



Welcome to Hope First Psychiatry

Before Your First Appointment — 5 Easy Steps

Completing these steps in advance lets us focus your session on YOU — not paperwork.

Please complete all steps at least 24 hours before your appointment.

If you have trouble at any step, call us at (847) 487-6869 or email Rose@hopefirstpsych.com — we're happy to help.

1

Check Your Email

You will receive an email from DrChrono with the subject line: 'OnPatient Invitation'

- Check your inbox and your spam/junk folder
- The invitation link expires in 7 days — activate it promptly
- If you don't see it within 24 hours of scheduling, call our office

2

Create Your OnPatient Account

Click 'Sign Up Now' in the invitation email. On the registration page, enter:

- Your first and last name (exactly as given to our office)
- Your email address (same one we have on file)
- A secure password

Click Sign Up to continue.

3

Verify Your Identity

You will be asked to confirm your identity. Enter:

- Your date of birth AND your cell phone number on file
- OR —
- Your Social Security Number (if provided to our office)

Click 'Confirm and Connect.' You are now linked to Hope First Psychiatry.

4

Download the App & Complete Your Profile

Download the free OnPatient app:

- iPhone/iPad: Search 'OnPatient' in the Apple App Store
- Android: Search 'OnPatient' in the Google Play Store
- OR — visit OnPatient.com in any web browser (no app required)

Log in and tap 'Check In' next to your upcoming appointment. Fill in all sections:

- Name, address, date of birth
- Emergency contact information
- Insurance information (see Step 5)
- Race/ethnicity and primary language (optional — reporting only)

Tap 'I'm Done' when finished. Your information saves automatically.



5

Upload Your Insurance Card & Sign Consent Forms

INSURANCE CARD:

Go to your profile in OnPatient and enter:

- Insurance company name
- Member ID / Policy Number & Group Number (front of card)
- Policyholder name (if different from you)

You may also photograph your card and attach it in the documents section.

CONSENT FORMS — REQUIRED:

After your profile is complete, sign each required form: Consent for Treatment, HIPAA Notice of Privacy Practices, and Financial Policy.

1. Tap the blue form title link to open and read
2. Tap 'I've Read This Document' at the bottom
3. Draw your signature in the signature box (easiest on a phone/tablet)
4. Repeat for each form
5. Tap 'Finish Check-In' — you're done!

All forms must be signed before your appointment.

What to Expect at Your First Appointment

Your first appointment is 90 minutes. Because you've completed your paperwork in advance, we can spend the full time focused on your mental health history, current concerns, and treatment goals.

Please bring a valid photo ID and your insurance card to your appointment.

Having Trouble?

Invitation expired → Call us to resend: (847) 487-6869

Can't verify identity → Check that email, date of birth, and cell phone match what you gave our office

Trouble drawing signature → Use a smartphone or tablet touchscreen

Forgot OnPatient password → OnPatient.com → 'Forgot Password'

Any other issue → Email Rose@hopefirstpsych.com or call (847) 487-6869