

Overview of main patient portal navigation and features

Portal home screen – Patient Dashboard (new account)

As you complete applications and submit claims, **dashboard sections will populate with items.**

Logout

Dashboard Applications

Patient Dashboard
List of all the Action Items

Recently Created Application

Recent Activities

Actions Required

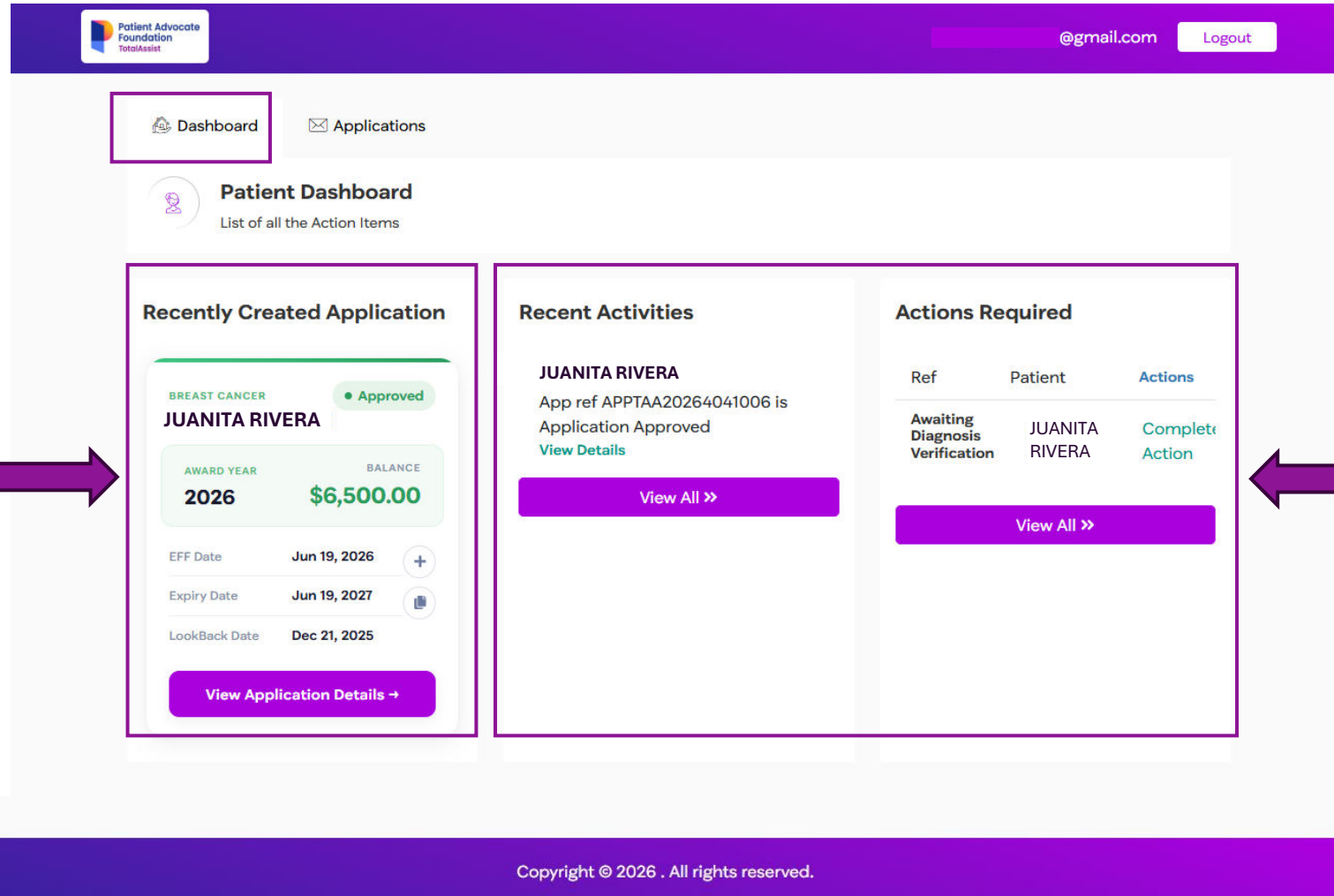
No Activities found!

No Actions found!

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Let's Chat

Portal home screen – Patient Dashboard (existing account)



Your most **recently completed application** will show up in the left side of the screen. Select **'View Application Details'** to see your full application.

'Recent Activities' are listed in reverse chronological order, newest to oldest. Select **'View All'** to see all activities or required actions. **Click hyperlinks to view full activity details or complete actions.**

Patient data is fictional.

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Applications tab

Application and grant award information can always be accessed in the **'Applications'** tab of the portal.

The screenshot shows the 'Applications' tab in the Patient Advocate Foundation TotalAssist portal. At the top, there is a navigation bar with 'Dashboard' and 'Applications' (highlighted with a red box). Below the navigation bar, there is a header for 'Applications' with a sub-header 'List of all applications in your account'. A red box highlights the '+ Create Application' button. Below this, there is a card for an approved application for 'JUANITA RIVERA'. The card includes the following information:

- BREAST CANCER** (Category)
- Approved** (Status)
- AWARD YEAR**: 2026
- BALANCE**: \$6,500.00
- EFF Date**: Jun 19, 2026
- Expiry Date**: Jun 19, 2027
- LookBack Date**: Dec 21, 2025

At the bottom of the card, there is a red button labeled 'View Application Details →'.

To **start a new application**, click **'+ Create Application'**.

To view **full application information**, click **'View application details'**.

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Chat feature

The screenshot shows the Patient Advocate Foundation TotalAssist dashboard. At the top left is the logo, and at the top right is a 'Logout' button. Below the navigation bar are tabs for 'Dashboard' and 'Applications'. The main content area is titled 'Patient Dashboard' and contains three columns: 'Recently Created Application', 'Recent Activities', and 'Actions Required'. The 'Recently Created Application' column shows a card for 'JUANITA RIVERA' with a balance of '\$6,500.00' and a 'View Application Details' button. The 'Recent Activities' column shows two entries for 'JUANITA RIVERA' with 'View Details' links and a 'View All' button. The 'Actions Required' column shows a table with columns 'Ref', 'Patient', and 'Actions', containing one row for 'JUANITA RIVERA' with the action 'Complete Action' and a 'View All' button. A blue circular icon with a person symbol is located to the right of the 'Actions Required' table. In the bottom right corner, a blue circular button with a speech bubble icon and the text 'Let's Chat' is highlighted with a red box and an arrow.

Need help? You can chat with a member of our support team during regular business hours (*Monday – Friday, 8:30 AM – 5:30 PM ET*) by clicking 'Let's Chat' in the bottom right of the screen.