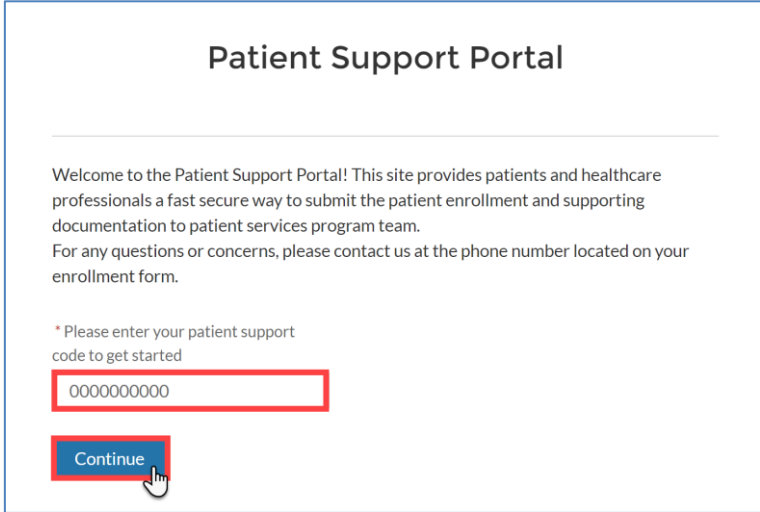
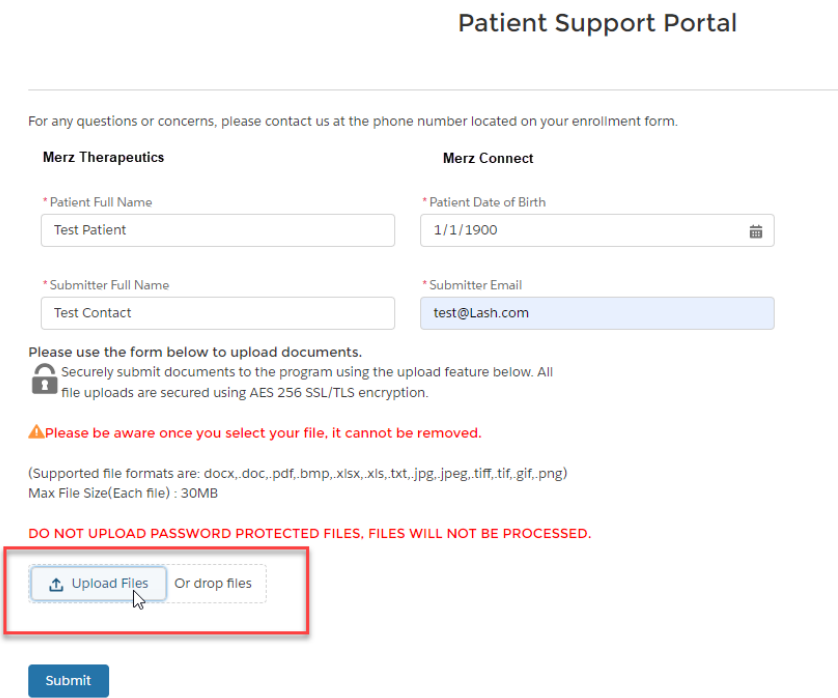


Patient Portal

The Patient Portal features convenient and secure document upload and transfer to program-specific data intake teams, which helps expedite patient support. Patients can use mobile devices to securely upload and transfer electronic documents and pictures of hard copy forms.

In the event a patient is unable to fax or scan documents, programs may utilize the steps below to inform patients how to access the site to upload documents securely.

