

PATIENT PORTAL

Anytime, anywhere,
your hospital
always accessible



For further information about the Patient Portal, please contact us:

- By **phone** +351 217 104 400, option 4, Portal do Cliente, from 8h00 to 24h00 on weekdays, and from 9h00 to 24h00 on Saturdays, Sundays and holidays
- By **email** to portalcliente@hospitaldaluz.pt
- By **in person** at one of the Hospital da Luz counters dedicated to the Patient Portal from 8:00 to 19:00 on weekdays

www.hospitaldaluz.pt/portalcliente

Hospital da Luz

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MEDICAL EXCELLENCE AND INNOVATION
ESPÍRITO SANTO **SAÚDE**

PATIENT PORTAL

Closer, easier, so simple

HOW TO USE

BENEFITS



The Patient Portal of Hospital da Luz was designed to facilitate secure and confidential access to your information in addition to providing a set of administrative online services, for example:

- Request a medical appointment or an exam
- View your appointments schedule
- Access some of your test results
- Manage your invoices
- View your past visits

The Patient Portal provides maximum convenience and security. Access it through the computer, smartphone or tablet.

HOW TO GET STARTED

For security and confidentiality reasons, the request for adherence to the Patient Portal should be done in person at Hospital da Luz, where we will request you to present your identification documents (available for clients older than 16). Once your identity has been confirmed in person, you will receive an email with a personalized link that allows you to complete your online registration in the Patient Portal.

01 ONLINE REGISTRATION

THE REGISTRATION AT THE PATIENT PORTAL IS VERY SIMPLE.


- 1) Access to the registration page through the link sent to you by email and click Continue
- 2) Enter the password you want use and confirm it by typing it again
- 3) Accept the terms of use of the Patient Portal
- 4) Click Finish Registration

Your registration is complete. You will receive an email confirming that your registration to the Patient Portal was successful.



02 ACCESS TO THE PORTAL

Before you start, make sure you have your mobile phone near you. For greater security, each session requires an additional authentication code received by text message on your phone.

- 1) Go to the Hospital da Luz site and click the Patient Portal icon . You can also access it directly at **www.hospitaldaluz.pt/portalcliente**
- 2) Enter your email address and your password in the login page
- 3) Enter the SMS token received in the meantime by text message on your phone. In case of difficulty, please contact Hospital da Luz by phone.

