



Frequently Asked Questions

Q: What does Patient Ally cost?

A: There is no cost to join and use the Patient Ally Secure Channel to communicate with your patients.

Q: What is the benefit to me of joining Patient Ally?

A: You may communicate securely with patients and may also allow patients to schedule/change appointments, submit forms/documents, view vitals, and request medication refills. You may also accept Electronic Visits, allowing patients to view medical history from past visits.

Also, potential patients will be able to locate you via the Patient Ally website. When they contact you via the Patient Portal, you will be able to view the demographic and healthcare records sent with the message.

Q: How do I join/enroll in Patient Ally?

A: If you are currently an Office Ally user, simply complete the Practice Mate User Agreement form found in our website under Payer Lists/Forms, Downloadable Forms, Office Ally Forms. Fax the form to Office Ally, and you will be contacted to schedule a short telephone training session to introduce you to the Patient Portal and the secure communications channel.

If you are already using Practice Mate, go to the Manage Office tab, Company Settings list, Patient Ally Settings link. Edit each provider and join Patient Ally, selecting the functions you choose to allow.

Q: How do I send messages to my patients?

A: When your patients join Patient Ally and select you as a provider, they will be able to send messages to you. You will be able to respond to those messages. However, your patients must be Patient Ally users to use this feature. When they select you as a provider, you may link their information to an existing profile in your Practice Mate, or create a new profile if needed.

We encourage you to invite your patients to join the Patient Ally network, which is free.

Q: If I have multiple offices, can the patient select the correct office when requesting appointments?

A: The patient will see a list of your locations to choose from when they request an appointment and specify you as the provider. The information displayed for the locations is from your Practice Mate set up.

Q: If I have difficulty with Patient Ally, who do I contact?

A: You may contact our Patient Ally Customer Service dedicated number at 888-747-4255. Our representatives will be happy to assist you. For questions regarding other Office Ally services (i.e. Practice Mate and EHR, claims issues, etc.), please continue to use our Customer Support telephone number at 866-575-4120.