

Electronic Forms FAQ

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Health IPass FAQ

- My page is not loading, or it won't let me log in when entering my date of birth. What do I do?

If your page is not loading or it is not accepting the date of birth you are entering, please use the following tips to help resolve your issue:

1. Verify that your phone is connected to a working internet connection by making sure your device is connected properly to Wi-Fi or you have appropriate cellular data signal.
1. Verify that you are entering your date of birth in the correct format (example: if your date of birth is January 1st, 1990, you will enter this as 01/01/1990).
1. Verify that you have only one check-in window/tab opened on your device. If you have the check-in site opened in multiple windows/tabs, this will cause the site to not load correctly.

If you are still having issues with the page not loading correctly, please try refreshing your webpage or closing out your window and reopening the page from the link you received in your text message. ***You will not lose the information you have already entered on previous screens if you refresh/reopen your check-in page.***

- How do I continue to the next page of the check-in?

Depending on the device you are using, you may have to scroll down on you screen to find the arrow to continue to the next step. This arrow will be located at the bottom right corner of each page that you will tap to get to the next step of your check-in.

- Why will it not let me continue after updating my contact information?

If you are on the "Update Your Contact Information" page and it will not let you click the next line or if it will not let you click the "I'm done, next step" button, make sure that you have clicked the checkmark next to the line that you were previously making changes to.

- Why am I getting a warning pop-up and what do I do?

You may get a warning popup during your check-in stating that you have not added certain information to the Demographic page or that you still need to verify your Insurance name and member ID. If you do not have this information, if the information does not apply to you, or if it is not able to verify the insurance information you have entered, please click the “Continue Anyway” button to continue to the next step of your check-in.

Please Note: Our system cannot automatically verify EVERY insurance policy. Our office will contact you prior to your appointment if we need additional information about the insurance policy you have entered.

- What if I do not have my photo ID or Insurance Cards with me when I am checking in?

If you do not have a copy of your insurance cards with you when you are completing your online check-in, you can still continue to the next step without taking a picture by clicking the “Continue Anyway” button.

Please make sure to bring these cards to your scheduled appointment so that we can get a copy at that time.

- I am a returning patient, why am I being asked to fill these forms out again?

All forms must be completed in order to complete your check-in prior to seeing your provider. If you have not finished all the forms and are trying to complete your check-in, please click the “Go back and finish” button to complete the necessary forms.

Please Note: In order to provide an excellent patient experience, information about any changes to your medical history, current treatment progress, or changes to contact information may need to be periodically updated with our office through these forms.

The screenshot shows a mobile application interface for "Tri-State Orthopaedics and Orthopaedic Urgent Care". At the top, there is a header bar with a back arrow on the left and a forward arrow on the right. Below the header, there are four progress indicators (circles) in a row. The first three are filled, and the fourth is empty. A modal dialog box is centered on the screen, featuring a red circle with a white exclamation mark at the top. The text inside the modal reads: "You must complete all forms before seeing your healthcare provider". Below this text is a dark blue button with the text "Go back and finish". A large blue arrow points from the right side of the modal towards the "Go" buttons of the forms listed in the background. The background shows a list of forms: "Annual Intake", "Medical History", and "Notice Of Privacy Practices". Each form has a red vertical bar on the left and the text "Not Complete" below the form title. To the right of each form is a grey button with the text "Go".

- Why can't I submit my form?

If you are trying to complete a form by clicking "Submit", and it will not let you submit it, this means that there is a required section of the form that was not completed. Please refer to the red box that appears at the bottom of your form to see which section was missed. The box for the missed section will also turn red on your form.

