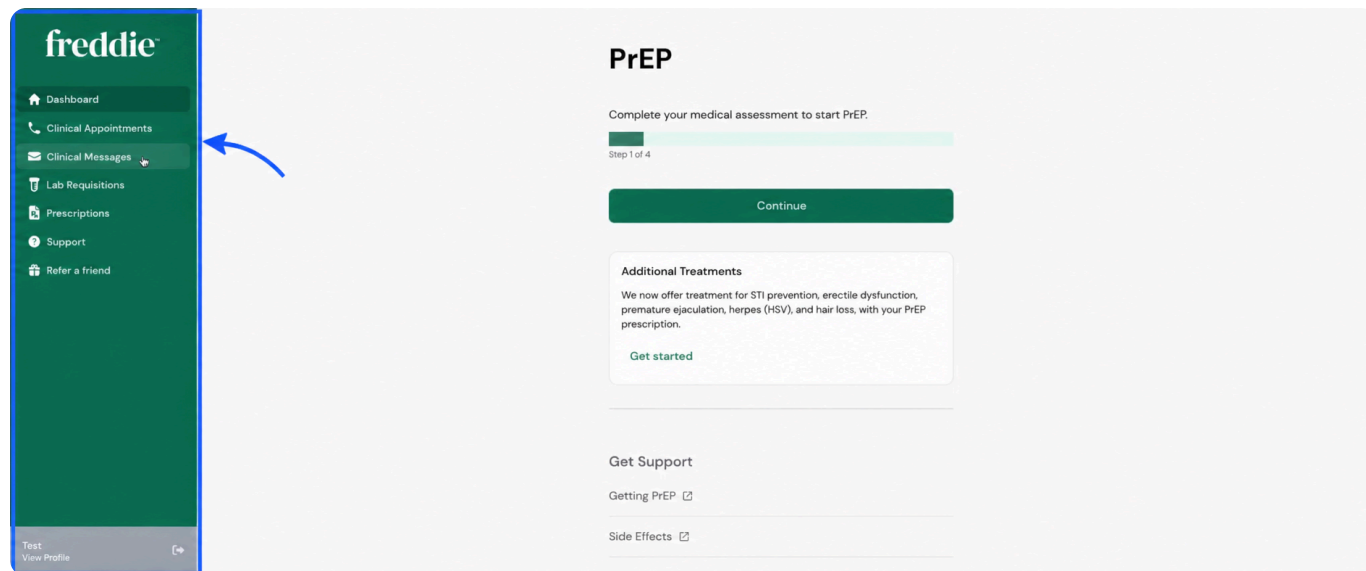


Navigating the Freddie Patient Portal

The Freddie patient portal allows you to access lab requisitions, complete self-assessments, and communicate directly with your clinician.

Step 1: Log into your Freddie account.

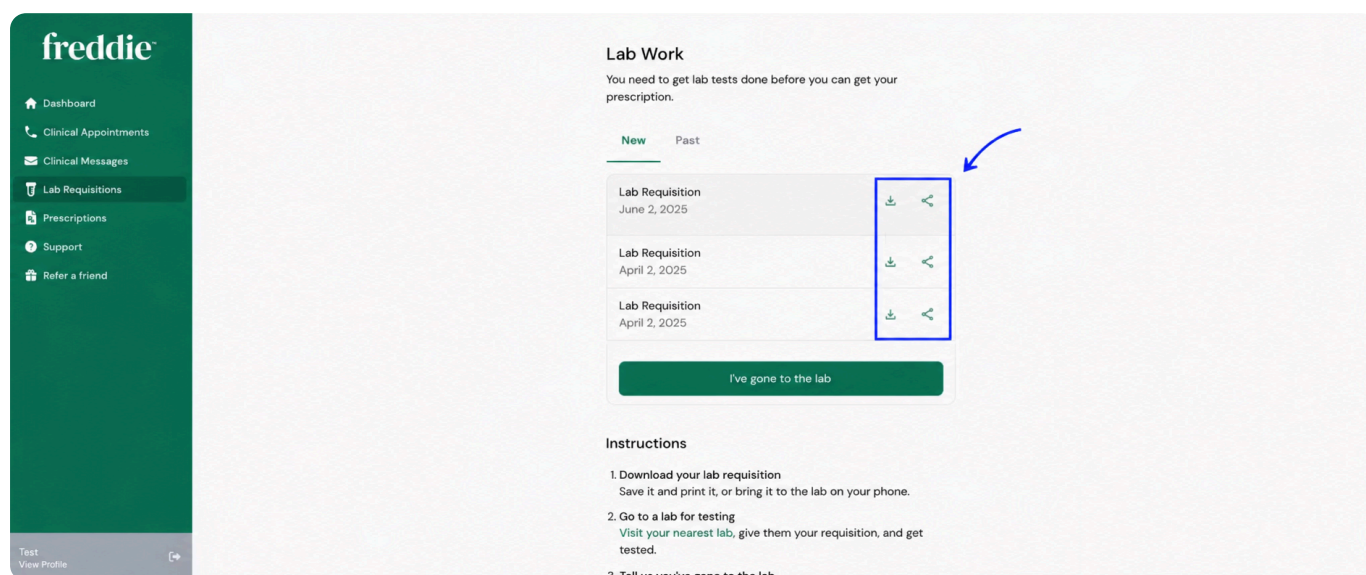
Step 2: Use the sidebar on the left-hand side to navigate between the **clinical messages** and **lab requisitions** tabs.



