What is the Patient Portal?

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The Patient Portal is an online service that provides patients secure access to their health information. Various features may be available on the portal at your practice's discretion, including the ability to send messages to your health care providers, schedule appointments, and pay bills online.

Who can use the Patient Portal?

Any active patient may be eligible to register for and use the Patient Portal. If you are authorized, a family access account can be created that will allow you to access selected family members' health information.

Security

How secure is the Patient Portal?

All communications between you and your provider's office are carried over a secure, encrypted connection. This secure connection utilizes industry standard Secure Socket Layer (SSL) encryption to ensure secure data transmission as well as server-side digital certificate authentication. To prohibit unauthorized access, all medical information is stored behind our firewall in our electronic medical record system.

You should always make sure that the email address on file for your account is accurate, as notifications from the portal are sent to the email address on file. Make sure to sign out of your account each time you are finished using the portal

What if my password is stolen?

Change your password immediately by completing one of the following options:

- Sign in to the Patient Portal, go to **Security Settings**, and reset your password.
- Click **Forgot your password** on the sign-in page and enter your email address to request a password reset email.
- Contact your provider's office and request a password reset email.

What if I forget my password?

On the sign-in page, click **Forgot your password** and enter your email address to request a password reset email.

How do I change my Test Results PIN?

Your test results PIN is required to retrieve your test results over the phone. You may ask the office to reset your PIN, or you may follow these steps:

1. Click the **My Profile** tab.
2. Select **Test Results PIN**.
3. Type in your new PIN.
4. Click the **Save** button.

What if I'm unable to access the Patient Portal?

Please contact your provider's office to register or to verify your information.

How do I sign out?

Click the **Sign Out** link at the top right of the screen. Alternatively, if your keyboard remains idle for 10 minutes or more, you will receive a pop-up window asking if you are still actively using the portal. If you do not click the **OK** button, you will be signed out automatically. Any information you have typed and not saved or sent will be lost.

Note: Do not use a public computer to access your health information.

Signing Up

What do I need to access the Patient Portal?

- an email address
- access to a computer and the internet

How do I register for the Patient Portal?

To register for the Patient Portal, click the **Sign up today** link on the sign-in page, then enter your information.

How do I sign in to the Patient Portal?

To sign in to the Patient Portal, enter your email address and password on the sign-in page, then click the **Sign in** button.

I have a PIN instead of a password. How do I sign in to the Patient Portal?

We have made our sign-in process easier. If you have been signing in with a PIN, date of birth, and phone number, you will now be able to sign in with just an email address and password. To do this, you must create a password for your account by clicking the **Use your PIN to create a password** link on the Patient Portal sign-in page, and following the instructions. This is a one-time only change; going forward you will simply need to enter your email address and password to sign in.

My Profile

How do I edit my profile information?

1. Click the **My Profile** tab.
2. Click the **Edit** link.
3. Update your information as required.
4. Click the **Submit** button.

How do I edit how my contact preferences for different types of notifications?

1. Click on the **My Profile** tab.
2. Select **My Notifications.**
3. Indicate your contact preferences for different types of notifications.
4. Click the **Save** button.

Note: Portal users cannot deactivate email notifications, as at least one method of communication is required.

How do I view my insurance information?

1. Click the **My Profile** tab.
2. Select **Insurance.**

Note: If your insurance information has changed, please contact your provider's office.

Appointments

How do I reschedule an appointment?

1. Click the **Appointments** tab. Your scheduled appointments will appear listed under **Upcoming Appointments**.
2. Click the **Reschedule** link that appears beneath the date of your appointment.
3. Select an available appointment from the calendar.
4. Click the **Reschedule Appointment** button.

Note: The availability of this feature is at the discretion of your practice.

How do I request an appointment?

It is at your practice's discretion to allow online appointment scheduling. If your practice does not allow online appointment scheduling, you can request an appointment by sending a message to your provider. To do so:

1. Click the **Messages** tab.
2. Click the **Compose Message** button.
3. Select the **Appointments and scheduling** option from the message type dropdown menu.

4. Select your provider, office location, and your preferred time of day and days of week.
5. Type your subject and message.
6. Click the **Send** button.

How do I view upcoming appointments?

Click the **Appointments** tab. Your scheduled appointments will appear listed under **Upcoming Appointments**.

Where can I fill out medical forms before my appointment?

1. Click the **Appointments** tab.
2. Select **Medical Forms**.
3. Click the desired form. Forms with a computer icon can be completed and submitted online, while forms with a printer icon can be printed out, completed, and brought with you to your appointment.

Note: The availability of this feature is at the discretion of your practice.

Why doesn't anything happen when I click on a medical form?

Adobe Acrobat is required to view and print forms on the portal. On the Medical Forms page, you will see a note indicating this requirement, along with a link to download this program for free.

How do I view past appointments?

1. Click the **Appointments** tab.
2. Select **Past**.
3. Select the desired timeframe from the **Past Appointments** dropdown menu.

Messages

Note: The availability of this feature is at the discretion of your practice.

How do I ask my provider a question?

1. Click the **Messages** tab.
2. Click the **Compose Message** button.
3. Select the message type from the dropdown options based on the topic of your question.
4. Select your provider and office location.
5. Type your subject and message.
6. Click the **Send** button

How soon can I expect a response from my provider?

Your provider's office will make every effort to respond to your messages within a timely manner. Please do not expect a response on weekends or holidays. If you need to speak with the office sooner, please call the office directly. Urgent matters should not be dealt with via the Patient Portal

How do I view messages and/or responses from my provider?

1. Click the **Messages** tab.
2. Select **Inbox**.
3. Click the desired message in your inbox to read the message.

Why can't I delete my sent and archived messages?

You cannot permanently delete sent or archived messages. This is because all messages that you send and receive in the Patient Portal are part of your medical record.

Billing

Note: The availability of this feature is at the discretion of your practice.

How do I view my account balance?

Click the **Billing** tab. Your list of charges will be listed by date of visit, followed by your account balance, under **Recent Charges Payable Online**.

How do I ask a question about my account balance?

1. Click the **Messages** tab.
2. Select Compose **Message**.
3. Select the **Billing and Payments** option from the message type dropdown menu.
4. Select your provider and office location.
5. Type your subject and message.
6. Click the **Send** button.

How do I view my payment history?

1. Click the **Billing** tab.
2. Select **Payments**.
3. Select the payment you would like to view.
4. Click the **View detail** link.

How do I view my account statements?

1. Click the **Billing** tab.
2. Select **Statements**.
3. Select the patient statement you would like to view.
4. Click the **View detail** link

How do I manage my saved credit and debit cards?

1. Click the **Billing** tab.
2. Select **Payment Methods**.
3. From here you can:
4.
    a. Click **Add a Credit Card** to save a new card for future payments.
    b. Click **Make Default** to set a saved card as your default payment method.
    c. Click the **Delete** link to remove a saved card from the portal.

Why doesn't anything happen when I click "View Detail" or "View Receipt?"

Adobe Acrobat is required to view and print statements and forms on the Patient Portal. When you click the **Billing** tab, you will see a note indicating this requirement, along with a link to download this program for free.

My Health

Why can't I view my test results?

It is at your provider's discretion to make test results available. Your provider must authorize the release of your test results in order for them to post to your Patient Portal account. Only test results which are considered appropriate for release will be accessible through the Patient Portal.

How do I request a prescription?

1. Click the **Messages** tab.
2. Select **Compose Message**.
3. Select **Prescriptions and refills** from the message type dropdown menu.
4. Select your provider and office location.
5. Type your subject and message.
6. Click the **Send** button.