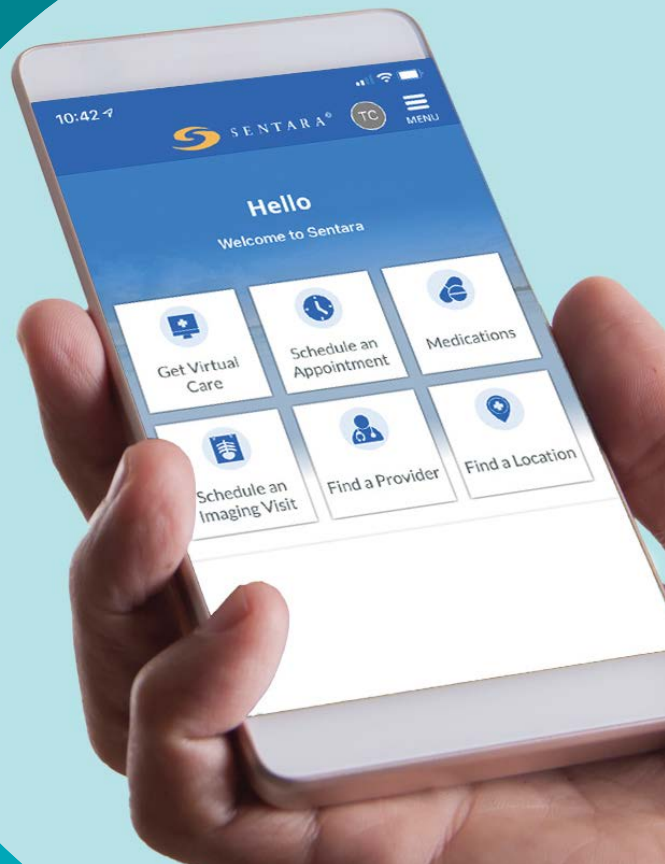
SENTARA®

A GUIDE TO YOUR SENTARA ACCOUNT

WHAT IS IT?

Sentara offers secure and convenient electronic access to your personal medical information and healthcare provider. While it can be accessed via a laptop or desktop, we recommend downloading the app for even easier access to your information and care team…on the go, anytime, anywhere.

WHY IS ACCESS TO MY INFORMATION SO IMPORTANT?

Cancer is complicated. Getting the latest information on your condition, test results and upcoming appointments doesn't have to be. When you have a Sentara account, you have access to:

- **Health Summary —** View medications, allergies, immunizations, and current health issues.

- **Test Results —** View test result values and standard ranges for released results.

- **Messaging —** Create, view and reply to messages from your providers.

- **Appointments —** Schedule, view or cancel appointments, and view the summaries from past appointments.

- **Health Maintenance Reminders — ** Even in the midst of your cancer treatment, you don't want to fall behind on other important preventive health measures.

- **Billing —** Paper bills, especially if you are receiving them for multiple services, can become overwhelming. By signing up for online billing, you can more easily track, pay online or sign up for a payment plan if needed.

SENTARA BROCK CANCER CENTER WEBSITE

Don't have this Patient Guide with you but want to share information about the Sentara Brock Cancer Center with a friend or family member? Our website includes information about our philosophy of care, clinical services, supportive services, classes, events, and houses quick links to many local and national resources. Visit us today at SentaraBrockCancerCenter.com.

HOW DO YOU GET ACCESS?

1

Request an Activation Link or Code

To grant you access to your medical information online, we will first need to collect some information from you that will allow us to verify your identity. In this process, we ask you to provide us with your demographic information, and you may be asked to answer some additional verification questions. Get started at sentara.com/signup. If you need help, visit sentara.com/accounthelp or contact your provider's office.

2

Activate

After you have successfully completed step one, you will receive your personal activation link or code via email or text message with instructions on how to finish setting up your Sentara account. You may have received an activation code or link from your provider, also.

3

Download the App

After you've completed the steps above, start accessing your Sentara account on your smartphone:

- Search keyword "Sentara" in the App Store® or Google Play™ or text APP to 26320.

- Download and install the free Sentara app.

- Open the Sentara app on your smartphone.

- Log in with your Sentara username and password.

4

Consider Proxy Permissions

A proxy is a person who can view patient information as if they were you. Use this form to grant a spouse, adult child or caregiver access to your medical records. You may also use this form to gain access to your child's record if they are under the age of 14.

If this is something that you would like to grant to a family member or caregiver, simply fill out the form and return it to your Nurse Navigator or Sentara physician team.