Section Title	
Action	Visual
<p>1 Access the Patient Portal website via https://www.patientsupportnow.org/</p> <p>Enter the program-specific Patient Support Code for MERZ CONNECT: 8558250488</p> <p>Select Continue to proceed.</p>	
<p>2 The user will need to complete the following required fields:</p> <ul style="list-style-type: none"> • Patient Full Name • Patient Date of Birth • Submitter Full Name • Submitter Email Address <p>Select Upload Files to browse to the specific file location and select document(s) to upload.</p>	

Section Title

Action

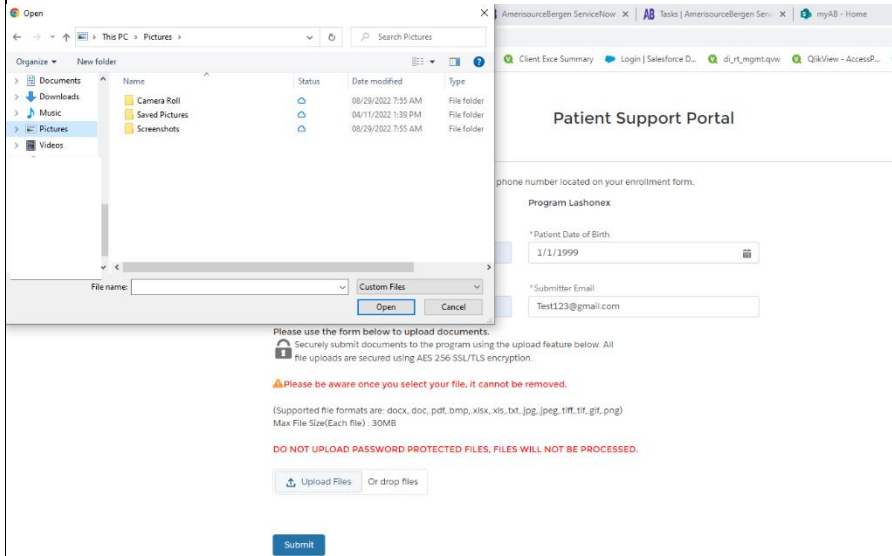
Visual

3 Locate the correct document(s) for submission. Multiple document can be uploaded, repeat steps 3 and 4 to continue to upload documents.

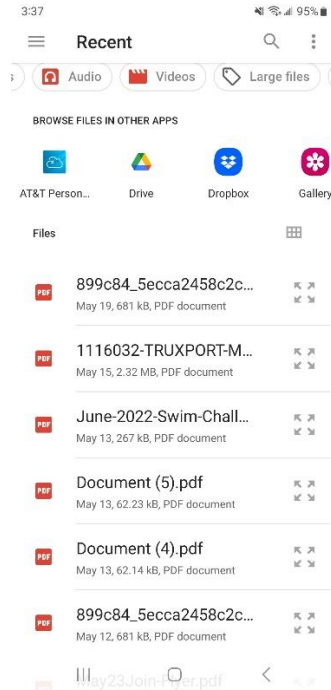
Once file is selected, click open.

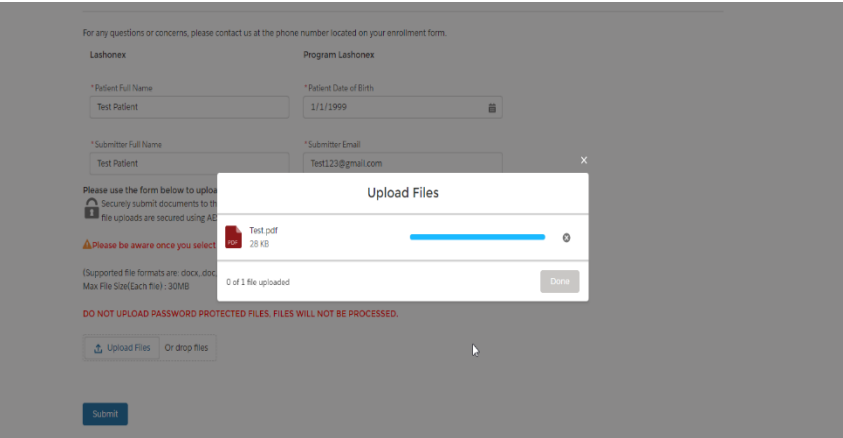

Supported file types include .docx, .doc, .pdf, .bmp, .xlsx, .xls, .txt, .jpg, .tiff, .tif, .gif, .png

