

Berkshire Patient Portal Tips: Updating Your Primary Phone Number

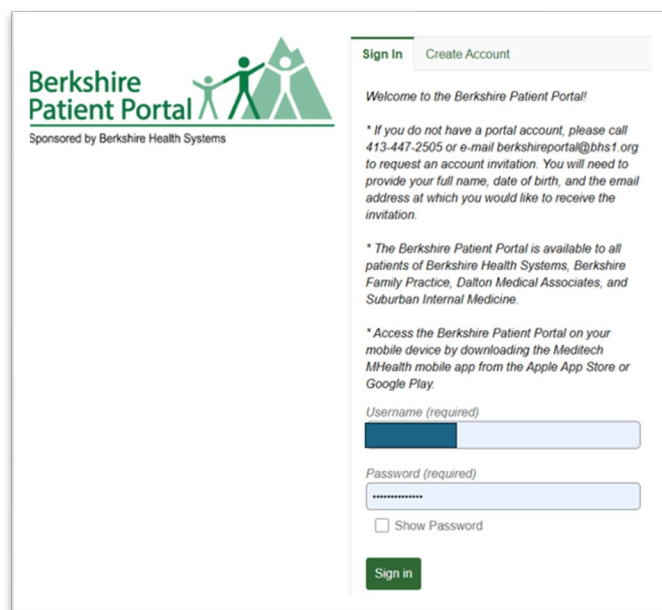
The Berkshire Patient Portal includes messaging features to help you manage your healthcare appointment schedule. You can choose to receive voice or text messages by updating your primary contact number in your patient portal profile.

- If the first phone number listed in your profile (also known as your “primary phone”) is a **land line**, you will automatically receive automated voice notification and reminder calls.
- If the first phone number listed in your profile is a **cell phone**, you will automatically receive text message notifications and reminders.

Follow the instructions below to update your primary phone number and adjust your notification and reminder preferences.

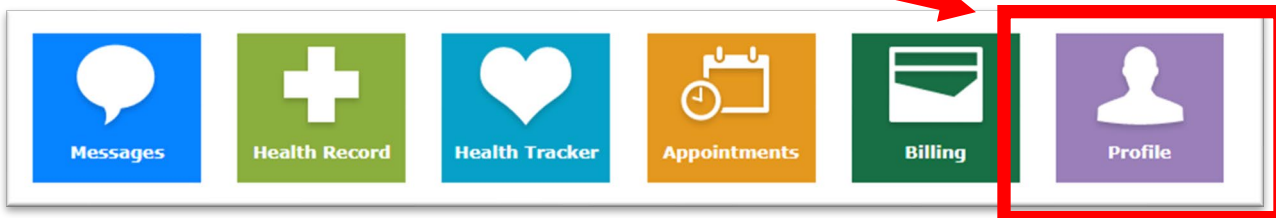
IF YOU ACCESS THE PATIENT PORTAL USING A WEB BROWSER (CHROME, EDGE, SAFARI, ETC.):

1. Visit www.berkshirepatientportal.com and sign in.



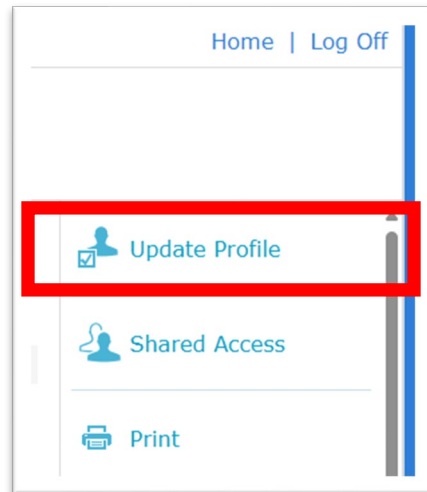
The screenshot shows the Berkshire Patient Portal login page. At the top left is the logo with the text "Berkshire Patient Portal" and "Sponsored by Berkshire Health Systems". To the right are links for "Sign In" and "Create Account". Below these is a welcome message: "Welcome to the Berkshire Patient Portal!". There are three informational paragraphs: one for new users to request an account invitation, one stating the portal is available to all patients of Berkshire Health Systems, and one about downloading the Meditech MHealth mobile app. Below the text are input fields for "Username (required)" and "Password (required)", a "Show Password" checkbox, and a green "Sign in" button.

2. Select “Profile.”



Berkshire Patient Portal Tips: Updating Your Primary Phone Number

3. On the right-hand side of the screen, select "Update Profile."



4. Scroll down to the section of your Patient Information where phone numbers are listed.
- If you have more than one phone number in your profile, select the one labeled "Primary Phone" and enter the number you would like to use to receive messages.
 - If you have only one number listed, update the number in the first field.

Primary Phone:

Cell Phone:

Phone 2:

REMEMBER:

If the first phone number listed in your profile (also known as your "primary phone") is a **land line**, you will automatically receive automated voice notification and reminder calls.

If the first phone number listed in your profile is a **cell phone**, you will automatically receive text message notifications and reminders.



Berkshire Patient Portal Tips: Updating Your Primary Phone Number

5. Click "Next" at the bottom of the page until you are prompted to "Submit."



6. Click "Submit" to save.



Berkshire Patient Portal Tips: Updating Your Primary Phone Number



IF YOU ACCESS THE PATIENT PORTAL USING THE MHEALTH APP:

1. Sign into your portal account.

Berkshire Patient Portal

[Sign In](#)

Welcome to the Berkshire Patient Portal!