The navigation sidebar.

Step 3: Click on **lab requisitions** to view your available documents.

Step 4: Select the download button to save your requisition, or use the email button to send it.



Options to download or email lab requisitions.

Step 5: Check your **clinical messages** for communications from your clinician regarding new prescriptions or reminders for your next round of lab work.

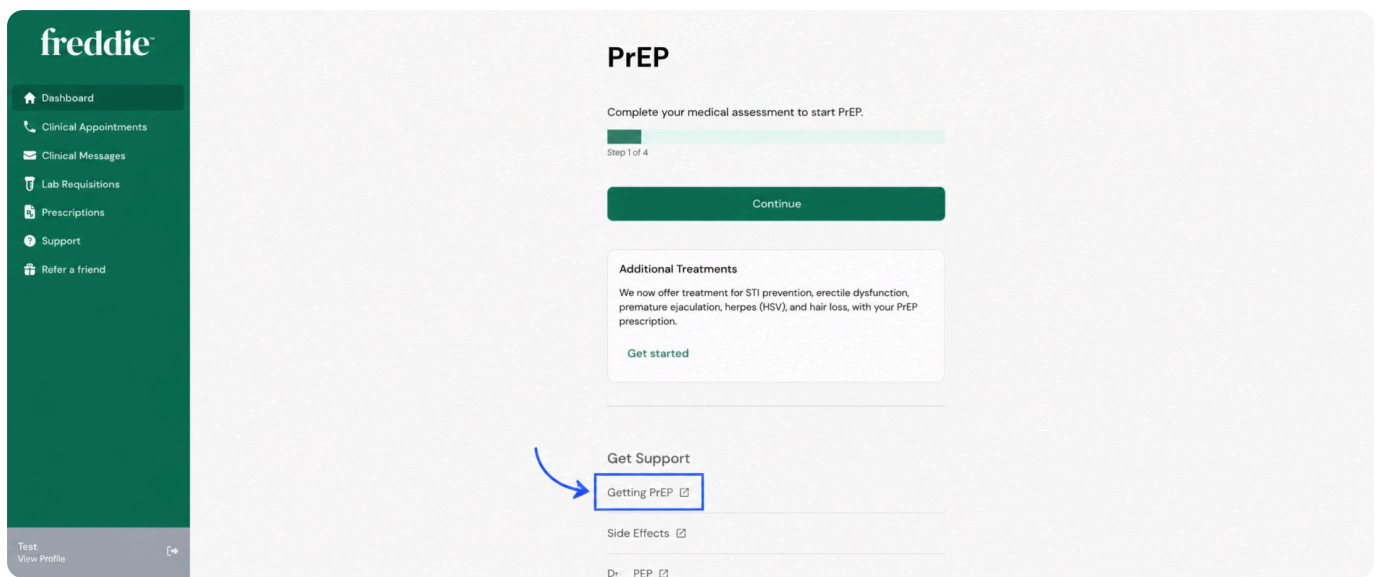
Managing Appointments and Questionnaires

The portal contains several sections currently tailored for PrEP services that may not apply to all users.

- **Prescriptions and Appointments:** You can ignore the **prescriptions** and **clinical appointments** options on the left-hand side. Your clinician will reach out to you directly through clinical messages for these needs.
- **Assessments:** If you see an option to continue an assessment or restart a questionnaire, ignore it, as these are primarily for PrEP patients.
- **Scheduling:** To book or reschedule an appointment, send a message through the clinical messages tab for assistance.

Getting Support

If you have questions or require further assistance, you can contact the support team directly within the portal.



Support team contact link.