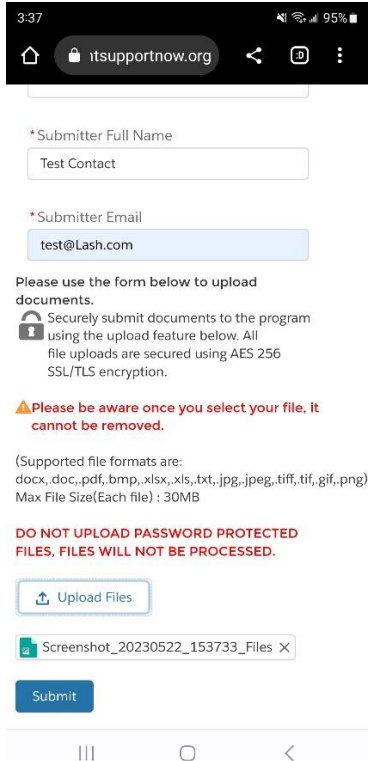
Desktop Upload:



Mobile Upload is also available:



Section Title		
	Action	Visual
4	<p>Selected file will be uploaded to site from computer or mobile device.</p> <p>Once upload is completed click 'Done'</p> <p>NOTE: Once a file has been selected for upload, it cannot be removed.</p>	<p style="text-align: center;"><u>Desktop Upload:</u></p>  <p style="text-align: center;"><u>Mobile Upload:</u></p> 

Section Title	
Action	Visual
<p>5 Files will show on the page and can be viewed. Select Submit to send uploaded files.</p> <p>NOTE: Once a file has been selected for upload, it cannot be removed.</p>	<div style="text-align: center;"> <h3>Desktop Upload:</h3> <p>Patient Support Portal</p> <hr/> <p>For any questions or concerns, please contact us at the phone number located on your enrollment form.</p> <p>Lashonex Program Lashonex</p> <p>* Patient Full Name <input type="text" value="Test Patient"/> * Patient Date of Birth <input type="text" value="1/1/1999"/></p> <p>* Submitter Full Name <input type="text" value="Test Patient"/> * Submitter Email <input type="text" value="Test123@gmail.com"/></p> <p>Please use the form below to upload documents. Securely submit documents to the program using the upload feature below. All file uploads are secured using AES 256 SSL/TLS encryption.</p> <p>⚠ Please be aware once you select your file, it cannot be removed.</p> <p>(Supported file formats are: docx, doc, pdf, bmp, xls, xlsx, txt, jpg, jpeg, tiff, tif, gif, png) Max File Size(Each file) : 30MB</p> <p>DO NOT UPLOAD PASSWORD PROTECTED FILES, FILES WILL NOT BE PROCESSED.</p> <p><input type="button" value="Upload Files"/> Or drop files</p> <p><input type="text" value="Text X"/></p> <p><input type="button" value="Submit"/></p> </div> <div style="text-align: center;"> <h3>Mobile Upload:</h3>  <p>The screenshot shows a mobile app interface for document upload. At the top, the time is 3:37 and the battery is at 95%. The app is titled 'itsupportnow.org'. The form includes fields for 'Submitter Full Name' (Test Contact) and 'Submitter Email' (test@Lash.com). Below the form, there is a message: 'Please use the form below to upload documents. Securely submit documents to the program using the upload feature below. All file uploads are secured using AES 256 SSL/TLS encryption.' A warning message states: '⚠ Please be aware once you select your file, it cannot be removed.' The supported file formats are listed as docx, doc, pdf, bmp, xls, xlsx, txt, jpg, jpeg, tiff, tif, gif, png, with a maximum file size of 30MB per file. A red warning message says: 'DO NOT UPLOAD PASSWORD PROTECTED FILES, FILES WILL NOT BE PROCESSED.' At the bottom, there is an 'Upload Files' button, a file selection box showing 'Screenshot_20230522_153733_Files X', and a 'Submit' button.</p> </div>