Patient/Parent or Guardian Name *

Fred Test

Patient/Parent or Guardian Signature *

Use your mouse or finger to draw your signature above

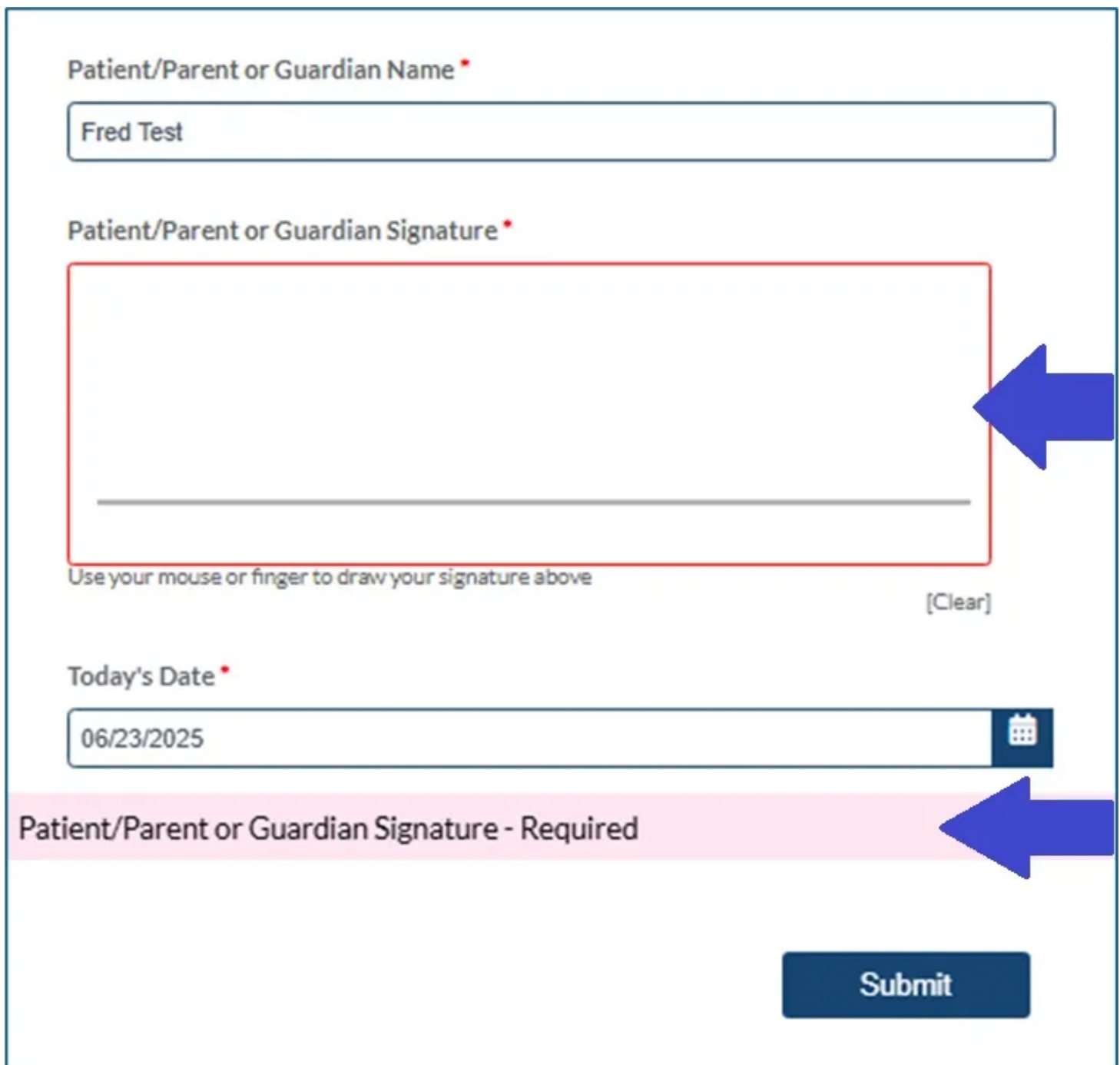
[Clear]

Today's Date *

06/23/2025

Patient/Parent or Guardian Signature - Required

Submit



- What if there is a required field on the form that does not apply to me?

If there is a field that is required on a form that does not apply to you, and it will not let you submit the form without filling this out, simply type “None” or “N/A” into that line of the form.

REFERRING PHYSICIAN ***PRIMARY PHYSICIAN *****OCCUPATION****Gender ***

- ☐ Male
- ☐ Female

- How do I sign or initial my forms?

To sign or initial your forms, simply use your finger to sign directly on your screen.

- What do I do if I do not know the exact information needed for my forms? (Ex: exact date of a previous procedure, updated height/weight)

If you do not know the exact information for the questions being asked, please complete these to the best of your knowledge.

For example, if you do not know the exact date of a previous procedure, you can just fill in the year. Or if you do not know your exact height/weight, you can put an approximate answer.

Our clinical staff will inform you if we need any further details from you when they review your completed forms.