



## Tips for Navigating the Patient Portal for DeafBlind Patients

Accessing digital content can be challenging for individuals who are DeafBlind. The following tips can help guide you when navigating a patient portal.



### What is a patient portal?

Many providers now offer patient portals. A patient portal is a website for your personal health care. The online tool helps you to keep track of your healthcare provider visits, test results, billing, prescriptions, and so on.

### What can you do in your patient portal?

- Make appointments (non-urgent)
- Request accommodations
- Request referrals
- Refill prescriptions
- Check benefits
- Update insurance or contact information
- Complete forms
- Ask your provider questions
- Ask questions about billing
- Make payments to your provider's office
- View test results
- View appointment summaries
- View your medical history including allergies, immunizations, and medication
- Read patient-education articles

### Patient portal account:

For access, you will need to set up an account. The service is free. A password is used so that all information is private and secure. You will receive an email with an activation code when setting up your account. It is important that you keep your login information stored where it can be easily accessed, because the portal will block access after a specific number of unsuccessful attempts.

If you are having issues with logging onto your account, or if you are locked out, contact your medical provider.

### Assistive technology:

Here is a list of different types of assistive technology that DeafBlind people can use when using patient portals:

- [JAWS Screenreader](#)
- [Refreshable braille display device](#)
- [Information on other braille devices](#)
- [ZoomText for low vision users](#)
- [Low vision keyboards](#)



## DeafBlind

### Apple and Android accessibility features:

Both Apple and Android products include accessibility features to support your vision, physical, hearing, and learning needs. Learn how to configure these features and set up shortcuts for easy access by clicking on the links below.

#### Apple

- [Linking patient portals to Apple Health App](#)
- [Getting started with Apple accessibility features](#)
- [Apple vision accessibility features](#)
- [VoiceOver Mobile \(text-to-speech\)](#)
- [VoiceOver Mac \(text-to-speech\)](#)

#### Android

- [Android and accessibility](#)
- [Android accessibility overview](#)
- [Using the accessibility menu](#)
- [Android vision accessibility features](#)
- [TalkBack Mobile \(text-to-speech\)](#)
- [Narrator Windows \(text-to-speech\)](#)

### Links to more information about patient portals:

- [What is a patient portal?](#)
- [Web accessibility challenges for DeafBlind patients](#)
- [Internet navigation with low vision or blindness](#)
- [Patient portals the basics](#)

*To learn more about your rights during telehealth appointments, and how to advocate for your communication access, please contact the [NC DSDHH Regional Center](#) near you.*



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