



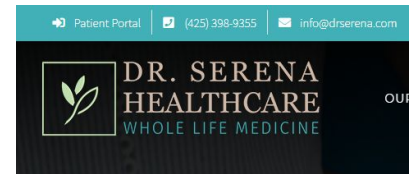
13126 120th Ave NE, Kirkland WA 98034
(P) 425.398.9355 | (F) 833.905.2316
www.DrSerena.com

How To Reach Dr Serena Remotely

Dr Serena has recently expanded several digital options to reach her during the challenging times of social distancing and limited access to in office visits.

1. The most important first step in digital communication with Dr. Serena right now is to REGISTER IN HER NEW PATIENT PORTAL WITHIN **ATHENA HEALTH**:

- a. Log onto www.DrSerena.com and click on “Patient Portal” link on upper left hand side.
- b. Or click directly on the following link:
<https://20654.portal.athenahealth.com/>



2. Once inside the Portal, you can directly send Dr. Serena a message regarding medication refills, care questions, and *schedule televideo appointments*.
3. **Qure4U** is an extension service to Athena Health, and this is a program that allows televideo appointments. After a televideo appointment has been scheduled inside the Patient Portal, an email will be received requiring registration with Qure4U and their mobile app called **MyCarePlan** in order for televideo visit to be available.

Download our App

Check-in, Messaging, Appointments, Video and more
Our app is called MyCarePlan



4. If these efforts fail, please contact Dr Serena via email at serena@drserena.com but this is not a secure way to reach her and all communications are preferred to be done through the Patient Portal and Qure4U platforms which are HIPPA compliant.
5. Lastly, Kristine can be emailed at info@drserena.com for additional assistance.