** If you do not have a portal account, please call 413-447-2505 or e-mail berkshireportal@bhs1.org to request an account invitation. You will need to provide your full name, date of birth, and the email address at which you would like to receive the invitation.*

** The Berkshire Patient Portal is available to all patients of Berkshire Health Systems, Berkshire Family Practice, Dalton Medical Associates, and Suburban Internal Medicine.*

** Access the Berkshire Patient Portal on your mobile device by downloading the Meditech MHealth mobile app from the Apple App Store or Google Play.*

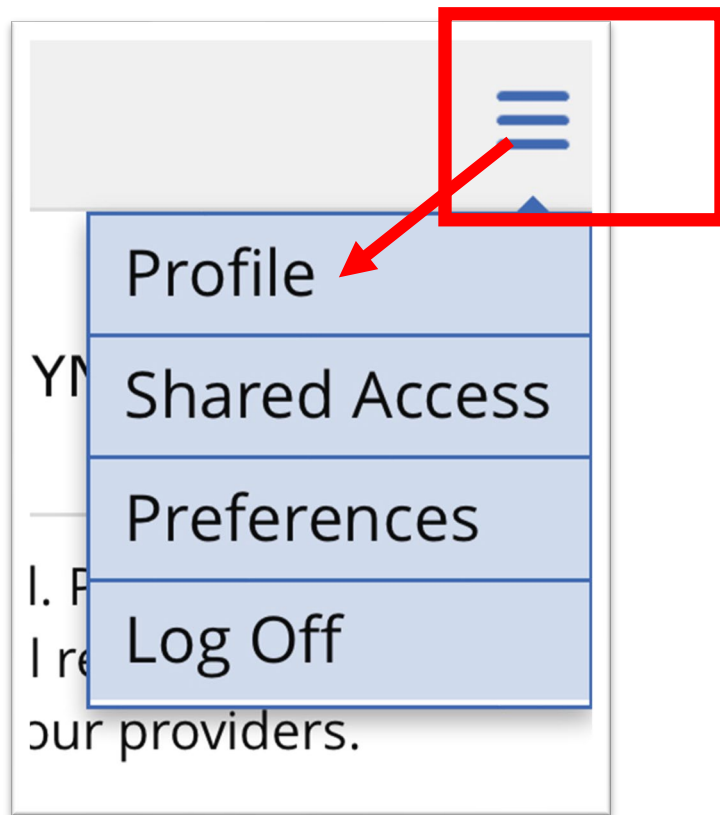
Username (required)

Password (required)

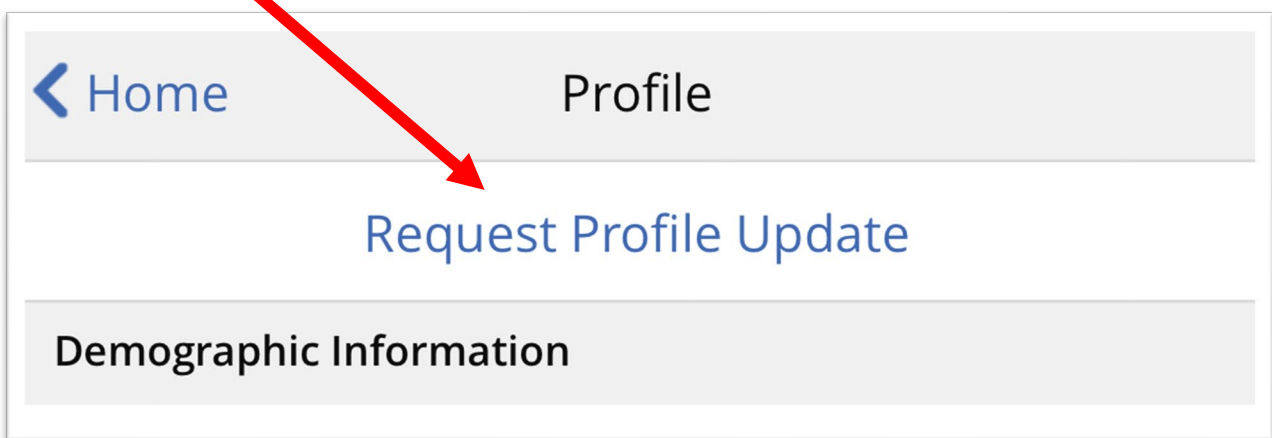


Berkshire Patient Portal Tips: Updating Your Primary Phone Number

2. Click on the three lines in the upper right to open the menu, then choose "Profile."




3. Click "Request Profile Update."



Berkshire Patient Portal Tips: Updating Your Primary Phone Number

4. Scroll down to the phone number area and update the first phone number listed:



Cell Phone:

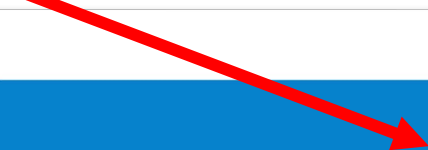
Phone 2:

REMEMBER:

If the first phone number listed in your profile (also known as your “primary phone”) is a **land line**, you will automatically receive automated voice notification and reminder calls.


If the first phone number listed in your profile is a **cell phone**, you will automatically receive text message notifications and reminders.

5. Click the “Next” button at the bottom of the page until you come to “Submit.”



Next

6. Click “Submit” to save.



Submit

