

Healthcare professionals: How to sign a patient up for a disease fund wait list in the PAN portal

This guide walks through how a healthcare professional can sign a patient up for a disease fund wait list in the PAN portal.

Each closed disease fund will have its own wait list. You can add patients to the list whenever a fund is closed.

The first step, is to go to the PAN portal at panapply.org, and log in to your existing account.

If you don't have a portal account please refer to our "How to create a portal account" guide on panfoundation.org/portal.

If you've forgotten your password, select 'Forgot your password?' to reset it. Once logged in, you can add a patient to a wait list two different ways. We'll explore each option separately.

Option 1 – New patients only:

1. **On the patient tab, select the "New enrollment" button in the upper right-hand corner.**
2. **Next, you can search either by the patient's diagnosis or by the medication the patient is taking.**
3. **If the disease fund is closed, it will say "Closed, wait list available" next to the disease fund name.**

4. **Select the closed disease fund your patient is interested in joining and then select ‘Next.’**
5. **On the next screen, click the plus sign next to any medications your patient is taking for this specific disease.** If you add a medication by accident, simply click the minus sign next to the medication name to remove it from the list.

Then, click “Next.”

6. **You’ll be taken to a new screen to confirm that the medications you picked are accurate.**

If you’ve missed any medications or something doesn’t look right, select “Search again” to make the correction.

7. **Once your list of medications is correct, select “Yes, begin application.”**
8. **Before you can move forward, confirm that you want to add your patient to the wait list by select ‘Yes.’**
9. **Next, fill out the patient information on the screen, including your patient’s personal, demographic, and, if necessary, caregiver information.**
10. **You can add an additional subscriber by clicking “Add subscriber” if you’d like anyone else to have access to the patient’s wait list details or be notified when the wait list opens.**

To ensure the additional subscriber has access to the patient’s wait list details and is notified when the wait list opens, it’s important that all contact information for additional subscribers is accurate—including name spelling.

11. **Once you are done, select “Add to wait list” at the bottom of the screen.**

Option 2 – New and existing patients: Adding a patient to the wait list through the wait list tab.

- 1. Navigate to the wait list tab in your portal account.**
- 2. You can scroll through the list or use the search function to find a specific disease fund.**
- 3. When you find the disease fund you're interested in, select the drop-down arrow next to "Action" then "Add Patient to the DFWL."**
- 4. Next, you'll see an option to add an existing patients already linked to your portal account or a brand new patient to the wait list, and select 'Next.'**

If you select **"New patient,"** it will take you through the same process described in option 1 above.

- 5. If you select "Existing patient," you'll be taken to a screen that allows you to search for and select the appropriate patient's name from a list of linked patients.**

Click the box beside the patient name, then select **"Next."**

- 6. Then confirm the patient information is still accurate and select "Add to wait list."**
- 7. Confirm you'd like to add this patient to the wait list by selecting 'Yes.'**

Congratulations! Your patient is now on the wait list, and you will receive an email with the next steps and what to do once the wait list opens. It's important to monitor the inbox for the provided email address, as the wait list enrollment period is two business days.

To view all your patients on a specific disease fund wait list, visit the wait list tab.

To learn more about PAN's disease fund wait lists, you can check out our website:
[panfoundation.org/grants.](https://panfoundation.org/grants)